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ATE to be "more affordable"

ATTENDANCE at this year's Australian Tourism Exchange (ATE) will be made "more affordable" for tourism operators in the wake of ongoing crises adversely affecting the industry, Tourism Australia's MD Phillipa Harrison has revealed.

The TA chief said that delegates would be updated about the specific details of the changes over the next few days, conceding tourism operators have been "doing it tough" at the moment.

Harrison's comments arrive as part of a wider update on how the tourism industry is responding to the coronavirus outbreak and continued bushfire activity, labelling the last few weeks "intense and challenging".

She said TA would continue to

keep Australia front-of-mind as a tourism destination, despite the obvious headwinds caused by the environmental & health disasters.

Domestic campaigns such as Holiday Here This Year (**TD** 23 Jan) and Event Here This Year (**TD** 29 Jan) will continue their rollout uninterrupted, however, Harrison admitted TA would have to "recalibrate" its global activities to ensure full value.

Despite the anticipated economic impact the coronavirus will have on the tourism sector, Harrison remains optimistic.

"Once the coronavirus spread is under control, Chinese travellers will return," she said.

"We are already discussing how we actively support that recovery and remain committed to this critically important market."

Today's issue of TD

Travel Daily today has five pages of news and photos, including a front cover wrap from **Silversea**, plus full pages from:

- Tauck
- AA Appointments jobs
- **TD** Sustainability Summit

Travel Daily on location in the Mediterranean

Today's issue of *TD* is coming to you courtesy of **Regent Seven Seas Cruises**, which debuts its brand new *Splendor* on a voyage from Rome to Barcelona this week.

EN ROUTE from Livorno to Barcelona, guests aboard *Seven Seas Splendor* have spent a day at sea in somewhat rocky conditions.

The newbuild has handled things with ease, allowing those on board to experience updates from senior Regent management as well as plenty of onboard conviviality.

More from *Splendor* tomorrow.

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Silversea inclusions

SILVERSEA is today highlighting its Europe Bonus Savings promotion, offering travellers access to special perks, such as return Business class air fares with Qatar Airways from \$3,998 per person and savings of up to \$1,000 per suite.

The line is also promoting its "all-inclusive lifestyle", with a nearly 1:1 staff to guest ratio.

For more information, see the cover page.

SQ collaborative on NDC

SINGAPORE Airlines is taking a collaborative approach with trade partners on its rollout of NDC through the KrisConnect program in Australia (**TD 04** Feb), Singapore Airlines General Manager National Agency Sales Greg McJarrow told *Travel Daily*.

"With the right encouragement and the collaborative approach that we are looking at, I think we will get a very good uptake from the Australian trade," he said.

McJarrow emphasised agents who decide to stay with the existing system, could, but NDC would provide agents with the best range of products and services.

"The reality is, the full suite of products, bundles, etc, is not going to be available via this option," he said.

"It isn't today because it cannot be," McJarrow told *Travel Daily*.

He said agents who do connect would have access to new options such as booking preferred seat selection, and with that, would come additional chances to earn commission.

"If they sell that preferred

seat, then they should get a commission for doing so...they don't have that option today."

McJarrow said Singapore Airlines would be able to provide agents with the full suite of NDC capabilities from 01 Jul, however, he did note that there may be some feature differences as technology partners come online.

If an agent chooses a GDS or an aggregator, the features they provide and when they will be available may vary, and it would be best to speak directly to their preferred provider, he said.

Agents who decide to develop for their own platforms, can get a direct connection to Singapore Airlines and will be able to connect after an onboarding process.

There will also be a direct booking portal available through AGENT360 which will launch later this year.

"Can we connect someone tomorrow?"

"In theory, yes, but there are a number of steps that we need to take before we flick the switch," he said.

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Tauk to Douro

TAUCK is today showcasing its itineraries on board *ms Andorinha*, an 86-guest ship which is purpose-built to sail the Douro River.

The cruise line is advertising a range of itineraries departing Portugal, including an eight-day roundtrip from Porto, eight-day Lisbon to Porto and 12-day Madrid to Lisbon, or reverse.

For further details, head to page six.



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Window Seat

A NICE and comfortable bed is an important factor for travellers booking a hotel, so spare a thought for athletes competing at the Olympic Games in Japan who will be sleeping on cardboard.

The design for the recyclable cardboard bed frames, which can bear a weight of around 200 kilograms, is part of Japan's commitment to making the sporting event the "Green Olympics", with the beds to be re-used well after the last event had been completed.

But Australian basketball player Andrew Bogut raised another concern, tweeting this in response to the novel bed designs: "Great gesture... until the athletes finish their said events and the 1000s of condoms handed out all over the village are put to use."



Tourism takes a hit

THE tourism sector is likely to decline by more than a billion dollars if travel bans brought on by the coronavirus last for more than six months, the Governor of the Reserve Bank Phillip Lowe believes.

Speaking to the National Press Club in Sydney, Lowe claimed the latest medical emergency could cause more economic damage than the SARS virus did in 2003.

"China is a larger part of the global economy and it is more closely integrated, including with Australia," he said.

Exec Director of ATIC Simon Westaway also said the virus' impact would be "significant".

Regent expecting growth

THE debut of Regent Seven Seas Cruises' new *Splendor* this week has lifted the cruise line's capacity by over 25%, with the company's Australasian sales forecast to grow significantly more than that over the next 12 months.

Senior VP Steve Odell told *TD* the introduction of the new all-suite, all-balcony vessel had already produced the company's biggest booking day ever, with reservations interestingly spread right across the five-ship fleet.

That's despite Regent being unashamedly the most expensive cruise product in the market, Odell said, highlighting the key role travel advisors play in communicating the value of the product to clients.

"We may be the dearest, but we are also the most inclusive," he said, with Regent fares including all specialty dining, unlimited

shore excursions, wi-fi, premium beverages, gratuities and more.

He said being value- rather than price-driven meant agents can earn commission on the whole cost of the cruise, while clients don't have an expensive surprise in terms of their bar or excursion bill when they disembark.

Australia and NZ continue to be key markets for Regent, with very limited availability left for 2020 sailings and the focus on sales shifting to 2021/22, Odell said.

Europe is the main destination for Australian Regent clientele, and while there is some interest in longer local deployments, these appeal more to cruisers from overseas rather than the Australian fly-cruise market.

Summit QF speaker

SENIOR Advisor, Future Planet and Sustainability at Qantas, David Young, will be one of the speakers at *TD's* Sustainability Summit - more on page eight.

SQ PER reveal soon

TRAVEL Daily understands Singapore Airlines will be making an announcement about its services to Perth later today, with the airline expected to be increasing its operations to the West Australian capital.

Rex challenges QF

REGIONAL Express (Rex) has revealed it would allow for a "reasonable period" of time for Qantas to match its two-three daily services to Kangaroo Island before withdrawing flights.

Rex also stated it was working to minimise the disruption to residents and tourists.

The comments arrive on the back of QF criticising Rex this week (*TD* 04 Feb), accusing the carrier of "throwing tantrums" after it complained QF's expanding services were driving it out of regional hubs.

Armstrong to leave

SILVERSEA Cruises MD Australia & NZ Adam Armstrong will leave the cruise industry later this year "to pursue another opportunity", the line has confirmed (*TD* breaking news).

An exact date for his departure is yet to be determined, but CEO Roberto Martinoli assured that for the time being, the Australian office would continue business-as-usual with Armstrong managing its operations.

Armstrong has been in the role since Jul 2018, prior to which he spent 9.5 years at Royal Caribbean Cruises in a number of positions, most recently as MD Australia and New Zealand.

"Silversea is a very special brand and it has been a pleasure to work with such a professional and dedicated team in our Sydney office, whom I look forward to working with until my departure later this year," Armstrong said.

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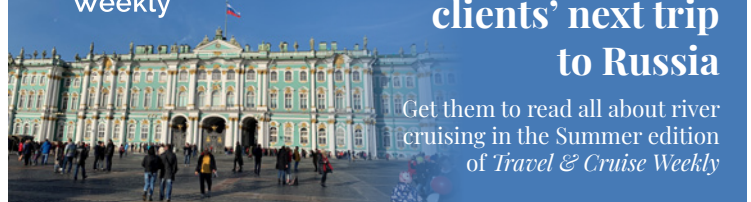
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QTIC calls for more funds

THE Queensland Tourism Industry Council (QTIC) has called on Prime Minister Scott Morrison and Federal Minister for Trade, Tourism and Investment Simon Birmingham to invest more in the future of the tourism industry.

The Federal Government had previously allocated a \$76 million bushfire support package, but QTIC is now calling for this to be doubled to reflect the evolving challenges presented by the coronavirus outbreak.

"Now is the time for industry and government to show leadership and support on a scale that is commensurate with the challenge at hand," said QTIC Chief Executive Daniel Gschwind.

"Early estimates of the accumulated cancellation losses in Queensland alone amount to more than \$100 million to date, with some estimates of losses over the coming months exceeding one billion dollars.

"On behalf of thousands of tourism businesses in Queensland and more than 200,000 employees, we call on governments to make the necessary investment now to minimise further damage.

"We will need to demonstrate strong collaboration and common purpose to overcome a crisis that will be existential for many.

"The coronavirus has already resulted in major revenue losses and reputational damage to operators across the nation, including Queensland.

"Job losses are already occurring and have the potential to become significant; this will in turn affect and weaken regional communities with long-term, economic, health and social implications".

QTIC yesterday congratulated both the Federal and State Governments' efforts to boost marketing (**TD** yesterday).

TM signs insurance

INSURANCE company

Cover-More has signed a new agreement with home-based travel network TravelManagers, seeing the company become the travel business's preferred provider for the next three years.

Under the terms of the deal, TravelManagers' clients will have access to industry-first policy benefits, including Cancel-For-Any-Reason cover.

"We've had a long-standing, positive relationship with TravelManagers, they've always been innovative in seeking insurance product enhancements, so we're very happy to enter into an official partnership with them," said Cover-More's Executive General Manager, Sales & Distribution Mike Stein.

Alliance's H1 record

ALLIANCE Airlines has recorded the largest first-half profit before tax in the company's history, of \$15.5 million.

The result is a 10% increase on last year's first-half result, with the airline having flown more hours in this period than in any other first half.

The results are buoyed by the introduction of two additional aircraft to the fleet, with the company also paying out a record interim dividend of 7.3 cents per share.

The company's revenue from its operations increased to \$151.3 million, up 9.8%.

The airline also recorded a 95% on-time performance.

Flynn bookings

CRYSTALBROOK Collection's \$180m hotel, Flynn, is now taking bookings ahead of its 31 Mar opening in Cairns.

The 311-room property is the group's fifth hotel and will feature two pools, three levels of restaurants and bars, an Eleme Day Spa, 24-hour gym and meeting spaces with capacity for up to 120 people.



SUSTAINABILITY MATTERS

Today's Sustainability Matters is brought to you by Hurtigruten

Will our industry be known for science or spin?



In 2020 there is much to celebrate in the cruise industry. Innovation and new technologies are driving

long-term sustainable solutions to some of the significant challenges we're facing. There are people and organisations investing in the future. We are one of a small group of expedition companies walking the talk when it comes to sustainable exploration. We need these leaders to continue to drive change.

At Hurtigruten we are now seeing the introduction of new engines, a new hull design, use of specialist paint, water purification solutions, energy harvesting, hull scraping, biofuel trials and fuel alternatives for the future.

Real change takes vision and commitment. Greenwashing undermines the real progress the industry is making.

The intent of the IMO sulphur cap in force from 1 January 2020 was to move the industry forward. It's time for the shipping and cruise industry to be accountable for its contribution to carbon emissions and marine pollution and invest in technologies with real outcomes.

Damian Perry, Managing Director
Hurtigruten APAC



APPOINTMENTS

WELCOME to Industry Appointments, *Travel Daily's* Thursday feature which is brought to you by Travel Trade Recruitment.

If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.



WestJet has appointed Angela Avery as Executive Vice President, General Counsel and Corporate Secretary, effective 17 Feb. Avery, who has more than 25 years of legal and business experience, will handle all aspects of WestJet's legal and compliance functions.

Jeremy Nordkamp has been named new General Manager of Crystalbrook Collection's five-star luxury Cairns resort Riley. Nordkamp brings more than 14 years' experience in the hotel industry, most recently working as General Manager of The Calile Hotel in Brisbane.

Tourism Training Australia has announced the appointment of Julian Harniman as its new Executive Officer. Harniman was previously Head of Government Relations and Communications at Restaurant & Catering and has also worked for the Caravan Industry Association of Australia.

Allannah Stone has left her role as Marketing Coordinator at Luxury Escapes, where she worked for three and a half years, to join the team at RACV.

Accommodation wholesaler STUBA has welcomed ex-Excite staff members to its team, including Business Development Managers Paul Groundwater, Brooke Hobson and Stuart Chalmers.



Slovenia foodies

SLOVENIAN Tourist Board (STB) has revealed its aim to position Slovenia as a “top culinary destination” in 2020 and 2021.

Over the two-year period, STB, in conjunction with the Ministry of Economic Development and Technology, will organise gastronomy-related promotional activities and incentives.

In order to integrate gastronomy into sustainable concepts, the Ministry will publish a public call for tenders for promoting the introduction of environmental and sustainability labels in Mar.

Arctic seminars

ADVENTURE Canada has invited Australian travellers and travel agents to free Arctic expedition information events, which will showcase its 2021 series of Arctic cruises.

The seminars will be held in Brisbane on 24 Mar, Melbourne on 25 Mar and Sydney on 26 Mar, each from 2-4pm.

The sessions will be hosted by Cruise Traveller’s Managing Director Craig Bowen and Adventure Canada Business Development Manager Martin Aldrich - **CLICK HERE** to register.

HUNTER Travel Group chiefs Brett and Louise Dann have spent the last few days aboard Regent’s *Seven Seas Splendor* as it voyages between Rome and Barcelona. The pair were spotted in the elegantly decorated corridor leading to the ship’s Observation Lounge (**above**), along with Regent Seven Seas Cruises CEO, Jason Montague.

See lots more pictures from the introductory cruise online at facebook.com/traveldaily.

Quasar Galapagos

QUASAR Expeditions has released its rates for its 2021 Galapagos Islands sailings.

Prices start from US\$6,700 (AU\$9,928) on *M/V Evolution* and US\$7,800 (AU\$11,558) on *M/Y Grace*, including all meals, day tours, guides and transfers.

The cruise line also announced that its new Beyond Darwin’s Footstep itinerary departing San Cristobal will now visit Cerro Brujo beach on the first day of the cruise instead of Isla Lobos.

Additionally, *M/Y Grace*’s new seven-night itineraries will run from Tue to Tue instead of Sat to Sat, effective 26 May.

For more details, **CLICK HERE**.

OTG two-for-one

ON THE GO (OTG) has launched a two-for-one sale on tours to Africa, Egypt, India, Peru and Vietnam, offering savings of up to 50% off on travel dates until Dec.

Included in the sale is the 37-day African Adventure, previously priced from \$4,295 and now available from \$2,148, when booking for two people by 06 Mar - for more info, **CLICK HERE**.

LATAM’s Big Deal

LATAM Airlines is running a Big Deal sale, covering direct flights from Sydney and Melbourne to Santiago, Chile with onward connections.

Melbourne to Brasilia is available from \$1,149 return in Economy class and Sydney to Rio de Janeiro from \$1,209 in return Economy class - more **HERE**.

Coral reef wellness

CORAL Expeditions has launched a new seven-night Revitalise on the Reef wellness itinerary for 2021, which will encompass new destinations including the Daintree Rainforest, Hope Island and Osprey Ree.

Taking place on board *Coral Discoverer*, the new itineraries will include yoga and Qi Gong classes, relaxation sessions and fitness, nutrition or wellness workshops plus healthy cuisine.

The sailings, which take place on the outer Great Barrier Reef, will depart Cairns on 15 and 22 Sep 2021 from \$5,590ppts.

CLICK HERE for more info.

WIN A TRIP TO GREECE

This month The Luxury Greece Collection, a division of Greece & Mediterranean Travel Centre is joining *Travel Daily* to give agents the chance to win a luxurious Greek trip! The 8-night escape explores the must see destinations of Greece. Start in the ancient city of Athens and then relax and unwind on the scenic Greek Islands of Mykonos and Santorini in 5-star accommodation.

To win all you’ll need to do is correctly submit BOTH an image and a short description (100 word max limit) to each of the 4 questions asked weekly over February.

Send your answers to grecemed@traveldaily.com.au

Q1 - It’s always nice to treat-yo-self when you’re on holidays. Send us through your favourite holiday splurge!

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Full prize details here



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7, 21 & 28 Oct; 4 Nov 2021 onboard *ms Andorinha*

Secure your place for 2021 with a fully refundable deposit!

TAUCK VALUE INCLUDES

- **TAUCK EXCLUSIVE** – Tour and private dinner in Queluz National Palace in Lisbon
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- In-depth exploration of 7 UNESCO World Heritage Sites in Spain and Portugal
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- **TAUCK EXCLUSIVE** – Choice of a vineyard hike or kayaking on the Douro River
- Tauck's private shore excursions and distinctive inclusions valued at AUD \$2,397
- Vintage tram ride and guided walking tour of Lisbon's colourful historic centre
- Visit to the Museo de Douro, a museum of local viticulture in Peso de Régua



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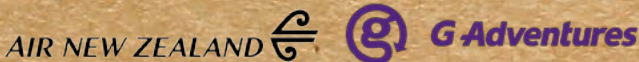
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