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Silversea bonus

SILVERSEA Cruises is offering 5% bonus commission on expedition bookings confirmed between 14 Feb and 31 Mar 2020, with consultants also eligible for the cruise line's generous "Sell 3, Sail free" promotion - see the **cover page**.

Qantas slashes Asia flights

QANTAS this morning unveiled sweeping cuts to some of its Asian routes, as it responds to an ongoing demand slump relating to the coronavirus crisis.

The announcement came alongside the airline's results for the first six months of the financial year (**TD** breaking news), and will also see capacity cut between Australia and NZ.

To be in place until at least the end of May, Sydney-Hong Kong flights will be halved to just seven per week, while Brisbane-Hong Kong will move from a daily operation to four weekly services.

Melbourne-Hong Kong will drop from daily to five weekly, while Melbourne-Singapore services will be operated with Boeing 787s rather than A380s, with about 250 less seats per flight.

Across the Tasman, Qantas will reduce flights by about 5%, with cancellations on Sydney-Auckland, Melbourne-Auckland

and Brisbane-Christchurch.

Jetstar will also cut Asian capacity by 14%, impacting flights from Australia to Japan and Thailand, while Jetstar Group airlines within Asia have suspended flights to mainland China and are also reducing flights across the region.

Domestic cancellations, cutting capacity by 2.3%, will mainly focus on off-peak travel between major capital cities.

Impacted customers with existing bookings will be contacted directly and offered alternatives, Qantas said.

More from QF on **page three**.

Today's issue of TD

Travel Daily today has seven pages of news, including a front cover page from **Silversea**, a photo page from **Uniworld**, plus full pages from:

- Tauck
- AA Appointments jobs

Tauck about a deal!

TAUCK is showcasing its promise of "the best of everything in one upfront price" in relation to three itineraries in Europe, including a family river cruise on the Danube and the Grand European Family Holiday itinerary - details on **page eight**.

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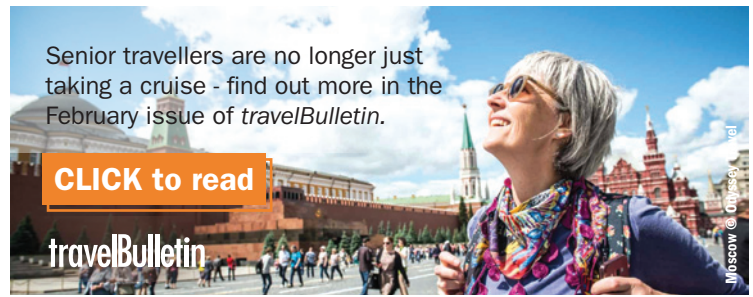
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Watch Now to Discover the Kimberley with Ponant



Senior travellers are no longer just taking a cruise - find out more in the February issue of *travelBulletin*.

[CLICK to read](#)

travelBulletin

AFR into travel

NINE Publishing is expanding its travel offering, this time with exclusive tours for readers of the *Australian Financial Review (AFR)*.

The first "AFR Reader Journey" has been developed in partnership with Abercrombie & Kent, which will operate a 10-day bespoke tour of Argentina titled Polo, Pampas and Portenos.

The trip, departing on 06 Dec 2020, will be led by Aussie polo player Rob Archibald and *AFR* Travel Editor, Fiona Carruthers.

The new offering will formally launch this Fri, with the first 2020 issue of *AFR's Sophisticated Traveller* supplement, complementing the Traveller Tours which have been offered for the last three years by the *Sydney Morning Herald* and *The Age*.

Webjet chooses Cover-More

WEBJET and Cover-More have inked a new agreement that will see the insurer become the exclusive provider of travel insurance for the OTA across Australia and New Zealand.

The new partnership formally went live from the start of this month, with Webjet Chief Executive Officer David Galt suggesting the deal would ultimately offer more value to its client base.

"We continue to find new ways to deliver market-leading value to our customers and are delighted that Cover-More is so focused on personalised protection and proactive care," he said.

Lizzie goes longer

CUNARD Line has announced that its *Queen Elizabeth* vessel will extend her stay in Australian waters by two months, delaying the departure date until 09 May.

The decision follows Princess Cruises' move to redeploy *Sapphire Princess* from Asia to Australia (**TD** 19 Feb), with *Elizabeth* adding six itineraries featuring 29 more port visits.

"The extension of *Queen Elizabeth's* Australia and New Zealand season is a result of the current uncertainty due to travel restrictions and port closures in Asia," said Cunard's Commercial Director ANZ Katrina McAlpine.

The extended program will go on sale from 9am tomorrow.

"We are a digital travel business, and Cover-More has very strong digital capability in personalising travel insurance for travellers' needs, so this is a partnership which reinforces Webjet's leadership position in online travel," he added.

The tie-up also means that Webjet can now employ Cover-More's online sales and optimisation engine, Impulse, technology that the insurer's CEO for Asia Pacific Judith Crompton believes will beef up choice for Webjet's clients.

"To lead the travel insurance sector in any market, you need to get the product, coverage and technology right, and Cover-More's technology can deliver Webjet customers the greatest variety of offers and the most appropriate cover available."

Cover-More's services include 24-hour medical assistance to travellers overseas.

Ban to be extended?

THE Australian Government is expected to extend the China travel ban for another week to 29 Feb, mitigating concerns of further spreading COVID-19.

The final call on the decision will be debated by a cabinet national security committee meeting today, & if approved, will keep in place a ban for all non-Australian residents travelling from China from entering the country.

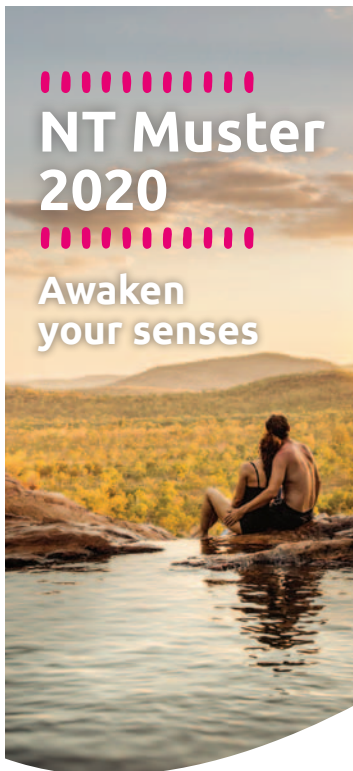
Excite portal closure

THE KPMG Voluntary Administrators of the collapsed Excite Holidays have advised that access to the company's former booking platform will close at 2pm AEDT today.

Since their appointment on 10 Jan 2020 the system was switched to "view only" mode.

"We have continued to maintain access to the booking platform for travel agents over the last six weeks so that agents can view/retrieve any booking information," an update noted.

However as a result of the sale of the platform to Helloworld (**TD** 14 Feb) access will be closed off today, KPMG said, urging agents to "take this final opportunity to retrieve any booking information you require from the platform".



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Travel Daily



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QF profit OK despite headwinds

QANTAS CEO Alan Joyce this morning hailed the carrier's performance for the six months to 31 Dec, with an underlying profit result of \$771 million, down just \$4 million despite a range of issues including high

foreign exchange costs, unrest in Hong Kong and increased domestic airport charges.

"Despite more than \$170 million in headwinds and cost-ups, our result was almost flat on the prior year," he said.

Qantas maintained its domestic market lead in corporate and premium leisure travel, Joyce said, while Jetstar continued to deliver low fares and grew its ancillary revenue.

The Qantas International division increased its earnings by almost 3%, benefiting from fleet renewal and the long-haul Perth-London and Brisbane-Chicago services.

Loyalty was a standout, with earnings up 12% as customers responded strongly to last year's overhaul of the Qantas Frequent Flyer program (*TD* 20 Jun 2019), which saw more reward seats and increased member engagement.

Joyce said Qantas was "extremely well positioned" to weather ongoing challenges, with capacity reductions allowing maintenance to be brought forward and the reduction of QF's annual leave balance.

QBR members up

MEMBERSHIP of the SME-focused Qantas Business Rewards (QBR) program has surged 26% in the last six months, with QF saying this morning that the scheme had helped it grow its share in the small-to-medium enterprise market.

Joyce firm on wages

ALAN Joyce remained unblinking in the face of strike action at Jetstar this morning, telling attendees at the Qantas results announcement that the airline's position is "crystal clear".

"We're offering 3% a year, which is above inflation and above what most companies are offering.

"No amount of industrial action will change our stance, because we can't afford to lose our discipline on costs...that would ultimately have a very negative impact on jobs, and the challenges facing all airlines right now underscores why," he said.

Almost 50 Jetstar flights were cancelled yesterday due to a 24 hour walkout by ground staff and baggage handlers.

QF Sunrise soon

QANTAS will make a final decision on its "Project Sunrise" ultra-long-haul flight project at the end of next month, the airline's CEO confirmed today.

Alan Joyce said customer reaction to the "research flights" direct to Sydney from New York and London had demonstrated the potential of the services, with Airbus also confirmed as the preferred aircraft supplier.

However Qantas is locked in a dispute with its pilots, with Head of International, Tino La Spina, earlier this week threatening to establish a "new employment entity that can provide the cost base we need for this important business opportunity".



Window Seat

HOT on the sky-high heels of yesterday's fearless Window Seat tourist, it seems the daredevil is also alive & well above the ground in Hawaii.

World-renowned high-wire walker, Blake Wallenda, made heights history on 17 Feb when he completed a skywalk between two Ala Moana Hotel by Mantra hotel towers, teetering a cool 15 storeys up.

Wallenda, who is part of the Flying Wallendas troupe featured in the Super American Circus Tour in Hawaii, made the crossing without a tether or safety net to help celebrate the hotel's 50th Anniversary.

We suppose for this occasion a cake just didn't cut it.



Treasure Island rep

FIJI'S Treasure Island Resort has announced the appointment of Precise Travel Marketing (PTM) as its representative in Australia.

The appointment is effective immediately, and will see PTM work closely with the trade to promote the property which has several enhancements in the wings - richard@ptm.net.au.

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Travel Daily on location aboard *Voyager of the Seas*

Today's issue of *TD* is coming to you courtesy of Cruiseco, which is hosting its annual conference this week.

LAST night Cruiseco held an invitation-only sailaway party at Highlights aboard *Voyager of the Seas* for Elite Members, before Ponant hosted dinner and drinks.

Day two of the conference features an address from Cruiseco executives and a series of sessions on international insights, niche small groups and themed cruises, and managing through adversity.

KI recovery tools

THE South Australian Tourism Commission has developed a number of tools to help travel agents sell the fire-damaged Kangaroo Island (KI), following the destination being declared safe by the Country Fire Service earlier this month.

The tools include presentations on the current situation, including the availability of attractions and accommodation, and a two-minute video update of the recovery process.

Access the tools [HERE](#), and view the video [HERE](#).

ACT leads the way

THE ACT and Victoria lead the way for residents planning a domestic holiday in the next 12 months, with nearly three-quarters (74.4%) of the nation's capital, and 70.7% from the Garden State planning a vacation.

The *Holiday Travel Intention Report* investigates Australian traveller desires, with ACT and Vic leading South Australia and the NT, both on 64.4%, followed by NSW and Queensland on 64.2%, Western Australia on 61.9%, and Tasmania on 60.5%.

Chief Executive Officer Michele Levine said the intention to travel domestically over the next 12 months had declined, with 65.8% of Aussies intending to take a trip.

Qatar shares more

QATAR Airways will expand its codeshare partnerships with British Airways and Malaysia Airlines from 10 Feb.

Qatar's codeshare with BA expands QR's presence in London, now servicing flights to and from Gatwick, as well as additional routes between Heathrow and Dusseldorf International and Hannover Airport.

The carrier's expanded partnership with Malaysia covers four extra routes from Kuala Lumpur, including two within Malaysia and two to Indonesia.



A GATHERING of "Elite" members of Cruiseco convened at the High Notes bar aboard *Voyager of the Seas* last night, kicking off the annual conference in a convivial fashion.

In addition to celebrating 20 years of business, the conference delves into a series of work sessions including an in-depth look at the cruise industry, perspectives from key cruise industry executives, and several special keynote speakers.

The conference is being attended by over 200 delegates spanning member agencies, cruise line staff and members from the Cruiseco team.

Pictured are Royal Caribbean's Peter McCormack with Cruiseco Chairman Kevin Dale.

Photos from the Cruiseco conference can be accessed on *TD's* Facebook page [HERE](#).

Sri Lanka famil opp

THE Travel Concierge Sri Lanka is hosting a famil in Jul, with eight agents to be "immersed in Sri Lankan culture and hospitality".

The famil will see guests enjoy a five-star beach property stay at The Mudhouse eco-lodge, take on local cooking lessons, and partake in a Jeep safari and nature walks - register [HERE](#) to be eligible.



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Rode to Everest

SAVINGS are currently available on Mount Everest motorbike rides with Nomadic Knights.

Save US\$500 (A\$749) on the two-week Rode to Everest itinerary, enabling travellers to ride to the foot of the mountain on the back of a Royal Enfield.

With the 2,340-km adventure beginning in Kathmandu on 09 May, the discount is available until 31 Mar, using the code "EVEREST500" - more info [HERE](#).

An Uber challenge

UBER continues to dominate the ride-hailing market, but faces growing competition from DiDi and Ola, Roy Morgan has found.

More than 90% of recent market participants booked rides with Uber, followed by Ola (20%) and DiDi (14%), both of which have gained significant ground.

Other companies claiming a share of the Aussie market are Bolt (4%), Shebah (2%), GoCatch (2%), Rydo (1%), and Shofer (1%), with Roy Morgan Chief Executive Officer Michelle Levine noting Uber is now competing against more than just taxicabs.

The research also showed that 92% of Ola and 84% of DiDi users also use Uber.

I don't wanna Swiss a thing!



PERSONAL Travel Manager Emily Turner recently completed a week-long mega-famil in Switzerland, hosted by Rail Europe and Switzerland Tourism.

Showcasing explorations of the country by rail, Turner and a number of other travel professionals, including nine from Australia, explored Jungfrauoch, the Ice Palace and Lindt Swiss Chocolate Heaven, visiting cities such as Zurich, Lucerne, Basel, Montreux and Vevey.

Escorted by Rail Europe's Inside Sales Specialist Kaitlin McDowell, Turner said the famil provided her

with a range of valuable insights into what it's like to travel around the country by rail.

"The efficiency and comfort of Swiss trains is second to none, the option of arranging door-to-door luggage transfers is well worth the investment, and I now have first-hand knowledge of the lovely hotels that are within easy reach of the train stations at each destination we visited," she said.

Pictured: Turner poses in front of the picturesque Lake Lucerne.

Recurring dreams

DREAM Cruises has announced the return deployment for *Explorer Dream* from Oct 2020 to Feb 2021, as the cruise line's inaugural season sailing outside of Asia draws to a close.

The ship's second season in Australian waters will see it offer new itineraries, such as Singapore to Fremantle via Broome and Exmouth - an itinerary which includes the option to sail on to Sydney, via Adelaide and Melbourne.

Explorer will also homeport in Auckland between Nov 2020 and Dec 2021 for a series of seven-night sailings around New Zealand, and a South Pacific cruise visiting New Caledonia.

For more information, call Dream Cruises on 02 9212 6288.



SUSTAINABILITY MATTERS

Today's Sustainability Matters is brought to you by **PONANT**



Continuing to example the numerous ways PONANT has improved ecological outcomes, today I want to draw attention

to some of the responsible measures we undertake fleet wide on board.

Some measures are more apparent, such as the **elimination of single use plastics** - straws, laundry bags, beakers and single-serve food portions, all banned. Less visible examples of the PONANT commitment include the use of **short-supply chains** wherever possible to source food products from suppliers meeting ISO 22000 and ISO 14001 standards for food safety and environmental management. We go further, also monitoring the origin of meats, paying attention to animal welfare.

Our ships are fitted with integral desalination and **wastewater processing that does not require chlorination or any other chemical treatment**. And 60% of packaging is recycled - compared to the global rate of 20%, while the balance is tracked to optimise responsible shore-based management of waste.

To reduce emissions, from May 2020 we are progressively fitting electrical shore power connections, meaning, where available in ports, all ships will be able to use local mains electricity.

Discover more about the PONANT commitment to a sustainable future at au.ponant.com/sustainable-tourism

Monique Ponfoort,
Vice President - Asia Pacific



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.

Fairmont Royal Pavilion Barbados has named **Timothy Palmer** as Executive Chef. Palmer joined the Fairmont Brand in 2000, beginning with Fairmont Jasper Lodge.

WestJet has named **John Weatherill** as its new Vice President Network Planning and Alliances. His most recent position was Vice President Revenue Management and Pricing, which he will continue to oversee until a successor is named.

Claire Haigh has taken on a new Director of Communications role with **Accor**. She joins the company, which has recently launched a partnership with Visa, from her previous role with Pernod Ricard.

Qantas has announced the appointment of **Benjamin Elliott** and **Nicole Malone** as Company Secretaries, replacing the recently departed Michaela May.

Uniworld launches its first trade partnership program

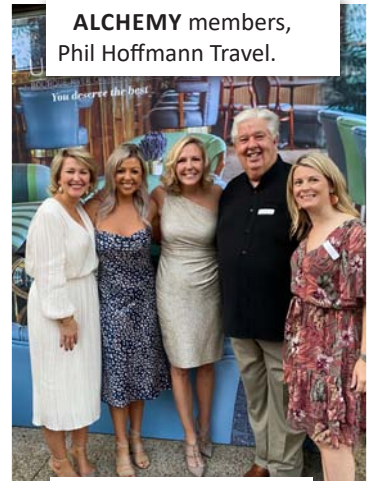
LAST Fri night, 14 Feb, Uniworld Boutique River Cruise Collection, the world's most luxurious all-inclusive river cruise line, invited its top-producing and most engaged trade partners from around Australia for an evening of celebration at the Deckhouse in Woolwich. Hosted by Uniworld's President & CEO Ellen Bettridge, the evening began in style with guests boarding a vintage Sydney ferry which transported them to the exclusive secret location. The agency partners were inducted into Uniworld's new partnership program, Alchemy, which is designed to support and reward top agents through priority access to reservations, access to local area marketing funds, stateroom upgrades for industry rates, and famil opportunities. The program will run on a calendar year basis with the next intake of Alchemy members to be inducted in Jan 2021, giving all agents the opportunity to participate. When asked what Alchemy means, "for us it's the perfect word that describes the magical moment when the right client is recommended the right cruise," said Bettridge.



PREFERRED partners from Travel Associates from across Australia.



BARBARA Whitten, Anywhere Travel; Alice Ager from Uniworld; and Julie Primmer from Helloworld Travel.



ALCHEMY members, Phil Hoffmann Travel.



GRACIELA and Pru from Travel Managers on board the Uniworld vintage Sydney ferry.



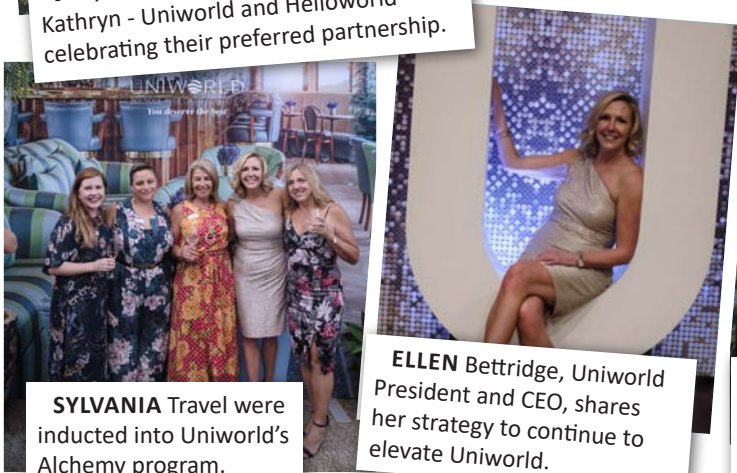
ELLEN and some happy Virtuoso agents from across Australia.



JOHN Veitch, CEO of TTC Australia and Travel Associates partners.



JEN, Alison, Vanessa, Karen and Kathryn - Uniworld and Helloworld celebrating their preferred partnership.



ELLEN Bettridge, Uniworld President and CEO, shares her strategy to continue to elevate Uniworld.



HEIDI, Gai, Jen and Anu celebrating The Travel Corporation's Centenary Year Anniversary.



AILEEN, Nicole and Renaye from Uniworld Australia.



RADISSON Hotel Group has announced the signing of 17 new hotels in India, which will boost its portfolio in South Asia to more than 150 hotels and 17,000 rooms, both in operation and under development.

The new hotels include Radisson Blu Hotel Jaipur Malviya Nagar, which is expected to open by 2025; Radisson Hotel Greater Noida, slated for 2021; and Park Inn by Radisson Gwalior, which will be the first to open, scheduled for 2020.

Radisson also signed hotels in Dehradun, Agra, Gurugram, Vadodara, Bareilly, Katra, Kashipur, Surat, Jalandhar, Jabalpur and Mashobra.

The company is "extremely optimistic" about opportunities for further growth in India, which

is projected to be the world's fastest-growing business travel market in the coming years, according to the Global Business Travel Association.

Pictured: Radisson Hotel Agra, which overlooks the Taj Mahal.

CubaDupa 2020

NEW Zealand's largest free-access performance festival, CubaDupa 2020, will take place on 28 and 29 Mar.

The festival, which will be held on Wellington's Cuba Street and throughout the Cuba Quarter, will feature 300 performances by 1,500 artists and 100 food vendors over 19 hours.

Festival-goers can expect street theatre, dance, roving performances, and more.

Viking hits a triple

VIKING Cruises is giving Australian and New Zealand travel agents triple Rewards by Viking points, in addition to their usual commission, on itineraries included in the Explorer Sale when booked by 31 Mar.

The 12-day Pharaohs and Pyramids Egypt river cruise tour and the 15-day Into the Midnight Sun ocean cruise from London to Bergen are among the itineraries included in the offer.

CLICK HERE to see the Explorer Sale catalogue.

Australis' beats

AUSTRALIS has announced a series of departures in Oct to celebrate the 500th anniversary of the discovery of Patagonia's Strait Of Magellan.

The sailings will feature live classical music from a quartet of internationally renowned sopranos, and special historical talks from an expert professor from the University of Madrid.

Guests will journey through Patagonia and Tierra del Fuego wilderness, "just as Magellan did all those years ago".

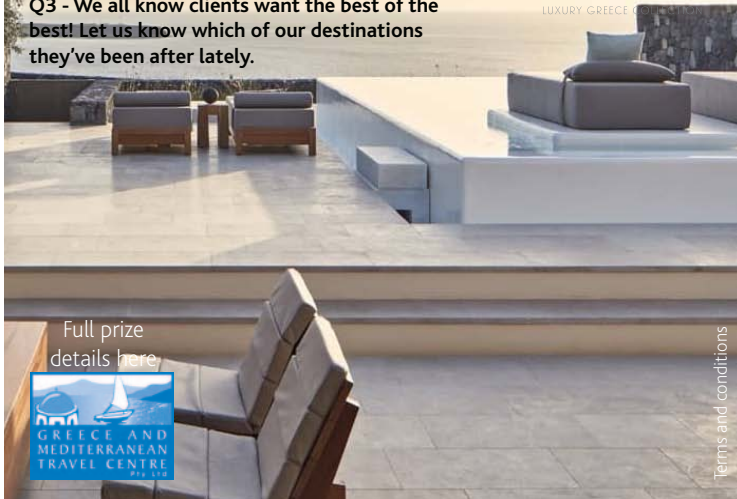
WIN A TRIP TO GREECE

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

Q3 - We all know clients want the best of the best! Let us know which of our destinations they've been after lately.



Full prize details [here](#)



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- Visits to Schönbrunn Palace and the Prater amusement park in Vienna



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12 Days from London to Rome
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- In Paris, Enjoy a scavenger hunt at Musée du Louvre & cruise on the magnificent River Seine



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8 Days from Zurich to Munich
Departing 16 Aug 2020

Starting from **\$7,050***pp twin share

Children 12 and under save up to AUD \$330!*

TAUCK VALUE INCLUDES

- Visit to Ötzi Dorf, an archaeological open-air park interpreting life in the time of "Ötzi," the Neolithic "iceman" found mummified in the Ötztal Alps
- Mountain bicycling, suspension rope climbing, rock climbing, summer tobogganing & whitewater rafting
- Cruise Lake Lucerne & travel to St. Moritz aboard the Glacier Express
- Traditional Tyrolean evening featuring food, fun and games
- An Engadine Valley day: ride a cable car, hike to a glacier, visit a cheesery, go rock climbing and have lunch in a meadow



[View Itinerary](#)

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Interviews to commence this week with a start ASAP.

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We are looking for someone who is ready to build a long lasting career and assist in the ongoing growth. A strong package is on offer, interviews will commence soon

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Interviews have commenced - so don't miss out.

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Interviews to commence this week.

IT'S A NUMBER GAME

REVENUE DATA ANALYST

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