

## Today's issue of TD

*Travel Daily* today has six pages of news including our PUZZLE page & a full page from Italian National Tourist Board.

## Aussies, not Yanks welcome in Europe

**THE** European Union has laid out plans for the reopening of its international borders, with Australia and New Zealand included in a list of 14 approved source countries due to low levels of COVID-19 infections.

Members of the 31-nation bloc have agreed to begin lifting restrictions this week, with the list of approved markets to be updated on a fortnightly basis.

Tourists will also be welcome in Europe from Canada, South Korea, Thailand, Japan, Mexico and more - but not from the USA at this stage.

To qualify to be on the "safe" list, officials said countries should have a stable or decreasing trend in COVID-19 infections, a comparable per-capita number of cases to those in Europe and have implemented a firm approach to containing the virus.

## HLO offloads US division

**HELLOWORLD** Travel Limited today confirmed the sale of its wholesale operations in Los Angeles, with the business now in the hands of Seattle-based Australia, New Zealand & Pacific specialist wholesaler Down Under Answers (**TD** breaking news).

The deal was finalised yesterday, following a "management review which concluded that this operation would be better managed locally in light of current circumstances".

HLO's US division formerly operated under the Qantas Vacations brand, which was relinquished by the company in Mar this year (**TD** 21 Jun 2019) as part of a decision not to renew the overall Qantas Holidays licence agreement with QF.

The American wholesale

business now comprises the Travel2 and Islands in the Sun brands, with the sale agreement including a long-term contract to HLO's inbound divisions.

Helloworld said the deal "presented the best opportunity for consolidation during these challenging times," with the sale ensuring that the company will continue to enjoy the booking volumes from the business via its operations in Australia, NZ and Fiji when North American markets recover.

## QF Orange, Byron Bay flights

**QANTAS** today confirmed the 20 Jul debut of its first flights to the NSW regional city of Orange, while the airline's first Sydney-Byron Bay (Ballina) service since 2005 also took off this morning.

Qantas said the new routes were part of the gradual ramp-up of its domestic services with the aim of helping reboot the local tourism sector's recovery.

"As the national carrier we have an important role to play in driving tourism and reviving the industry that has been devastated by COVID-19," said QantasLink CEO John Gissing.

## NZ drops MEL

**AIR** New Zealand will not operate passenger flights from Auckland to Melbourne from today until 14 Jul, due to new restrictions on international flights into the Vic capital.

## FCTG UK funding

**FLIGHT** Centre Travel Group has received access to a new Bank of England debt facility, with up to £65 million (A\$116m) which will be drawn down "as and when required to help offset the coronavirus's impacts on its United Kingdom business" (**TD** breaking news).

The program, backed by the UK Treasury, aims to support liquidity among larger firms, helping them bridge COVID-19 disruption to their cash flows "through the purchase of short-term debt in the form of commercial paper".

To be eligible, companies must make a material contribution to the UK economy, & be investment grade-rated as at 01 Mar 2020.

## Celestyal cruises off until Mar 2021

**GREEK** cruise company Celestyal Cruises has announced the cancellation of all voyages through until Mar 2021, meaning a full year hiatus since it ceased operating due to the pandemic.

The company's Chief Commercial Officer Leslie Peden cited ongoing uncertainty regarding travel restrictions from its largest international source markets, along with "continuing discussions at European Union level regarding the enhanced health protocols that will apply to cruise operations".

"We felt that as a company, we have already put our travel partners and guests through enough date changes on when cruising could return safely."

Future cruise credits worth 120% are on offer for disrupted guests, for travel until Dec 2022.

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SAFE TOGETHER GUARANTEE

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MORE INFO >

## Win a free cruise!

**THE** chance to score a free cruise for two people departing Sydney is up for grabs this month with Celebrity Cruises.


For your chance to be sailing away in the future, simply describe in 25 words or less your favourite cruise port along Australia's east coast - see **page 6**.

## Malaysia Airlines Introduces Economy Branded Fares in Australia and New Zealand

For more information

[Click Here](#)





Move over meatballs, cocktails are coming!

Send us your cocktail recipes for our weekly feature. [CLICK HERE](#)

## JBRE back on track

**JOURNEY** Beyond Rail Expeditions (JBRE) has signed a funding agreement with the Victorian Govt that will enable the extension of its Overland train service between Adelaide and Melbourne for three years.

The Overland will run two services a week in each direction from 14 Sep, with regular and premium options available.

## Cassis joins Linkd

**SALES** and marketing consultancy Linkd Tourism has appointed Michael Cassis to take on the role of Trade Account Manager, where he will head up trade marketing for a range of Japanese and American clients.

Cassis was previously with Disney Destinations where he helped to promote Walt Disney Parks and Resorts' global theme parks and cruise line businesses to the Australian and New Zealand market (*TD* 03 Mar).

## Academy of fine smarts

**EXCLUSIVE**

**THE** Italian National Tourist Board has today launched a website and online learning program for Australian and New Zealand travel agents and resellers with educational content designed to refresh knowledge and update skills.

Built via the *Travel Daily* Training Academy and dubbed the "Travel To Italy Academy", the first four of eight modules are now available and include: what makes Italy a unique destination, Northern and Central Italy, Southern Italy and Italy's UNESCO World heritage sites.

"Travellers from Australia and New Zealand have a long history of visiting Italy with peak numbers reaching 1.2 million in 2019, staying 8.7 million nights and contributing over €1.2 billion to the economy," said Italian National Tourist Board Manager

for Australia and New Zealand Emanuele Attanasio.

"We know when international travel picks up again that Italy will be a destination high on the agenda for travellers from this region and many will want to book via a travel agent," he said.

"That's why we've taken this opportunity to update the trade on what they need to know about how their clients can make the most of what Italy offers."

Consultants who register and complete all modules over a six-month program will receive certification as an "Italy Specialist" with a bonus opportunity to undertake a webinar and quiz in Oct to become a "Tuscany Specialist" and enter into a competition to win one of six Tuscany travel agent famils.

For more details about the training & to register, [CLICK HERE](#).

## AKL makes changes

**AUCKLAND** Airport has implemented a range of measures designed to respond to the challenges of COVID-19.

These include a raising of NZ\$1.2 billion in equity, the suspension of capital expenditure projects, reduced number of staff, and lowering the pay of execs to 80% of normal levels.

## Clark departs HKTB

**THE** Hong Kong Tourism Board (HKTB) has announced the departure of its Regional Director - Australia, New Zealand and South Pacific Andrew Clark, who steps down from the position after 17 years in the role.

Clark thanked the industry for its support over the years, saying "I'm sure this will continue as we all strive to be a successful part of the post COVID-19 environment".

No successor has yet been named, with a search to find a replacement now underway.

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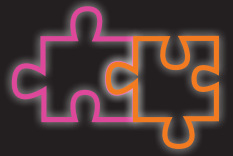
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## Beyond 2021 is out

**BEYOND** Travel has launched its range of Scandinavian adventures for 2021 featuring a newly added eight-day Northern Lights Exploration, which is available in both small and standard group tour sizes.

Highlights of the itinerary include a guided search for the Northern Lights up-close and explorations of Iceland visiting Reykjavik, the Golden Circle, Vatnajökull National Park, and a Breioafjorour Fjord cruise.

The tour operator will also offer savings of up to \$1,000 per couple on select tours.

For more details, [CLICK HERE](#).

## Ormina competition

**ORMINA** Tours has partnered with The Grand Wine Tour to give away a three-day Italian food and wine tour to foster travel in 2021.

Participants must submit a pic and 100-word caption - [CLICK HERE](#) - entries close 14 Aug.

## Qld eases restrictions

**THE** Queensland Government has announced that its state borders will reopen for domestic tourism from midday 10 Jul, following a three-month hard border period that has been in place since Mar.

Queensland Premier Annastacia Palaszczuk revealed the highly anticipated decision yesterday, but qualified the announcement by stating the borders would not yet be open to Victorian visitors in light of a spike in COVID-19 cases in the state.

The Premier warned that Qld "cannot risk" welcoming Victorian tourists at this time, indicating that any person visiting from Victoria would be required to pay for their own two weeks of quarantine accommodation.

The Australian Federation of Travel Agents (AFTA) welcomed Palaszczuk's decision to ease restrictions, suggesting the move straddled the needs of both

health and the economy.

"This is a step in the right direction which strikes the right balance between the necessary caution and getting the economy restarted," CEO Darren Rudd said.

**MEANWHILE**, Victorian Premier Daniel Andrews has requested permission from Prime Minister Scott Morrison to divert all international flights away from Melbourne for two weeks while the state deals with the latest rise in COVID-19 cases.

The request follows a report which suggested the majority of the its new cases are attributed to infection control breaches within assigned quarantine hotels.

In light of the Victorian spike, South Australia has also decided to scrap its planned reopening of borders with the state on 20 Jul, and NSW is preventing Melbourne residents from COVID-19 hotspots from crossing the border.

## Utah thinking of you

**THE** Utah Office of Tourism has revealed it will use a portion of the US\$23.4 million in new govt funding it has secured to ensure the Australia and New Zealand markets remains enamoured with the US state.

Funding will be used to market the destination's national parks, improve transportation and access to popular tourist areas, as well as launch a new outreach health education program.

## EK resumes premium

**EMIRATES** has announced the resumption of a selection of on-ground premium services from today, including the airline's Chauffeur Drive service and airport lounge at its Dubai hub.

The airline is progressively opening up facilities, with one lounge in the Terminal 3 Concourse B at DXB now accessible for First class, Business class and Skywards members.

MOUNT LOFTY HOUSE, ADELAIDE HILLS

## ADELAIDE HILLS

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[TRADE.SOUTH AUSTRALIA.COM](https://TRADE.SOUTH AUSTRALIA.COM)

## Norfolk makes play

**NORFOLK** Island Tourism has announced the details of a new campaign which will encourage visitation when the island destination lifts border restrictions on 10 Jul.

Running throughout Jul and Aug, the Holiday Overseas Without Leaving Home push will highlight Norfolk's food & wine offerings, as well as outdoor experiences.

Air New Zealand continues to operate one return flight per week to Norfolk Island from Sydney on Mon and from Brisbane on Sat.

## Tourism NT selects

**TOURISM** NT has chosen a panel of agencies to handle its PR following a pitch process.

Access PR has retained its place, while Mango Communications, PEPR Agency and Edelman have all been selected to execute communications, which includes a brief to secure visitors to the Top End as soon as possible.

## Daydreaming once again



**DAYDREAM** Island in Queensland's Whitsunday Islands has revealed it is welcoming back guests from today.

The island is the first in the region to open back up to intrastate and interstate travellers, ahead of Queensland's borders reopening next Fri.

The resort is also the first in

the Whitsundays to officially be accredited as a COVID CLEAN resort, meaning it has developed and initiated business practices specifically aimed at maintaining high hygiene standards to stopping the spread of COVID-19.

Following its reopening, Daydream Island's resort and Living Reef facility will continue to implement their COVID-Safe Health Management Plan, in line with Queensland Government regulations.

To celebrate the re-opening, Daydream Island Resort and Living Reef is offering a Good to Go package, which includes 25% off flexible room rates, breakfast daily, and free wi-fi, with prices leading in at \$281 per night.

## Disney education

**DISNEY** Destinations International has revealed the details of an upcoming webinar this week which will outline the latest updates at its Walt Disney World theme park.

To be held on Fri 03 Jul at 11.30am (AEST), the session will provide important information relating to new health and safety measures, as well as a new park pass system which visitors will need to access the park.

Register for the Rediscover the Magic webinar **HERE**.



## Window Seat

**PROOF** that dogs are indeed a man's best friend is currently on full display in Peru, with a stranded South American surfer refusing to repatriate to his home country without his two beloved canines.

Argentine adventurer Michael Graef was trekking around the continent when he adopted two dogs along the way in Colombia called Chamo and Nilo.

But when the pandemic struck suddenly, Graef became stranded in Lima and without a pet-friendly repatriation flight back to Argentina.

In the meantime, he is holding out for a dog-friendly flight home in his tent near the Argentine embassy, pledging not to leave his new pair of tongue-wagging mates.

"They didn't abandon me and I don't plan on abandoning them...I will take my pets home, flying or walking, either way they are coming home with me," Graef pledged.



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



Delivering a fresh breath of mountain air, newly reopened **Gaylord Rockies Resort & Convention Center** offers visitors a range of family friendly activities. The accommodation features the Grand Lodge, which offers a winding walkway alongside a tranquil lake, and the indoor and outdoor pools of Arapahoe Springs.



Following a three-month closure, **Grand-Hotel du Cap-Ferrat**, located on the tip of the Le Semaphore peninsula in Nice, has fully reopened. The hotel is now welcoming back guests, having recently rolled out a staged reopening of its spa, Le Cap restaurant, La Veranda bistro and its iocni Club Dauphin.



**Grand Hotel Des Arts** has joined the InterContinental Hotel Group fold, being rebranded as a Hotel Indigo. Billed as one of the most prestigious hotels in Verona, the accommodation was recently redesigned under its new branding, with the 62 rooms on offer all featuring headboards which mimic Verona's fresco paintings.

## Where in the world?



**THIS** building is unusual in that visitors are actively encouraged to climb on its roof.

The roof is sloped so that it's easily accessible to the public

and is made of marble offering a cool spot to sit down and take in the views of the city where it is located.

Do you know where this is?

## Funnies Flashback



**WE'VE** trawled through the **TD** Window Seat archives to give you blast from the past. Here's some gems from 20 Jul 20212:

**AN ONLINE** survey by travel comparison website Skyscanner has revealed the number one pet peeve by air travellers to be "builders bum" - also known as "plumbers crack".

The ungracious exposure of fellow passengers' rear ends, usually witnessed due to loose fitting pants or careless bending over, took 28% of the vote.

The survey was conducted in response to a recent occasion when an American woman was denied boarding of a Southwest Airlines plane for excessive exposure of her cleavage.

Second on the list of undesirable attributes was personal hygiene, or "sweat patches on clothes," followed by exposure of bellies or midriffs.

Other offensive attributes included wearing white socks under sandals, offensive logos or slogans on clothing, hairy-chested men and loud jewellery.

**HOW** much gold is too much?

The world's most expensive cupcake, known as the "Golden Phoenix" has gone on sale at Bloomsbury's in the Dubai Mall for a princely sum of UAE 3,700 dirhams, or about A\$967.

Made with 23-carat edible gold sheets, the bank-breaking treat is now available from the Bloomsbury's bakery in the mall.

Other ingredients in the divine delicacy include organic flour and butter, Italian chocolate and Ugandan vanilla beans, and it's served with strawberries dipped in edible gold on a 24-carat gold tray.

## Pub quiz

1. Is Hook Head on the north or south coast of Ireland?
2. .fi is the internet domain for which country?
3. What nationality was Cuban revolutionary Che Guevara?
4. How many years has Queen Elizabeth II spent on the throne of England?
5. What side of the road do people in South Africa drive on?
6. What is the capital of Luxembourg?
7. Which country do more Australians travel to each year?
  - a) New Zealand
  - b) Thailand
  - c) Indonesia
  - d) USA
8. Before the Euro, what currency did Greece officially use?
9. Historically, the Dakar Rally has been raced between which two cities?
10. What is the highest mountain in The Alps?
11. What country does this collection of pictures spell out?



+



+



+



## Unscramble

**HOW** many words can you make out of these nine letters? Every word needs to include the centre letter, have four letters or more and not be a proper noun or a plural. You can only use each letter once.

V	L	Y
R	T	A
G	I	U

**Good – 14 words**

**Very good – 21 words**

**Excellent – 28 words**

NOTE: We've used Chambers Dictionary to decide what words are acceptable.

### ANSWERS 30 JUN

Pub quiz: 1 The Maldives, 2 North Pole, 3 Madagascar, 4 Vilnius, 5 Australia, 6 Austria (Vienna), 7 Portugal, 8 The Arctic Ocean, 9 North Island, 10 Bungee jumping, 11 Croatia [crow + a [note] + shh + ah]

Whose flag is this: Dominican Republic

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

## Mudgee gears up

**MUDGEE** Airport is preparing to undertake a series of upgrades after receiving a \$308,220 Federal Government grant to help spur NSW Central West's tourism recovery plan.

Most of the funding will go towards repairing the runway in preparation for busier domestic air traffic to the region.

"People are going to be looking for different holidays and they're going to be looking for areas not too far from the big cities... Mudgee is perfectly placed for it," said local MP Andrew Gee.

## Caravan sales boom

**THE** Caravan Industry Association of Australia has revealed that sales enquiries for caravans have increased by up to 30% following the easing of some travel restrictions across the country in recent weeks.

The industry's peak body also noted that close to one third of the new sales were coming from "newcomers" to the road travel segment, predominantly young couples and families.

Caravan trips are worth more than \$23.3 billion to the Australian economy.

## Plan your clients' next trip around a UK food festival

Find out more in the Autumn edition of *Travel & Cruise Weekly*

Travel & Cruise Weekly

## Events Authority recognised



**THE** Events Authority has picked up the award for Australia's best direct selling at Direct Selling Australia's (DSA) first virtual award ceremony.

A division of Helloworld for Business member The Travel Authority, The Events Authority hosts member sessions, webinars, and provides expert advice for companies running conferences and events.

"This win means a lot to us, we're so pleased to have been recognised in this way," said The Events Authority Head of Events Sharon Levingston.

"We believe it's proof-positive that our people-first approach to business is the right one, ours is a highly technical and specialised industry, and no matter what technology we use, what environment we're working in or project we're working on, customer experience drives every decision we make," she added.

In congratulating The Events Authority on its win, DSA Chief Executive Officer Gill Stapleton heaped praise on the company

for being an exemplary member of its network.

"Every year, we can count on The Events Authority to go above and beyond for our membership, on behalf of DSA, I would like to congratulate [them] on their outstanding achievement."

**Pictured:** Gill Stapleton and Sharon Levingston.

## Thousands at risk

**THOUSANDS** of jobs in the domestic sector will be lost unless all state borders agree to open up in the next three weeks, according to The Australian Chamber of Tourism Executive Chair John Hart.

Hart told *Sky News* that despite the "small risk" posed by the latest spike in COVID-19 cases in Victoria, the travel sector must be allowed to get back on its feet.

"If you look at the ABS data that came out last week, 15% of businesses in tourism said they won't last another three weeks if we don't start seeing a significant uptick in tourism," he said.

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## WIN A CRUISE FOR 2

This month Travel Daily has partnered with Celebrity Cruises to give you the chance to WIN a free cruise for two people onboard *Celebrity Solstice* departing Sydney.



In 25 words or less, tell us your favourite cruise port along the East Coast of Australia and why, and you could WIN!

Email [celebritycomp@traveldaily.com.au](mailto:celebritycomp@traveldaily.com.au) to enter.

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