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## Today's issue of TD

Travel Daily today has six pages of news including our PUZZLE page and a front cover from Ponant.

## TTC adds "WD" role

**THE** Travel Corporation (TTC) has announced it will deploy a dedicated Wellbeing Director (WD) on every Trafalgar, Insight and Luxury Gold guided holiday (excluding in Australia and NZ).

The newly conceived role will help ensure adherence to all health and safety standards, working alongside each trip's travel director and driver throughout the entire journey.

"Once the restrictions ease and there is the opportunity to travel again beyond Australia and NZ, we think this will give agents another tool to provide confidence to their clients," said TTC Australia's acting CEO Lorraine Sharp.

The new WD role will oversee daily wellness checks, engage with hotels and suppliers to maintain protocols, and provide personal support for passengers.

TTC Global CEO Brett Tollman said the initiative had come from the company's Chairman, Stanley Tollman, and was a "reflection of our family and company ethos 'Driven by Service'".

"We remain passionately dedicated to provide our valued guests peace of mind with our unrelenting efforts to create a relaxing, enjoyable and nurturing journey," he said.

## SQ to charge GDS fees

**EXCLUSIVE**

**SINGAPORE** Airlines is set to impose a US\$12 per ticket fee for travel agent bookings made via Global Distribution Systems outside of its new KrisConnect NDC platform (TD 04 Feb).

The move, advised to the industry today, will apply for bookings made from 04 Jan 2021, with the carrier saying the new Distribution Fee would "further accelerate the take-up rate of the KrisConnect Programme to better meet the demands in a post-pandemic world".

The new fee will not apply to tickets issued through SQ's NDC channel, which includes a new AGENT 360 travel agent website which launched this week in Australia and New Zealand.

A trade update this morning said the Distribution Fee would be progressively rolled out in

phases across all SQ points of sale, with phase 1 including Australia and NZ, as well as Singapore, Indonesia, the UK, Germany and Switzerland.

The fee applies for all routings and fare types and will be filed under the "YR" tax code as part of the taxes/surcharges on issued tickets as well as being included in BSP reporting and settlement.

The carrier stressed that it was not pursuing direct consumer bookings via the new strategy, but rather aimed to encourage its trade partners to "move towards a more advanced technology".

## VA adds 17 routes

**VIRGIN** Australia this morning announced the return of an additional 17 domestic routes which will be operating by 04 Aug, including the resumption of flights to Newcastle, Hobart, Launceston, Darwin, Alice Springs, Hamilton Island, Ballina, Maroochydore, Coffs Harbour, Proserpine and Mt Isa.

"Travel is back on the agenda for many Australians, and we're happy to be able to resume flights to a number of holiday destinations," said VA Group Chief Commercial Officer John MacLeod.

"We're pleased to have continued our collaborative effort with the Federal Government to re-introduce some services as we start to see confidence return, and as each state and territory comes closer to finalising their plans for the easing of restrictions and the reopening of borders."

A 12-hour "comeback" sale today will see 125,000 VA domestic fares available from \$69.

**MEANWHILE**, Richard Branson's Virgin Group is believed to be seeking a seat at the table of the recently relaunched Virgin Australia, with *The Australian* suggesting an equity stake of up to 10% in the Bain Capital Virgin 2.0 operation.

## Sydney agency shut

**GLOBAL** Travel Directors (ABN 941 542 918 44) from the Sydney suburb of Balmain has had its AFTA Travel Accreditation Scheme (ATAS) participation cancelled due to a breach of section 2.5 (d) of the ATAS charter, which relates to the "fit and proper person" requirements.

The company was placed into liquidation last Fri, with Adam Farnsworth of Farnsworth Carson appointed as liquidator.

## Ponant local cruises

**PONANT** is accepting deposits of just 10% on selected 2020/21 sailings, today highlighting the 21 Jan 2021 *Le Bellot* Best of New Zealand departure and a Subantarctic Islands Expedition out of Auckland on 29 Dec this year and 08 Feb 2021.

Early booking savings, no single supplement and flight credits are also available as well as a "new to Ponant" \$400pp offer - see the **cover page** for more details.

**MEANWHILE** the cruise line has announced its third series of online lectures, aiming to showcase the uniqueness of the Kimberley coastal region.

The webinars will be broadcast each Thu this month on Ponant's Australia and NZ Events Facebook page - see [facebook.com](https://www.facebook.com/ponantau).

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## AA SYD out to Mar

**AMERICAN** Airlines has published new schedules indicating its non-stop Sydney-Los Angeles services will not resume until the northern summer scheduling season, which kicks off in late Mar 2021.

The schedule also confirms a year-long delay to AA's Auckland services, and no longer lists the previously planned Auckland-DFW and Christchurch-LAX flights.

Long-haul international capacity next year for AA is expected to be down 25% versus 2019, with the carrier saying it would "focus on markets that create unique connectivity for customers".

AA will exit several routes including Los Angeles to Hong Kong, Beijing and Shanghai, as well as several transatlantic leisure routes.

The airline's new West Coast International Alliance with Alaska Airlines (**TD** 14 Feb) will see a significant boost in AA's presence in Seattle, with the launch of SEA services to Bangalore and London Heathrow next year, as well as shifting its LAX-Shanghai service to operate out of Seattle.

## Backpacker review under way

**A FEDERAL** Parliamentary Committee has launched an inquiry into Australia's Working Holiday Maker program, to ensure it is working effectively to support the tourism, health care and agriculture sectors during the COVID-19 economic recovery.

The Joint Standing Committee on Migration noted that there are currently about 50,000 fewer backpackers in Australia because of coronavirus, "but once borders re-open they will be key to filling some roles where Australian workers are usually not available, particularly in regional areas".

The committee will particularly consider how backpackers can complement, rather than compete with, Australian workers laid off because of the pandemic.

Committee Chair Julian Leaser

## Webjet seeks more cash

**WEBJET** has announced the successful pricing of new "convertible notes" (**TD** breaking news) which are hoped to provide net proceeds to the company of about \$160 million.

The offer through the Singapore Stock Exchange, which is expected to settle on 09 Jul, was accompanied by an update from the company revealing it currently has about \$215 million in cash and cash equivalents, just three months after an equity raising which brought in about \$350 million (**TD** 02 Apr).

The company said it had effectively zero income in Apr and May, but is still required to meet operating expenditure and other costs amounting to about \$15 million per month.

"While the company has started to see some booking activity in its Australian OTA and WebBeds businesses, the company anticipates that any revenue contribution in the near term will be modest only, until the situation improves and broad-based travel activity resumes,"

MP said it was important to look at the impact on the economy of the border closures and the backpacker market.

"The very clear focus at the moment must be on getting Australians back into work and how migration can support our economic recovery," he said.

"We will be looking closely at the program to make sure it is supporting Australian jobs and making visa holders available to support businesses that need more people, particularly in regional communities which have relied on these workers in the past," Leaser added.

The community is being encouraged to contribute to the review, with submissions accepted until 24 Jul - more details at [aph.gov.au](http://aph.gov.au).

the update noted.

The previously announced closure of the Online Republic Cruise business unit and the suspension of Webjet Exclusives will see the write-off of goodwill, intangible assets and non-cash wind-up costs of at least \$29m.

**MEANWHILE** Webjet has also launched a new partnership with Afterpay, allowing customers to pay for elements of their trips in instalments, for all flight, hotel or package bookings that total less than \$2,000.

## New Crowne Plaza

**INTERCONTINENTAL** Hotels Group is celebrating its return to Tasmania, with the opening of the new Crowne Plaza Hobart yesterday (**TD** 05 Jun).

The 235-room newbuild in Liverpool Street includes Hobart's first Club Lounge for guests, as well as two restaurants, six versatile event spaces, as well as health and hygiene measures.

## CAA slams airline refund policies

**BRITAIN'S** Civil Aviation Authority (CAA) has identified several airlines which "did not appear to be providing refunds at all," as part of the release of a preliminary report of investigations into 18 carriers.

Of the airlines probed, some were providing acceptable performance, a second group required improvements in processing time, while others have now agreed to introduce systems to provide refunds after engaging with the CAA.

Those who were processing claims slowly - including some major carriers - had "large backlogs of refund requests extending to many months".

The CAA has asked these airlines to provide commitments that they will speed up refund processing timelines.

## SUSTAINABILITY MATTERS

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

### Climate lessons in isolation



Months before the world knew of Covid-19, two intrepid women voluntarily headed into isolation for

a nine-month overwintering project in Arctic Svalbard, Norway. A project created to promote discussion about the changes to the Arctic environment, expedition leader Sunniva Sorby and Hurtigruten Product Manager Hilde Fåln Strøm - the first women to overwinter without men - became citizen scientists, basing themselves at the remote Bamsebu trapper's hut for their Hearts In The Ice project.

Hilde and Sunniva spent 270 days away from civilisation, including 90 days in total darkness, with only polar bears for company: "...everything in the ocean, sky, on land is all connected in one small way or another. The choices we make are key right now. This is not about you....This challenge and crisis is about all of us," they wrote in their blog, reflecting on both Covid-19 and the challenge of climate change.

As time in isolation comes to an end, Hilde and Sunniva's words should be an inspiration for the travel industry.

Hurtigruten is a proud sponsor of Hearts In The Ice [heartsintheice.com](http://heartsintheice.com)

*Damian Perry, Managing Director Hurtigruten APAC*







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Travel Daily

## Tourism could lose 4.2% GDP

**THE** global tourism sector could lose as much as US\$3.3 trillion in value if international travel were to grind to a standstill for another 12 months, according to a new report compiled by the United Nations Conference on Trade and Development.

The UN's *COVID-19 and Tourism: Assessing the Economic Consequences* report contends that under the worst case scenario for global tourism, border restrictions could dent the sector's global GDP by 4.2%.

The most realistic best case scenario would see international tourism still lose \$US1.2 trillion following just four months of extended shutdown in travel.

The same study also found that Australia and New Zealand could potentially drop between 2-6% of their total GDPs.

Under the worse case scenario, skilled wages in Australia would be expected to fall between 3-9%, while unskilled employment would also be eroded by 4-11%.

"Many countries depend heavily on tourism and will experience dramatic effects in the labour

market and national income," the report says.

"Loss of employment in the unskilled sector is above 10% in many countries even in the most optimistic scenario and can rise above 40% in the most pessimistic scenario".

The UN study also suggests there is a "strong case" for governments to intervene and cooperate at an international level to protect the livelihoods of people in the tourism sector.

"This is an unprecedented shock and requires urgent action to prevent wiping out entire sectors that are likely to recover in the hopefully not so distant future," the report contends.

"Casual and self-employed workers are common in tourism related sectors and should be helped where possible...where some enterprises are unlikely to recover, wage subsidies should be designed to help workers move to new industries."

Female workers are also disproportionately affected in the tourism sector, the report says.

Access the full report [HERE](#).

## Aeromexico files

**MEXICAN** carrier Aeromexico (AM) has instigated Chapter 11 proceedings in the United States in a bid to restructure its finances in response to ongoing travel restrictions.

The airline's CEO Andres Conesa said the filing would enable the company to obtain new financing and increase its liquidity position, as well as facilitate its recovery plan which includes resuming a number of international flights as border restrictions around the world gradually decrease.

## Border wars futile

**PRIME** Minister Scott Morrison has called for all states and territories to avoid shutting borders when pockets of COVID-19 cases inevitably occur.

"There will be hotspots and you can't just shut Australia up every time there's an outbreak," he argued.

"We need to ensure our economy builds back with confidence and with resilience."

The comments follow a spike in virus cases in several Vic suburbs.



## Window Seat

**WHEN** travel restrictions prevent you from heading down to the beach, what do you do? Well, you set up the brolly in a city park of course.

That's what frustrated travellers are doing in Milan at the moment, with photos emerging of residents hungry for that beach experience in the landlocked city after several months of lockdown.

Around 80 parasols have been scattered around two city parks, along with deck chairs spaced for social distancing rules.

"For those who can't get away, it's a great alternative," enthused a slightly more sun-kissed local resident and nurse Rosalia Scarcella.



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puzzles and more.

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Weekly

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## Way to build your future, Tina



**TINA** Johnson from MTA Travel has scored herself a seven-night European cruise with A-ROSA after taking out *Travel Daily's* design a cruise ship competition. Agents were asked to draw, paint or build an A-ROSA river vessel and tell us in 25 words or less why they chose their respective replicas.

Johnson responded by whipping up an amazing LEGO replica of the cruise line's

### It's our shout guys

**CRYSTALBROOK** Collection Resort in Cairns is toasting the return of interstate visitors by offering a \$100 bar tab for every direct online booking from every state, excluding Victoria.

Online purchases need to use the promo code "MATESHIP", with the Welcome Back Mate package available from \$221 per night when bookings are made by 17 Jul for stays until 31 Oct.

Visit [crystalbrookcollection.com](http://crystalbrookcollection.com) to take advantage of the deal.

### Booking trademark

**THE** US Supreme Court has ruled that online accommodation giant Booking.com can register its name as an official trade mark, rejecting a "sweeping" US Patent Office argument that it was an "unprotectable generic term".

experiences on the Danube through destinations such as Budapest, Vienna and Bratislava.

"Danube River cruise is the one for me...the culture and scenery will be amazing for my family to experience," Johnson said in her submission.

### We'll save you a spot

**THE** Vanuatu Tourism Office has launched phase two of its recovery campaign called We're Saving You A Spot, featuring a video promoting the hidden spots for travellers to enjoy.

See the full promo video [HERE](#).

### Kangaroo Is tour

**LUXURY** travel company The Tailor has launched a new expedition of South Australia's Kangaroo Island.

The five-day immersive adventure offers a hands-on, fully hosted private tour, experiencing a range of wildlife and landscape explorations.

The tours includes all meals, eco-luxury accommodation, a visit to a private wildlife sanctuary and a private wine tasting.

Prices lead in at \$5,995 per person for eight guests based on twin share accommodation with two, four, and six person options.

[CLICK HERE](#) for more details.



Discover how cruise lines are facing the new challenge of increased hygiene measures in the June issue of *travelBulletin*.

**CLICK to read** [travelBulletin](#)

### Oceania upgrades

**OCEANIA** Cruises has launched an exclusive promo sale, offering guests a complimentary room upgrade when they book select 2021 sailings before 11 Jul.

Upgrades available include Inside Stateroom to Deluxe Ocean View, Deluxe Ocean View to Veranda, Veranda to Concierge Level Veranda and Concierge Level Veranda to Penthouse.

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

### Wyndham Rewards

**WYNDHAM** Rewards is temporarily easing member level requirements and is offering 2,000 bonus points with every qualified stay.

Members can now unlock new status levels after only three nights, and earn 2,000 Wyndham Rewards bonus points with every qualified stay.

The relaxed requirements build on earlier efforts by Wyndham to help its members amid the COVID-19 pandemic, such as extending the expiration of any previously earned members levels through the end of 2021 and pausing points expiration through to 30 Sep.

### Tassie spirit safer

**THE** *Spirit of Tasmania* has implemented a number of precautionary measures to keep travellers safe, following the recent restart of cruise operations (**TD** 30 Jun).

Crew will be following enhanced cleaning procedures, air on board will no longer be recirculated, prominent availability of hand sanitiser, contactless transactions, and social distancing will all be implemented moving forward, with a medical attendant also to be on board at all times.

### Celeb deal ending

**CELEBRITY** Cruises' deal offering three free perks will end this Mon 06 Jul.

The promotion offers pax booked in a stateroom a classic beverage package, unlimited internet and US\$150 to spend.

There are also stateroom savings on offer, such as \$300 for an Inside and Ocean View, \$600 for Veranda, Concierge and AquaClass, and \$1,500 for Suites.

Those who book the all-inclusive luxury suite experience, The Retreat, will also earn a trio of perks for two guests.

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

Linkd Tourism has appointed former Disney Destinations Business Development Manager **Michael Cassis** as its new Trade Account Manager. Based in Qld, he is charged with developing a trade marketing program in Australia for clients based in Japan and United States.

**Josh Leibowitz** has been named the new President of luxury cruise line **Seabourn**, where he will report to Group CEO of Holland America Group and Carnival UK Stein Kruse. Leibowitz was previously the Senior Vice President of Cunard North America.

PR agency specialising in travel, **Red Elephant Reps**, has appointed **Christine Dilger** to the role of Director of Sales for Australia and New Zealand. Based in Brisbane, Dilger arrives with more than 25 years of experience in travel, working for brands such as Jetset and Traveland.

A new Chairman has been appointed at **SeaLink Travel Group**, with former CEO **Jeffrey Ellison** taking over the role from Andrew McEvoy. Sealink has also named former Aurizon Managing Director **Lance Hockridge** as a new non-Executive Director.

## England word search

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

**SEE** if you can find these words. They are hidden horizontally, vertically and diagonally, forwards and backwards. The theme of this week's word search is England.

- |               |             |
|---------------|-------------|
| BIGBEN        | MANCHESTER  |
| BRITISHMUSEUM | PUB         |
| BUCKINGHAM    | QUEEN       |
| CAMBRIDGE     | SCONES      |
| CASTLES       | SHAKESPEARE |
| CORNWALL      | STONEHENGE  |
| FOOTBALL      | TEA         |
| LONDON        | YORK        |

## Funnies Flashback



**WE'VE** trawled through the **TD** Window Seat archives to give you a blast from the past. Here's a gem from 11 Mar 2013:

**MAKERS** of a smartphone app aimed at helping users locate the nearest toilet have improved it by releasing six tips to help fellow toilet-seekers while on their spring break road trips.

When nature calls and the side of the road just won't do, if the 'Where to Wee' app doesn't locate a relief location nearby, the tips include making sure the stop is not in an isolated location.

Others include "taking a whiff" to ensure it has been cleaned, watching where you step, checking for basic toilet paper supplies and then helping other travellers by rating your restroom experience on the app.

## Pub quiz

1. What is traditionally sliced and used as a garnish in an Irish Maid cocktail?
2. What is the name of South Australia's highest mountain?
3. Yaounde is the capital of which African nation?
4. What is Australia's second largest state by area?
5. Which English monarch is credited by some to have created the modern usage of the passport?
6. True or false, the Nile river runs through Uganda?
7. Which city is home to the Rolland-Garros tennis tournament?
8. What is the currency of Fiji?
9. Which US state is furthest north?
  - a) Colorado
  - b) Iowa
  - c) Oregon
  - d) Montana
10. Which country sees more tourist arrivals to Australia's shores, Japan or the United Kingdom?
11. What country does this collection of pictures spell out?



## Whose flag is this?



**THE** country this flag belongs to used to have a different one, which was identical to a neighbouring country's except for a letter in the centre.

But that flag was changed in 1999 with the new one shown above first being hoisted at the end of 2001.

Do you know whose flag it is?

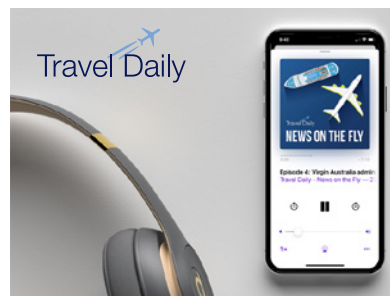
### ANSWERS 01 JUL

Pub quiz: 1 South, 2 Finland, 3 Argentinian, 4 67 years, 5 The left, 6 Luxembourg, 7 a) New Zealand, 8 The drachma, 9 Paris, France and Dakar, Senegal, 10 Mont Blanc, 11 Romania (row + mane + e [note] + ah)

Unscramble: alit, arty, gait, gilt, girt, glut, gravity, grit, fuilt, guilty, guitar, laity, liturgy, ritual, tail, trail, tray, trial, trig, trug, truly, ultra, vault, virtu, virtual, vital, VULGARITY, yurt

Where in the world: Oslo Opera House, Norway





Travel Daily

**Catch up on the news of the week**

[CLICK HERE TO LISTEN](#)

## Shangri-La faces up to virus



**SHANGRI-LA** Group has partnered with cleaning products provider Diversey to upcycle 12,500 kilograms of hotel linen into half a million masks for vulnerable people across Southeast Asia.

A number of Shangri-La hotels in the region are now participating in the Linens For Life Face Masks initiative, serving community members across 12 cities.

In some of the destinations, such as Bangkok, Jakarta, Johor Bahru, Manila and Yangon, the project will also generate a range of employment opportunities, the company believes.

The partnership has also teamed up with Cedar Learning Centre in Bangkok, where local community members will upcycle bedsheets, duvet covers and pillowcases into face masks and distribute them to refugees and asylum seekers in the city.

“Just as we have elevated our cleaning and safety protocols

in our hotels as part of our Shangri-La Cares commitment to our guests and colleagues, we are heartened to be able to continue helping and caring for the communities around us throughout the COVID-19 pandemic,” said Regional Chief Executive Chan Kong Leong.

Over the course of the COVID-19 pandemic, Shangri-La Hotels across the region have prepared fresh meals and donated essential items such as groceries and personal protective equipment to local communities and important front line workers.

**Pictured:** A refugee creating face masks for the community at Cedar Learning Centre.

**Inset:** Two refugee children help each other with their masks at Cedar Learning Centre.

## VSC plugs Vic hole

**VISIT** Sunshine Coast (VSC) has launched its biggest ever community-driven tourism campaign to “plug the hole” created by a temporary ban on Victorians visiting Queensland.

The push aims to respond to the region’s tourism loss from Australia’s second most-populous state by targeting family and friends with the tagline “Live. Love. Share”.

Victoria normally supplies 10% of the region’s total visitation.

## Air NZ staff stigma

**AIR** New Zealand crew members have reportedly faced hostility from locals for working on board international flights.

“[Chief Executive Officer Greg Foran] commented that some of his staff and crew members, particularly those flying international routes have been facing some hostility and suspicion in their local communities,” said NZ Ministry of Health Chief Executive Ashley Bloomfield.



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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.

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