Travel Daily First with the news

Friday 3rd July 2020



UK to scrap 14-day quarantine rules

THE UK Government has confirmed the reopening of its borders effective from 10 Jul, with a full list of countries exempt from requirements for a 14day quarantine expected to be released later today.

UK Transport Secretary Grant Shapps is also expected to remove the current blanket "do not travel" advisory for outbound travel from the UK, replacing it with the previously announced traffic light system (TD 29 Jun).

Exempted destinations will be those that "no longer pose an unacceptably high risk" of COVID-19.

All passengers will still be required to provide contact information on arrival in the UK, and anyone who has transited through non-exempt countries in the 14 days prior to visiting the UK will be required to self-isolate.

QF international flights still live

QANTAS has not yet decided to cancel international flights after Oct 2020, despite advising that its regular pre-COVID-19 international network "is unlikely to return until at least Jul 2021".

An update on the Qantas Agency Connect site says the decision not to cancel at this stage is "because the situation is constantly evolving and may change rapidly".

TG cuts commission to zero

EXCLUSIVE

THAI Airways International has confirmed that effective from 15 Jul it will no longer pay travel agent base commission on any of its fares.

The carrier, which is currently subject to a formal reorganisation plan (TD 19 May), advised its industry partners of the move in an update earlier this week, saving that its existing Published Carrier Fares from Australia will be terminated for sales and ticketing on/after 14 Jul.

"Due to continuing increased costs associated with distribution

New KI property

SOUTH Australia's Kangaroo Island will have a new luxury accommodation option from tomorrow after the official opening of Oceanview Eco Villas.

Federal Minister for Trade, Tourism and Investment Simon Birmingham will officiate at the event which will be live streamed on the property's Facebook page at 4.30pm local time.

The project comprises two villas, each with two bedrooms and two bathrooms, and offers stunning coastal views of Nepean Bay along with a personalised "off-grid eco-design experience".

Gourmet meals, a fully stocked mini-bar, premium local wines and a solid focus on fresh local produce are part of the product offering - oceanviewki.com.au.

and operations, and also as part of Thai Airways International's reform and business reorganisation plan, it has been necessary to review our current fare structure and base level commission paid on published fares," the airline said.

"Thai's new fares will be effective on/after 15 Jul, with the new fares and conditions distributed shortly."

Agents have been advised to ensure that ticketing of all existing bookings is completed no later than 14 Jul, with any issuance after that date subject to the new fare levels and conditions

A Thai Airways spokesperson told Travel Daily the change was part of a "global fare restructure and a worldwide commission adjustment".

MEANWHILE the committee in charge of TG's rehabilitation says the airline now only plans to cut 5% of its 20,000 strong global workforce, rather than up to 30% as previously indicated.

An extraordinary Thai Airways board meeting this week also appointed Chansin Treenuchgron as acting President, replacing Chakkrit Parapuntakal who remains as Vice-Chairman.

The carrier, which last month continued to operate repatriation flights between Australia and Thailand, will be the subject of a formal Central Bankruptcy Court hearing in Bangkok on 17 Aug.

Today's issue of TD

Travel Daily today has six pages of news including our PUZZLE page and a full page

AA Appointments

Viking 2023 out

STRONG demand for its new Mississippi River cruise itineraries (TD 17 Apr) has led Viking Cruises to open up reservations for the program's 2023 season.

The voyages will operate using the newbuild Viking Mississippi, with the company having also just released new renders of the 386-passenger ship - see facebook.com/cruiseweekly.

Viking Managing Director ANZ Michelle Black said there had been strong interest from Australian and NZ clientele, with all 2022 departures of the 15-day America's Great River itinerary already sold out.

"Though we can't travel overseas right now, exploring this part of America has captured the attention of our guests and clearly Viking Mississippi is hitting all the right notes," she said.

Black also highlighted the key role travel agents continue to play through the COVID-19 situation.

"The importance of the trade during this time can't be understated, particularly when it comes to providing confidence and peace of mind to book future travels," she said.

More in today's issue of *Cruise* Weekly, and on 138 747.







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Travel Daily

El Al grounded

ISRAELI flag carrier El Al has ceased operations, with CEO Gonen Usishkin ordering that all of the company's planes should return to Israel according to local news source *Globes*.

The move applies to both cargo and passenger operations, and comes after the airline recorded a US\$140 million first quarter loss amid a bitter pilot dispute.

El Al is in the process of establishing a plan to obtain government assistance to cope with the crisis, in the form of a US\$400 million loan and a US\$150 million equity raising.

Uncertainty as to whether the funding will be available means "there are considerable doubts regarding the continued existence of the company as an ongoing concern," a financial update said.

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Aeronology ATPCO deal

AERONOLOGY, the travel technology startup headed by former Helloworld Travel senior executive Russell Carstensen, has announced its acceptance into the Bridge Labs program operated by ATPCO (*TD* breaking news), with the connection giving new access to extensive worldwide air content.

Carstensen said being part of the program "plugs Aeronology into the very best airfare distribution minds and applications in the world," with ATPCO's Routehappy Rich Content and Next Generation Storefront (NGS) offerings set to help travel agents give "comfort and reassurance to travellers when the borders open up again".

Aligning with ATPCO complements other accelerator programs in which Aeronology is involved, including with IATA (*TD* 27 Mar), with the company having also forged agreements with all of the GDS platforms including China's TravelSky.

Locally, Express Travel Group has signed with Aeronology with the deal covering ticketing,

Inspiring additions

INSPIRING Journeys has introduced six new domestic and trans-Tasman trips.

The tour operator has also announced a \$99 per person down payment initiative, which allows travellers the option to cancel trips within 30 days of departure and get a full refund.

CLICK HERE for more details.

Qatar protection

QATAR Airways is enhancing its safety measures on board by requiring passengers to wear both a face shield and mask.

Travellers will also be given a complimentary protective kit, including hand sanitiser for Business class, while the crew will don protective gowns.

robotics, wholesale booking and payment services, while another adopter is major Greater China TMC Connexus Travel.

Carstensen said the new ATPCO agreement would enhance the Aeronology platform and its ability to package air product.

"Travel agents are, and always will be, one group of experts best able to explain the value of additional services purchased within bundles," he said.

"Helping the industry to increase revenue, to improve margins and ensure travel agents stay relevant is our aim."

Encouraging signs

AUSTRALIA is trending towards a big end-of-year travel boom, according to the latest data from online travel agent TripADeal.

Domestic tour and hotel searches have increased by 105% month-on-month from May to Jun, with solid forward bookings for the next six months also giving the travel industry cause for optimism.

Qld and Western Australia are leading the way for domestic searches, while online enquiries for New Zealand destinations have also increased by 43%.

AIDA extends pause

AIDA Cruises has announced it is extending its pause of operations until the end of Aug.

The extension excludes individual departures aboard *AIDAprima*, *AIDAperla* and *AIDAdiva* vessels.

A-ROSA training

A-ROSA has launched a new agent training video with the Travel Industry Network.

The initiative introduces agents to A-ROSA's latest product, and provides details of its river fleet, itineraries, target clients, and booking system.

To access the latest training, **CLICK HERE**.

TECHNOLOGY UPDATE

Today's Technology Update is brought to you by Stuba Pacific

Technology, Travel, Mental Health



Flying from HK late February left me feeling something was deeply, deeply wrong.

I don't say the C-Word; I talk about the process, the journey, the challenge. March 27th I wrote "Bear or Butterfly" on my glass office door; two choices on how to emerge from "hibernation". I bottomed out emotionally just before Easter. I would not be a bear.

I've now had three personal meetings with travel colleagues; someone else physically in my space no zoom. The common threads are feelings, mental health, wellbeing, despair, hope, revelations, lessons, anxieties.

Strategies for coping. Thriving. Technology?

On April 14, I joined the "5am Club" and began bolstering the attributes required to thrive in the face of the challenges before me. Every day, I rise at 4:45am, exercise, meditate, give gratitude, write journals, reflect, use the rituals to work in the flow state, eat breakfast, ice cold shower.

My studies led me to mindbodybrain.com.au, the "Resilient Mind" app and along with my teams, I have embraced the positive rituals into my every day.

Every day I feel better. Feeling challenged? Time to learn something new? Visit the site; my gift to you.

> Mark Luckey, CIO, Stuba



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Kangaroo Odysseys

KANGAROO Island Odysseys has launched a new Kangaroo Island Road to Recovery tour.

The adventure visits the bushfire-affected areas at the western end of Kangaroo Island, including Admirals Arch, Bunker Hill, Cape du Couedic and Remarkable Rocks.

Operating daily, a special rate of \$599 per person twin share is available for travel from 05 to 31 Aug, which includes a free breakfast - call 13 13 01 for info.

NT tourism grants

THE Northern Territory Government is lending further support to local tourism businesses, opening the fourth round of its Visitor Experience Enhancement Program.

Grants of up to \$50,000 are available under the funding scheme, with submission closing at the end of Aug.

For further details, see HERE.

Jul edition is out now

THE latest issue of *travelBulletin* is out now (**pictured**), highlighting the creativity and changes in strategy from some of the smartest players in the industry.

Despite COVID-19 causing havoc for the Australian travel sector, our cover story looks at a range of operators who have left no stone unturned in their quest to ride out the storm, providing some much needed optimism for travel agents and the industry more broadly.

As usual the issue also contains some expert analysis from our Publisher Bruce Piper who examines all of the big trends over the last month, including recent traction gained with the government for more assistance, the pivot from many operators toward domestic product, and the consternation caused by some state tourism bodies partnering with OTAs over local agents.



Further topics covered include the gradual resurgence of the cruise sector, with Hurtigruten leading the charge to restart ocean sailing again, as well as Royal Caribbean International opening up the books on *Quantum of the Seas* in Australia for 2021 - read the issue **HERE**.

Nth Qld campaign

MAJOR marketing plans are underway to salvage Far North Queensland's flagging tourism sector, with Tourism Tropical North Queensland embarking on a country-wide, 12-month, \$12.4 million marketing push.

The campaign is aimed at salvaging "every last opportunity" for tourism, which will also be backed by a council-led charge for urgent recovery packages from the State and Federal governments.

Airport ups tech

THE under-construction Western Sydney International Airport has engaged consultants from professional services company Accenture to help ramp up its technology offering and improve future pax experience.

The new airport is due to open in 2026, and hopes to be a world-leader in the "tech-enhanced travel experience".

EPISODE AVAILABLE TODAY!

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CORPORATE UPDATE

Corp travel vital for recovery

GOVERNMENTS across the country have been warned that leisure travel will not come "anywhere close" to generating the bookings needed for the tourism sector to stay afloat through the COVID-19 crisis.

A senior delegation of accommodation sector leaders met with Nev Power from the Federal Government's National COVID-19 Co-ordination Commission earlier this week, including IHG MD Leanne Harwood, Accor's Simon McGrath, Chris Sedgwick from TFE, Lancemore Group CEO Julian Clark, Wyndham's Barry Robinson and Star Entertainment Group MD Matt Bekier.

The meeting was coordinated by Dean Long from The Accommodation Association, which represents close to 3,500 hotels, over 150,000 rooms and nearly 100,000 staff nationally.

"Our message was overwhelmingly clear...while it's great to see leisure travel starting to pick up again, even at peak levels it's simply not enough to

ICC goes hybrid

INTERNATIONAL Convention Centre Sydney (ICC) has launched a new hybrid on-site and virtual event solution, allowing clients to host more than 300 people at the venue in accordance with strict social distancing measures.

Each event can also be livestreamed to an unlimited number of remote attendees, leveraging on ICC's cutting-edge technology including projection screens, entertainment lighting and PA systems which will allow both live and online attendees to have the same high quality experience.

"COVID-19 has meant that as a business we have had to change the way we meet the needs of clients," said CEO Geoff Donaghy.

He said the hybrid solution gave clients new choices as well as enabling a transition back to "inperson" gatherings". sustain Australia's hotels, motels and accommodation sector.

"Corporate bookings represent at least 50% and sometimes significantly more for our members and the hard, cold reality is that until that resumes it's a real struggle," he said.

Long said following the "constructive meeting," the country's accommodation providers "look forward to continuing to work closely with the Government and the commission on the recovery plan".

Reho plots restart

REHO Travel's Karsten Horne has shared a document he created to help clients prepare for a return to normality, saying he hopes it provides some value to agents who don't have the capacity to create their own.

The guide advises of five key areas that companies need to focus on right now, including trust, health & safety, travel policy, partnerships and efficiency.

"Business travel has suddenly become more complicated, therefore it is important for processes to be streamlined," he writes, with the full document online at www.reho.com.

VW gets travel bug

AUTOMOTIVE behemoth Volkswagen has acquired corporate travel platform Voya, purchasing the business from a Czech private equity firm.

Voya is described as a "digital travel assistant" focusing on chat technology, allowing business travellers to plan and book their trip via instant messaging.

The product particularly targets SME businesses, and is also offered as a white-label solution.

Volkswagen said the deal was part of a strategy to "add business travel management to our mobility offering for fleet customers".



Concierge rebrand



CONCIERGE Travel Group has this week formally commenced trading under the name of its new UK owner Reed & Mackay, which acquired the business last year (*TD* 05 Feb 2019).

David Greenland, the company's Managing Director for Australia said Reed & Mackay was a "highly regarded brand with an excellent reputation.

"I'm delighted they chose us to bring their travel management solutions to corporate Australia."

Locomote returns

TRAVELPORT has sold its Locomote corporate travel platform back to the Melbournebased founders of the business, cousins Ross and David Fastuca.

The GDS giant acquired a 49% stake in Locomote six years ago (*TD* 05 Aug 2014) and gradually ramped up its stake before taking full ownership in 2017.

Locomote's systems simplify booking and approval processes for travellers, with some reports at the time saying the business was valued at up to \$100 million.

Travelport's Nick Dagg said "we felt the solution would benefit from dedicated owners who will take the product forward and invest further in its development".

Travelport will remain a reseller of Locomote, and all current client agreements are unaffected.

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AS secures funding

ALASKA Airlines has secured US\$1.2 billion in private loans to help shore up its financial stability in the wake of the pandemic.

The loans are being backed by its 61 owned jets as collateral, with the carrier's CFO suggesting the funding would reduce its cash burn rate and improve liquidity.

Boost for First Mates

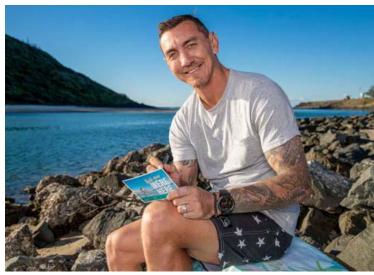
VIRGIN Voyages has increased its travel agent commission to 16% in a bid to improve its future sales pipeline ahead of its delayed launch to the market.

The cruise line said the move was permanent and applies only to full cruise fares.

Virgin Voyages is also offering an extra 10% on pre-cruise product such as shore excursions.



Gold Coast wants you back



DESTINATION Gold Coast has recruited a plethora of celebrity star power to kickstart its latest domestic tourism campaign which aims to ramp up visitation when borders reopen on 10 Jul.

Among the big names participating in the Wish You Were Here marketing push are former NRL great Mat Rogers (pictured) and homegrown Olympic swimmer Giaan Rooney, both of whom have penned personal messages encouraging Aussie families to visit.

Destination Gold Coast CEO Annaliese Battista said the destination is primarily targeting families for visitation because she

CX sustainability

CATHAY Pacific (CX) has released its 2019 Sustainability Report, which details the headway the airline has made toward its sustainability goals.

Achievements attained so far include 412 tonnes of seafood used for in-flight meals from sustainable sources, flight blankets now made entirely from recycled plastic bottles, and the use of cotton bags for bedding, reducing plastic wraps by 5.7 million units per year.

The airline will now aim to lower single-use plastics by 50% by the end of 2022.

believes the pandemic has made many Aussies re-evaluate the value of spending time together.

"This pandemic has changed us as a society, and what we truly value, it's seen a renaissance of quality family time which is exactly why Australians choose to holiday on the GC," she said.

Personal messages will be delivered to letter boxes throughout Sydney and Brisbane in coming the weeks, promoting a host of attractions from the Gold Coast's famous theme parks to the peaceful Tallebudgera Creek.

"We hope that, when families find these handwritten postcards in their mailboxes, they will reminisce about their past holiday experiences and childhood memories of the Gold Coast," Battista added.

Stamford Mel refutes

STAMFORD Plaza Melbourne has hit out at media reports suggesting the hotel was responsible for the latest spike in COVID-19 cases in Melbourne.

In a statement, the property's management refuted allegations its staff had spread the virus or that it breached health protocols.

The hotel clarified that none of its staff have tested positive, and that only security personnel, employed by the Victorian Government, had tested positive.



Window Seat

SOME might argue the latest inventor challenge conceived by NASA really stinks, but frankly we are intrigued by its latest contest to find the best toilet design for space travel.

NASA's Lunar Loo Challenge is calling for ideas from around the world to come up with the best design for a space toilet that would work well in microgravity, such as aboard the International Space Station.

The timing of the competition coincides with NASA's plan to return astronauts to the Moon as part of its Artemis Program.

"This challenge hopes to attract radically new and different approaches to the problem of human waste capture and containment," NASA said in a statement.

Anyone can apply to this challenge, with the winning design receiving a US\$20,000 cash prize - not such a crappy incentive to get creative!



Samoa Airways cuts

SAMOA Airways has cancelled all international flights to Australia, New Zealand and American Samoa up until 31 Aug in response to ongoing flight restrictions caused by the COVID-19 pandemic.

Affected passengers booked on a flight departing before 30 Sep will be able to change reservations until 31 Aug for travel up to 31 Mar next year, without incurring any fare differentials or penalty fees.

Blackout dates apply - **CLICK HERE** for further information.



Pub quiz

- 1. Which Caribbean island was the primary filming location for *Pirates of the Caribbean: The Curse of the Black Pearl?*
- 2. True or false, The Cliffs of Moher are in Ireland?
- 3. What colours are the Cliffs of Dover?
- 4. What is the capital of Sweden?
- 5. What currency do citizens use in Poland?
- 6. What is the name of Norwegian Cruise Line's newest ship in its Breakaway-Plus class?
- 7. Which ocean separates North America from Europe?
- 8. Which land mass is larger, Argentina or Greenland?
- 9. Which US city is often referred to as the The Big Easy?
- 10. What is the longest river in Australia?
- 11. What city does this collection of pictures spell out?



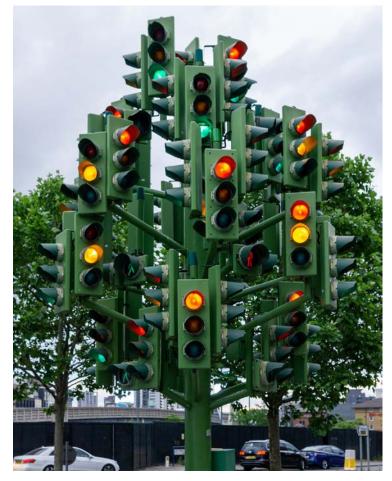
Sudoku

EASY

THE aim of Sudoku is to complete the entire grid using the numbers 1-9. Each number can only be used once in each row, each column and each 3×3 box.

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Where in the world?



MADE up of 75 sets of lights and standing at 8m tall, we can understand if motorists were thoroughly confused by these traffic lights.

Thankfully it has never caused an accident because it's actually a

sculpture

It was originally located in one spot but was relocated in 2013.

Do you know where it used to stand or where you can see it now?

Check Monday for the answer.

Funnies Flashback



WE'VE trawled through the *TD* Window Seat archives to give you blast from the past. Here's some gems from 16 Mar 2012:

DENVER-based Frontier Airlines is to let the public choose the next animal which will appear on its tail wings.

The company will be holding "auditions", from now until 07 Apr, and the Top 18 entries will be slowly whittled down to a final three, with a public poll to select an overall winner.

Fans voting for their favourite will also receive a special bonus offer for a discounted flight and an entry into a prize draw.

Some of the best entries received so far include Doris the Chicken, Melvin the Turtle, Chloe the Chipmunk, Joanne the Giraffe, Mario the Lizard and Duke the Arctic Dog.

ANSWERS 02 JUL

Pub quiz: 1 Cucumber, 2 Mount Woodroffe, 3 Cameroon, 4 Queensland, 5 King Henry V, 6 True, 7 Paris, 8 The Fijian Dollar, 9 d) Montana, 10 The UK, 11 Belarus (bell + arrr + US)

Whose flag is this: Rwanda

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UA triples Aug sched

UNITED Airlines (UA) will triple the size of its Aug schedule when compared to the volume of Jul, adding nearly 25,000 domestic and international flights.

While the airline admits that demand is only a fraction of what it was in Aug last year, UA noted the market was exhibiting some healthy signs of life.

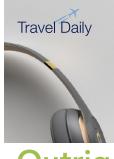
"Demand is coming back slowly and we're building in enough capacity to stay ahead of the number of people," UA said.

Kilimanjaro challenge

G ADVENTURES is inviting agents to participate in its new Mt Kilimanjaro Steps Challenge - an exercise initiative created in response to a spike in enquiries for a number of its Mt Kilimanjaro and East Africa itineraries in 2021.

The challenge will see how much of the Kilimanjaro climb agents can complete in a four-day period, with photos, videos and songs provided along the way to inspire more activity.

Put your feet to the test HERE.





Catch up on the news of the week

CLICK HERE TO LISTEN

Outrigger Fiji goes local



OUTRIGGER Fiji Beach Resort has re-opened its doors to locals this month as part of its Love Our Locals initiative.

The first wave of guests to stay in the property since the pandemic precipitated travel restrictions in Mar started earlier this week, marking the start of the travel recovery period for the hotel and Fiji more broadly.

"We are utilising this time whilst the borders remain closed to re-connect with our local market and join with Tourism Fiji to

help stimulate local traffic," said Outrigger Fiji GM Darren Shaw.

"Although many of our team has been able to continue working in other areas and nonstandard duties, it's not the same ambiance around the property without guests," he added.

The property's garden and common areas have also undergone a minor refurb.

Pictured: Resort Manager Russell Blaik; local guests Dean and Zubeda Bibi, and General Manager Darren Shaw.



Celebrity Cruises

TRAVEL SPECIALS



WELCOME to Travel Specials, Travel Daily's Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to specials@traveldaily.com.au

Extended winter rates are available at The Table Bay Hotel in South Africa through The Unique Tourism Collection. Deals are valid for stays from 07 Apr 2021 to 30 Sep 2021. Prices start at A\$322. Call 02 9211 6590.

Travelodge is offering discounted deals in the lead up to the school holidays. Stays lead in from \$109 per night, with the offer including a bottle of wine on arrival. CLICK HERE for more details.

Book a Malamala Beach Club special with South Sea Cruises, with a full- or half-day pass from F\$99 per person (A\$66), including a food & beverage voucher. Valid for open-dated travel. Use the promo code "MBC99FB" when you book online HERE.

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A.S.KACCOMPLISHMENTS – SUCCESSES - KNOWLEDGE



Judith Crompton

Chief Executive Officer, Asia Pacific – Cover-More Travel Insurance

This month AA is proud to feature Judith Crompton. Judith is an inspiration to women everywhere and particularly in the travel industry. Having led major corporate travel management companies, Judith then became a significant force in the airline industry, becoming regional GM for Qantas Europe before moving to Etihad and returning to Australia as Chief Commercial Officer with Virgin Australia. In 2016, Judith joined Cover-More, one of the world's leading global travel insurance providers and part of Zurich Group. Judith is now Cover-More's CEO, Asia Pacific.

What has been your greatest achievement in your career to date?

I have many career highlights but two really stand out for me. My first was when I was successful in joining Qantas at a senior position, as one of the General Managers. At that time, 2006, there were very few females who held General Manager positions. It was a huge career highlight for me to attain such a senior position while working for an Australian icon such as Qantas. My other career highlight was the 12 months that I spent living and working in Switzerland for Cover-More as CEO for Europe, Middle East and Africa. For those who know me, I have a love affair with everything European, so it was just incredible to be located in Zurich Group's head office in Switzerland, living and working and enjoying that lifestyle. But also, here am I, the person who left school with no qualifications and I am now sitting in the global head office of one of the biggest financial institutions in the world. So that was a highlight for me.

How has the workforce changed over time since you began your career?

I started my career 40 years ago and a lot has changed in that time. I think the biggest thing is recognition of diversity. And I am not just talking about the male/female piece, am talking about whether you are able bodied or disabled, of a different culture or sexual preference etc. There really is a recognition now, which is just wonderful. I think that recognition has then created flexible working conditions because now we have diversity driving great workplace cultures, more understanding and higher productivity. The world was very different; it was very much Monday to Friday 9-5, and that was how the world operated in an office. I just think it is great the way the world is moving now.

What advice would you give to the next generation of leaders?

Be true to yourself. Know your own talents and skills. Find your own voice and be prepared to speak up. I have come across many females along the way when they've been asked to lead a project or put their hat in the ring for a promotion who won't back themselves or find all the reasons why they can't actually do it. Whereas a man is more likely to say "Yes, I can do it". I think females, like their male counterparts, need to back themselves more, know what their skill sets are and find the strength of their voice around the table. Sometimes it can be very scary speaking up in certain situations and I think any female needs to find that courage, dig deep and stand up.

AA APPOINTMENTS EXECUTIVE DIVISION

For advice or support please contact our Team: executive@aaappointments.com.au

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