

DON'T DREAM IT,  
LIVE IT.



## THE GHAN IS BACK ON TRACK WITH EXCLUSIVE OFFERS

While this year has tested our industry, it's also shown our resilience and we want to thank you for your ongoing support and commitment over the past months.

We understand most of your clients have had to forgo holidays, and for many, dreaming of travel has been the only available option. That's why we're thrilled to announce that The Ghan is set to resume its journeys once again from Sunday 30 August 2020!

Turn your client's travel dreams into reality with never-before-released offers now available online, and **savings of up to \$2,300\* per couple.**

With international travel still a way off, this is a great opportunity for your clients to finally live their travel dreams knowing that they can enjoy an unforgettable holiday, while we promote health and safety on board through our JourneySafe Experience Plan.



View our offers

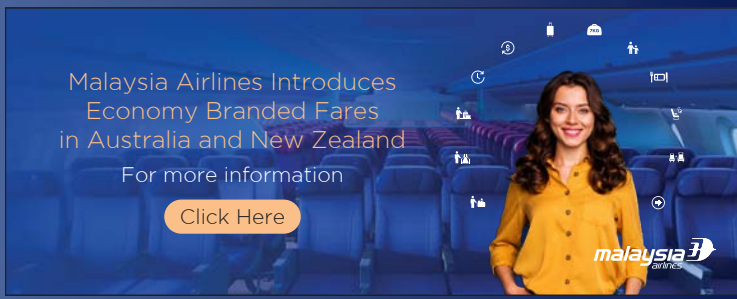


Download agent tools



JourneySafe  
Experience Plan





## Today's issue of TD

*Travel Daily* today has six pages of news including our PUZZLE page, a front cover from **Journey Beyond** and a full page from **Visit Flanders**.

## Sector buoyed by JobKeeper 2.0

**AUSTRALIAN** Tourism Export Council Managing Director Peter Shelley said the Australian Government's extension of the JobKeeper program to Mar 2021 (TD 21 Jul) would prove to be a "helpful" boost for tourism businesses hit hard by the global pandemic and bushfires.

"This extension will give tourism operators the security of knowing they can plan about retention of staff and management of resources moving forward as they attempt to navigate a difficult period," he said.

Meanwhile, Australian Tourism Industry Council Executive Director Simon Westaway said the extension to the program for travel and tourism provides "certainty" for sector.

"JobKeeper has done the job intended, enabling sustainable businesses including most tourism enterprises to keep on key workers until...visitor demand recovers," Westaway said.

"JobKeeper 2.0's six-month extension provides certainty to keep tourism business doors open...with a firmly closed int'l border & domestic...restrictions".

## More travel agents shut

**MELBOURNE-BASED** travel agency Extra Travel has been placed into administration, pursuant to a Vic Supreme Court order handed down on Fri.

The company, based in Ashburton, is an AFTA Travel Accreditation Scheme (ATAS) member, and as of Mon this week continued to be listed on the ATAS website.

The Administrator is Stirling Horne from accounting firm PKF Melbourne, who told *Travel Daily* the company is solvent, with the court order and liquidation due to a dispute between shareholders.

He added that although information is incomplete at this stage, the belief is Extra Travel's creditors will be paid in full.

The agency ceased operations at the end of Apr, he added.

However, the Extra Travel website is still live, and calls to the agency's website are directed to a mobile number.

## So long Bremen

**HAPAG-LLOYD** Cruises has opted to retire its 164-passenger *Bremen* in 2021, earlier than its planned exit, with the line stating it needed to do so in order to implement strict social distancing protocols on its cruises.

The move has precipitated the cancellation of *Bremen's* voyages to Greenland and Antarctica.

She will operate as *Seaventure* for VIVA Cruises from May 2021.

Extra Travel Pty Ltd's directors include Jusri Kasman and Angelina Sukiri.

**MEANWHILE** the AFTA website also now confirms the voluntary withdrawal from the AFTA Travel Accreditation Scheme of Ensemble Travel (ABN 50 602 016 268) due to business closure.

Ensemble announced it would cease trading in Australia about three months ago (TD 06 Apr), with its operations discontinued effective from 01 May.

Also voluntarily withdrawing from ATAS effective 16 Jul is Helloworld St Ives in Sydney (ABN 94 616 536 175) which has also ceased trading.

The Helloworld St Ives Facebook page confirms the agency closed down on 09 Apr.

## NCL Europe 21/22

**NORWEGIAN** Cruise Line (NCL) has unveiled a new collection of European sailings for 2021 and 2022, with seven of its ships to be deployed to the continent to undertake the itineraries.

The latest program will see Mediterranean voyages depart from Athens (Piraeus), Barcelona, Dubai, Rome (Civitavecchia) and Venice, while Northern Europe cruises will depart Amsterdam, Copenhagen, London, Reykjavik and Stockholm.

Highlights include an 11-day roundtrip from Reykjavik departing 14 Jul 2022 aboard *Norwegian Star*, visiting ports across Iceland and Greenland.

All sailings will offer port-intensive itineraries, many with late departure times.

Call 1300 255 200 for more info.

## Emirates ups Aust

**EMIRATES** will up its operations to Australia from 01 Aug, with services between Sydney and Dubai to increase to four times weekly, while flights to Perth and Brisbane will both increase to twice weekly services.

## Ghan back on track

**JOURNEY** Beyond is today highlighting a range of exclusive offers on The Ghan rail trip, which will resume operations effective from Sun 30 Aug 2020.

Savings of up to \$2,300 per couple are on offer under some never-before-seen deals.

"With international travel still a way off, this is a great opportunity for your clients to finally live their travel dreams," the company said.

The return of the Ghan comes with Journey Beyond's "JourneySafe Experience Plan" which promotes health and safety during the trip in compliance with all Government and industry standards for cleanliness, wellness, physical distancing and staff training & expertise.

More details on the **cover page**.

# OUR BRAND IS YOUR BRAND

MARKETING AND ADVERTISING SUPPORT

Join the itravel family

MOBILE | FRANCHISE | LINK

FOR A CONFIDENTIAL CHAT  
CALL STEVE  
0409 287 547  
steve@itravel-au.com

# itravel



## Travel to Italy Training Academy

Become an Italy Specialist Today for your chance to win some fantastic prizes!  
[traveltoitalyacademy.com](http://traveltoitalyacademy.com)





**GET YOUR MESSAGE  
TO LISTENING EARS**

**CLICK HERE FOR INFO ON  
PODCAST SPONSORSHIP**

Travel Daily

## Flanders expands training

**NEW** modules have just been released on the Visit Flanders trade training website, with course content covering the historic battlefields of World War I and cycling holidays within the Belgian region.

Travel agents can familiarise themselves with the towns, battlegrounds, memorials and cemeteries that draw thousands of travellers from Australia & NZ each year, including Ypres, The Menin Gate and Tyne Cot Cemetery.

The training website also features essential information on how to plan, book and make the most of a program of events for ANZAC Day commemorations held in the region each year.

For cycling enthusiasts, the new course content shows how travellers can enjoy leisure-based cycling activities between towns and attractions through to road cycling tours managed by fully

organised local ground operators.

“Both modules are customised with content of specific interest to the travel trade and highlight some really special features to include in a trip to Flanders,” according to Visit Flanders Account Manager Sonia Holt.

“Travel agents who complete all four modules are eligible to receive an invitation to participate in a six night family trip enjoying the best of Flanders in 2021,” she added.

Built using the **Travel Daily** Training Academy platform, the dedicated website also includes modules on the Essentials of Flanders and the Art Cities of Bruges, Ghent and Antwerp.

To register and to start your learning, **CLICK HERE**.

Suppliers wanting to help educate the industry can check out the various options available at [training.traveldaily.com.au](http://training.traveldaily.com.au).

## CLIA works on cruise restart

**CRUISE** Lines International Association (CLIA) is working closely with its members to facilitate post COVID-19 restart plans, with the huge variety of ships and cruising styles on offer meaning a “one-size-fits-all” approach won’t work.

CLIA Global Chairman Adam Goldstein told **Travel Daily** the organisation was attempting to engage with governments across the globe to ascertain what conditions would be required to facilitate a restart.

He said negative publicity about cruising in Australia and New Zealand in recent months had complicated the situation here, but was confident that ongoing dialogue going forward assuring officials and the cruising public of safe and healthy protocols, would result in a positive outcome.

More details in today’s issue of **Cruise Weekly**.



## Window Seat

**TOURISM** and Transport Forum CEO Margy Osmond was in fine form on the ABC’s Q&A on Mon, particularly commenting on the importance of certainty for the tourism and travel industry to allow businesses to plan.

She was also forthright in her suggestions for the Federal Government about its decision to suspend the meeting of Parliament due to concerns about spreading COVID-19.

“I can recommend a whole range of great conferencing facilities that can solve this problem for them,” she said.

“And look, they’d be happy for the business right now, to be perfectly frank,” Osmond added, noting the rise of virtual meetings and innovation from the business events sector.

# Kimberley Wilderness Adventures

2021 dates out now

APT

APT’s small group 4WD tours will take your customers into the wilderness in style and comfort, enjoying great food and amazing sights. These epic adventures will take them into some of Australia’s most remote places, as they go off the beaten track with our expert driver-guides in our state-of-the-art vehicles.

LUXURY TRAVEL



Voted ‘Best Domestic Tour Operator’ for the Seventh Time in Eight Years!

LEARN MORE



## The hub is opening for business



**AFTER** months of conducting its wildly popular “Industry Revive & Survive” sessions in cyberspace, The Travel Industry Hub (TTIH) in Sydney is gearing up for a proper reopening next month, COVID-19 restrictions permitting.

Yesterday **Travel Daily** publisher Bruce Piper visited the premises in North Sydney, and is **pictured** with the Hub’s co-founder, chief cook and bottle-washer Richard Taylor, who has been very handy with a paintbrush during the construction phase - alongside chief floor-tile layer Luke Crawford from The Visa Machine.

Taylor said with new certainty around the extension of the Government’s JobKeeper program (**TD** yesterday), TTIH was already receiving enquiries from industry businesses looking

to downsize to a private office or individual desks.

The facility’s conference, meeting rooms and presentation area (**pictured**) is also gaining attention, with Taylor saying he would welcome discussions from anyone interested in using the newly created space.

“TTIH is all about community, a safe space for the industry, networking and connection,” he said, with the office providing a new paradigm for the way things can operate post-COVID-19.

For more info on the options see [thetravelindustryhub.com](http://thetravelindustryhub.com).

### Kimberley VA fares

**THE** West Australian Government has partnered with Virgin Australia to secure discounted fares from Perth to Broome and Kununurra, to help boost the tourism-led recovery of the Kimberley region.

Almost 8,000 sale tickets are on offer, priced at \$199 one way to and from Broome and \$229 one way on the Kununurra route.

The partnership runs from 03 Aug through to 31 Oct, with tickets on sale now.

WA Tourism Minister Paul Papalia said negotiations were ongoing with airlines to secure further partnership deals covering other destinations across the state.

### Mossman reopens

**VOYAGES** Indigenous Tourism Australia has announced the reopening of Mossman Gorge Centre after four months of COVID-19 related shutdown.

The centre provides visitor information and showcases the art and craft of the local Kuku Yalanji community, alongside a cafe and shuttle bus facility.

Guests are urged to use the bus rather than walk into the Gorge as a sign of respect and to protect the vulnerable local community.

## Catch up on the news of the week

CLICK HERE TO LISTEN

## RETHINK TRAVEL

brought to you by Amadeus



**AUSTRALIA**, we will travel again, but it won't be the same. While no one can say with certainty when we will be able to fly on mass again, what seems sure is that any rebound in travel and tourism, brought to a standstill by the COVID-19 pandemic, will start slowly and stay closer to home. Ultimately, our recovery as an industry will depend on our ability to restore the confidence of travellers to hit the roads and skies again.

and assist with contact tracing.

**3) Automated health checks:** Some countries are starting to run automated health testing at airports such as temperature checks or thermal imaging. This could lead to longer transit times and bottlenecks at airports, so travel agencies will need to inform travellers on wait times and risk assessments.

**4) Digital identity:** Biometrics are already a widely accepted solution for identity verification and their use could become more widespread as physical fingerprint and hand scanners are phased out. More touchless travel options could come into play including contactless fingerprint and face recognition.

**5) VR travel experiences:** Travel restrictions under COVID-19 present an opportunity for virtual travel to truly take off. VR platforms can enable people to venture to remote places or immerse themselves in a particular location before buying a trip.

**6) Robot-powered services:** New hygiene and sanitisation protocols could see the rise of autonomous cleaning robots to sanitise hotel rooms and airport terminals to protect travellers. At the Hong Kong International Airport, self-driving robots are being used to disinfect public spaces and bathrooms.

Travellers will need to trust that boarding a plane is safe and that they will be able to enter a destination country with no issues. For travel operators, there will be a balancing act of adopting new health and safety measures while ensuring a seamless journey. At Amadeus, we believe that the following trends will be important in helping the travel industry meet those demands:

**1) Access to information:** The ability to access the right information at the right time is critical in times of uncertainty. As borders reopen, it will be important to provide real-time updates on health and safety protocols and new travel requirements in destinations so people feel confident travelling.

**2) Social distancing:** Airports have long been associated with long queues at check-in and security and crowded seating areas as travellers wait for their flights. Social distancing could become the norm at airports and on planes, including the use of AI to manage crowds

Learn how Amadeus can support you on the road to recovery here.

*Justin Montgomery is General Manager Australia at Amadeus*

# amadeus



*In these times we need a drink!*

Send us your cocktail recipes for our weekly feature.

[CLICK HERE](#)

## Canberra moving

**ROAD** trippers are being encouraged to make their way to Canberra with the opening of Canberra Park's purpose-built caravan park today.

The new facility features 73 sites and a camping ground, located within a short walk of Canberra's light rail service.

## African expansion

**RADISSON** Hotel Group will open six new hotels in Africa over the next six months.

These include Park Inn by Radisson Durban Int'l, Radisson Blu Hotel Abuja City Centre, Radisson Collection Hotel Bamako, Radisson Hotel Addis Ababa, Radisson Hotel & Apartments Accra and Radisson Hotel & Convention Centre Johannesburg.

## Velocity bonus offer

**TRAVELLERS** can score up to 20% bonus reward points when they link their flybuys and Velocity Frequent Flyer accounts before 31 Jul.

The promotion offers a 15% bonus when transfers of between 2,000 and 100,000 flybuys are made, while 102,000 or more flybuys points in a single transaction will earn the maximum 20% bonus.

## VisitBritain thoughts

**VISITBRITAIN** is seeking input from travel agents as to how they can better assist them in helping to sell Britain to Aussies during the challenging COVID-19 period.

The survey will take between 5-10 minutes to complete - [CLICK HERE](#) to complete.

## Getting the band back together



**THE** first board meeting of Melbourne-based travel technology startup Aeronology (**TD** 05 Dec 2019) took place yesterday, with former Jetset Travel World/Stella Travel CEO Peter Lacaze formally elected as the company's Chairman.

He's **pictured** above right with the company's CEO Russell Carstensen, who previously headed up Helloworld Travel's Air Tickets and QBT operations.

Since establishing the business late last year Aeronology has

secured agreements with key tech companies including GDS players, China's TravelSky, ATPCO and WebBeds, and has also been accepted into technology "accelerator" programs operated by IATA and the Singapore Tourism Board.

Aeronology promises to revolutionise ticketing and payments, with early adopters including Express Travel Group and Hong Kong-based TMC Connexus Travel.

More at [aeronology.travel](http://aeronology.travel).

## 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 the brand's first hotel, **Zentis Osaka** has opened as the newest line of accommodation for Palace Hotel Group. The hotel and its corresponding brand hopes to "raise the bar" on select-service hospitality. The 16-storey new-build

features interior architecture and design by renowned UK designer Tara Bernerd & Partners, as well as a dining concept conceived by a Michelin-starred culinary team.



InterContinental Hotels Group has hatched plans for its first new hotel in Budapest in 23 years with **Holiday Inn Express Budapest City Centre**. The company has signed a franchise agreement with Borealis Hotel Group for the new location, which is

expected to open in late 2022. The hotel aims to deliver simple, smart travel through providing the perfect base camp to rest and relax for business or leisure.



**Delta Hotels By Marriott Riviera Nayarit** has been signed off on by Marriott International. The agreement will see the existing resort, located on the Mexican coastline, undergo a significant transformation ahead of its reopening to the public next year. Further to this, there are plans for the hillside hotel to then be expanded to 300 rooms from its current 117 by 2023. It will provide an "exciting" lodging option just 30 minutes from the airport.

## Keep your clients engaged and planning their next trip with *keep dreaming...*

A weekly e-magazine with destination features, puzzles and more.

Travel & Cruise  
Weekly

THE aim of Sudoku is to complete the entire grid using the numbers 1-9. Numbers can only be used once in each row, column, and 3x3 box.

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

www.sudokuoftheday.com - visit them and get a new Sudoku every day!

## Pub quiz

- Which Scottish castle is said to have been the inspiration for the setting of Bram Stoker's Dracula?
- True or false: Brazil shares a border with every country in South America?
- The world's oldest pub is considered to be located in which country?
- True or false: more than half of Mongolia's population live as nomads?
- Russia is the largest country in the world – about how many times bigger than the US is the country?
- By law, what is the only type of coffee beans that can be grown in Costa Rica?
- Half of Canada is covered by forests. What percentage of the world's forests are in the country?
  - 40%
  - 15%
  - 10%
  - 25%
- Switzerland has four national languages. What are they?
- Which country produces the majority of the world's nutmeg: Indonesia or Guatemala?
- Between which airports is the world's busiest air route?

## Where in the world?



THESE rock formations are the region's most visited attraction, which is impressive considering the national park they are located in covers just under 18,000 hectares.

The formations are a range of heights, with some towering at a lofty 3.5m.

They are made out of limestone and were formed approximately 25,000 to 30,000 years ago.

Do you know where in the world this is?

## Funnies Flashback



WE'VE trawled through the TD Window Seat archives to give you a blast from the past. Here's some gems from 01 May 2014:

**AN UNFORTUNATE** incident has occurred at a regional airport in North Carolina, USA, where a 74-year-old man was struck by a plane as it landed.

The victim, John Ruffy, was mowing the grass on the runway at the time, and it appears that the noise of the lawnmower masked the sound of the approaching aircraft.

According to the local TV station in Taylorsville, the accident flipped both the plane and the lawnmower.

The pilot wasn't hurt, but Ruffy's hand was severed in the accident.

**SCIENTISTS** have made a major scientific breakthrough, by determining that a Bloody Mary is the best in-flight drink.

According to Professor Barry Smith from the University of London, the combination of vodka, tomato juice and Worcestershire sauce provides the ideal stimulation for high-altitude jaded taste and smell.

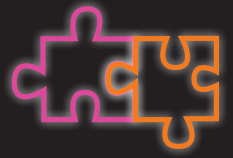
### ANSWERS 21 JUL

Pub quiz: 1 George Best, 2 800,000km<sup>2</sup>, 3 Japan, 4 Zimbabwe, by 10 months, 5 c) Georgia, 6 New Guinea – shared by Indonesia and Papua New Guinea, 7 Cambodia, 8 Y, 9 One, 10 Scotland, 11 Slovenia (slow + vein + e [note] + ah)

Unscramble: ankh, bake, baked, baker, bank, banked, banker, bark, barked, beak, berk, brake, braked, break, dank, dark, darken, debark, drake, drank, haka, hake, HANDBRAKE, hank, hanker, hark, harked, harken, kerb, kern, khan, knead, naked, nark, narked, rake, raked, rank, ranked

Whose flag is this: Uganda

**NEED A DISTRACTION  
AMID THE DOOM  
AND GLOOM?**



Check out our daily puzzle page.

Travel Daily

## Gastropod gastronomic gatho



**SOME** in the travel industry are tentatively putting out their social feelers, including this group who gathered for Bastille Day last week at Sydney's Little Snail Restaurant in Darling Harbour.

It was the first of what are expected to be many similar low key events in the future, which organiser Alan Collingwood is calling "Friends in Travel" lunches.

"No membership, no fees, no politics and no BS, just long-time friends enjoying each other's company," Collingwood said.

He's **pictured** opposite his wife Janet Collingwood in the front row, along with Mike Lillie, Martin Mitchell, Verniece Irwin, David Lyons, Craig Owens and Sue Francis.

## Emirates Stockholm

**EMIRATES** will resume service between Dubai and Stockholm from 01 Aug, expanding its European network to 22 cities.

The reinstated Stockholm services will operate once weekly on Sat, using a Boeing 777-300ER.

## Marriott masks up

**MARRIOTT** International has announced guests staying at its properties in the USA must wear a face mask in common areas.

The move, confirmed by CEO Arne Sorenson in a video message to staff and customers, becomes effective 27 Jul, and applies regardless of any local regulations.

"Health experts have made it clear that wearing face coverings in public spaces is one of the easiest steps we can all take to protect one another and reduce the spread of COVID-19," he said.

## Ama back on water

**APT** Travel Group's river cruise partner AmaWaterways has resumed operations in Europe, with a series of charters aboard the *AmaKristina* in collaboration with a German tour operator.

The voyages carry only German citizens and implement EU Health Gateways protocols including a 100-passenger maximum.

## NEC and SITA deal

**AVIATION** technology specialist SITA has announced a major new partnership with electronics firm NEC "to deliver the future of digital identity at airports".

The deal envisions systems allowing pax to check in, drop bags and make payments, as well as transit security, immigration and boarding simply by having their face scanned at each step.

NEC's I:Delight platform will be integrated with SITA's Smart Path solutions to facilitate a unified experience across a wide range of services, the companies said.

## Tuesing better news

**ENOUGH** is enough, according to Club Med, which has officially dubbed Tue as its official day for good news amid the COVID-19 doom and gloom.

Club Med is urging the whole travel industry to adopt the #tuesdaygoodnews hashtag when sharing anything happy on the second working day of the week to "get some good vibes circulating out in the industry".

The first #tuesdaygoodnews post from Club Med confirms the 12 Dec 2020 opening of the "five-trident" Club Med Seychelles.



T & CS + full prize details

## SHARE YOUR FAVOURITE AUSSIE CRUISE PORT TO WIN!

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!**

Enter by emailing: [celebritycomp@traveldaily.com.au](mailto:celebritycomp@traveldaily.com.au)



Celebrity **X** Cruises\*  
SAIL BEYOND™



**Flanders**  
State of the Art



# WHERE IN THE WORLD IS FLANDERS?

**Flanders is the Dutch speaking region of Belgium,  
located in the heart of central Europe.**

Home to the beautiful medieval art cities of Bruges, Ghent and Antwerp, the historic remembrance trail of Flanders Fields, the world's best beer (sorry, not sorry Germany), the world's best chocolates (sorry, not sorry Switzerland) and the most tenacious cycling heritage on earth (we have Eddy Merckx – no apology needed)!

**Find out more about the fabulous region of Flanders with training modules designed specifically for the travel trade in Australia and New Zealand.**

**/// All four modules are now available;**

- 1 Introduction to Flanders (including Brussels)
- 2 Bruges, Ghent and Antwerp
- 3 Flanders Fields
- 4 Cycling in Flanders

**For each module a lucky winner will be confronted by the difficult choice between Belgian chocolate or beer.**

**REGISTER  
TO DISCOVER  
FLANDERS**

**VISITFLANDERS**