

Today's issue of TD

Travel Daily today has six pages of news including our PUZZLE page.

All aboard the comp!

THIS Fri is your last chance to enter *Travel Daily's* Jul competition, which is sponsored by Celebrity Cruises.

The cruise line is inviting you to share your favourite port in the eastern states of Australian, to win a cruise for two on *Celebrity Solstice* departing Sydney.

To enter, explain in 25 words or less why you chose the port, and e-mail your answer to celebritycomp@traveldaily.com.au to join the running.

Visit **page six** for full details on the competition.

New Emirates trade portal

EMIRATES has announced the rollout of a new online agent booking portal, with the latest platform designed to be more tailored to each international market and reflect "the unique business environment and needs" of each trade partner.

The Emirates Partners Portal is billed as a "one-stop shop" for the travel industry, offering functionality such as the latest product information, services and policies, technical support, as well as new self-service tools and in-built automation of key business processes.

"Through the Emirates Partner Portal, backed by the expert support of our commercial teams around the world, we aim to offer unmatched flexibility and empower our travel partners so

that they can confidently provide even better services to their customers, and help them to fly better with Emirates," said the airline's Chief Commercial Officer Adnan Kazim.

"This launch comes at an especially critical time in our industry, where the need for the most up-to-date travel info is an essential business enabler.

"We are grateful for our partnership with trade communities around the world and are excited to engage and support them through this new platform," he added.

The new site can be read in multiple languages, with registration and enrolment described by Emirates as being "quick and secure", and linked to each agent's Emirates registered identification.

For further information, or to sign up to Emirates' new portal, **CLICK HERE**.

Air NZ halts further Aussie bookings

DUE to Australian Government restrictions, Air New Zealand has put a hold on further bookings to Australia until 28 Aug.

The airline said the Government restrictions, which are in place until at least 08 Aug, would disrupt customer journeys.

Qld shuts out Syd

QUEENSLAND'S border is set to close to Greater Sydney residents in 31 local government areas from 1am this Sat amid continuing cases of COVID-19.

The Sunshine State has also warned its residents to avoid travelling to New South Wales.

IE extends to Oct

SOLOMON Airlines (IE) has extended its suspension of scheduled international flying until 24 Oct.

The carrier previously announced it would ground all international flights until 31 Aug.

Domestic flights will continue to operate to 23 destinations.

Sales head departs

WENDY Wu Tours Head of Sales Tamba Lebbie has revealed he is leaving the tour operator.

Lebbie first joined Wendy Wu in May 2018 as National Sales Manager and was promoted to Head of Sales a year later.

The company hailed Lebbie as being instrumental in building a solid sales team during his time with Wendy Wu Tours.

Ardent pleads guilty

ARDENT Leisure has pleaded guilty to three charges (**TD** 21 Jul) relating to the deaths of four people aboard Dreamworld's Thunder River Rapids Ride in 2016 (**TD** 26 Oct 2016).

The leisure company pleaded guilty in the Southport Magistrates Court today to three counts of failure to comply with health and safety duty, category 2, under the Queensland Health and Safety Act, and now faces up to \$45 million in fines.

Spiros diluted

SINTACK Pty Limited, the family company of Consolidated Travel owner and AFTA Director Spiros Alysandratos has declined to take up its entitlements in the Helloworld Travel Limited retail entitlement offer.

Sintack yesterday issued an updated "substantial shareholder" notice indicating it sold 708,806 Helloworld shares in May and a further 20,000 earlier this month.

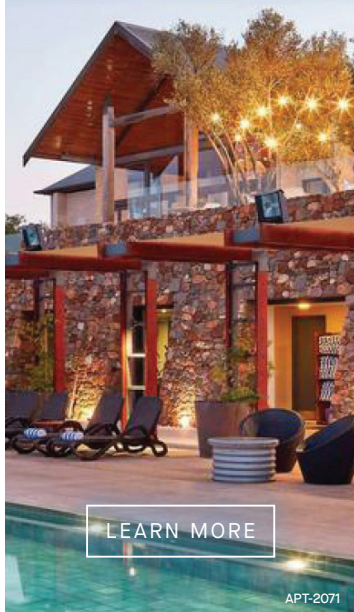
Sintack now holds 20,630,306 shares in HLO giving it a voting power of 13.76%.

Qantas also chose not to participate in the HLO capital raising (**TD** 27 Jul) while interests associated with CEO Andrew Burnes and Executive Director Cinzia Burnes took up 70% of their entitlements.

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Travel Daily

Euro cruise safety

JOINT guidance on the gradual and safe resumption of cruise ship operations in the European Union has been released by the European Maritime Safety Agency and European Centre for Disease Prevention and Control.

The document outlines the minimum measures expected to be implemented across the cruise industry, and applies to all ships calling at European Union and/or European Economic Area ports.

Measures proposed by the guidance include improved communication of localised risks, overcrowding avoidance strategies, health screening, physical distancing, use of face masks, hand hygiene, and enhanced cleaning protocols.

CLICK HERE to access the guidance document in full.

WA agents "extremely bleak"

EXCLUSIVE

THE future of Western Australia's travel agents is looking "extremely bleak," according to the owner of one of the largest agencies in Perth.

Carole Smethurst from Bicton Travel this week attended a "Bicton Community Cabinet Meeting" at the local sailing club, alongside WA Premier Mark McGowan and several of his senior ministers.

Smethurst spoke to WA Tourism and Small Business Minister Paul Papalia, and told *Travel Daily* his total disdain for agents was "obvious".

"The State Government has no plans to open our borders anytime soon, and [Papalia] did say that Josh Frydenberg's hope to open up the international borders in Jan is 'not going to happen'," Smethurst said.

"He asked if I had thought of 'pivoting' into selling intrastate holidays," she added.

Smethurst said Bicton had tried, and was still trying, to sell WA domestic holidays, "however the fact that the domestic airfares attract nil commission and that hotels prefer direct bookings make this unsustainable".

Royal health honcho

ROYAL Caribbean Group has appointed Dr Calvin Johnson to be its Global Head, Public Health and Chief Medical Officer, where he will be charged with managing the line's global health and wellness policy.

Areas of focus will include fine-tuning the company's public health and clinical practice, as well as determining the strategic plans and operations of its global healthcare organisation.

"Calvin's extensive experience in public health and clinical care will help us raise the bar on protecting the health of our guests, crew and the communities we serve," said CEO and Chairman Richard Fain.

WA Premier McGowan, who is sitting on an 89% approval rating in the lead-up to a state election in Mar 2021, yesterday announced there would be "no travel bubbles," Smethurst said.

Despite this, the demand for travel and cruising is there.

"All the time my clients are telling me that they can't wait to travel again, and in particular cruise again," she said.

"Most clients are confident that cruise lines will make all the necessary arrangements within health department guidelines to keep everyone safe.

"Hurtigruten are leading the way with operating Norwegian coastal voyages for Norwegians, proving that cruising can be made safe...with WA hotels fully booked for most of the year, small ship cruising may be the only way the WA traveller may be able to see our beautiful coastline," Smethurst concluded.

AirAsia WhatsApp

AIRASIA has revealed that its virtual assistant AVA is now available on the messaging application WhatsApp, a move designed to assist in the spike in demand for help with COVID-19-related booking interruptions.

Currently, more than 80% of the carrier's enquiries are managed by AVA, a service which is also available on other social platforms such as Facebook.



Window Seat

LEAVE it to our satirical neighbours to have a shot at us Aussies when it comes to the much-hyped trans-Tasman travel bubble.

A band of Kiwi comedians who call themselves The Raglan Surf Report have put together a fake tourism campaign calling for Aussies to visit the country's shores, so long as they don't perpetrate any mean bovidae local stereotypes.

The video promotes New Zealand's uncrowded surf spots, its lack of deadly animals, and cheap and tasty cuisine, tempered by the tagline, "We don't have sex with sheep".

The phony marketing push also features one local man who appears disgruntled at the thought of letting Aussies visit, that is until he learns that Margot Robbie is an Australian.

Watch the sheepish campaign video **HERE**.



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Travel Daily

How not to waste a crisis: Merlin

OPINION

Mary Hogg
is Merlin
Entertainments
People Director, Asia
Pacific.



Got an opinion to share? Let us know in up to 400 words via email to feedback@traveldaily.com.au.

WHEN a company's organisational reason for being is to provide incredible experiences, we have a lot to live up to when it comes to how we treat our teams, especially when margins are skinny and cost pressures are constant.

It's safe to say that this global pandemic has tested every part of us, personally and professionally, and the travel and attraction industry has felt the full impact of restrictions put in place.

Attractions across the world - including those owned by Merlin Entertainments (operators of attractions such as SEA LIFE Sydney, LEGOLAND Discovery Centre and Madame Tussauds) - had no choice but to close our doors for an extended period of time and although some have reopened, guest numbers remain low and it's far from over.

Although Merlin Entertainments has been hugely impacted by COVID-19, our response to this crisis towards what matters most - our people - has been one of humanity, based on some key principles that have seen us through.

My hope is that by sharing these principles on behalf of Merlin's Australian attractions, members of travel industry can, where possible, work towards coming away from this crisis being remembered above all for supporting their people during these darks days.

People first.

Our first instinct when we had to close our attraction doors was to stand all team members down on full pay while we figured out what to do in a landscape with no wage subsidies and no known opening date. Our senior leaders all took voluntary pay cuts and every conversation started with an update on the welfare of our people and the animals in our care.

Our pay approach was worked through and whilst we have had to say goodbye to a number of

great colleagues which has been a part of the necessary reshaping we've had to do as a business, the reaction to first preserve rather than cut felt right.

Care beyond consultation.

Despite taking a massive financial hit, we have offered a form of outplacement for every employee leaving the business, as well as extending access to our online L&D library for up to three months post leave date.

Over-communicate.

Whether it was Team App, virtual weekly drinks or senior

leadership business updates, we wanted to make sure everyone stayed connected whether they were working shifts to care for our animals or stood down awaiting news of re-opening.

Remembering the strategy.

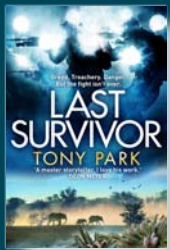
As the COVID situation heated up we were at the start of launching our new Diversity & Inclusion strategy.

We resisted the temptation to "park" this project and found that our teams got hugely engaged in our surveys and plans because this was still a subject that mattered deeply to them. We realised that most of our plans are still as relevant, if not more so, than six months ago. Particularly where they centre on our people.

Our learnings from COVID-19 have been many, however the one that stands up above the rest is that businesses that do their best to be there for people when times are hard, certainly mean more when times are better. And the better times will come once we all get through this together. Stay safe.

“ It's safe to say that this global pandemic has tested every part of us, personally and professionally ”

WIN LAST SURVIVOR BY TONY PARK



This week Travel Daily and Swagman Tours is giving five lucky readers the change to win *Last Survivor* by Tony Park.

Few people are aware of the robust real-life illegal trade in cycads, an ancient plant species. This lucrative but destructive trade is the backdrop for *Last Survivor* which sees Tony's recurring heroine, former mercenary Sonja Kurtz, join forces with a squad of elderly plant and gun enthusiasts, known as the Pretoria Cycad and Firearm Appreciation Society, to track down the remaining cycads.

To win, simply be the first person to send through the correct answer to the question below to: tonypark@traveldaily.com.au

What was the name of the first ever fiction book by Tony Park?

UP FRONT

brought to you by Etihad

THE COVID-19 pandemic is having an overwhelming impact on all aspects of our lives, not just from a health perspective but also in relation to our emotional and economic wellbeing.



On a personal level, it is very distressing to see the enormous effect this is having on the two industries I love, aviation and travel.

Through this ongoing period of hardship, we have been touched by the support we've received from our partners in the travel trade industry. We understand how incredibly challenging the past few months have been for you and your clients.

At Etihad, we are focused on keeping the travel trade who we rely on, updated about our new policies, procedures and travel news.

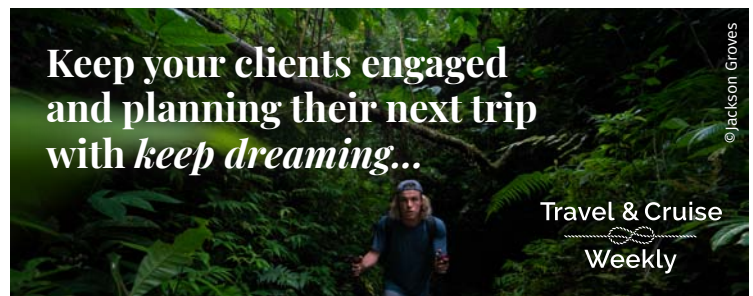
I hope to use this space to share our latest initiatives to protect the health and safety of passengers, as well as the tools and resources available to support agents.

Until then, I want to take this opportunity to simply say a huge thank you to the wonderful agency community.

Keep well,

Sarah Built
Etihad Airways GM, ANZ





Star updates hub

STAR Alliance has unveiled a series of upgrades to its Travel Information Hub, launched at the end of Jun to provide customers with info on health and hygiene measures across their trips.

The updates are designed to provide a broader and more personalised user experience and allow users to enter two-segment journey details, with previous functionality only allowing one.

In addition to English, customers can use the website tool in Chinese (simplified), French, German and Spanish, although query results will be returned to the user in the language offered by the source data.

A new email function has also been added, which Star Alliance said would be particularly helpful for travel professionals, allowing them to assist customers by researching on their behalf.

To visit the hub, **CLICK HERE**.

AFTA weighs in

THE Australian Federation of Travel Agents (AFTA) said the Tasmanian Government's plans to implement "safe travel bubbles" with SA, the NT and WA from 07 Aug (**TD** 27 Jul) was a common-sense approach.

"Travel bubbles between states and countries that are already low risk is the most realistic solution to re-opening our borders in a controlled and responsible way," AFTA CEO Darren Rudd said.

"There is also a compelling economic imperative to do so."

Air NZ reboots SFO

AIR New Zealand resumed its Auckland – San Francisco service last Tue, after nearly four months of service suspension.

A Boeing 787-9 Dreamliner aircraft operates this route three times weekly.

ATAC backs side hustles



AUSTRALIAN Travel Agents Co-operative (ATAC) has launched ATAC Community Market, an initiative to support the other businesses some travel agents also run to help make ends meet.

"Whilst ATAC agents run successful travel agencies, many of them have other businesses or in times like these have created opportunities for themselves," ATAC General Manager Michelle Emerton said.

"In true co-operative style, we took the opportunity to promote those members initiatives in our ATAC Community Market."

The first business to be promoted is from ATAC member, Tracey Colquhoun (from Travel with Tracey), who together with her daughter has a side business called Musellie.

All ingredients used by Musellie are organic, with the exception of almonds and walnuts, which are pesticide-free and 10% of all profits are donated to the Mind Heart Connect foundation.

For more information on the initiative, **CLICK HERE**.

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.



Byron at Byron in New South Wales' Byron Bay luxury resort will unveil stage one of a \$6 million refresh when it reopens to the public on 01 Sep. The works will see a new restaurant offering added, which showcases sustainable and local produce, and phase two to be unveiled in Nov and include updated guest suites and a new Eleme Day Spa.



A new refurbished poolside and swim up bar is set to be unveiled this month at **Sheraton Grand Mirage Resort Port Douglas**. The \$1 million development of the Lagoon House features light, earthy tones with the use of natural materials. The bar features a menu of local seafood and modern Australian cuisine, along with beer and classic poolside cocktails.



There's a new property in the Melbourne CBD, with **Vibe Hotel Melbourne** opening on the corner of Queen and Flinders Streets. The hotel offers 206 rooms featuring floor-to-ceiling windows and is in walking distance of many of the city's attractions.

The Terrace Suite is a highlight, stretching across 35m² on the 22nd floor and opening onto a 60m² private outdoor terrace.

Simulating NZ trips

TOURISM New Zealand is giving Australians a renewed taste of trans-Tasman travel, opening its borders "virtually" through a new gamified film experience called PLAY NZ.

The initiative offers an open world adventure through immersive 180-360° experiences on the PLAY NZ hub.

The experience is narrated by NZ actor Julian Dennison, who said: "in the play-through, I guide viewers through experiences that I've done myself...except being a soaring hawk, obviously."

Users can complete a number of quests in the interactive game - **CLICK HERE**.

SA tightens border

SOUTH Australia last night closed its border with Victoria to all but essential travellers.

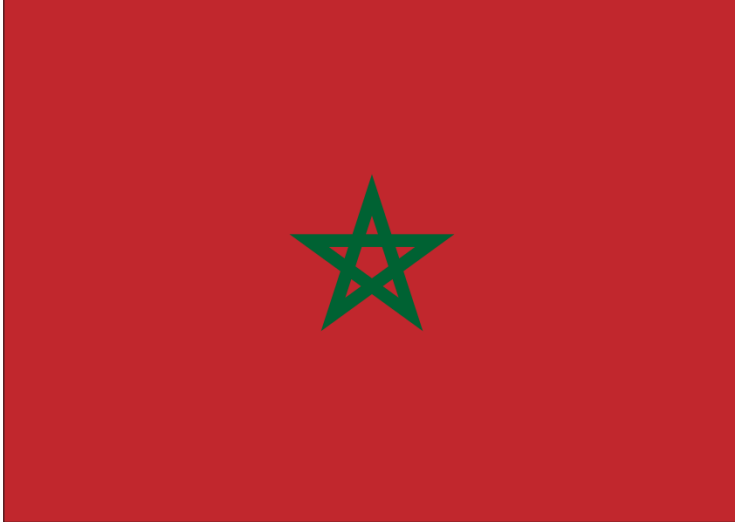
Victorian cross-border community members - those living within 40 kilometres of the border of South Australia - are able to cross the border for work, medical reasons, education, receiving care or support and obtaining food and supplies, but must stay within 40 kilometres of the border.

South Australian Premier Steven Marshall urged his citizens "to remain vigilant", as the state government continues to monitor the evolving situation interstate.

"We've got to do everything we can now to protect ourselves against seeding from Vic coming across that border," he warned.



Whose flag is this?



THIS country's flag reflects its history as part of the Islamic Empire during the early Middle Ages - these flag usually favour plain colours like this one.

Initially the flag of this country was just the red, without the green star in the centre but this

was introduced later, in the 20th century when the country was under the rule of another colonial power.

The nation is now independent but it still continues to use the flag with the green star.

Whose flag is it?

Sudoku

TRICKY

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.

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

Pub quiz

- Which animal features on more flags – the dragon or eagle?
- True or false: if Antarctica were a country, it would rank third in the world in land size.
- The New York City area is serviced by six airports. Name them all.
- As of 2019, which is the only European country in the world's top 10 oil producers?
- Uganda shares Lake Victoria with which two countries?
- Why was British explorer James Cook killed by locals in Hawaii in 1779?
- There are seven countries which have made territorial claims in Antarctica. Name them all.
- The Sol de Mayo, or Sun of May, is the national emblem of which two countries, appearing on both flags?
- AirAsia's long-haul subsidiary AirAsia X's first flight was from Kuala Lumpur to which Australian destination?
- Which two seas are accessible from Germany?

Funnies Flashback



WE'VE trawled through the **TD** Window Seat archives to give you a blast from the past. Here's some gems from 09 May 2014:

FORGET Sea World, Six Flags, Disneyland or Wet'n'Wild - a Californian man has built his kids their very own roller coaster in the back yard.

Will Pemble of San Francisco decided to build the thrill ride after a trip to a theme park.

"We were just back from one of many amusement park trips, and my son asked a simple question, 'why don't we build our own roller coaster, Dad?'"

"I couldn't think of a single good reason to say no," Pemble said, and headed off to the hardware store immediately to create the so-called "Caution Zone" coaster.

ANSWERS 28 JUL

Pub quiz: 1 Sun, 2 Canada, 3 Heathrow, Gatwick, London City, London Luton, London Southend and London Stansted, 4 French Polynesia, 5 Cathay Pacific, 6 New York, 7 Dreamworld, 8 Daniel Southern, 9 Tasmania, 10 University of Oxford in the UK, 11 China (china)

Unscramble: alit, amulet, emit, halite, halt, hamlet, hate, heat, hilt, HUMILIATE, item, late, lath, lathe, lathi, limit, lite, lithe, lithium, lute, malk, mate, meat, melt, metal, milt, mite, mute, tall, tale, tame, teal, team, them tile, time, ultima

Where in the world: Wave Rock, WA, Australia

Vistara rests easy with A321neo



INDIAN carrier Vistara has become the first carrier in South Asia to offer its passengers lie-flat beds in Business class on a narrow-body aircraft, after officially receiving its first Airbus A321neo this week.

The aircraft features lie-flat seats (**pictured**) in a 2-2 configuration, as well as 16-inch high definition touchscreen in-seat TVs, a video handset to navigate the IFE system and increased stowage space.

The new jet arrival, which forms part of a wider order of 50 of the same model, recently touched down in the capital Delhi, offering 188 seats (12 in Business class, 24 in Premium Economy and 152 in Economy).

“Providing a competitive edge through India’s best in class Business cabin, as well as significant advantages in terms of operations, efficiency and environment are a truly wise way for a growing airline going forward,” said Airbus CCO Christian Scherer.

Vistara Chief Executive Officer

Leslie Thng also said the new jets would allow the airline to improve its operational cost base and pursue its growth strategy.

“This new addition to our fleet reinforces our long-term commitment to international expansion plans, despite the challenges of the current times,” Thng said.

“The A321neo aircraft ensures operational enhancement, cost effectiveness as well as reduction of carbon footprint for us while enabling extra payload capacity, greater fuel efficiency and higher range.”

Farelogix finalised

TRAVEL technology company Accelya has formally completed its acquisition of aviation SaaS business Farelogix (**TD** 18 Jun).

The next step will see the Accelya and Farelogix management teams be fully integrated, with the intention of increasing revenues and brand loyalty, as well as lowering costs for airlines.

Namadgi restored

PARTS of the Namadgi National Park in the ACT have now reopened to tourists, six months after bushfires ravaged large sections of the popular travel destination.

The Corin and Naas/Boboyan Road precincts have been restored, allowing access to sites such as Gibraltar Falls, Corrin Dam, Settlers Walking Track, and Square Rock, with Mt Clear and Woods Reserve campgrounds also now back in action.

Tasty Silversea poddy

SILVERSEA Cruises has launched a new podcast called S.A.L.T. Lab Radio - new programming which focuses on the culinary options available on board its new ship *Silver Moon*.

Users can stream the show for free on Apple Podcasts, Spotify, and Google Podcasts.

China rebound

TRAVEL agencies in China are expecting a “gradual” recovery in the country’s outbound tourism segment over the next six to 12 months, according to new research conducted by ITB China.

Close to half believe outbound will recover within nine to 12 months, while 33% think it might take six to nine months.

BYO Coffee Cluster

DESTINATION Webinars is preparing to host its next session covering the latest updates from Sunlover/Viva Holidays, Silversea and World Resorts of Distinction.

The webinar kicks off at 11am tomorrow - register **HERE**.

So far more than 30 suppliers, including airlines, tour operators and cruise lines, have participated in the BYO Coffee Cluster webinar series hosted by Charlie Trevena of Destination Webinars.



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



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