

Sea you soon...

'Navigating King George River in a Zodiac is nothing short of breathtaking. The 80-metre high weathered Warton sandstone gorges truly reflect the timeless Kimberley landscape, endowed with an incomparable array of colours and textures varying constantly in the glow of late afternoon light. Majestic scenery that is a photographer's dream.'

'As we await the time we can explore again, let's remind ourselves of the many beautiful and exciting experiences that lie ahead of us.'

Sea you soon...

Monique Ponfoort
Vice-President Asia Pacific

Monique Ponfoort

Today's issue of TD

Travel Daily today has seven pages of news including our PUZZLES and a front cover wrap from Ponant.

Ponant inspiration

PONANT is continuing to prime hopes of an early return to domestic expedition cruising, highlighting the stunning Kimberley on the cover page of today's *Travel Daily*.

Langham for GC

LANGHAM Hospitality Group has announced its third luxury hotel in Australia, with the planned late 2021 debut of The Langham, Gold Coast.

The 169-room property will be located in the tallest tower of the Jewel Development in Surfers Paradise, the first project with direct beach access to be built in the city over the last 30 years.

Langham will also manage 170 serviced apartments branded as the Jewel Residences by The Langham which are to be located on the 22nd to 49th floors of the building, while the hotel itself will be located on levels three to 20.

"Combining the cosmopolitan vibrancy and relaxed lifestyle for which the Gold Coast is renowned will certainly position The Langham as the quintessential luxury urban resort," said Langham CEO Stevan Leser.

The property will feature a Chuan Spa and extensive event and conferencing space.

Qantas to triple capacity

QANTAS and Jetstar will increase their domestic and regional flying threefold over the next two months as COVID-19 restrictions ease, adding more than 300 return flights per week.

The new schedule will see capacity increase from 5% of pre-coronavirus levels to 15% by the end of this month, while even more flights are likely to operate in Jul depending on travel demand and further relaxation of stage borders.

The expansion includes more services on capital city routes, particularly Melbourne-Sydney and several routes to and from Canberra, along with increased intra-state flights for WA, Qld, NSW and South Australia.

Broome, Cairns and Rockhampton will see a significant boost in frequencies, while flights

will resume on eight routes not currently being operated and Qantas has also announced the launch of flights from Sydney to Byron Bay which had been postponed due to COVID-19.

"We know there is a lot of pent up demand for air travel and we are already seeing a big increase in customers booking and planning flights in the weeks and months ahead," said Qantas CEO Alan Joyce.

He said measures would be in place from 12 Jun to ensure a safe environment at airports under the group's Fly Well program, while the additional flying would see some QF and JQ staff recommence work.

MEANWHILE Qantas Frequent Flyer has also today announced a points transfer offer which includes the opportunity to earn up to 150 bonus status credits.

Members who have a credit card which allows points transfers will receive 25% additional Qantas Points plus one Status Credit per 5,000 pts transferred.

TA maps restrictions

TOURISM Australia (TA) has released a new online map to help Australians navigate the lifting of travel restrictions.

The map includes hyperlinks to each state and territory for further advice including the status of state borders, the latest travel information and other helpful industry resources.

TA said state tourism organisations were all supportive of the approach and had been providing input to ensure information is up to date.

It's live now - see australia.com.

Silversea 2021/22

SILVERSEA Cruises is doubling down on the Australasian cruise market in summer 2021/22 (*TD* breaking news), with the deployment of two ships from its classic fleet in local waters.

The 388-passenger *Silver Shadow*, which has just emerged from a full refurbishment, will join Silversea's flagship *Silver Muse* for the season, operating a series of trans-Tasman and east coast itineraries.

Silversea's global offering for Oct 2021-Apr 2022 features a total of 86 voyages across the globe which can be booked now by members of the line's Venetian Society loyalty program, ahead of a general release later in the month - more details in today's issue of *Cruise Weekly*.

Flexible andBeyond

EXPERIENTIAL tourism operator andBeyond is offering advance partial payment of commissions to retail agents, as part of a range of initiatives to support trade partners through the coming months.

The company, which operates iconic luxury properties in Africa and South America, is also offering full flexibility for new client bookings including zero cancellation fees and a 100% refund, or credit for future travel to any andBeyond property.

2020 rates will also be held through 2021 for all new & existing bookings - see andbeyond.com.

Cover-More shuffle

COVER-MORE Travel Insurance has announced that its current Group CEO, Hanno Mijer, will move to a new role at parent company Zurich, while Cover-More Chief Operating Officer Cara Morton will lead the business as interim CEO - more appointments on **page four** of today's issue.

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Aviation needs more

A **TRANSPORT** Workers Union survey which canvassed the opinions of 1,000 aviation employees has found that 60% of workers believe the Federal Government's JobKeeper program is not enough to cover their needs during the economic downturn.

The same survey also found that 40% of aviation workers, which includes airline caterers, cleaners, and baggage handlers, had suffered a fall in income of between 20-60%.

Luxperience online

LUXURY travel event Luxperience has announced it will transform its annual showcase into a new Virtual Event to take place 13-16 Oct this year.

The new format will include pre-scheduled appointments, online education workshops and full prequalification of all participants - sign up at luxperience.com.au.

TB Jun edition out now

THE latest issue of *travelBulletin* is out (**pictured**), covering the important question of what is next for the Australian Federation of Travel Agents (AFTA) following the stunning resignation of its CEO Jayson Westbury (**TD** 14 Mar).

The Jun edition also looks at the hibernation of AFTA's chargeback scheme and the income challenges the organisation faces for rest of the year, with Steve Jones doing a deep dive into AFTA's future.

The issue boasts all of *travelBulletin's* popular monthly staples such as State of the Industry, Issues & Trends, as well as the hot take from our very own Publisher Bruce Piper.

Available online now, the issue also contains a feature on South Australia, explaining why right now is a prime time to explore the destination on an



adventurous road trip.

There is also a look at how the cruise industry is coping with the raft of expectations which the ocean-going public is anticipating, and how health and hygiene may become what customers seek on a cruise when the sector returns.

CLICK HERE to read it now.

Tasman flight plan

TRAVELLERS are being invited to register to be part of a proposed symbolic trial flight between Canberra and Wellington, which could formally mark the debut of a trans-Tasman travel bubble.

A proof-of-concept proposal for the first post-COVID-19 flight has been prepared by a coalition including the Australian Chamber - Tourism and Canberra Airport.

"The symbolic route will show we have developed a safe and effective method of air travel and encourage the extension of the aviation networks to other destinations across Australia and NZ over time," said Australian Chamber Tourism chair John Hart.

Air NZ said it was working with a range of stakeholders on safe travel recommendations, but is not proposing Tasman operations until borders are open, and only with the support of governments on both sides.

Antarctica

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Oyo scrubs it clean

OYO Hotels has unveiled its new Scrubbed Clean program which implements a number of new hygiene measures designed to meet the criteria laid down by the US Centers for Disease Control and Prevention.

The raft of new protocols to help prevent the spread of COVID-19 will see its hotels clean common areas such as registration desks, lobbies, elevators and dining rooms at least four times a day, as well as provide its staff with face masks and gloves to be worn at all times while on site.

Further health measures include using EPA approved disinfectants for cleaning rooms, a streamlined laundry system to prevent contamination, thermometer guns or thermal temperature sensors for employees, and the installation of social distancing markers on the floor in any area likely to have queues.

Voco Melbourne revealed



INTERCONTINENTAL Hotels Group (IHG) has announced it will add its seventh voco branded hotel to the Australian pipeline, with voco South Melbourne

slated to open in early 2023.

The planned 171-room property will be located within 3km from Melbourne's CBD and feature amenities such as restaurant and bar venues, four meeting spaces and a gymnasium.

The hotel, which will be constructed in partnership with property developers BEKL and interior designers Plus Architecture, represents a continuing strong demand for IHG's upscale brands in the Australian market.

"It's quite astounding to reflect on the fact that IHG launched the voco brand just 24 months ago, and we already have two open hotels and another five in the pipeline, three of them in Victoria," said IHG's VP Development, Australia & Japan Abhijay Sandilya.

"The new-build voco South Melbourne will bring unique design and memorable guest experiences to this great location, and will complement our voco Melbourne Central, which is already under construction and scheduled to open later this year," he added.

Pictured: A render of what the voco South Melbourne facade will look like when it opens.

Window Seat



WHEN somebody gives you the silent treatment, you typically aren't paying for the privilege for such excoriation.

But that's exactly what Japan is asking any person attending one of its many theme parks for the foreseeable future, encouraging visitors not to cheer or shout on its rides.

Rollercoasters, pirate ships, and steep slides will need to be experienced in silence, theme park operators say, in a bid to limit the exposure to droplets from people who could potentially spread COVID-19.

Staff at the parks are also being encouraged to keep conversations short and instead communicate through a series of hand gestures or eye expressions with customers - refund please!



Japan tops WWT

A RECENT survey conducted by operator Wendy Wu Tours (WWT) has found that Japan is the most desired destination for Australians when int'l travel restrictions likely ease in 2021.

Japan topped the list ahead of Singapore in second spot, Latin America in third position and Vietnam and India, which rounded out the top five.

The survey also found that 78% of Aussie travellers desired a tour operator who has implemented a COVID-19 safety plan, while 59% said group size would be an important factor when choosing a holiday, with 60% preferring group touring options.

CAPE WILLOUGHBY, KANGAROO ISLAND

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Travel Daily



Catch up on the news of the week

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Air demand recovery

THE first signs of an air recovery have emerged during May after experiencing a major trough in Apr, a report compiled by the International Air Transport Association (IATA) claims.

Figures show daily flight totals rose by 30% between 21 Apr and 27 May, driven primarily by domestic operations, and although the increase is off a very low base, IATA suggests the numbers demonstrate the aviation sector is rebounding from the worst of the crisis.

"Apr may also represent the nadir of the crisis, flight numbers are increasing, countries are beginning to lift mobility restrictions and business confidence is showing improvement in key markets," said IATA CEO and Director General Alexandre de Juniac.

IndiGo posts loss

INDIAN airline Indigo has posted a net loss of A\$168 million for the quarter ending Mar 2020.

The downturn was fuelled by a forced shutdown in Mar, with its services only recently recovering to 20% of normal levels.

TC agents brush up skills



TRAVELLERS Choice says its agents are well placed to cater for the anticipated surge in domestic travel bookings, with more than 75% of its members completing Tourism Australia's Aussie Specialist Program.

Managing Director of the independent agent network Christian Hunter believes expertise in the domestic tourism market will be vital to the success of agents following the shutdown brought on by COVID-19.

"They will also need strong

and trusted relationships with their local communities and I'm pleased to say our members are already seeing loyal customers express a desire to support their locally-owned travel businesses," he said.

"Agents will need to entice customers with genuinely attractive domestic deals, and that is where our group's recent investment in unique tech will pay dividends," Hunter added.

Tourism Australia's Aussie Specialist Program is an online training program designed to provide agents with the knowledge to best sell Australia.

Learn more about it [HERE](#).

Pictured holding their new accreditation are Saibra Twigg, Sharon Renouf and Sarah Chitty.

Tour guide freebies

THE Professional Tour Guide Association of Australia (PTGAA) is offering free membership for tour guides and operators, offering access to a career marketplace linking operators to experienced tour guides.

Perks of joining include staying connected with representative bodies, professional development events and the ability to apply for jobs posted with PTGAA by tour operators.

Access the membership application [HERE](#).



SUSTAINABILITY MATTERS

Today's Sustainability Matters is brought to you by Hurtigruten

World Environment Day



World Environment Day was created by the United Nations in 1974 to encourage

awareness and action to protect the environment. This year's theme is Time For Nature, and it's a fitting topic. After months of confinement, we now have a better appreciation for the importance of nature to our physical and mental health. And as traffic and pollution has been reduced, we've enjoyed cleaner waterways and skies and witnessed the wonder of wildlife returning to our urban areas.

At Hurtigruten, we've always cared for the fragile environments where we explore and work. From abandoning heavy fuel oil more than a decade ago, to beach clean-ups, recycling, investment in innovative technologies such as hybrid powered ships, batteries and biofuels, and removing single-use plastics across our business, we strive to leave the smallest possible footprint.

As our industry plans for a return to travel, we need to learn from this break in business as usual and ask ourselves: How can we make meaningful change for a better planet our top priority?

World Environment Day is on Friday 5 June.

Damian Perry, Managing Director Hurtigruten APAC



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.

Booking.com has extended Chairwoman Gillian Tans' contract to 2021. The move comes as the Amsterdam-based company declined to apply for an extension of Dutch Government relief, a move that likely means layoffs will be coming.

Meliá Koh Samui has welcomed a new Director of Sales & Marketing, Phatsalawadee Pimpila. She has two decades of sales and marketing experience, and has most recently worked as Director of Sales for Kanda Residences, another five-star hotel situated on Ko Samui.

Michael Simpson has been appointed to lead the CBRE Hotels Capital Markets team in Australia and New Zealand, while Tom Gibson will also take on a new Director role with the company.

Independent luxury travel network **Savenio** has established an affiliate advisory board of five who will aim to support the growth of the brand in the post-COVID-19 travel landscape. The board consists of Louise Brock, Robert Elias, Libby Orrock and Tracy-Ann O'Sullivan, all of whom have over 10 years of experience in the industry.



Simplifying a complex message about travel

OPINION

Dennis Bunnik is Chair of the Council of Australian Tour Operators (CATO).

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



WE'VE always known the travel industry was complex with many moving parts but none of us was prepared to have to unwind it on a global scale.

For the past few months that is exactly all we have been doing as an industry – working with clients – many of them scared, frustrated and then angry at not being able to get the answers they wanted quickly enough on what happened to their bookings.

As an industry I think we didn't help ourselves. The lack of a cohesive multi-sector industry wide consumer PR strategy and

the fact we were all caught in the middle of the crisis meant we didn't always speak in one voice. At times this added to the confusion with travellers on what they should expect.

We need to reset the conversation and remind the public that we're actually on their side. We need them to know we need their support because they will need us to be here when the borders reopen. Without a strong travel industry, our wings will be clipped permanently and no-one wants that to happen.

Most Australians are very reasonable people and once things are explained clearly they understand.

To try and help reset the conversation the Council of

Australian Tour Operators (CATO) has created a video that aims to make sense of the complexity. To make things simple and easy to understand.

The video tackles the question of why travel credits are being offered over refunds and why refunds are taking so long to be processed.

It explains what happens when you book through your local travel agent – where the money goes and how unravelling the 6.5 million

holidays Australians had booked this year is so complex.

We then explain why refunds are taking so long. Just as your car works far better going forward than backwards the travel industry systems were never designed to operate in reverse in these volumes. Where refunds

are due, they will happen. It will just take some time.

It's a simple message but we hope it gets through. We hope that it takes the pressure off travel consultants and agency managers. We hope it takes the pressure off staff working for tour operators and wholesalers. And above all, we hope that it helps create understanding and reduces the stress for both consumers and the frontline travel staff.

Since its release last week our video has received around 30,000 views across social media. The most pleasing is the number of travel agents around the country that have shared it with their clients. Let's keep this momentum going. Let's take back control of the conversation. And let's show our true value and that we are all on the same side.

The CATO video can be viewed at traveldaily.com.au/videos and also on Facebook by [CLICKING HERE](#).

“We need to reset the conversation and remind the public that we're actually on their side”

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Pub quiz

- Club 33 is an exclusive club with a 14 year waiting list for membership. Where is Club 33?
 - Below Big Ben.
 - Within Disneyland.
 - Within the White House.
 - Within LAX Airport.
- Which landmark was created by Jørn Utzon and was intended to resemble bird wings?
- Which city are the Spanish Steps in?
- The ancient city walls of Dubrovnik are a popular tourist destination in which country?
- In which country would you find the only eight-star hotel in the world?
- True or False: the city of Monaco is smaller than New York's Central Park.
- Jaipur in Rajasthan, India, is commonly associated with what colour?
- Which is the only European city centre to not have cars?
- If I was lounging in Santorini, which country would I be in?
- Which country is I AM NEAR an anagram for?

Spain word search

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

SEE if you can find these words. They are hidden horizontally, vertically and diagonally, forwards and backwards.

- | | |
|-----------|----------|
| ALHAMBRA | IBIZA |
| BARCELONA | MADRID |
| CATALAN | PAELLA |
| CHURROS | PAMPLONA |
| FLAMENCO | PICASSO |
| FOOTBALL | RIOJA |
| GAUDI | SEVILLE |
| GAZPACHO | TAPAS |

Where in the world?



THIS unusual-looking horseshoe building is actually a hotel. It's 27-storeys high and has all the modern luxuries that travellers would expect including four restaurants and a pool.

Its unique design certainly makes it stand out from the crowd and it came third in the skyscraper awards for the year that it was completed, but do you know where it is?

Funnies Flashback



WE'VE trawled through the **TD** Window Seat archives to give you blast from the past. Here's a gem from 23 Feb 2012:

JUST about anything can be a tourism asset - even traffic jams. That's the bizarre finding of a British tour operator, which has seen unexpected popularity for a four hour sightseeing trip along the congested M25 motorway.

Traversing the 117-mile orbital around London costs £15 per head on the Brighton and Hove Bus and Coach Company tour, with key highlights including a view of London Heathrow's Terminal 5 and the Lakeside Shopping Centre.

The company said it had initially planned the trip as a one-off publicity stunt but was now staging additional departures due to demand.

ANSWERS 03 JUN

Pub quiz: 1 Dubai, UAE, 2 Papua New Guinea, 3 San Marino, 4 b) Stars, 5 Angkor Wat, 6 Ottawa, 7 Alaska, 8 Swahili, 9 True, 10 Houston, 11 Lichtenstein (lick + ten + stein [of beer])

Unscramble: cent, centre, cere, cert, cone, core, corn, cornet, cote, count, counter, court, cretonne, crone, cruet, cure, curt, cute, cutter, ecru, encore, ENCOUNTER, erect, nocturne, once, ounce, recent, recount, recto, renounce, terce, torc, trounce, truce, unco

Whose flag is this: Marshall Islands



Monaco opens doors

MONACO is gearing up to welcome tourists again following a two-month lockdown period.

This week has seen the reopening of museums, bars and restaurants, with many iconic hotels also opening their doors including Hotel de Paris Monte-Carlo, Hotel Fairmont Monte-Carlo and Hotel Ambassador.

The Monaco Government says the phased opening will make the safety of visitors a priority.

Time to hit the bush

WITH regional travel restrictions starting to ease across Australia, the brains behind the #buyfromthebush campaign are encouraging travellers to head to regional areas and #stayinthebush for their first trip.

The marketing push has also launched a new website, showcasing a range of holiday experiences on offer across every state's regional areas.

View the new site [HERE](#).

Mayor is more to see now



THE newly renovated Wildlife Habitat Port Douglas recently welcomed the city's Mayor Michael Kerr to tour the popular tourist attraction on the eve of opening back up to the public from 13 Jun.

Over the past 18 months, the wildlife sanctuary has been upgrading its facilities, now boasting two new aviaries, a "word first" Predator Plank, and a modern nocturnal habitat.

The attraction also plans to open a new Rainforest Habitat in the coming months.

Peter Woodward, Managing Director of CaPTA Group, the company that manages the park, said that although COVID-19

posed major challenges, the business tried to look upon the shutdown as a window for further development.

"We took this obstacle as an opportunity, and although it has been and extremely trying time for us as a business and as a community, we are extremely proud of the team's resilience," he said.

Pictured: Mayor Michael Kerr (second from left), with CaPTA Directors Michael, Ben and Peter Woodward, as well as the General Manager of Wildlife Habitat Port Douglas Andrew Hearn.

PATA dreams ahead

PACIFIC Asia Travel Association (PATA) will host a webinar for tourism boards, travel businesses, and industry professionals to discuss the future of the sector.

The session will take place 09 Jun at 12pm AEST - register [HERE](#).

US hotels claw back

HOTELS in the United States continue to show small signs of recovery, with occupancy rates in the sector climbing to 36.6% for the week ending 30 May.

The figures released by data analytics company STR showed a 1.2% increase on the previous week, and representing seven consecutive weeks of gains.



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This month Travel Daily has partnered with A-ROSA River Cruises to give you the chance to win a 7-night European river cruise.

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