

Today's issue of TD

Travel Daily today has six pages of news including our PUZZLES.

Creative white label

CREATIVE Cruising is waiving its white label setup fees for the first 50 travel agencies who sign up for a new cruise website, to help provide support for its agency partners.

The offer is open to new or existing agencies and equates to savings over \$2,300 per white label site.

The Creative Cruising new white label websites feature the travel agency's own brand, logo and contact details.

It allows clients to search from nearly 40,000 different sailings from over 50 cruise lines and all enquiries and bookings made on these sites are attributed directly to the travel agency.

Creative Cruising is also reducing monthly subscription fees for the remainder of 2020.

Win from the couch

CLUB Med is launching a new three-week webinar series for travel agents and is giving away one holiday per week.

The series will cover how to know when the market is ready to rebound, how to adapt to new client expectations and resources for futureproofing a business.

For further information, or to secure a spot, [CLICK HERE](#).

New role for Cameron-Smith

EXCLUSIVE

MATT Cameron-Smith's new position to head of Voyages Indigenous Tourism Australia (TD breaking news) comes just over a month after his promotion to the newly created role of CEO of AAT Kings Group (TD 05 May).

He will take over at Voyages from Grant Hunt, who has decided not to renew his two-year contract but will become a non-executive director of Voyages.

Since taking the role Hunt has restructured the company and rebuilt its executive and senior management team, resulting in a 43% uplift in profitability for 2018/19 and making last year Voyages' most successful ever.

Cameron-Smith has been with The Travel Corporation since 2011, heading up Trafalgar through until Feb last year when he became AAT Kings MD.

AAT Kings is a key ground operations partner for Voyages Ayers Rock Resort, with the company's operations also including SEIT, Down Under Tours and Aussie Adventures.

Travel Corporation Chairman David Hosking said he and the Tollman family wished Cameron-Smith every success, with a search for his replacement at AAT Kings now under way.

New Crystal team

THE Australian Genting Cruise Lines office has now taken the reins of Crystal Cruises Australia's operations, following the closure of the local office (TD 09 Apr).

The local business is headed up by VP Sales and Marketing Australia and NZ Brigita Devries and contact details for Crystal Cruises Australia office will remain the same.

The Australia-based reservations team, including operations manager Wanda Ferrand and reservations consultant Michelle Tomkinson, will remain the same but there is a new sales team.

The sales team now includes Genting Cruise Lines sales managers Andrew Loving and Natalie Freeman, who will work with Australian travel advisors, while inside sales manager Aaron Eilers will look after NZ agents.

Marketing Manager Leonie Fraser will be the contact for marketing, media and PR.

Apr loads slump

OVERALL seat utilisation by international airlines operating into Australia during Apr was just 29.5%, according to the latest figures from the Bureau of Infrastructure, Transport and Regional Economics (BITRE).

Total seats made available on international scheduled operations to/from Australia were 235,348, down 94.6% year-on-year, with the figures including repatriation flights including a total of 1,132 passengers brought home by Qantas and 168 by Virgin Australia.

AY, Sabre renew

THE extended stand-off between Finnair and Sabre is over, with the GDS company today announcing a new worldwide distribution partnership with the carrier.

It's been more than six months since a failure to reach a deal meant travel agents across the globe became unable to book AY via Sabre (TD 27 Nov 2019).

The new agreement sees Sabre "resume distributing competitive global Finnair content" through its travel marketplace.

Finnair has been investing heavily in New Distribution Capability initiatives, but Sabre said the new deal gives the carrier the opportunity "to sell its high margin long-haul products through the large agency community" in the Americas and the Asia-Pacific region.

COVID feedback

HUNDREDS of agents have already responded to this week's *Travel Daily* survey, but the poll is still open to hear from industry business owners about what support they are receiving throughout the COVID-19 pandemic and how long they expect to keep operating if there was no ongoing support.

Participation is free and anonymous - [CLICK HERE](#).

[TD COVID survey](#)

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nouvelle calédonie Pacific heart



Travelmarvel launch

TRAVELMARVEL has bulked up its domestic offering, launching two new itineraries which extend its range into the Northern Territory and Victoria.

The seven-day Victoria's Great Lakes & High Country departs from Melbourne and is designed to support bushfire affected regions, taking in Victoria's Great Lakes District before ascending to Mt Hotham and Mt Buffalo.

It is priced from \$2,695ppts, including a \$500 per person discount when booked by 31 Aug.

The seven-day Red Centre Escape explores Uluru, Kings Canyon and the Field of Lights, priced from \$2,995ppts, including the discount.

Travelmarvel's Brand Manager Paddy Scott said the company had extended its options following an increased interest in travelling locally, with both tours designed to be at a relaxed pace, with two- and three-night stays.

Jetstar footprint shrinks

JETSTAR Pacific will drop its Jetstar branding and return to its original name, Pacific Airlines, in a move to seek greater synergies with its major shareholder, VNA.

The airline will also switch its reservation system from Navitaire to Sabre, which it said would streamline its bookings, network & customer functions with VNA.

The airline will operate under the new name upon approval from authorities, in a move to leverage the brand strength of its major shareholder, VNA and improve the profitability of the low-cost carrier amidst COVID-19.

The company said VNA and Qantas continue to review the low-cost carrier's structure and shareholding arrangements, with Qantas Group holding a 30% stake in the airline and the remainder belonging to Vietnam Airlines.

In Apr local media reported QF was looking to transfer its stake

to Vietnam Airlines (**TD** 14 Apr).

Under the rebrand, the carrier will feature a new logo and livery inspired by VNA's brand colours and design.

Qantas Group Executive and Jetstar Group CEO Gareth Evans said the impact of COVID-19 has identified opportunities to drive greater efficiencies.

"With a highly competitive domestic market in Vietnam and the disruption caused by the coronavirus, the time is right to take advantage of the strength and scale of Vietnam Airlines in its home market," he said.

"Streamlining customer and booking functions will enable further cost savings and position the airline for a stronger future as int'l travel restrictions ease."

Vietnam Airlines Exec VP & Pacific Airlines Chairman Trinh Hong Quang said the change would unlock economies of scale.

ATIC COVID Clean

MORE than 1,300 tourism businesses have signed up to be certified as COVID Clean through the Australian Tourism Industry Council's (ATIC) COVID Clean Practising Business Program (**TD** 27 May).

The program generates customised cleaning checklists tailored for the tourism industry based on Safe Work Australia recommendations and individual State or Territory requirements.

Businesses can visit qualitytourismaustralia.com.

Village talks cont.

VILLAGE Roadshow has extended the exclusivity period by two weeks for its discussions with BGH Capital over a potential 100% takeover (**TD** 18 May).

BGH Capital was one of the knocked-out bidders for Virgin Australia and is a Melbourne-based private equity firm.



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Agents on the hunt

AUSTRALIAN travel advisors are considering new destinations & suppliers in response to COVID-19, according to research from tourism marketing agency GTI.

The study, conducted alongside the company's global travel alliance partner Travel Consul, has highlighted the many new opportunities which exist for travel suppliers as tour operators and travel agency owners seek new product,

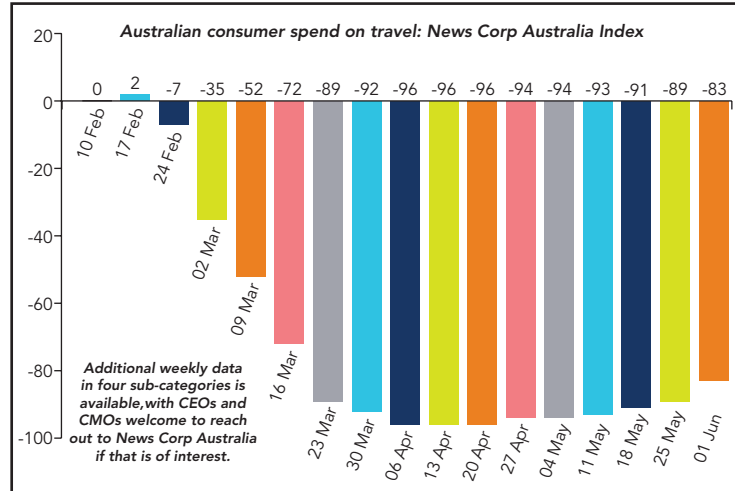
It found 83% were considering new suppliers and half currently improving product in the survey of 40 travel executives undertaken 11-25 May.

Respondents were expecting a 75% decrease in business volume in the third quarter, and a 65% decrease in the fourth.

In addition, 67% also anticipate being able to sustain their businesses for between one to six months without government financial support.

The survey was designed to obtain a better understanding of the impact of COVID-19 and what is required to get the industry back on its feet.

Travel spend turns corner



EXCLUSIVE

THE relaxation of intrastate travel restrictions in some parts of Australia two weeks ago produced an immediate spike in consumer spending on travel, according to this week's exclusive News Corp data produced in partnership with **Travel Daily**.

The year-on-year spending index, collated from credit card spend with major brands across air, cruise, OTAs, accommodation, travel agents and tour operators, improved six points - but is still

down 83% year-on-year.

News Corp MD Food & Travel, Fiona Nilsson, noted a distinct change in online behaviour by consumers.

"As the market continues to improve, holidaymakers are searching less for information on travel restrictions and more on places to stay," she said.

Initially interest is definitely in self-drive, with some caravan parks seeing a 73% lift in search over the last month, while among News Corp readers there had been a 4,000% increase in camping interest compared to pre-COVID-19, Nilsson added.

Agents upskill

MORE than 100 Australian travel agents have signed up for Tourism Authority of Thailand's Sell Your Way to Success incentive and famil program.

The initiative focuses on health and wellness travel, with agents who complete the course in the running to nab one of six remaining spots on the famil, planned for Jul 2021.

Enrol in the training [HERE](#).

QR drops CBR

QATAR Airways will operate a single daily Sydney-Doha flight in Sep/Oct according to the airline's latest GDS filings, with the Canberra-Sydney-Doha route suspended until 23 Oct.

Window Seat

RUM-RUNNERS used to bootleg moonshine in cars back in the day, but a whole different kind of delivering alcohol has "taken off" recently.

Michigan-based brewery Short's Brewing Co recently made a number of its beer deliveries via a seaplane, to six waterfront homes in the lake-ridden north of the US state.

After the initial offer of the airborne delivery, orders quickly sold out, with one recipient, Kathy Bryant, adding "to see a seaplane come in right to your front step and deliver beer and hop off.

"This was just phenomenal."

Wyndham opening

WYNDHAM Destinations Asia Pacific re-opened its Australian resorts yesterday.

The 14 properties opened at 50% capacity, initially to Australian-based members of Club Wyndham South Pacific.

Housekeeping protocols around the properties have been tightened, with staff keeping in the same pairs throughout the day in addition to protective gloves and gear being changed regularly and more.

Preferred acquires

PREFERRED Hotel Group has acquired sustainable tourism services and consulting company, Beyond Green Travel.

The move will allow member hotels to directly engage Beyond Green Travel to advance their sustainability initiatives and will help guide Preferred's corporate social responsibility program.

It will also expand the partnership between Beyond Green Travel and Preferred's global travel and tourism marketing and consulting agency, PHG Consulting.

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Travel & Cruise Weekly

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

Men's Health Week cruise



IN COMMEMORATION of Men's Health Week this week, representatives from Ride the World Motorcycle Tours, Journey Beyond Cruise Sydney, The Travel Industry Hub, Unique Cruises and **Travel Daily** gathered members of the travel industry together in Sydney yesterday to spotlight and discuss issues pertinent to health and well-being.

Over a lunchtime cruise on Sydney Harbour, guests heard from Ex-NRL legend and former Balmain Tigers player Wayne Wigham (pictured far left) about his struggles with undiagnosed depression during his topflight career which was brought to a premature end.

Wigham offered some sobering thoughts saying "roughly five million people in Australia are

living with depression or anxiety, but 65% don't seek help".

Wigham, who has a 12-year association with the Black Dog Institute urged people to recognise the illness for what it is and encouraged more people to speak up and seek help.

The function was one of the first for Journey Beyond Cruise Sydney since the lifting of COVID-19 restrictions in place for gatherings.

Pictured above deck are some of the members from yesterday's event.

Self-drive demand

DRIVEAWAY has declared it is "back on the road", offering a number of deals in Australia across both car and motorhome hire.

The company says it has already seen a "solid increase" in enquiries, with trade partners having expressed their interest in marketing self-drive as a COVID-friendly way of exploring Australia.

"We're very excited to see a solid increase in self-drive enquiries over the past two weeks," said National Industry Sales Manager Nathan Baber.

"As always car hire enquiry has started off strong, and the same with our motorhomes.

"We're finding travel agents can make very good commission from touching base with their clients to secure their domestic self-drive interest."

New Caledonia up

NEW Caledonia has lifted COVID-19 confinement measures, Smartraveller has advised, though social distancing and practicing good hygiene are strongly encouraged.

International travel remains limited, with only New Caledonian residents to be allowed entry, and those arriving subject to a mandatory 21-day quarantine on arrival.

Smartraveller is advising Australians staying in New Caledonia to follow the advice of local authorities and minimise their risk of exposure to COVID-19.

AFTA UPDATE

from the Australian Federation of Travel Agents

THE effects of COVID-19 have been felt by all in the travel and tourism sector, however there is nothing more confronting than seeing the impact in black and white.

Yesterday the Australian Bureau of

Statistics reported a 99.7% decrease in overseas arrivals and departures on Apr 2019 – the largest decrease on record.

In a media release last week, AFTA laid bare the very real impact that the pandemic has had on businesses with 82% of travel agents reporting a 100% decline in revenue and a further 16% experiencing a 90% decline (*AFTA Member Sentiment Survey*).

If among the chaos, you took a moment to pause and listen; you may hear the words of Bob Marley ringing loudly; "you never know how strong you are until being strong is your only choice".

This is a wonderful phrase, a perfect depiction of our industry.

Despite all the challenges bestowed upon us over the last five months, we remain united, strong and passionate.

The AFTA member survey also highlighted 42% of businesses would need to hibernate or permanently close if it was not for JobKeeper, and 31% of agency owners and managers said they



afta

AUSTRALIAN FEDERATION OF TRAVEL AGENTS

still felt positive about the future of their business!

This speaks to the passion and resilience of our people and the industry.

Last week, AFTA shared details of the latest JobKeeper

submission that went to the Treasury Coronavirus Business Liaison Unit and while we wait for the government to announce its decision in Jul, AFTA is not pausing.

We have moved straight to the next phase of lobbying and are supporting this submission through a strategic approach which brings forward the many individuals whose businesses have been impacted by COVID-19, to tell their story.

In fact, this week several AFTA members are having discussions with Treasury to share specific details of their challenges.

These stories and the many gathered through the Member Sentiment Survey are being used to support AFTA's ongoing dialogue with government.

It isn't business as usual, but the importance of being a member of AFTA remains steadfast.

ATAS-accredited businesses are professional, reputable and credible and even in our darkest days we remain true to these values.

We are crucial to the travel supply chain.

URBNSURF open

URBNSURF Melbourne will re-open on Fri in line with the Victorian Government's gradual easing of restrictions.

Up to 18 surfers will be permitted on each side of the surf park's two-hectare lagoon, with additional hygiene and safety measures having also been implemented to ensure guest and crew safety.

URBNSURF is also launching two new surf session products – cruiser sessions, designed for novice and intermediate surfers, and expert sessions, delivering more challenging barrels for experienced riders.

Visit urbnsurf.com to book.

Klook webinar

KLOOK is running a webinar tonight for travelling in a post-COVID world.

The Learnings from Asia webinar, run by Marketing Director Jonathan Williams, will look at how travel businesses are reopening across Asia, and what can be applied in Australia.

There are case studies from Universal Studios in Japan, tours to The Great Wall of China, and locally with Merlin Entertainment.

Running from 6pm-7pm, the webinar will be hosted by General Assembly, with Williams saying he hoped to give a glimpse into the "new normal" of travel.

CLICK HERE to sign up.

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, once in each column, and once in each of the 3x3 boxes.

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

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

Funnies Flashback



WE'VE trawled through the *TD* Window Seat archives to give you blast from the past. Here's some gems from 12 Apr 2013:

A HOTEL in the UK is going the extra mile to care for lonely guests, offering a goldfish for hire to provide some casual companionship.

The fishy friend is named Happy and costs £5 per night at the Happy Guests Lodge in Dutton, Cheshire.

"A lot of our guests spend many days away from home," said hotel owner Jeff Riley.

"After a difficult day at the office, Happy is there to give unconditional love and a valuable sounding board".

He told the UK Mirror paper that he was confident the unusual value-add option would lead to repeat bookings.

ANSWERS 15 JUN

Unscramble: abate, abet, ablate, able, bale, ballet, bate, beat, bell, belt, beta, bleat, label, lapel, late, leap, leapt, paella, PALATABLE, palate, pale, pallet, pate, patella, peal, peat, pelt, petal, plate, plea, pleat, pleb, table, tale, tape, teal, tell

Pub quiz: 1 South Australia, 2 True, 3 Hungary, 4 Istanbul, 5 Peru, 6 Brussels Airport, Belgium, 7 Sri Lanka, 8 Berlin, 9 Chile, 10 India

Pub quiz

- True or false: when complete, the Sagrada Familia will become the tallest structure in Barcelona?
- Which country has the most McDonald's in Europe?
- How much of Tasmania is either a national park or World Heritage-protected?
 - Half
 - A quarter
 - A third
 - A fifth
- How many moai statues are there on Easter Island?
- It is illegal to do what to pigeons in Venice?
 - Kick them
 - Feed them
 - Sell them
 - Pet them
- Which country is made up of around 7,500 islands, of which only 2,000 are inhabited?
- What is the name of Europe's longest river?
- Where can you see the only Komodo dragons in the wild?
- What are the only two land-locked countries in South America?
- New Zealand was named after the province of Zeeland, which is located in which country?
- What country is this collection of pictures spelling out?



+



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Swiss DFAT update

SWITZERLAND is now allowing entry from the European Union, European Free Trade Association states and the UK, with some exceptions (**TD 09 Jun**).

Travellers cannot enter from a third country unless they have a specific right to be in Switzerland, such as having a Swiss residence permit, however transiting through the country is still allowed, subject to the permission of border authorities.

Zoos SA opening

ZOOS South Australia is set to welcome back visitors after its COVID-19 closure.

Adelaide Zoo will reopen its gates on Mon 22 Jun, with Monarto Safari Park to reopen a week later on 29 Jun.

Initially, only online tickets will be available, with the zoos having put in place a number of other measures to ensure everyone's safety.

For more, [CLICK HERE](#).

Globus supporting agents

THE GLOBUS Family of Brands is working hard to encourage 2021 bookings with a range of bonus offers for transferred reservations and protected commission, with expectations that a full program will be able to operate next year.

Sales Manager Peter Douglas told **TD** health and hygiene protocols around Globus & Cosmos coach and Avalon river cruise trips were currently being finalised, but noted that "we won't let anyone be travelling until we know it's safe".

During the lockdowns the company continues to develop and release product, including last week's North America program (**TD 11 Jun**), but "the focus in reality is 2021," he said.

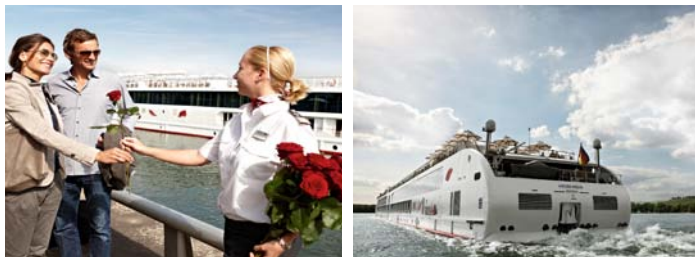
Globus will shortly unveil a new "Peace of Mind Policy" regarding cancellations, which will allow customers to pay a small amount per person and then cancel up to 30 days before departure, transfer the booking to another trip or keep it as a future credit.

Douglas said Globus was acutely mindful that many travellers

don't want to make a decision at the moment, and had also been highly proactive in its refund policy which had seen moneys returned in just 5-7 days.

"We've had great feedback from the trade," he said, with Globus pleased to have developed a generous policy right from the start and then stuck to it, giving agents and clients certainty.

"We know things will bounce back, and we are ready to be there when it does," he concluded.



Build an A-ROSA Ship & Win a 7-night European River Cruise

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

Captivated by vibrant cities like Antwerp and Amsterdam along the northern section of the **RHINE** or picturesque towns like Koblenz or Strasbourg on the southern route?

To win visit A-ROSA's website www.arosa-cruises.com/au & check out which of their 12 ships operates the cruise of your dreams.

Pick your ship and use your imagination to draw, paint or build it!

Find any utensils suitable to create the A-ROSA ship that operates your favourite cruise on Rhine (Main/Moselle), Danube, Seine or Rhône.

Take a selfie with your creation send it to arosa@traveldaily.com.au. Don't forget to also tell us in 25 words or less why you chose this particular A-ROSA cruise.



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MONEY

WELCOME to Money, **TD's** Tue feature on what the Australian dollar is doing.

AU\$1 = US0.692

THE Australian dollar has jumped from two-week lows overnight, with the US Federal Reserve coming to the rescue.

The Dow Jones staged a massive 900-point turnaround off the back of the news the Federal Reserve would expand its economic support plan by buying new corporate bond issues helping many markets to reverse.

Wholesale rates this morning.

US	\$0.692
UK	£0.548
NZ	\$1.061
Euro	€0.611
Japan	¥74.50
Thailand	฿21.34
China	¥4.814
South Africa	11.79
Canada	\$0.934
Crude oil	US\$39.72

Canada webinar

TWO travel agent webinars on Canada's Northwest Territories will be held tomorrow, detailing the provincial capital of Yellowknife - "the aurora capital of the world".

The webinars will also expand on accommodation and viewing options, seasonal activities and the gateway to the country's arctic region.

[CLICK HERE](#) to register.

For confidential tip offs, connect with **Travel Daily** via our secure WhatsApp service on +61 2 8007 6760 or [click HERE](#)

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