

## Today's issue of TD

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

## QF int'l suspension

**QANTAS** has removed almost all of its international flights from GDS systems until 24 Oct, with the only exceptions being flights to New Zealand and Tokyo.

The carrier cited ongoing border closures for the move, but said if travel between Australia and other countries opens up and demand returns it had the ability to ramp up again.

The airline has also ceased operating its A380 fleet, and is expecting the superjumbos to be grounded "for some time".

## Epic pass update

**FINAL** payments for the 2020 Epic Australia ski pass are due on 22 Jun, with Vail Resorts confirming that reservations will be required at Perisher, Hotham and Falls Creek from opening day through until 12 Jul.

Passholders will be able to book access to the slopes on 23 Jun, with an online system going live at 8.30am AEST for Mt Hotham, 11am for Falls Creek and at 2pm for Perisher Valley.

The company is not offering Bring-a-Mate tickets this year in order to manage resort capacity, and Vail said it would release info on Skitube ticketing ASAP - see [epicaustraliapass.com.au](http://epicaustraliapass.com.au).

## Trafalgar expands domestic

**EXCLUSIVE**

**TRAFALGAR** has today unveiled a new range of domestic itineraries, responding to pent-up travel demand despite the COVID-19 restrictions.

The new "Near Not Far" limited series complements Trafalgar's existing domestic stable (**TD** 11 Sep 2018), with the launch hopefully marking a restart to travel & providing significant new opportunities for travel agents.

There are three new seven-day trips including a "Majestic Tasmania" from Hobart to Launceston; a Perth-Fremantle tour called "Ultimate Wonders of the West" & a Victorian trip titled "Victoria's Natural Wonders" taking guests from Melbourne to the Mornington Peninsula.

Trafalgar MD Jason Wolff told **TD** that with its existing domestic portfolio, the brand had been well positioned to expand the offering to particularly target local passengers.

"We've based the itineraries on customer research, which showed people really want to get 'beyond the farm gate' to gain a new appreciation of Australia," Wolff said.

While traditionally Trafalgar's local program had been designed to appeal to both inbound and domestic travellers, the expanded offering also particularly appeals to Australians wanting to support local communities.

The curated trips, launching in Sep, have seen Trafalgar work closely with suppliers to ensure health and hygiene requirements are strictly adhered to, providing further reassurance about safety protocols for agents and clients.

Although they feature "bucket-list" items, the trips take in areas beyond typical tourist pathways too, with a focus on "homegrown heroes" such as the people behind the Agrarian Kitchen Cooking School and Eatery in Tasmania's Derwent Valley.

Guests on the WA itinerary have the unique opportunity to visit Penguin Island in the Shoalwater Islands Marine Park along with a seven course degustation lunch with paired wines at the Margaret River's Hay Shed Hill winery.

Wolff said a similar limited expansion of Trafalgar's trips had launched in NZ, with hopes that Aussies may be able to also experience two new Kiwi trips once a trans-Tasman travel bubble becomes a reality.

Trafalgar is inviting travel consultants to join its 01 Jul "Travel Restarts Masterclasses" to learn about the new offering, with two sessions at 10am and 1pm to suit all timezones.

Registrations will open next week, and collateral for the trips features a resource kit including "webisodes" on each trip along with agent incentives, video content and educational tools.

## Borders closed until 2021- Birmingham

**FEDERAL** Tourism Minister Simon Birmingham yesterday put another nail in the coffin of the Australian outbound and inbound travel and tourism industry, confirming he now expects the country's international borders not to open to short-term arrivals until next year.

Speaking at the National Press Club, Birmingham said Australia may open up to international students and other visitors who were expecting to stay for a longer period, such as business travellers who were prepared to undergo two weeks of quarantine.

However "in terms of other countries and how we look at shorter-term visitation, that becomes much more challenging once you move beyond NZ, but not impossible," he said.

"I hope that we can look eventually at some of those countries who have similar successes in suppressing the spread of COVID-19 to Australia and New Zealand, and in working through that with those countries, find safe pathways to deal with essential business travel that helps to contribute to jobs.

"But I do, sadly, think that in terms of open tourist-related travel in or out of Australia, that remains quite some distance off, just because of the practicalities of the volumes that are involved and the need for us to first and foremost keep putting health first".

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## Hamilton reopening

**HAMILTON** Island has today confirmed it will recommence operations from 01 Aug 2020, following a soft opening to Qld guests of private holiday homes effective 27 Jun.

The island will be implementing a new 'Stay Well' program including thermal scanning for all arrivals, enhanced cleaning measures, COVID-Safe training programs and transitioning the island to a cash-free environment.

Direct flight to HTI and ferry services will resume on 01 Aug, with qualia reopening and the continuation of Hamilton Island Race Week, but without an onshore schedule this year.

CEO Glenn Bourke said despite the hardships of the last few months there was now "overwhelming support from Australians wanting to visit our destination," with island and its world-class qualia resort "looking better than ever".

## House of Travel investment

**HOUSE** of Travel, the New Zealand-based parent company of TravelManagers, Hoot Holidays and Orbit World Travel has received equity investments from two of NZ's wealthiest families, amid expectations that COVID-19 is likely to impact the group for at least the next 18 months.

The company's founder and Executive Chairman Chris Paulsen welcomed funding from Sinclair Investment Group and Tailorspace which he said signalled their "commitment and confidence in the company's future".

"The significant investment of equity capital allows House of Travel to strengthen its balance sheet and liquidity position to trade through the uncertainty created by COVID-19 and to then take advantage of the significant opportunities that will arise once conditions normalise," he said.

Both Tailorspace and the Sinclair Investment Group have strong

business, philanthropic and family interests, with Sinclair established by Sir Eion and Lady Jan Edgar, who have also been loyal House of Travel clients for many years.

Tailorspace is an investment firm founded in 2007 by Kiwi rich-lister Ben Gough.

Paulsen Holdings remains the majority shareholder in House of Travel, with Paulsen also stressing that the new equity investors in the business would not change the existing partnership arrangements with the group's NZ owner-operated retail travel agency outlets or its Australian businesses.

He said the support from the Edgar and Gough families would ensure House of Travel successfully navigates these unprecedented times of COVID-19 "and will continue to deliver exceptional customer service and retain our leadership position in the home-based travel distribution throughout Australia".

## Survey still open

**HUNDREDS** of responses are already being collated to this week's **Travel Daily** survey about the industry's current experience & expectations through COVID-19.

The de-identified results will be included in a report compiled by Peak Corporate Solutions which we will release next week - click below to participate.

[TD COVID survey](#)

## G Adv cleans up

**G ADVENTURES** has released a new "Travel with Confidence" policy, introducing new safety procedures on all future trips.

Developed alongside the company's global supplier network, the new policy encompasses transportation, dining, accommodation and activities, with founder Bruce Poon Tip saying passengers can be assured that "all the necessary procedures are in place" to keep them safe when they are ready to travel again.

He said G Adventures' small group product had always given travellers more freedom and space even before social distancing came into play, while on land itineraries al fresco dining options and "grab and go" boxes are new options being introduced to boost food safety.

The operator's Book with Confidence policy also gives clients the option to delay if they feel unwell leading up to departure.

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## HKG transfer tick

**TRANSIT** and transfer services at Hong Kong International Airport have been expanded to allow connections between different carriers.

Effective 15 Jun pax can transit between two airlines as long as their booking is on the same ticket and have been checked through to their final destination.

Send us your meatball or mince recipe for our weekly feature.

CLICK HERE



## Farelogix purchased

**TECHNOLOGY** company Accelya has announced the acquisition of travel SaaS platform Farelogix, only weeks after Sabre abandoned a planned \$360 million purchase of the company (**TD 05 May**).

Accelya heralded the move as one that would advance its vision to provide a "next-generation, end-to-end platform", providing a full suite of retailing, distribution and fulfilment solutions.

Once embedded into Accelya, Farelogix will be well positioned to expand its operations and leverage Accelya's industry connections.

"This acquisition represents a tremendous opportunity for Farelogix and Accelya to accelerate innovation in technologies for airline retailing," said Farelogix CEO Jim Davidson.

## Rocky suspends Aug

**ROCKY** Mountaineer has revealed it has been forced to extend the suspension of its 2020 travel season up to and including 30 Aug, following continued government travel restrictions.

Guests booked on a suspended departure will receive a future travel credit of 110% value of the ticket price paid, valid through to the end of the 2022 season.

The company will also cap the prices of tickets for 2021 and 2022 at 2020 levels to incentivise new bookings.

More info on COVID-19 related updates can be accessed **HERE**.

## Bubble without quarantine

A **NEW** study conducted by the University of Otago has found a multi-layered approach to travel involving PCR testing could replace 14-day quarantine periods for Australians holidaying in New Zealand under a trans-Tasman bubble scenario.

The study, authored by epidemiologists Michael Baker and Nick Wilson, sought to investigate the risks of a COVID-19 outbreak associated with air travel to New Zealand from a country with a very low prevalence of COVID-19 infection such as Australia.

Using a stochastic version of the SEIR model to calculate the threat, the report found that a combination of exit and entry screening, thermal cameras, symptom questionnaires, masks on aircraft and two PCR tests could replace mandatory quarantine periods.

"Policymakers can require multi-layered interventions to markedly reduce the risk of importing the pandemic virus into a COVID-19-free nation via air travel," the

## Uniworld teaches 21

**UNIWORLD** Boutique River Cruises has added a new course to its agent training program, focussing on all of the major updates about product in 2021.

Sailings covered include cruise and rail packages in Europe and Germany to Amsterdam voyages.

For more details, **CLICK HERE**.

report stated in its conclusion, cautioning that all approaches would require "continuous careful management monitoring and evaluation" if implemented.

Based on the premise of one flight arriving each day from Australia, the study concluded that without any controls on arrivals there would be an outbreak of COVID-19 in New Zealand on average every 1.7 years, while with a multi-layered approach in place, this risk would be vastly reduced to just one outbreak every 29.8 years.

The study also recommended contact tracing capabilities and conducting tissue tests for the virus for on travellers on day three and day 12 after arrival.

A trans-Tasman bubble is likely to go ahead at some stage in Jul.

The University of Otago study is yet to be peer reviewed.

View the full study **HERE**.

## Ponant overhauls

**PONANT** has revealed a raft of new health protocols designed to keep its guests safe in the climate of COVID-19.

The cruise line has detailed a new "three-shield protocol" which includes stricter onboard sanitary processes, daily tracking of the sanitary bubble on board, as well as tighter controls regarding access conditions for passengers and crew.

To read the full hygiene manifesto, **CLICK HERE**.



## Window Seat

**DESTINATIONS** all over the world are preparing for the reboot of tourism by coming up with creative ways to lure travellers after restrictions ease - and the US state of Oregon is certainly no exception.

In the city of Florence, the council has just renamed one of its parklands Exploding Whale Memorial Park, in honour of a poor decision made by local authorities in 1970 to jam a deceased whale full of dynamite on one of its beaches.

The badly executed incident saw 450kg of explosives detonate inside the whale carcass, causing a shower of blubber in the nearby town.



## Wins for the quiz

**MELISSA** Chapman from The Cruise Centre has scored first place in the first Amazing Thailand Specialist program, scoring a \$50 Coles Group and Myer Gift Card for her efforts.


Hemal Jani from House of Travel Ponsonby was the best performed Kiwi, winning a Thailand Tourism care pack.

Norway

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 HURTIGRUTEN



Discover how cruise lines are facing the new challenge of increased hygiene measures in the June issue of *travelBulletin*.

**CLICK to read** **travelBulletin**

## Treading the right path



**THE** TreadRight Foundation has launched an updated Animal Welfare Policy aimed at assisting The Travel Corporation's (TTC) family of brands better select animal sanctuaries and experiences that exhibit a strong commitment to ethical practices.

The update will see all brands required to adhere to five key domains of animal welfare, including animal nutrition, environment, health, behaviour and mental states.

Unacceptable animal practices are also clearly outlined in the new policy document, with TTC prohibiting tours that involve any

form of animal entertainment, animals being held captive for the purposes of tourism such as dolphin shows, any form of animal riding, trophy hunting, and walking with big cats.

The updated policy, drafted in cooperation with World Animal Protection, is geared towards removing all experiences from its itineraries that subject wildlife to any perceived form of cruelty.

"TTC's progressive animal welfare policy will help protect wild animals from exploitation, and we look forward to other Australian travel companies matching these commitments," said World Animal Protection's Head of Campaigns Australia and New Zealand Ben Pearson.

## Air NZ downs profit

**AIR** New Zealand has downgraded its earnings forecast in the wake of travel disruptions caused by COVID-19, revealing an expected underlying loss before significant items of NZ\$120 million for the 2020 financial year.

The carrier's bottom line was predominantly affected by aircraft impairment charges of between NZ\$350-450 million, as well as an estimated impact of between NZ\$85-105 million for the de-designation of hedges.

**MEANWHILE**, Air New Zealand will add domestic capacity next month by deploying a 787-9 Dreamliner on select routes for the school holidays, including between Auckland and Christchurch, Wellington, Dunedin and Quesstown.

## Balk at quarantine

**ALMOST** half of Australian travel reps are unlikely to travel to Indonesia if required to pay for their own quarantine, according to a survey conducted at a recent Indonesian Tourism webinar.

Meanwhile, 47% of attendees also said they would return to the country within three months of restrictions lifting.

## FlyPelican uptick

**DUE** to an increase in domestic travel demand, FlyPelican has announced it will now operate five services between Sydney and Newcastle a week, and six flights between Newcastle and Sydney.

## Counting the costs

**THE** Australian Tourism Industry Council (ATIC) is pleading for the end of confusion around domestic travel borders, with the latest tourism economic data revealing hundreds of lost jobs daily due to state policies.

ATIC Executive Director Simon Westaway said new analysis by Lucid Economics identified the remaining internal border closures which are stopping interstate travel were costing the nation 702 jobs a day along with an economic hit of \$84 million.

He added tourism-reliant states such as Queensland and Tasmania faced the biggest economic challenges, with the Sunshine State experiencing a \$147 million fall each week in gross state product, while Tasmania was losing an estimated 51 daily jobs with a \$28 million weekly hit to its economy.

## Teaching the dream

**A CRUISE** with Confidence webinar is being hosted by Dream Cruises next Thu at 10am AEST.

President Michael Goh and Vice President Sales & Marketing Brigita Devries will take attendees through Dream's series of health measures set to be implemented across its fleet.

Register for the session **HERE**.

## Caravan clampdown

**THE** Australian Competition & Consumer Commission (ACCC) is proposing to stop the Caravan Trade and Industries Association of Queensland's latest "loyalty program" from continuing, claiming it raises serious competition concerns.

The association's scheme gives discounted fees to exhibit at its own trade shows on condition that members do not take part in competing events, with the ACCC stating loyalty shouldn't foster anti-competitive rewards.

## Journeying safer

**JOURNEY** Beyond has released a new range of JourneySafe COVID-19 protocols that aim to provide a safer and more responsible environment across all of its travel experiences.

The JourneySafe Experience Plan claims to "go beyond" government and industry standards, with stricter standards governing areas such as hygiene, travel screening procedures, additional training for staff, physical distancing policies, and increased flexibility of activities on tours.

The full range of JourneySafe protocols is available by **CLICKING HERE**, and for general COVID-19 updates, **CLICK HERE**.

## 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.

**Alma** has appointed **Martin Koerner** as its new Commercial Director. He joins the new property with experience in sales and marketing, as well as a passion for volunteering, with his most recent posting being at The Anam, another Cam Ranh-based hotel.

**Margie Barboutis** has taken on a new Policy & Operations Director role with **Ports Australia**. She joins the organisation, replacing Ash Sinha, from her previous role outside of the travel industry.

**Outrigger** has announced the appointment of **Sergey Kutuzov** as Area Director of Sales & Marketing for Thailand, moving from his current role as Cluster Director of Sales & Marketing of the Minor Hotels. He will be responsible for the sales and marketing of Outrigger Laguna Phuket Beach Resort and Outrigger Koh Samui Beach Resort.

## Russia word search

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

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

- |           |              |
|-----------|--------------|
| BABUSHKA  | SIBERIA      |
| BLINI     | SOVIETUNION  |
| COMMUNISM | STALIN       |
| CYRILLIC  | STPETERSBURG |
| HERMITAGE | TROTSKY      |
| MOSCOW    | TSAR         |
| PUTIN     | VODKA        |
| REDSQUARE | VOLGA        |

## Funnies Flashback



WE'VE trawled through the TD Window Seat archives to give you blast from the past. Here's some gems from 15 Apr 2013:

**THE** Hotel Crillon in Paris, which closed last month in preparation for a two year major makeover, is putting all of its fixtures and fittings up for sale in an auction expected to raise hundreds of thousands of Euros.

As well as full suites of classic French furniture, the hotel is selling its carpets and curtains - and former guests (such as Madonna and Bill Clinton) who really want to relive their memories are even able to buy staff uniforms, bathrobes and reception counters.

There are also unique pieces including a mirror-encrusted bar designed by French sculptor Cesar, special bottles from the extensive wine cellar and a piano from a suite used by US composer Leonard Bernstein.

## Pub quiz

1. True or false: almost every city in France has a street named after Victor Hugo?
2. Which European country has the most castles?
3. Approximately how long does it take for a ship to transit the Panama Canal?
4. What is Sri Lanka's largest export?
5. The largest number of purebred camels in the world are located in which country?
6. Chitzen Itza is one of the Seven Wonders of the New World. Which country is it in?
7. Jerusalem is sacred to how many different religions?
8. According to TripAdvisor, where is the world's best beach located?
  - a) Australia
  - b) Brazil
  - c) Mauritius
  - d) Cuba
9. Which country is known for sauna?
10. What is the southernmost capital city in the world?

## Where in the world?



**MOVIE** buffs may recognise this interesting rock formation from the film *Close Encounters of the Third Kind*, but it has been famous for quite some

time before then, being the first National Monument to be established in the United States.

We've given you a big hint, but do you know exactly where this is?

### ANSWERS 17 JUN

Pub quiz: 1 True, 2 Twelve (Andorra, Belgium, Denmark, Luxembourg, Liechtenstein, Monaco the Netherlands, Norway, Spain, Sweden, United Kingdom, Vatican City), 3 Schonbrunn Zoo, Vienna, Austria, 4 Volleyball, 5 b) 60, 6 Chile, 7 Qatar, 8 Red, 9 Seoul, 10 Four (Mandarin, English, Malay, Tamil), 11 Port Moresby (port + moor[ing] + zzz + bee)

Unscramble: acid, acne, acted, actinide, active, advice, antic, cadet, cadi, cane, caned, cant, canted, cave, caved, cent, cite, cited, civet, dace, dance, decant, dice, edict, enact, evict, iced, inactive, incite, incited, indicate, indict, nicad, nice, vice, VINDICATE

Whose flag is this: Central African Republic



## LHW healthy stamp

**LEADING** Hotels of the World (LHW) has revealed the details of its Healthy Stays Commitment, a range of enhanced cleanliness initiatives aimed at upholding high hygiene standards for its 430 members.

The program includes improved social distancing practices, employee access to hand sanitiser, as well as routine employee temperature checks.

For more info, [CLICK HERE](#).

## Ramada local focus

**CHANTILLY'S** on the Bay and Ramada Resort by Wyndham Port Vila have appointed Precise Travel Marketing to handle their representation in Australia.

MD for both properties, Loic Bernier, said the agency was selected because of its familiarity with the Vanuatu market.

"PTM was a natural fit for our resorts given his experience with promoting the Vanuatu over the past 30+ years", Bernier said.

## AFTA "making it real" phase

**THE** Australian Federation of Travel Agents (AFTA) has launched the next stage of its lobbying campaign for the industry extension of JobKeeper, with a range of AFTA members sharing their experiences of the devastation wreaked by COVID-19 directly with key decision makers in Canberra.

The initiative also includes sharing stories with mainstream media, highlighting the reality that with all agents experiencing a 90-100% revenue decline many of the sector's 40,000 strong workforce across the country will lose their jobs if JobKeeper is not extended.

Other issues include the fact that even as domestic restrictions lift, agents are uniquely impacted with a time lag in payment from suppliers until travel takes place.

AFTA is also highlighting the need for action on chargebacks and recognition of the unique nature of payments in the travel

ecosystem, and the impact of the pandemic on the mental health and wellbeing of agents.

AFTA Chairman Tom Manwaring said "out of necessity AFTA's initial focus was on pulling together a compelling economic case supported by modelling that underpinned our lobbying of key decision makers at all levels of Government so that they understood the unique position travel agents are in and acted to support the sector.

"Our 'making it real' campaign is the next step in our strategic approach to highlighting the catastrophic impact of COVID-19 on agents, their teams, businesses and families.

"We are very grateful to the agents involved for their time and for sharing their stories so powerfully," Manwaring added.



## 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.

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Terms & Conditions + full prize details

## FJ ready for restart

**FJI** Airways has announced the introduction of a new medically qualified "Customer Wellness Champion" to its onboard flight crew, as part of initiatives under a Travel Ready program preparing for a resumption of services.

The new crew role will "manage and maintain wellbeing, customer medical safety and promote wellness through service interactions to passengers and crew," the carrier said.

Other FJ initiatives include enhanced health screenings and temperature checks, daily deep cleaning of planes, mandatory onboard face masks and a simplified meal service.

## Tourism Malaysia bribery scandal

**THE** directors of a Kuala Lumpur public relations firm have been arrested over allegations they paid bribes to secure a lucrative contract with Tourism Malaysia.

*Focus Malaysia* reports claims that the at the time, little-known IO Movement submitted false documents and information with its tender, with further arrests expected following a probe by Malaysia's Anti-Corruption Commission.

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

