

Viking to test everyone every day

VIKING Cruises this morning announced the completion of the “first PCR laboratory at sea,” with the new facility aboard the *Viking Sea* having capacity to process non-invasive COVID-19 saliva tests for the ship’s full complement of 930 passengers as well as all crew every day.

The company said the on-board laboratory “moves us one step closer to operating cruises again, without compromising the safety of our guests and crew”.

“The recently announced CDC guidelines are clearly aligned with our public health research, and we welcome the agency’s push towards testing as we believe this is the only way to safely operate.

“In our view, continuous PCR testing, along with our extensive onboard hygiene protocols, will lead to making Viking ships a safe place to get away and to explore the world,” Viking said.

Virgin plots Alliance alliance

VIRGIN Australia and Alliance Airlines have lodged a request with the Australian Competition and Consumer Commission (ACCC) seeking authorisation to share information and coordinate capacity and schedules on about 40 regional and two short-haul international routes.

The airlines said their existing commercial arrangements do not give them the flexibility required to deal with the unique market circumstances resulting from the COVID-19 pandemic.

They said the proposed conduct would help them efficiently provide airline services to regional communities as demand fluctuates, minimise the costs and risks of supplying those services, and “assist in ensuring the long-term survival of an efficient and vigorous competitor for Qantas”.

VA and Alliance said the pact would result in significant public benefits for the Australian

travelling public, regional communities and businesses.

The application notes the resignation of VA CEO Paul Scurrah just two weeks ago and the anticipated appointment of Jayne Hrdlicka once the carrier’s takeover by Bain is completed.

“With greater certainty about Virgin Australia’s ownership and future direction the applicants are now planning their future regional operations and discussing opportunities for broader cooperation, which requires ACCC authorisation,” the document states.

The ACCC has ignored a plea within the application for urgent authorisation by 30 Oct, instead launching a public consultation process last week with indications an initial decision could be made by the week of 16 Nov 2020.

A final determination would not be handed down until Mar 2021, according to the ACCC’s timeline.

Today’s issue of TD

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

Defamation lost

A DEFAMATION case brought forward by Harris Park, NSW-based travel agency Price Beat Travel has been ruled against by a District Court Judge, the *Sydney Morning Herald* reports.

The legal proceedings alleged a disparaging Facebook post authored by a Sydney woman in a members-only Indian mothers in Sydney group had caused the business reputational damage.

However, District Court Judge Alister Abadee found in favour of the defendant and awarded her court costs, concluding he was not satisfied the travel agency employed fewer than 10 employees, a crucial element in a company being able to successfully litigate a defamation case under Australian law.

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VA working on expiry issues

VIRGIN Australia has assured agents that it has the ability to reissue tickets based on historical data, amid concerns from *Travel Daily* readers about wait times in excess of five hours last week from consultants wanting to deal with tickets issued in 2019 ahead of their Oct expiry.

A spokesperson for the carrier told *TD* the VA agency support team was "currently working through an unprecedented number of inquiries following the release of our Future Flight Credits Program.

"We're working with agents to extend the life of tickets that may have reached their expiry date, and have made a number of instructional resources available on our agency hub at virginaustralia.com," he said.

Oceania plus one

OCEANIA Cruises has relaunched its Agent Bring Client series of events in Australia, to be held across the country over the next two months.

To RSVP for the event and for more information, [CLICK HERE](#).

Oceania is also running a series of exclusive live and virtual high teas for O Club members in Perth, Brisbane, Melbourne, Sydney and Adelaide and Auckland.

Agents can attend virtually, receiving a High Tea in a Box package to their home or office.

Deloitte claims STA refunds

CLIENTS of the collapsed STA Travel who had requested refunds prior to the appointment of Deloitte's Jason Tracy as voluntary administrator (*TD* 20 Aug) look to be unlikely to recoup their money, having been asked to lodge proofs of debt as unsecured creditors.

By contrast, STA customers who had not requested refunds as at 21 Aug 2020 when the company was placed into liquidation may have their bookings honoured directly by suppliers.

In an update to the thousands of Australian customers impacted by the closure of STA Travel, Deloitte noted that it was "entitled and obligated to take all reasonable steps to recover debts due and payable to STA Travel which arose prior to the appointment [as liquidator].

"This includes refunds for cancelled travel booked by STA Travel on behalf of its customers.

"The Liquidators have actively sought refunds from travel providers where customer refunds had been requested by the customer and were being facilitated by STA Travel up to the date of the appointment of the Administrators," Deloitte said.

Customers in this category will "take some time to resolve" because any refunds are subject to recovery from suppliers as well as a Court application.

The situation is even worse for

clients whose requested refunds had already been paid to STA but not passed on when it ceased trading, as well as for anyone holding an STA credit note, gift card and/or "crisis recovery voucher".

These victims of the collapse have been told their claims are at a high risk of not being honoured because there were limited funds available to STA when Deloitte was appointed, and these moneys are in turn subject to competing claims and a court application.

For those who had lodged refund requests, the proof of debt form is available online at deloitte.com.au.

In the case of customers who had not requested refunds as at 21 Aug "it is our understanding that the travel providers have a direct contractual relationship with STA Travel's customers," the Administrators said, with Deloitte recommending clients contact suppliers direct and providing a full list of phone numbers and web details for the company's air vendors ([CLICK HERE](#)) and non-air suppliers ([CLICK HERE](#)).

STA's customers are also advised that they may be eligible for a credit card chargeback, and to check the terms and conditions of any travel insurance they may have purchased.

Deloitte said it was unable to handle enquiries relating to individual bookings, with all STA staff having been made redundant.

ITB Berlin virtual

ITB Berlin 2021 will go entirely virtual across its next four-day event running from 09 to 12 Mar.

Host Messe Berlin said ITB 2021 and the accompanying ITB Berlin Convention would be open to trade visitors only.

An extra day will be added to the normally three-day event, with ITB Head David Ruetz saying the decision provides exhibitors and trade visitors with maximum planning certainty, and added that the event would be highly relevant in terms of content.

ITB 2020 was cancelled at very short notice earlier this year as the COVID-19 pandemic hit.

Cruise lines cut for the rest of the year

NORWEGIAN Cruise Line Holdings and Royal Caribbean Group have announced an extension of their suspensions of global cruise voyages.

Included in Royal Caribbean Group's suspension will be Azamara's 2020/21 summer sailings throughout the Southern Hemisphere, while Singapore sailings will continue.

Norwegian Cruise Line Holdings' Regent Seven Seas Cruises world cruise is also out, with passengers booked on any of the company's itineraries with Norwegian Cruise Line, Oceania Cruises or Regent Seven Seas Cruises asked to contact their travel agent or the cruise line for further information.

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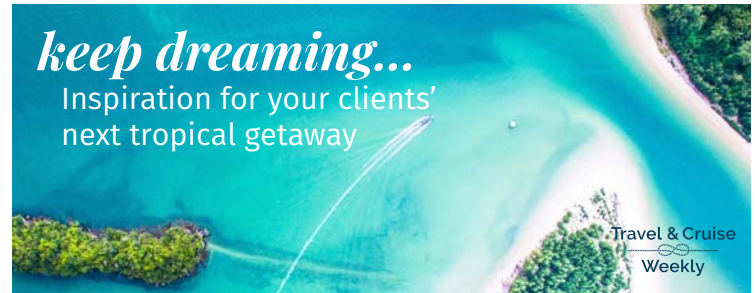
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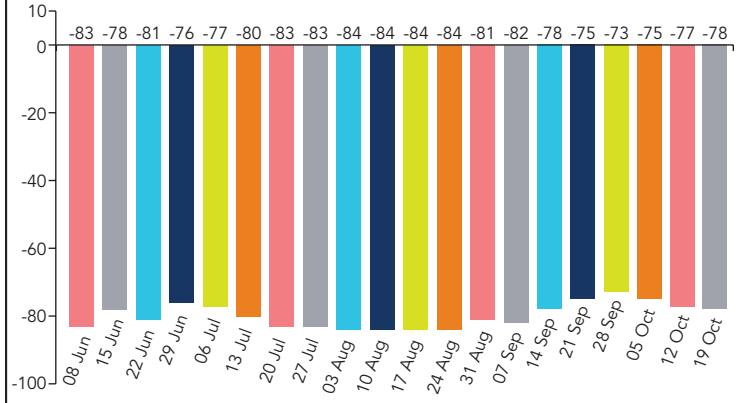
[AIR TAHITI NUI](#)





Bleak travel spend again

Australian consumer spend on travel: News Corp Australia Index



NEWS Corp Australia is tracking Australian consumer spend in travel, which is at the lowest point it has been for six weeks, owing primarily to a considerable drop in spend within the accommodation sector.

The most notable positive shift was in the cruise sector however, with spend returning to the levels seen in mid-to-late Sep, while flights under \$350 also showed a

small gain for the second week in a row.

News Corp Australia Head of Travel Dwayne Birtles believes it is likely that short lead-times will be experienced for bookings for the upcoming summer holiday peak season, primarily due to ongoing uncertainty around consumer behaviour in regard to what state and territory borders will be open for the Christmas period.

Vale Merv King

THE travel industry is mourning the passing of caravan & camping industry veteran Merv King.

“Known to have commanded strong opinions, he was also incredibly generous with his time and knowledge,” the Caravan Industry Association of Australia said in a statement this week.

He acted on the board for Caravan, RV & Accommodation Industry of Australia from 1997-2000, and again from 2007-2009.

NZ appoints new Minister of Tourism

NEW Zealand has a new Tourism Minister, with Stuart Nash assuming the role this week and taking over from Kelvin Davis after a cabinet reshuffle.

Upon accepting his new position, Nash noted that safety would be a priority in decisions to open up any further travel moving forward.

Nash was previously the NZ Minister of Small Business, with Tourism Industry Aotearoa hailing the appointment as an important one in resurrecting the country’s struggling tourism sector.

“We’re not just looking to get back to where tourism was pre-COVID, we want to work with government to rebuild an industry that’s the very best in the world...so this is a huge opportunity for the new minister to do something very special with an industry that’s hit its lowest point,” said CEO Chris Roberts.

Thailand wearable

THE Government of Thailand is mulling a decision to introduce new “smartband” technology to help contact-trace tourist arrivals.

Reportedly the brainchild of the Ministry of Digital Economy and Society, the device would see travellers wear the band, which tracks temperature, blood pressure, heart rate, and provides important health advice, negating the need to quarantine on arrival.



This November, Journey Beyond Cruise Sydney invites our travel family to cruise on one of the most beautiful harbours in the world.

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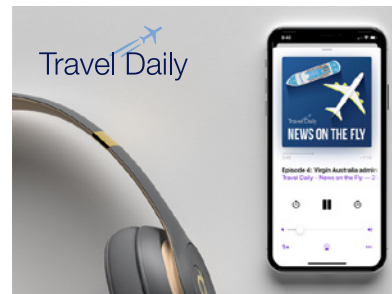
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Travel Daily

Catch up on the news of the week

[CLICK HERE TO LISTEN](#)

QF, AA seeking immunity

QANTAS and American Airlines have lodged a “restated Joint Business Agreement (JBA)” with competition authorities in Australia, seeking authorisation to continue their alliance and coordinate operations between Australia, New Zealand, the USA, Canada and Mexico.

The wide-ranging pact would extend existing arrangements past 18 Mar 2021 when existing Australian Competition and Consumer Commission (ACCC) authorisations are set to expire.

The JBA includes coordination in respect of marketing and sales, freight, pricing, scheduling, distribution strategies, agency arrangements, yield and inventory management, frequent flyer programs, lounges, joint procurement and product and service standards.

“Airlines must make critical decisions about how best to restore networks and travel in the coming months and years,” the carriers said, noting that for QF and AA the metal neutral revenue sharing JBA “represents the fastest and most effective way to rebuild, sustain and ultimately grow Trans-Pacific capacity”.

Interestingly, the application lodged just over a week or so ago only notes that QF’s flights to the US had been at this stage only suspended until the end of Nov 2020, while the launch of its proposed Brisbane-Chicago flights

has been postponed until at least mid-2021.

As well as lodging the ACCC application, QF and AA are working with regulators in New Zealand, with the aim of bringing Australasian regulatory timetables more closely into line with the JBA’s approval by the US Department of Transportation, currently in place until Jul 2026.

Without approval, QF’s US flight network will take much longer to rebuild, while AA’s services from Los Angeles to Sydney and Auckland would also be in jeopardy, the application warns.

The ACCC has launched a public consultation process, with a timetable envisaging a Dec or Jan decision on a draft determination.

S Korea rep in Aus

KOREA Tourism Organization (KTO) has appointed Julie King & Associates (JKA) to represent it in Australia and New Zealand.

JKA will work on a diverse range of activities including public relations & media, social & digital, events, marketing and some trade, in a refreshed bid to encourage Aussies to travel to the Asian nation once travel restrictions ease.

KTO wants to focus on educating the Australian trade and consumers on its burgeoning travel appeal, especially in light of a potential Asian travel bubble opening up soon.

True North, south

TRUE North is heading south for the summer, for the first time offering cruises out of Fremantle.

Adventure yacht *True North* will head to Perth next month after spending an extended season in the Kimberley, servicing a single itinerary through the Pilbara’s Montabellio Islands.

Available to book now, *True North* will offer five-, seven- and eight-night itineraries, which will feature swimming with dolphins, parties on Rottne Island, beach adventures, gala luncheons at Cape Lodge and a chance to catch a glimpse of the famous Bremer Canyon orcas.

View the full program [HERE](#).

Garuda merger?

GARUDA Indonesia is set to merge with a range of other Indonesian state-run travel companies in order to cut costs.

The Indonesian Government has flagged plans to merge Garuda with the airline’s own offshoot Citilink, as well as several other tourism companies such as Hotel Indonesia Natour, under a single holding company.

Indonesia hopes it will eliminate unnecessary costs and allow the new combined company to develop initiatives such as discount travel packages.

The move is part of an overarching government plan to support Garuda after the airline fell into the red following the global health crisis (*TD* 15 May).

Window Seat

HOW much would you pay to see your beloved pet again?

Well a host of Aussie families who have not seen their cute cuddly friends for many months have combined to charter a flight from Vancouver to Melbourne to repatriate more than 70 stranded cats and dogs for the princely sum of \$100k.

Allan Smith and his wife, **pictured**, have their pug Poochini and Jack Russell Roxie boarding the flight, both doggies have been living with friends in Canada since Mar.

The flight was arranged by Worldwide Animal Travel and Australian company Jetpets. In-flight movies included *Milo and Otis* and *101 Dalmatians*, while the food menu boasted an assortment of tuna fish and beef jelly cutlets #FakeNews.




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Austrian National Tourist Office



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An early taste of PNG



A GROUP of 15 Cairns-based agents, wholesalers and operators enjoyed some well earned time in the sun over the weekend courtesy of the Papua New Guinea Tourism Promotion Authority (PNGTPA).

While COVID-19 is currently preventing Aussie tourists from enjoying the natural beauty of our neighbouring country, PNGTPA recreated some of its majesty during a special snorkelling and scuba diving trip in Australia's tropical waters.

Agents also learned more about PNG's popular coastal experiences, with the nation's government hopeful of Aussie tourists being able to travel there under a South Pacific bubble agreement at some stage soon.

"I can't wait to be able to take agents to Papua New Guinea to experience its amazing and almost untouched treks, diving, surf, and culture, when those

borders open again," said PNGTPA market rep Holly Marshall.

The trip was jointly organised by PNGTPA, PNG Holidays, Dive Adventures, No Limit Adventures and Diversion Dive.

Pictured back row: Regina Gardner, Sandy Sirianni and Susan Plos, middle row: Konrad Borowski, Elise Angel, Nina Joost, Bettina Schmidberger and Holly Marshall, front row: Tim Gardner, Lesley Sykes, Andrew Bowes, Heidi Holmann, Holger Holmann, and Dave Fortune.

NT ticks regional Vic

RESIDENTS from regional Victoria are now able to take a holiday to the Top End without the need for quarantine after the NT Government declared that the region is no longer a hotspot.

The only exceptions to the announcement were Greater Melbourne and Mitchell Shire.

AFTA UPDATE

from the Australian Federation of Travel Agents

AFTA'S discussions with the Federal Government around sector specific support continues.

On Fri last week, AFTA Chief Executive Officer Darren Rudd spoke to the Prime Minister on a range of

matters including a support package to rescue the sector, the early likelihood of a manufacture of a vaccine and his personal commitment to support the travel sector. It was a very positive discussion.

In more good news, over the weekend Australia achieved zero new cases of coronavirus community transmission for the first time in nearly five months.

This was met with some very important decisions by several state governments.

Tasmania has opened its borders, Western Australia has moved from a hard to a soft border and Queensland has expanded its border openings.

There is certainly more to go and as confidence is built we should see free movement between the jurisdictions of New South Wales (including Sydney) and Queensland, and as soon as everyone is comfortable with the standard of Victoria's contact tracing we should see a single national travel bubble created and this will be good news for Australians and Australian businesses.

The low infection rates and the easing of restrictions in Victoria is good news for our Victorian members.

AFTA has worked closely with the Victorian Premiers' office to help ensure clarity in the retail situation post lockdown and we are happy to advise that as a result of this, the Victorian Government has confirmed that travel agents with retail premises

may open under the third step.

Where staff are travelling within the metropolitan area to attend their place of work they will not need to carry a work permit even if they are travelling beyond 25km.

All businesses are required to have a COVID-safe plan and AFTA will continue to communicate with members in Victoria on these requirements.

Whilst over the weekend we witnessed Australia opening back up, we also saw the UK Government announce the tightening of restrictions with the whole of the country going into lockdown again.

We recognise that while international borders remain closed, travel agents will struggle, and so AFTA is working hard on the matter of COVID-safe travel and travel corridors.

This is also a key priority for the Federal Government who are looking to expand the hotel quarantine program and the capacity of repatriation flights, bringing more Australians back home whilst effectively controlling the infection rates.

A matter that many agents have raised with AFTA.

In a press conference over the weekend, the Hon. Greg Hunt MP, Minister for Health, indicated that Australia is hoping to be offering the first set of vaccines in the first quarter of 2021 with the plan to progressively roll out the vaccine, with everyone who seeks to be vaccinated through the voluntary program completed during the course of 2021.

This would make it much easier for international borders to open and Australians to travel overseas and return. Confirmation of a vaccine would be a welcome Christmas gift for all.



Submit your cocktail recipes!

We want your recipes from around the world for our weekly feature.

[CLICK HERE TO SUBMIT](#)

HOW many words can you make out of these nine letters? Every word needs to include the centre letter, have four letters or more and not be a proper noun or a plural. You can only use each letter once.

I	A	O
T	G	R
D	L	A

Good – 18 words
 Very good – 27 words
 Excellent – 35 words

NOTE: We've used Chambers Dictionary to decide what words are acceptable.

Where in the world?



THIS bridge is iconic, which is why we're only showing you a small portion of it (to make it not so easy).

mile) and has been declared one of the Wonders of the Modern World by the American Society of Civil Engineers.

The bridge spans 1.6km (or one

Do you know where it is?

Pub quiz

1. What is the most populous town on South Australia's Yorke Peninsula?
2. What is the New South Wales Central Coast's most populous suburb?
3. Lady Elliot Island is located in which sea?
4. The Mapocho River flows through which South American capital?
5. Is Melbourne closer to Adelaide or Sydney?
6. What is the largest city in Australia's Sunraysia region?
7. Egypt and Saudi Arabia are separated by which Gulf?
8. What is the size of the population of the Caribbean?
 - a) More than 30 million
 - b) More than 40 million
 - c) More than 50 million
9. Is St. Kitts or Nevis the larger island?
10. The upcoming Western Sydney International Airport is named after which aviator?

Nachos Day



THIS week is a big one, and if you're over all the US election-day noise, here are some of the national days that you can celebrate instead.

As well as Melbourne Cup Day, today is Sandwich Day.

The humble sandwich is a staple of many a lunch and can be as simple or fancy as you like, that's the beauty of the food.

On Thu 05 Nov, it's Men Make Dinner Day, inspired by the idea that many men are intimidated by the kitchen but can cook excellently with just a little bit of encouragement.

There are a few rules, with barbecuing, reheating leftovers and ordering pizza all off the cards and partners not allowed to

help with prep.

Finally, a personal favourite of ours and one that the **Travel Daily** office will definitely be celebrating is Nachos Day on Fri 06 Nov.

The dish originated in Mexico in 1943, when maitre d' Ignacio "Nacho" Anya had to quickly whip up something in his restaurant when a group of US Army wives came in wanting a snack after the kitchen staff had left.

He quickly cut some tostadas into triangles, topped them with shredded cheese and jalapenos and heated the dish in the oven.

They were such a hit that word travelled quickly and the dish spread throughout Texas and the Southwest of the US.

ANSWERS 02 NOV

Whose flag is this: South Sudan

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

Air NZ traffic update

AIR New Zealand carried a total of 679,000 passengers in Sep, down 60% year-on-year, with an overall load factor of 46.8%.

Domestic services were relatively full, with a 79.3% load factor taking into account the impact of social distancing-mandated empty middle seats.

MEANWHILE, Air New Zealand released its 2020 sustainability report yesterday, detailing the airline's progress in achieving its sustainability goals, including the saving of 10,557 tonnes of carbon dioxide emissions through its reduction program.

The carrier also redistributed more than 770,000 surplus dry goods to local food banks.

To access the report **CLICK HERE**.

Biometrics at LAX

LOS Angeles World Airports has partnered with US Customs and Border Control to announce the implementation of "Simplified Arrival" at LAX - an enhanced process which uses facial biometrics to automate the current manual document checks required for passengers to be admitted into the USA.

The "secure, efficient and intuitive process" aims to deliver a seamless experience for travellers, providing a touchless process involving a photo taken at the primary inspection point.

The new process at Tom Bradley International Terminal is estimated to save travellers as much as 45 minutes of queuing in the LAX's infamous arrivals hall.



THE travel sector's usual display of community spirit and support was on show in the Sydney

suburb of Blacktown last week, with the local HelloWorld store pivoting to sell masks, gloves and hand sanitiser to customers during the COVID-19 pandemic downturn (pictured).

Four Thai smiles

MARRIOTT International has signed four new hotels in Thailand, adding more than 1,600 rooms for the business in total.

Signing a deal with Asset World Corp, Thailand's first JW Marriott Marquis hotel, JW Marriott Marquis Hotel Asiatique Bangkok, is slated to open in 2027, featuring 127 guestrooms.

Meanwhile The Ritz-Carlton Reserve Bangkok is scheduled to open in 2027 and be located at Asiatique the Riverfront.

Two Autograph Collection hotels, Asiatique Bangkok and Asiatique Pattaya, will also bolster Marriott's Thailand network, with both expected to open to the public during 2024.

QF Sabre content

SABRE has strengthened its partnership with Qantas to offer greater transparency about the airline's various fares, products and services.

The travel technology company's Sabre Red 360 interface will now showcase Qantas products through the airline's connection with ATPCO.

MONEY

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

AU\$1 = US\$0.703

THE Australian dollar has bounced back from three-month lows at the beginning of this week ahead of a predicted interest rate cut announcement by the Reserve Bank of Australia later today.

Helped by the United States' Dow Jones index jumping higher, the Australian dollar reclaimed some of last week's 6.5% loss, ahead of the beginning of the critical Presidential election tonight.

Wholesale rates this morning.

US	\$0.703
UK	£0.544
NZ	\$1.056
Euro	€0.604
Japan	¥73.77
Thailand	฿21.78
China	¥4.659
South Africa	11.35
Canada	\$0.926
Crude oil	US\$37.46

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