

DISCOVER THE GREAT SOUTHERN



JOURNEY BEYOND GREAT SOUTHERN

This summer, discover the Great Southern. Traversing South Australia, New South Wales and Queensland on a revised route that promises stunning inland and coastal landscapes, exquisite food, wine and hospitality. Save up to **\$1,220 per couple** between Adelaide and Brisbane or book to stay a while, with accommodation options available in Adelaide or Brisbane.

Great Southern is a truly unforgettable journey just waiting to be discovered.



ALL-INCLUSIVE FARE



◆ OFF TRAIN EXCURSION



GOLD SERVICE TWIN CABIN



View our offers



Download agent tools



JourneySafe
Experience Plan

JOURNEY BEYOND

*TERMS & CONDITIONS APPLY, VISIT JOURNEYBEYONDRAIL.COM.AU FOR FULL DETAILS

Out of Africa in Oz

ONGOING international travel restrictions have prompted The Africa Safari Co to launch a new range of safari holiday options Down Under for the first time.

The new program features adventures in most areas across Australia, ranging from outback tours to rainforest explorations.

The pivot to Australia from Africa is not a seismic shift, CEO Susie Potter explains, with both continents sharing many similar physical characteristics.

"Australia and Africa have so many synergies from beautiful landscapes & scenery, amazing wildlife & birding and indigenous cultures," she said.

The company's groundbreaking new Australia brochure is out now and boasts classic safari experiences such as chopper rides and luxury guided tours of the Margaret River - check it out at africasafarico.com.au/australia.

SQ training academy

SINGAPORE Airlines has created The Singapore Airlines Academy, a new business arm offering corporations help in the areas of customer service, operational organisation and digital transformation strategies.

The new division arrives at a time when the majority of the airline's fleet remains grounded due to travel restrictions, providing a welcome new source of revenue during a challenging period - more details [HERE](#).

Nine ATAS agents close

THE impact of the COVID-19 travel shutdown is cascading through to the ranks of AFTA's Travel Accreditation Scheme (ATAS), with a number of voluntary withdrawals noted on the AFTA website last month, all due to "business closure".

Those who have exited the industry include Tailor Made Travelling (ABN 94 144 546 734) from Gympie in Qld; Perth-based Silkway Travel (ABN 52 107 866 900); and Victorian agency Spot On Travel (ABN 53 979 447 349) where tragically owner James Aitken was also diagnosed with cancer in May this year.

The ATAS website also notes the withdrawal of itravel Muswellbrook in NSW (ABN 78

337 811 377); IMG Travel from the Sydney suburb of Winston Hills (ABN 22 606 936 574); Wodonga Travel & Cruise (ABN 13 968 189 250) on the Vic/NSW border; and Kyneton Travel Centre (ABN 91 098 425 143) in regional Victoria.

AFTA's Head of Compliance & Operations, Naomi Menon, told **TD** that in the current environment of negative revenue "I do expect there will be more".

New QF fares live

THE new Qantas domestic fare structure (**TD** 13 Oct) has come into effect for all new Economy class bookings from today.

The change will see M class move from Flex to the Red eDeal fare family, meaning these fares are cheaper, with less benefits.

"Customers will now have access to more fares in the most popular fare family and trade-ups to more flexible fare classes will be smaller," a QF spokesperson told **Travel Daily** this morning.

The remaining fare classes (YBHK for Flex and LVSNOQE for Red eDeal) will remain mapped to their current families, and within each family there are no changes to fare conditions.

It's the first time QF has updated its domestic tariff structure since 2015, with the airline saying the move "better reflects changed market conditions" as it delivers on its three-year recovery plan.

TN appointment

AIR Tahiti Nui says it's preparing for the planned relaunch of its flights between Auckland and Papeete at the end of Mar 2021, with the appointment of Aviation Online as its local representative.

The move comes nine years after the carrier switched from a representation model to an in-market BDM in Australia.

Aviation Online CEO Anthony Cassar welcomed Air Tahiti Nui to the group, saying he looked forward to positioning it as the carrier of choice for Aussies travelling to Tahiti and her islands.

TN's key trade contact will be Arthur Vicario on 02 9250 9400.

Today's issue of TD

Travel Daily today has five pages of news including our PUZZLE page and a front full page from **Journey Beyond**.

Great Southern deal

JOURNEY Beyond is today highlighting savings of \$1,220 per couple on its new Great Southern rail journey between Brisbane and Adelaide.

The revised route includes inland and coastal landscapes alongside "exquisite food, wine and hospitality" - for details see the **cover page** of today's **TD**.

US cruises cut 2020

CRUISE Lines International Association (CLIA) has announced its members have agreed to voluntarily suspend cruise operations in the United States until at least 31 Dec.

The decision was made to allow appropriate time for the sector to implement enhanced safety protocols in line with US Centers for Disease Control and Prevention requirements before resuming operations next year.

"We will work with urgency to advance a responsible return to cruising while maintaining a focus on effective, science-based measures," CLIA said.

The cruise sector is worth US\$53 billion a year to the American economy.

More details in today's issue of **Cruise Weekly**.

SCENIC^o
VIRTUAL TRAVEL SHOWCASE

CLICK here to register for our 2021 domestic or 2022 international range of sessions.

Scenic invites you and your clients, to join our Virtual Travel Showcase series over the next 5-weeks. Starting from Thursday 5 November, these interactive sessions with the Scenic Sales team are designed help inspire your client's future travel planning.

VIKING
Explore The
VIKING WAY

SAVE UP TO \$5,000 PER COUPLE

EXPLORE OFFERS

END OF SALE
30 NOVEMBER



Pieter Elbers
President & CEO
KLM



Eddie Wilson
CEO
Ryanair



Antoinette Nassopoulos
Erickson
Senior Partner
Foster and Partners



Johnny Thorsen
Futurist
Traveltopia



Martin Warner
Principal
MW Travel Consultancy

Fully customisable agenda | All regions covered
Commencing 2:00pm (AEDT)

[SUBSCRIBE NOW](#)

Marriott upgrades

MARRIOTT International has launched its Upgrade Your Summer Campaign across Australia and New Zealand, offering travellers savings of 50% off premium room types.

The promotion applies to select hotels across the company's family of brands including Sheraton, Westin, W Hotels and The Ritz-Carlton, and is designed to encourage domestic travellers to explore their own backyards with confidence.

"We hope our campaign entices our customers to reset and start moving once again, and to help rebuild our communities and industries," said Area Vice President, ANZ for Marriott International Sean Hunt.

The offer is valid until 31 Jan for stays until 30 Apr.

Aussie border news

NSW will open up its border again with Victoria on 23 Nov, NSW Premier Gladys Berejiklian has tweeted today.

MEANWHILE SA Premier Steven Marshall has hinted the border between his state and Victoria could be eased within the next two weeks.

Victoria has again recorded zero community transmissions today, with the South Australian leader revealing his government would "monitor conditions" with a view to resuming travel between the two states in a fortnight.

Aurora sees green shoots

AURORA Expeditions has seen one of its most-subscribed Arctic pre-registrations ever for the upcoming 2022 season, new Chief Executive Officer Monique Ponfoort has told *Travel Daily*.

The new Aurora boss opened up on a range of green shoots the cruise line is witnessing, despite what she admitted was the "most challenging year in the history of the global travel and cruising industry."

Ponfoort praised Aurora's customers, whose response to the 2022 Arctic & Global season saw the opening of sales pushed back to accommodate earlybirds.

"People are very keen to book, some of our source markets are still booking for 2021...there is strong demand."

"Yes, it's been an incredibly tough year for everyone but I see light at the end of the tunnel...it's a time to focus on your customers and your team, I think the future is bright."

Ponfoort also praised the Aurora team, saying she had been "blown away" by their passion, optimism and excitement.

"From entering Aurora I've seen a homegrown Australian business where the team spirit is very much alive and thriving.

"One of the most important things to do when you join any company is to understand its purpose and its spirit, and I can see now that's what makes

Aurora so special."

Destinations in the new Arctic & Global 2022 program will include Alaska, Baja California, the Northwest Passage, the Raja Ampat Islands, the Russian Far East and West Papua, with Ponfoort stating Aurora had reinforced booking confidence through a deposit protection scheme to assure trade partners and guests when booking trips on its future voyages.

Aurora has also joined Cruise Lines International Association's Agent Rewards program (**TD** 16 Oct), with Ponfoort keen to continue the line's strong relationship with the trade.

More airport funds

RURAL Australian airports can again apply for a share in the Australian Government's \$100 million Regional Airports Program.

Round two of the funding will run from 03 Nov to 15 Dec.

Cheap agent cruise

JOURNEY Beyond Cruise Sydney is offering agents discounted lunch and dinner sailings around Sydney Harbour.

Bookings made before 30 Nov will earn savings of \$50 per person, with prices for lunch voyages starting at \$75pp and dinner cruises from \$125pp.

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

Are you Siri-ous?

TOURISM Whitsundays has engaged the voice of automated navigator Siri in Australia for its latest radio ad campaign.

The actor who voices Siri is Karen Jacobsen, a Queenslander who currently resides in The Whitsundays - and is familiar to many Express Travel Group members and suppliers after appearing at the ETG conference in San Francisco exactly four years ago today.

Jacobsen is more than just Siri, with her ETG presentation also including a now treasured handout of her latest CD.

The radio ad is promoting the destination as being both accessible and affordable and follows a big trade push in Australia (**TD** 13 Oct).

Private plane trips

BACK Track Adventures has launched a new Australian regional itinerary serviced by a private chartered jet.

The Australia: Secret & Sacred Sites by Private Plane departs Brisbane in Jul 2021, with highlights including a visit to the Quinkan Rock Art Gallery in Qld, the indigenous Ernabella Art Community in far-north South Australia, and a stay at a luxury villa on Kangaroo Island.

The 16-day adventure is priced from \$39,750 per person and runs from 02 to 17 Jul.

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

Become a Territory Expert Win an Apple iPhone 12*



Live webinars

Tues 10 Nov 2pm AEDT

Thurs 12 Nov 11am AEDT

*For registration and eligibility, visit tourismnt.com.au/trade-aus



[Register now](#)

A summer sale like never before.



Earn \$50*

For every eligible booking and a chance to win a place on an 'All of NT' faml, which includes an amazing experience on The Ghan.



For more information, visit tourismnt.com.au/summer-sale

* Terms and conditions apply.

Become an Amazing Thailand Specialist!

CLICK HERE

amazing THAILAND

Murray River deal

CAPTAIN Cook Cruises has introduced eight-, nine- and twelve-day Adelaide, Kangaroo Island and Murray River packages, priced from \$1,917ppts.

The trips include three nights' hotel accommodation, full-day tours of Adelaide and Hahndorf, & a two-day Kangaroo Island tour.

NT travel surge

THE Northern Territory's latest tranche of travel vouchers have been snapped up by locals in only a matter of hours.

The vouchers, designed to stimulate domestic travel during COVID, must be redeemed within 14 days or less from the date of issue, and be used by 31 Jan.

This is the second round of vouchers issued by the NT Government, with online traffic to apply for the latest round of stimulus recording 10 times the volume of the first batch.

\$10m Allianz Expedia payout

CONSUMERS who were "potentially mis-sold" Allianz Global Assistance travel insurance will be able to access a total of \$10 million in remediation, under a settlement secured by the Australian Securities and Investments Commission (ASIC).

The move follows legal action in the Federal Court (**TD** 01 Oct) in which ASIC accused Allianz of misleading travellers by offering insurance that they were possibly not able to actually use because of age and itinerary restrictions.

The initial allegations relate to policies sold on the wotif.com.au, expedia.com.au and lastminute.com.au websites between Feb 2015 and Sep 2018 - but the wide-ranging settlement deal also applies to policies sold through travel agencies, airlines, credit card issuers and financial institutions as far back as 2012.

An ASIC update last Fri noted that about 31,500 consumers

were affected by the misconduct, which also involved the sale of policies on the Expedia websites for premiums that were higher than if sold on a standalone basis.

"ASIC has taken steps to ensure customers are remediated in full for these conduct failings," said ASIC Acting Chair Karen Chester.

"Insurers need to be careful to make sure that they don't mislead consumers into thinking they have insurance cover for something when they don't."

Allianz has agreed to remove the potentially misleading or deceptive statements from its websites and those of its partners, remediated travel insurance customers whose claims were partially paid, and refunded premiums (with interest) to customers who had purchased the insurance.

The insurer has also published the outcome of an internal review of the issue at allianz.com.au.



Window Seat

BEING the CEO of an airline is a tough gig, particularly in this climate, so it is important the boss at the top of the pile is able to lead by example.

Take airBaltic Chief Executive Martin Gauss for example, who not only commands a fleet of jets across the globe, he can fly them as well!

Just this week Gauss became the first airline chief to receive an Airbus A220 type rating, adding to his credentials of being able to fly Boeing 737s.

Upon accepting his new certificate, the talented executive indicated he would continue to operate enough airBaltic flights to stay up to date with procedures, but that his busy life as an exec would take priority. How grounded.



cruise with
confidence

making it easier to change plans

VIEW DETAILS



GET YOUR MESSAGE TO LISTENING EARS

CLICK HERE FOR INFO ON PODCAST SPONSORSHIP

Travel Daily

Pub quiz

1. Prior to it moving to Melbourne, which city hosted the Australian Grand Prix?
2. Is Perth closer to Darwin or Melbourne?
3. By area, what is the largest country in the Arab world?
4. The Thomas Cook brand is kept alive by operations in which country?
5. Wild Life Sydney in Darling Harbour was formerly known as what?
6. The Hazards and Wineglass Bay are features of which Australian national park?
7. Asiana Airlines is based in which country?
8. New Orleans' Airport is named after who?
9. Bamboo Airways is an airline originating from which country?
10. What is the easternmost point of mainland Australia?
11. What South Australian town are these pictures spelling out?



+



Sudoku

FIENDISH

THE aim of Sudoku is to complete the entire grid using the numbers 1-9. Numbers can only be used once in each row, column, and 3x3 box.

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

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

Whose flag is this?



THE green background and crescent of this flag represent the majority Islamic population of the nation, while the four stars stand for the islands that make up the country off the coast of Africa.

That part of the flag was

designed by a French herald, and was the whole flag while the country was still a territory of France.

After independence the stripes were added.

Do you know whose flag it is?

Funnies Flashback



WE'VE trawled through the **TD** Window Seat archives to give you a blast from the past. Here's some gems from 11 Feb 2014:

TOURISTS visiting the Chinese resort region of Sanya have been warned to keep their gear on, with an official crackdown on nudity by local officials.

According to the Xinhua news agency, people who strip off in public could be arrested and detained for up to ten days.

The report says most of the potential offenders are middle-aged men from China, with regional party secretary Luo Baoming saying that "normal people will not swim or sunbathe naked in a public place...this kind of behaviour is not consistent with China's cultural traditions".

The campaign is being conducted via the use of loudspeaker announcements and police patrols, with the news agency saying that those who take no notice will receive "education through detention".

ANSWERS 03 NOV

Where in the world: Golden Gate Bridge, San Francisco, USA

Unscramble: adagio, agar, alga, argali, argil, argot, drag, gait, gala, gaol, garda, gila, gild, gilt, gird, girl, giro, girt, glad, GLADIATOR, gloat, goad, goal, goat, gold, grid, grit, groat, grot, largo, otalgia, raga, taiga, toga, trig

Pub quiz: 1 Kadina, 2 Umina Beach, 3 Coral Sea, 4 Santiago, 5 Adelaide, 6 Mildura, 7 Gulf of Aqaba, 8 b) More than 40 million, 9 St. Kitts, 10 Nancy Bird-Walton



WA tourism jetties

CONSTRUCTION will soon kick off to build two jetties in the Houtman Abrolhos Islands National Park in Western Australia, a move designed to foster more tourism opportunities in the region.

One jetty on Beacon Island will be able to accommodate tourist boats of less than 10m in length, where travellers can explore the site of the Batavia shipwreck.

The jetty on East Wallabi Island will be an access point for visitors and support recreational fishing.

The jetties will open in H1 2021.

Camptoo signs rep

ONLINE campervan marketplace Camptoo has linked with Polkadot Communications to help lift its profile in Australia in preparation for an upswing in Aussie tourism.

With domestic travel tipped to increase markedly in the next couple of months as borders open back up, Camptoo is looking to capture some of the caravan travel market Down Under, with the company allowing motorhome owners to list their vehicles on its platform and match with prospective travellers.

Dogged leadership



THERE was a keen new recruit at Helloworld's Australian head office this week, and his strong work ethic really got the tongues wagging.

According to the company's General Manager of Human Resources Alex Trifonidis, the unnamed canine will be taking charge of admin for the foreseeable future, telling his LinkedIn network that there is "now a new boss in the office...& no, he didn't bark any orders."

Healthy Wyndham

WYNDHAM Destinations Asia Pacific has launched a new six-week health challenge for its staff, designed to improve the mental wellbeing of its teams and reduce mental health stigma.

The Thriving Minds Challenge will roll out across its network via an app, where teams can engage in camaraderie building activities like practising mindfulness, tracking exercise habits and journaling.

ACCOMMODATION

WELCOME to Accommodation Updates, *Travel Daily's* Wed feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to accomupdates@traveldaily.com.au.



If Aussies can't go to Bali, then **W Brisbane** is bringing it to Aussies. The hotel has opened It's a Bali Vibe, a Balinese-style takeover of its WET Deck that will open from 12 Nov to 20 Dec. The new space will be equipped with furnishings designed to make guests feel like they are lounging around in Bali, such as bean bags, palm trees and Balinese cuisine like the Sumatran Beef Rendang and King Pao Chicken Noodles - yum!



InterContinental Hotels Group has announced plans to transform the Swiss Inn Johor Bahru hotel to the **Holiday Inn Express & Suites Johor Bahru** at the beginning of 2021. The Malaysia-based property will be refurbished to feature many of the brand's usual trappings, such as a gym, self-service laundry, flexible meeting spaces, and an all-day dining restaurant.



Following a six-month hiatus, **QT Gold Coast's** Bazaar Restaurant is preparing to reopen next week, but with a twist, it will now feature interactive food marketplaces for guests. The new spaces will allow guests to interact with the restaurant's premium chefs and pick out their own fresh ingredients. Diners can also learn more about the eatery's signature dishes.

Discover Okinawa

Japan's Sub-Tropical Islands

Become an expert on Japan's stunning sub-tropical islands including the unique Ryukyu culture and spectacular natural environment.

**REGISTER
HERE**

**Be.
Okinawa**