

Travel Daily First with the news

Agents TTIH sharing

THE Travel Industry Hub (TTIH) will host a special free webinar on "purpose and pragmatism," about three industry business owners and their journeys through 2020. It will take place this Fri 27 Nov at 1pm AEDT - **CLICK HERE**.



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APH positions for future

EXCLUSIVE

AUSTRALIAN Pacific Holdings (APH), the parent company of APT, has today confirmed the end of its partnership with online tour operator Inspiring Vacations, continuing the reshuffle of the APH portfolio which has also seen its stake in the Cruiseco consortium acquired by Helloworld (*TD* yesterday).

APH MD Chris Hall told **Travel Daily** this morning that the group's 49% stake in Inspiring Vacations (**TD** 13 Jun 2019) had now been acquired by the company's founders, who include CEO Paul Ryan, Brendon Cooper and James Cathie.

"The divested companies were not considered to be core assets, and the moves were designed to deliver positive outcomes for all

Basham On the Go

DENNIS Basham has confirmed his departure from On The Go Tours, where he was Global Head of Marketing, Partnerships and Distribution (*TD* 01 Nov 2018). He finishes up with the operator this Fri.

Today's issue of TD

Travel Daily today has eight pages of news including our PUZZLE page plus full pages:

- One&Only Wolgan ValleyAustrian National Tourist
- Office



Hall also highlighted the strong governance in place within APH, where the Board now includes former head of Google Travel Australia, Claire Hatton and Baldeep Gill, ex Amazon, alongside the McGeary family and other experienced travel industry and business leaders.

APH Director Lou Tandy said her family was "committed to ensuring that the companies under the APH umbrella are enduring and sustainable businesses, now and into the future.

"Scaling back in some areas has allowed us to invest in the core drivers of our business, and to innovate in areas where we see significant opportunity," she said.

Qld opens up

NSW travellers will be allowed to enter Qld from 01 Dec, with Queensland Premier Annastacia Palazczuk also flagging allowing Victorians to enter the state if no new cases are reported today or tomorrow (*TD* breaking news).

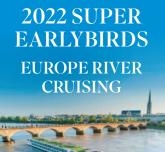


Tuesday 24th November 2020

www.traveldaily.com.au

WANT something to look forward to after COVID-19? Complete the new Austria Travel Expert training program by 11 Dec to be in the running to win a trip to Austria including flights & accom - see the last page.





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Scenic invites you and your clients, to join our Virtual Travel Showcase series over the coming weeks. Join us December 1st and 2nd for interactive sessions on France, Portugal and Russia River Cruising with the Scenic Sales team.





Carnival domestic

CARNIVAL Cruise Line has converted a range of planned South Pacific cruises for 2021 to domestic voyages, in response to "overwhelming demand for closer-to-home itineraries".

The new trips include sailings out of Sydney aboard *Carnival Splendor* on 15 Jun, 28 Jun, 10 Aug, 07 Sep, 19 Oct and 03 Oct, as well as *Carnival Spirit* Brisbane departures on 27 Jun, 25 Jul, 17 Oct and 14 Nov.

Carnival Cruise Line VP Australasia Jennifer Vandekreeke said nine of the new itineraries would now visit the Great Barrier Reef and surrounding areas as well as Moreton Island, with the change estimated to boost the Qld economy by \$16.7 million.

"It's never been a more important time to support our local economy, so we're extremely pleased to offer even more cruises across Australia next year," she said. **TRAVEL** agents have been added to the list of eligible businesses at which New South Welshmen can redeem their \$100 activity vouchers (*TD* 17 Nov).

As many as 60,000 people living in the 2000 zip code will be e-mailed and invited to participate in the first trial of the program, which gives adults four \$25 vouchers to use for travel, dining & entertainment.

Initially only seen as targeting restaurants and activities, the vouchers can now also be redeemed at "travel agencies and tours" under the renamed Dine and Discover NSW program.

Vouchers can also be used for sightseeing transport, theatres, museums & galleries, zoos, botanic gardens and nature reserves, theme parks & water parks, and outdoor adventures. Under the first phase of the trial, 300 businesses in The Rocks will be invited to register. The vouchers will expire after three months.

NSW vouchers for agents

The expansion comes after Victoria last week introduced its own \$200 tourism voucher scheme (*TD* 19 Nov), but at this stage authorities in the state have not indicated whether travel agents would be eligible for voucher redemptions.

Dest GC CEO

DESTINATION Gold Coast has announced Patricia O'Callaghan as its new Chief Executive Officer. Charged with improving the

charged with improving the position of the Gold Coast through a "focused approach on future strategies", O'Callaghan was most recently Townsville Enterprise Chief Executive Officer. Having been appointed yesterday, O'Callaghan will commence her duties in Feb.

Joyce: no jab no fly

QANTAS Airways passengers will need the COVID-19 vaccine to travel internationally, Chief Executive Officer Alan Joyce has warned.

The Qantas boss said the airline was looking into the possibility of requiring passengers to have a vaccination passport which would allow them to travel.

Joyce also said Qantas would consider the same vaccination requirement for domestic flights, having talked to the heads of other large carriers who were also considering this stipulation.

"There's a lot of logistics, a lot of technology to make this happen, but the airlines and the government are working on this as we speak," Joyce said.

The news comes after Qantas yesterday reinstated regular flights between Sydney and Melbourne after the reopening of the border between NSW and Victoria (*TD* yesterday).



*Offer correct as at 18 November 2020 and subject to change or withdrawal. Offer ends 10 December 2020 unless extended. For full terms and conditions click here.





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MOBILE

Tuesday 24th November 2020

BoB Earth summit

TRAVEL entrepreneur Julie King has partnered with online global trading community BoB Earth for its upcoming Unite on Purpose summit.

Alongside Intrepid Group's Brett Mitchell, King will moderate a panel featuring Adventure World Travel's Neil Rodgers and Sundowners Overland's Liz Anderson, as part of the 24-hour live stream.

Those interested in attending can register HERE and use the referral code "Bonailie".

Xmas Traveleague could go ahead

CHRISTMAS Traveleague 2020 may be back on, with changes to coronavirus restrictions meaning the venue at Crown Melbourne has advised a small event could take place on 16 Dec.

The cost will be \$160, and for more information, CLICK HERE.

EMIRATES is offering expanded, multi-risk travel insurance coverage, in a significant upgrade to the airline's previous COVID-19

EK expands free insurance

cover (**TD** 24 Jul). In what the carrier is calling an industry-first, additional multi-risk travel cover will be provided free to all customers purchasing an Emirates ticket from Dec.

Offered in partnership with AIG, the insurance is designed to provide all Emirates passengers with stress-free travel.

The insurance will automatically apply to all tickets in all classes of travel, and extends to Emirates codeshare flights operated by partner airlines, as long as the ticket number starts with "176".

The coverage will include outof-country emergency medical expenses & evacuations up to US\$500,000, valid for all medical emergencies while travelling abroad and trip cancellation up

to US\$7.500 for non-refundable costs if the traveller or a relative is unable to travel because they are diagnosed with coronavirus before the scheduled trip departure date, or for other named reasons.

Trip curtailment up to US\$7,500 for non-refundable trip costs and additional costs to return to their country of residence will also be covered if the traveller or a relative falls critically ill while travelling abroad, as will travel abandonment up to US\$7,500 if the traveller fails a coronavirusrelated test or medical screening at an airport and is required to abandon the trip.

For pax who are or relatives of full-time employees or students at a school, trip cancellation or curtailment up to US\$7,500 will be covered if the school year is extended beyond the departure date due to coronavirus.



MTA Advisor Joanne Gordor

MANY have lent a hand to Australia's fire-affected regions, but actor Matthew McConaughey is lending something arguably more precious - the dulcet tones of his Texan drawl.

In his role as Wild Turkey Creative Director, McConaughey is urging Australians to explore the outdoors and visit, volunteer, or just say hello to those in fire-affected regions.

To help, a number of guides have been put together, available HERE.



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ATEC helps NZ

THE Australian Tourism Export Council (ATEC) has signed a new agreement to provide COVID training to New Zealand-based tourism businesses.

The new deal with New Zealand's Tourism Export Council (TECNZ) will also see ATEC provide its Tourism Trade Checklist for Kiwi companies, allowing them to collect, store and share information relating to business trade compliance and COVID-readiness from a centralised location.

"We are pleased to be able to share our knowledge and experience with our New Zealand counterparts, working in partnership to build a stronger COVID-safe tourism industry for the future," said ATEC Managing Director Peter Shelley.

The two industry bodies hope that by collaborating on COVID safety, Australia and NZ will become the number one destination for local travellers.

COVID flight spread

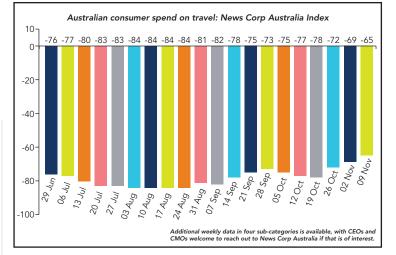
A NEW report released by the New Zealand Health Research Council suggests that an asymptomatic passenger infected with COVID-19 spread the disease to at least four other travellers during an 18-hour flight from Dubai to Auckland in Sep.

The scientific study looked at seven people arriving in NZ on the same flight on 29 Sep (out of a total of 86) who subsequently tested positive in quarantine.

The COVID genetic signatures of four of the infected passengers were identical, even though they had originated from different countries before boarding in DXB.

The paper's authors said "by combining information on disease progression, travel dynamics and genomic analysis, we conclude that at least four in-flight transmission events of SARS-CoV-2 likely took place" - despite a negative test for "patient zero" before departure and in-flight social distancing measures.

Travel spend jumps again



EXCLUSIVE

AUSTRALIAN consumer spend in travel has once again seen its best week since Mar, on the back of the Pfizer coronavirus vaccine announcement which took place on 10 Nov, according to the latest News Corp Australia credit cardcollated statistics (pictured).

The domestic flights category has been the biggest mover, with the increased certainty of travel delivering another injection of consumer confidence.

"The continuing positive situation on state and territory borders created a beautiful cocktail of the travel industry continuing to move into the positive with the YOY results far exceeding any weeks since the height of COVID impacting travel in Mar, with indexed spend sitting at 34," said News Corp Australia Head of Travel Dwayne Birtles.

Overall, accommodation is still marginally the best performer (down 32% YOY), however the biggest jump in performance was airline spend under \$350, moving from being 60% down in last week's figures, to a 53% year-onyear decline this week.

However Birtles warned that next week's results will coincide with the lightning introduction of South Australia's short-lived strict lockdown, which is expected to have had some impact on consumer travel spend levels.

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SAIL BEYOND





Hear how Hurtigruten and Silversea are planning for future travel and more in the November issue of *travelBulletin*.

travelBulletin



Tuesday 24th November 2020

Eight months on, can the industry be saved?

ΟΡΙΝΙΟΝ

Josh Zuker from Josh Zuker Travel is urging the Government not to forget the industry. Got an opinion to share? Let us



know in up to 400 words via email to feedback@traveldaily.com.au.

2020 has taught the travel industry new terminology not relating to industry code. Instead of GDS, IATA, ADM, QF, SQ and EK, we have learnt and become immune to such words as "the unknown", "on the verge of bankruptcy", "being in extreme debt" and "not knowing how expenses will be paid".

Eight months ago, the travel industry was the first to be hit by the pandemic. Since mid-March, travel agencies across the globe have not earnt a wage, and are instead faced with cancelling bookings and attempting to undo a huge jigsaw puzzle to obtain client refunds.

Hundreds of thousands of jobs have been lost across the entire industry, with a multitude of airlines and cruise companies parking their fleets in graveyards around the world to save their business, or should I say, what is left of their business.

With large bricks and mortar retail and corporate agencies closing, and leases being either broken or not paid, the industry is in dire straits.

Most agents have been around 10 years or more, and have gone through natural disasters and terror attacks. We've seen what we thought was the worst, but each time the world still got on with their daily lives and travelled. There might have been a short delay, but nothing like what we have seen since Mar:

International border closures

- Domestic border closures
- Travel bans
- Shop closures
- Staffing reduced
- Loss of jobs
- Quarantine rules
- Insolvent suppliers

66

Can anyone please explain why we, the agents, have to fight so hard?

And most of all, our income, mostly in the form of commission, has been stripped away, with small government grants offered on a case-by-case basis, different in each state depending on how your business was structured.

False hope, then some light at the end of the tunnel, then false hope and just a continuation of being let down.

AFTA has fought hard for members. They have rallied support, submitted documents and continue to have a multitude of meetings with the government, but despite so much promise and hope, we still feel forgotten.

Can anyone please explain why we, the agents, have to fight so hard? We have lobby groups, YouTube videos going viral, interviews on mainstream media and MPs speaking on our behalf, but still, eight months on, nothing has changed.

How we will be saved used to be the question - but now, the question is if at all!?

There is so much debt accumulating daily. Suppliers offering credit notes valid for two to four years ahead is all well and good, but, really, will they be here tomorrow? Or the week after? That is the question everyone is asking.

We, the travel agents, are trying to obtain a refund for our clients. Sometimes this isn't enough, but it has to be, and this is something the public does not understand.

Personally, I have received so many phone calls of praise, for being a spokesperson within the industry. But, more importantly, I am someone who has been in the industry for 20 years. I was passionate about it but now the time has come to speak the truth.

If the Australian Government keeps promising a specific industry support package, they must release this now. Because, for every day that passes, we are fighting with our lenders to pause repayments, extend terms, increase credit card limits, and work out how and where all the money is going to come from to one day pay it back.

If the travel industry is so important to the economy, please tell me one thing; WHY WERE WE FORGOTTEN!?

Or do they want to see us fall flat on our face? Then there will be no one left to process billions of dollars in refunds, or manage the credit notes for our customers.

Moxy for Auckland

MARRIOTT International has announced it will commence construction on a new hotel in Auckland early next year, with the upcoming Moxy Auckland scheduled to open its doors to the public from Jan 2023.

The slated property will operate under owners Tianyou Group and will be located in the area of the city referred to as the "Learning Quarter", due to its close proximity to attractions such as the Auckland Art Gallery.

Features of the 185-room hotel will include the Moxy Kitchen and bar, a fitness centre, meeting rooms and a fully glazed atrium and central core, designed to create a sense of welcome in the hotel's communal spaces.

The news follows plans for new Moxy properties in Melbourne, Perth and Queenstown revealed over the last 12 months.

CX flight boost

CATHAY Pacific has released its Dec and Jan flight schedule, indicating planned operations from Australia and NZ to HKG.

By Jan the airline plans to have reinstated daily services ex SYD, along with four weekly flights from MEL and weekly PER and BNE departures.

A total of five weekly services will be on offer ex AKL in conjunction with Air NZ.

Contiki London role

CONTIKI Holidays is recruiting for a global Chief Marketing Officer, to be based in London and reporting to the company's new CEO Adam Armstrong.

Key focuses are knowledge of the US market and youth brands.

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Another French triumph!



ATOUT France Director Patrick Benhamou was channelling one of the world's greatest warriors at a film event in Sydney last night, "slashing the Champagne the way Napoleon did with his Generals after a victory" under the attentive eyes of Globus Family of Brands MD Gai Tyrrell (**pictured**). The occasion saw 125 guests at a "French Magic Movie Moment" created by Atout France along with Etihad, Avalon Waterways, Visit Monaco and Northern France Tourism plus top French lifestyle brands Lancome and Christian Louboutin.

Also **below** at the *Le Chef* screening is the team from Globus Family of Brands.





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AFTA UPDATE

from the Australian Federation of Travel Agents

AUSTRALIAN FEDERATION

OF TRAVEL AGENTS

AFTA welcomes the news that the Federal Government acknowledges the need for tailored support for our sector given the desperate situation travel agents are in.

Over the weekend *The Daily Telegraph* confirmed what

AFTA had been told earlier in the week, that a lifeline will be thrown to travel agents whose businesses have been shattered by the pandemic, with the Federal Government working on a relief package to support them until international borders reopen.

We look forward to continuing to work closely with the Government and relevant departments on the detail and timing and will update members when we have any additional information.

Our conversations within government have been farreaching, inclusive and varied.

The government recognises the invaluable role that the travel agents plays in the economic restart and COVID-safe travel is an important part of this.

Abu Dhabi recovery

THE Department of Culture & Tourism - Abu Dhabi has cited a recovery in the emirate's travel sector, which achieved the highest hotel occupancy rates and the third highest revenue per room in the region during the three months to 30 Sep.

Relative to the previous quarter hotel revenues jumped 46%, while guest numbers almost doubled amid a 119% increase in airline bookings.

Future plans and projects for Abu Dhabi include a new cashless payment system for all consumer touchpoints, and the development of a dedicated bus route for all tourism sites. AFTA has been working with the department of infrastructure, IATA and Australia's major airlines on a considered, responsible and safe approach to the resumption of travel. Central to this is the vital

role that travel agents can play in COVIDSafe travel and instilling confidence in consumers that it is safe to do so.

On 18 Sep National Cabinet mandated that from 01 Oct 2020 airlines must collect four data fields for every traveller (*TD* 19 Nov) including passenger name, mobile number, email address and postcode of residence.

The government recognises the significant number of bookings that occur through travel agents and as such is asking that all AFTA/ATAS members help champion the cause to mitigate COVID-19 community transmission by collecting the data also.

More information on this measure will be disseminated to AFTA members this week.

Walsh IATA chief

WILLIE Walsh, former CEO of British Airways and the International Airlines Group, will become the Director-General of the International Air Transport Association (IATA) next year.

Incumbent Alexandre de Juniac overnight announced his resignation, and will step down effective 31 Mar 2021 after almost five years in the role.

IATA has also this week confirmed it is in the final stages of development of the IATA Travel Pass, described as a "digital health pass that will support the safe reopening of borders" by enabling consistent sharing of verified COVID-19 test results.

Travel Daily e info@traveldaily.com.au



Whose flag is this?



THERE were significant amounts of piracy along the coast where this country is located during the 19th century.

A peace treaty signed with the UK required that countries that were on friendly terms with the nation should include a white border on the plain red flags they had usually flown. The red stood for one of the sects of Islam, which was the religion of those that controlled the area.

A serrated line like in this flag was usually used for many decades but it wasn't until 2002 that it was specified that it be divided into five white triangles. Do you know whose flag this is?

Unscramble

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.



Good – 15 words Very good – 22 words Excellent – 29 words

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

ANSWERS 23 NOV

Where in the world: Rod Laver Arena, Melbourne, Australia

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



Catch up on the news of the week

CLICK HERE TO LISTEN

Pub quiz

- 1. True or false: Kakadu National Park is larger than Wales?
- 2. Nipaluna is the traditional name of which Australian city?
- 3. The Rama VIII Bridge crosses which city's main river?
- 4. Which is the larger of New Zealand's two islands?
- 5. What is widely considered Madagascar's national sport?
- 6. Which European city's zoo is the most visited on the continent?
- 7. What is the most populous city in the United Arab Emirates?
- 8. The island of Chek Lap plays hosts to which airport?
- 9. What flower is depicted in the middle of Hong Kong's flag?
- 10. Waiheke Island is located in the harbour of which city?
- 11. What city does this collection of pictures spell out?



French Toast Day



PERFECTLY timed, this year French Toast Day falls on Sat 28 Nov, so you can indulge in this delicious treat for breakfast.

French toast goes by many names depending where it is being served - eggy bread, German toast, poor knights' pudding and Bombay toast are just some of them.

All the variations of French toast have the key ingredients in common however - eggs, milk or cream and bread.

French toast in France is actually called *pain perdu*, or "lost bread", as it's made with stale bread.

The recipe doesn't actually come from France, with some ancient Latin recipes from the 14th century including soaking bread in milk before frying, while in 14th century Germany, poor knights' pudding was coined as it was seen as an affordable meal.



Britain virtual famil

AUSSIE travel agents will soon have the chance to join passionate UK storyteller Simon Worthington on a virtual tour of London during an online famil to be held next month.

The virtual exploration will take attendees through Regent and Oxford Streets, the glittering wonderlands at Kew Gardens and London's many ice-skating rinks.

To learn more about London in winter time, register by emailing RSVPAus@visitbritain.org with your name, company & job title, with the session to take place on 08 Dec at 9.30am (AEDT).

Sno'n'Ski flexibility

SNO'N'SKI Holidays has launched its COVID-19 Assurance Policy aimed at providing travellers with increased flexibility on bookings made for 2021.

Guests can cancel trips up to 14 days prior to their departure date and obtain a full refund if borders between Australia and New Zealand remain closed.

Call 1300 766 754 for details.

Travel appetite is strong: study

MORE than 76% of Australian and New Zealand travellers possess a "strong desire" to travel again domestically when restrictions are lifted, according to new data from Amadeus.

The same survey also found that over half of travellers are seeking a trip duration of 14 days or more, while 68.4% indicated they would like to take between one and three holidays in 2021.

The primary motivation for taking a domestic trip was to visit with family and friends, while 38% said that "breaking out of confinement" was a major incentive to book a holiday especially in urban areas where by and large tougher restrictions have been implemented.

Interestingly, 35% of respondents stated they were keen to "satisfy their pentup wanderlust" by exploring destinations that are less familiar to them, whereas 27% of travellers said they would travel next to "celebrate an occasion".



Online the best choice



RESPONDING to the limitations of ongoing travel restrictions, Travellers Choice recently held its Annual General Meeting virtually for the first time in its history.

More than 80 member shareholders were able to join the Executive team for the live meeting using Vero Voting software, where they watched a live stream and submitted questions and lodged votes.

The executive team were also scattered geographically, with Board members joining from interstate all around the country, while Managing Director Christian Hunter and Chairman Trent Bartlett (**pictured**) spearheaded the AGM from the company's offices in Perth.

"As always, our focus is on ensuring our members remain informed and empowered through two-way communication," Hunter said.

"With that in mind, immediately following the AGM, our

Shot 90% effective

IN ANOTHER major shot in the arm for the travel sector, AstraZeneca has announced its novel coronavirus vaccine could be about 90% effective without producing serious side effects. executive management team hosted the organisation's first online Members' Forum, giving members the opportunity to raise any topics they would like to discuss," he added.

MONEY

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

AU\$1 = US\$0.728

IT HAS been a mixed week for the Australian dollar which wavered on the back of a fluctuating Wall Street that became destablised by a White House decision to close a key Federal Reserve program that supported monetary lending.

The local currency rallied against the Euro reaching a twoyear high, but it fell against the British Pound which is rumoured to be close to a deal with the EU. Wholesale rates this morning:

	2
US	\$0.728
UK	£0.546
NZ	\$1.052
Euro	€0.615
Japan	¥76.16
Thailand	ß22.11
China	¥4.798
South Africa	11.24
Canada	\$0.953
Crude oil	US\$44.96

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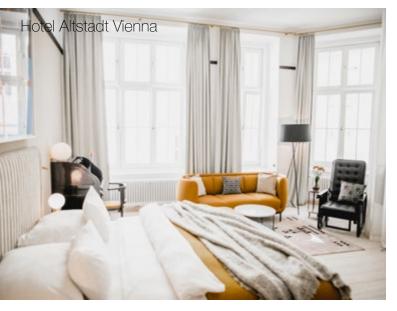
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