

ETG restructure

EXPRESS Travel Group (ETG) has announced a series of internal changes, with the company saying "preparing to enter 2021 with a renewed structure is paramount to maintain ongoing support to our members".

Recent appointments include the addition of Janeene Lewis (Vic/Tas) and Christine Dilger (Qld) as State Sales Managers, alongside Derek Morris (WA) and Dan James (SA).

Jake Manwaring will transition into the role of Marketing Services Manager, replacing Nicole Henry who is moving on to a new industry.

Key contacts for the business include Amber Kelly as Head of Product & Events for Land/Cruise Partnerships; Anthony Lau as IT Manager; Jason Aghan who continues as GM Sales & Marketing; Quynh Giang as GM Commercial for Airline Partnerships; and Vlado Ristevski as GM Air Sales & Operations.

Magellan chief steps down

EXCLUSIVE

THE Magellan Travel Group will mark the end of an era next week with the departure of its long-time CEO, Andrew Macfarlane.

Macfarlane, who has led the organisation for more than 12 years, will retire on Thu 03 Dec, and it's understood the move will also trigger his resignation as a Director of the Australian Federation of Travel Agents.

Both suppliers and Magellan members have hailed his contribution since 2008, growing the organisation to a TTV of just under \$1 billion and around 100 members before overseeing the business as it became part of Helloworld almost three years ago (**TD** 02 Mar 2018).

Since then Macfarlane has reported directly to HLO CEO Andrew Burnes, with Magellan forming one of Helloworld's seven distinct retail brands across Australia and New Zealand.

Burnes paid tribute to Macfarlane, saying he had "done an extraordinary job...the quality of the Magellan Travel members and the businesses they run are a reflection on the great leadership Andrew Macfarlane has shown".

He also confirmed that Lisa Harrison would take up the role of Magellan Travel GM, rejoining the company after several years of running her own consulting business, prior to which she held various roles at HLO, including as GM Wholesale for the AOT Group's Sunlover Holidays.

Burnes said Harrison would continue to be supported by Scott Darlow, David Stafford and Paula Phillips serving the 97 Magellan members across Australia.

He wished Macfarlane all the best in his retirement, saying he was highly regarded in the industry and "should be very proud of his achievements throughout his illustrious career".

Today's issue of TD

Travel Daily today has seven pages of news including our PUZZLE page, plus a full page from **Monaco Tourist and Convention Authority**.

Qld opens to Vic

QUEENSLAND Premier Annastacia Palaszczuk confirmed that from 01 Dec Victorians can visit her state, without requirements for border passes.

The announcement followed a similar opening to Qld for NSW citizens (**TD** yesterday), while Palaszczuk also committed to reviewing border arrangements with SA at the end of the month.

However she maintained caution about inbound arrivals and ensuring quarantine arrangements are absolutely solid.

"States can only do so much when it comes to hotel quarantine and let me also say now is not the time to open up any international borders."

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Monaco expertise

THE Monaco Government Tourist Bureau has launched a new training program tailored to travel agents in Australia and New Zealand, offering them a deeper knowledge of the destination's key selling points and the ability keep up to date with the latest news and information.

The opportunity to become a certified "Monaco Tourism Expert" via its new set of training modules also arrives with the chance of scoring the major prize of a Luxury Trip of a Lifetime to Monaco for two, including return Business class tickets to Nice International Airport, return helicopter transfers to Monaco, a four-night stay in a Monte-Carlo Societe des Bains de Mer luxury property and complimentary visitors passes to many of the destination's major attractions.

Comprised of six learning modules, the training program will be rolled out in two phases, with three modules being launched today, followed by another three modules scheduled to be introduced in Mar 2021.

See the **back page** for details.

Star Clippers brox

STAR Clippers has released a Caribbean Preview brochure for 2022 and 2023 sailings, with the digital program featuring 38 voyages across 13 itineraries.

Adventure World is the local representative of the brand, with early booking bonuses on offer - see adventureworld.com.au.

Inspiring set for growth

EXCLUSIVE

THE founders of Inspiring Vacations (IV) said it was an easy decision to acquire the shares held by Australian Pacific Holdings when approached to do so (**TD** yesterday), with the business continuing to innovate its way through the COVID-19 pandemic this year.

MD Paul Ryan told **Travel Daily** he and colleagues James Cathie and Brendon Cooper were "delighted at the opportunity" to return to 100% control of the business they set up in late 2017.

Ryan said, like the entire travel sector, COVID-19 had proved a significant challenge, with the initial stages of the pandemic seeing the team work 24/7 to successfully repatriate 100% of its customers who were overseas as borders closed.

He said most clients with forward bookings had been satisfied with IV's offer of a 100% transferrable credit which is valid until Dec 2022.

As well as the Australian business, IV's businesses in the UK and NZ continue, while the launch of operations in Canada has been placed on hold.

While some roles have been made redundant, over half the team is still with the business in full or part-time roles, with recent initiatives including the launch of travelspree.com.au, a domestic-focused tactical offer platform.

Ryan and his team have also launched an online wine

merchant and cellar door experience at inspiringvines.com, as well as this month debuting an online education and training platform at inspiringed.com.

Also set to launch shortly is mycreditstore.com.au, a dedicated online shop where IV and other travel partner customers can redeem credits to purchase whitegoods, electronics, experiences, wine and more.

Ryan said IV was seeing steady demand for domestic product, with a significant uptick in bookings driven by a Black Friday 2 for 1 "bonus holiday" promo which runs through until 01 Dec.

GBTA, ACTE merge

THE Global Business Travel Association (GBTA) has acquired key assets of the defunct Association of Corporate Travel Executives (ACTE), which declared bankruptcy earlier this year (**TD** 09 Jul) after 32 years of serving the business travel sector.

GBTA President Bhart Sarin said the move helped fulfil a pledge to unify the industry and "help lead business travel out of the COVID-19 pandemic".

Dave Hilfman, GBTA Interim Executive Director said "the addition of an amazing brand like ACTE will give GBTA members the absolute best opportunities for education, networking research and advocacy," with two former ACTE Board members to also join the GBTA Global Board.

Bunnik bargains

BUNNIK Tours is offering trips in Spain, Portugal and Morocco in 2022 at 2020 prices, as part of the operator's new The Places We'll Go campaign.

A full suite of resources are available to help agents market the trips at bunniktours.com.au.

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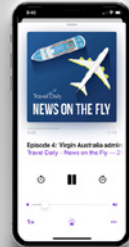
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Catch up on the news of the week

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Qld flight injection

THE decision by the Queensland Government to lift border restrictions to NSW and Victoria has yielded an immediate response from Qantas and Jetstar, with the two carriers introducing an extra 1,200 return flights to the Sunshine State in the lead up to the busy Christmas period.

From 01 Dec, the two airlines will operate more than 250 return flights a week across seven routes from Sydney, a major jump on the miniscule 36 being offered currently.

Qantas and Jetstar will also operate more than 160 flights per week from Melbourne commencing 01 Dec, including Jetstar flying four weekly services from Avalon to the Gold Coast starting in Jan.

"This is news that many families have been waiting so long to hear...we can't wait to see a repeat of the heartwarming scenes in Mel and Syd...this time in Qld," said CEO Alan Joyce.

Travel complaints soar

THE travel sector has topped the list of COVID-19-related complaints in Australia between 01 Jan and 31 Oct, according to a new report compiled by the Australian Competition and Consumer Commission (ACCC).

The period saw 24,210 travel-related complaints received by the consumer watchdog, representing a 497% increase on the same period in 2019, which only saw 4,052 issues referred to the body.

Despite the large increase, the ACCC also acknowledged the "complexity of issues" facing the travel sector - especially when holidays were cancelled due to government restrictions.

Complicating factors listed in the report included the complex operating models of many travel businesses, which often involve third party intermediaries such as travel agents and tour operators passing funds paid

by the consumer to primary travel suppliers such as airlines, accommodation and cruise lines.

"This creates added complexity for consumers in recovering funds for cancelled services, as their ability to do so will depend not only on their terms and conditions with their travel suppliers but also with their agent or tour operator," the ACCC said.

The report also noted several likely ongoing issues moving forward, including consumers taking cues from politicians as fact, when in reality a tour may not yet be cancelled as the status of restrictions for the planned travel period had not yet been determined.

Further issues flagged were the instances where travellers book with an overseas company which is not subject to the same laws, as well as occasions where flight, tour & accommodation suppliers have varying refund policies.



Window Seat

TIMES are really tough out there in the global travel space, just ask British Airways, which recently made the decision to sell off some of its finest silverware from First class.

The airline is flogging some of its best in-flight gear, such as plates, cutlery, champagne flutes, slippers, blankets and even the hot towels.

BA said the sell-off would allow its pax to "recreate a magical flying experience at home", while jets are grounded.

Flying your couch at high-speed around the living room however, is not recommended.



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UK trip ban lifted

BRITISH Transport Secretary Grant Shapps has confirmed there will be no ban on any international travel from the UK once the current lockdown is lifted at midnight on 02 Dec.

The current nationwide shutdown will be replaced by tier-based restrictions based on infection rates in particular regions, but even residents of those areas will be free to travel internationally as long as they comply with local rules in their destination and quarantine in the UK upon return if they are visiting countries not on the official "travel corridor" list.

Speaking to the *BBC*, Shapps said "the UK Government is not in the business of telling people they can not travel".

However "obviously you should be sensible and cautious with it," the Minister added.

He also confirmed changes to quarantine arrangements for returning travellers, who will be able to take a COVID-19 test on day five of isolation and if it returns a negative result they will be freed from quarantine.

Oklahoma treats

TRAVEL advisors who watch Oklahoma Tourism's new training programs will be in the running to win a Christmas treat.

Oklahoma Tourism is giving away gift vouchers ranging from \$20 to \$100 to 28 agents who watch the webinar and complete a short survey - sign up [HERE](#).

Be brave, agents: Seabourn



SEABOURN Cruise Line is seeing a resurgence in the Australian market, according to Vice President Global Sales & Trade Relations Steve Smotrys and Senior Director of Sales Australia Tony Archbold.

Speaking to *Travel Daily* yesterday, the pair expressed their optimism for the domestic cruise market, with Smotrys labelling growth for Seabourn's product in Australia its most consistent over the past three-to-four years.

"We've always had challenges in this market and it is coming back," Archbold enthused.

"We just did a survey recently with Australian cruisers and the desire to come back is undaunted...there was a 50% split between wanting to come back in 2021 and 2022.

"90% of our business has been long-haul rather than in Australia, but there is a strong desire just to cruise...we're seeing that demand with *Seabourn Ovation* (pictured) now."

Pointing to the demand shown

by the results of the market research, Archbold called on Australia's travel advisors to be "bold and courageous" in their promotion of Seabourn.

"We know guests want to cruise, they want to have the conversations, so we're saying please keep talking to your clients and promoting it.

"There's no risk involved in making bookings thanks to the promotions out there, and part of the recovery process is getting people to put money down and make bookings, so part of that is getting people to be able to do that in a safe environment.

"We've always had a great relationship with agents and the vast majority of our business is via travel agents and that continues to be so.

"The vast majority of our guests also have great relationships with their advisors, so as long as they continue to work together, they'll be able to continue to keep that business," Archbold said.

More details on Seabourn in today's issue of *Cruise Weekly*

Scrap quarantine?

THE International Air Transport Association (IATA) is calling for the reopening of international borders, with testing to take the place of quarantine.

The calls from IATA were made at its recently held Annual General Meeting, which implored governments around the world to support a safe and sustainable restart to global travel.

"Quarantines essentially kills demand for air travel and governments need to immediately consider the drastic socio-economic effect this is having," IATA argues.

"International air travel continues to be down 90% on 2019 levels...current estimates are that as many as 46 million jobs supported by air travel could be lost and that the economic activity sustained by aviation will be reduced by US \$1.8 trillion."

The AGM also saw JetBlue chief Robin Hayes named Chair of the IATA Board until 2022, to then be succeeded by SAS Chief Executive Rickard Gustafson.

Taiwan tests travel

BETWEEN Dec and Mar, travellers to Taiwan will need to provide a negative COVID-19 (PCR) test result issued within three business days before boarding their flight, Smarttraveller has advised.

The rules apply regardless of nationality, visa status, or whether the traveller is arriving or transiting.

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Movenpick melts for Aussies



ACCOR'S premium Swiss hotel brand Movenpick will make its debut in Australia next year, with the Movenpick Hotel Hobart due to open in Jan.

The upcoming 220-room property will operate under a management agreement with Singapore-based Global Premium Hotels, and will feature amenities such as an on-site Italian restaurant, meeting facilities with space for up to 100 people, gym, bars and complimentary wi-fi.

As the name suggest, the Swiss branded hotel will also boast many sweet attractions for guests, such as a dedicated hour each afternoon to offer a range of yummy treats, such as eclairs, brownies and truffles.

Movenpick Hotel Hobart will be located in the heart of the city on 28 Elizabeth Street, close by to

other major draw cards like the Salamanca precinct.

"Movenpick Hotel Hobart is well positioned to appeal to business and leisure travellers visiting the vibrant capital city of Hobart," said Accor Pacific Chief Executive Officer Simon McGrath.

"We are planning more locations for this premium brand across the Pacific and believe Movenpick will quickly gain recognition for its culinary and service excellence in the Australian market," he added.

The Movenpick brand was established in 1973, and plotted a course for significant expansion in recent times, currently boasting more than 82 hotel locations across Africa, Asia Pacific, Europe and the Middle East.

Pictured: A render of the restaurant in Hobart.

Why NZ needs international

TOURISM New Zealand has released the details of new research highlighting the key role that international visitors play in the country's economy.

The study found it takes 12 overnight trips from Kiwis to equal the spend of one international visitor, meaning NZ is likely to see a spending gap of NZ\$12.9 billion per annum while borders remain closed.

Outgoing Tourism NZ CEO Stephen England-Hall also noted that international visitors spend three times more per day than local residents.

"Kiwis are doing a fantastic job travelling domestically, but New Zealand will need high-value international visitors to sustain the sector and the economy outside weekends and public holidays," England-Hall said.

He also noted that visitor spend helps to fund things in local communities valued by residents such as cafes, restaurants, retail stores, recreational activities, museums and galleries, events, and road/rail/air connectivity.

"Tourism is vital to New Zealand's recovery," England-Hall concluded, with every \$178,000 of visitor tourism spending equating to one job created, which can be contributed by 42 international visitors or 480 domestic overnight trips.

A presentation of the data is online at tourismnewzealand.com.

Hrdlicka to present at CAPA event

NEWLY minted Virgin Australia CEO Jayne Hrdlicka has been confirmed as a presenter at the upcoming Dec CAPA Live series, after recently outlining her vision for the carrier (**TD** 18 Nov).

Hrdlicka will speak at 2.20pm on 09 Dec during a session focusing on the Australasian market, followed by other powerhouse presenters including Serko CEO Darrin Grafton at 2.55pm and then Qantas Loyalty CEO Olivia Wirth at 3.25pm.

Following a Corporate Travel Community Masterclass, the afternoon will wrap up with an interview with Jetstar Airways Group CEO Gareth Evans.

A limited number of free passes to take part in the digital event are now available - to express your interest **CLICK HERE**.

Hygiene Labs tick

THE Therapeutic Goods Administration has approved claims by Sydney-based biotechnology company Hygiene Labs that its new-technology disinfectant treatment can inactivate the COVID-19 virus on surfaces for up to 28 days.

The product's now official "long acting" label follows approval of the product for use in the cabins of Airbus and Boeing aircraft.

The treatment is said to work by puncturing pathogens on a microscopic "bed of nails".

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Pub quiz

1. Which Channel separates southern Wales from England?
2. Wahat Al Karama war memorial commemorates those killed in the line of duty fighting for which country?
3. What sea borders Slovenia?
4. If you were admiring Scotland's Firth of Forth, you would be gazing on what kind of geographical feature?
5. Which city is also known as Peking?
6. What is the world's only airline to equip its airplanes with missile defence systems?
7. Diamond Head is a walkable volcanic cone found in which city?
8. Las Vegas is Spanish for "the..." what?
9. Seychelles proclaimed independence from what country in 1976?
10. What flower is on the Northern Territory's flag?

Funnies Flashback



WE'VE trawled through the **TD** Window Seat archives to give you a blast from the past. Here's some gems from 07 Mar 2014:

THIS is a little awkward.

A woman in Glasgow has been named the city's 87th most popular tourist attraction, after she was somehow listed on TripAdvisor as a museum, reports *The Scotsman*.

Mary Johnston, 60, says she is baffled as to how it happened - not to mention already receiving two five-star reviews.

The newspaper said she's currently ranked 18th out of 29 museums in the city, just two spots behind the Glasgow Gallery of Modern Art.

The report also points out that Mary is rated more highly than the Hydro concert venue which recently featured a performance by music superstar Beyonce.

It's suspected that the listing is the work of a practical joker.

ANSWERS 24 NOV

Pub quiz: 1 False – Wales is larger by about 900km², 2 Hobart, 3 Bangkok, 4 South Island, 5 Rugby, 6 Berlin, 7 Dubai, 8 Hong Kong International Airport, 9 Hong Kong orchid tree flower, 10 Auckland, 11 Wichita (witch + It + ah)

Whose flag is this: Bahrain

Unscramble: ever, evert, exert, extort, EXTROVERT, otter, over, overt, oster, rete, retort, retro, revert, rote, rotter, rove, rover, text, tore, torte, tote, tree, trove, veer, vertex, veto, vortex, vote, voter

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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.

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

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

Where in the world?



THIS spectacular building is a museum, and the architecture of the outside of the structure was designed to be sculptural, to integrate it within the area it is located, as well as be a backdrop for the art housed inside it.

It was designed by Frank Gehry and built in the 1990s in an area that was once a port but had fallen into disuse, in order to revitalise the location.

Do you know where in the world this is located?

Japan virus setback

JAPAN'S domestic tourism sector has suffered a setback following more than 2,500 new daily cases recorded by the Asian nation for the fourth day in a row.

As a result, Japan's Prime Minister Suga Yoshihide recently announced a partial suspension of the country's Go To Travel subsidy program, which was rolled out to increase domestic tourism in the wake of the pandemic by incentivising travel to its various prefectures.

Vic recommences

IN LIGHT of the state's recent success with suppressing COVID-19, the Victorian Government has rebooted its Stay Close, Go Further campaign, encouraging intrastate travel by promoting stories from various Victorian tourism businesses.

The multimillion dollar marketing push will initially target Victorians, but will later expand with a view to target visitors from bordering regions and towns in New South Wales.

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.



One Farrer Hotel has emerged from a multi-million dollar refurbishment designed to provide the property with more COVID-safe amenities. The Singapore-based hotel has reconfigured its guestrooms with input from medical experts using intelligent

design principles. Rooms are now furnished with moveable furniture and antimicrobial fabrics.



One of Singapore's most iconic hotels, **Raffles Hotel Singapore**, has appointed global payments platform Adyen to be its preferred payments partner. The deal will deliver a more "holistic and frictionless hospitality experience", the property's

management claims, with guests able to pay for hotel services using a unified and contactless digital payment service.



The Victoria Falls Safari Lodge is gearing up to reopen to the public on 10 Dec following a long period of travel restriction. The Zimbabwe-based resort has been a popular booking target for international travellers, with reservations remaining

strong right through to the end of Jan. Improved air access has also played a role in the property opening again, with increased flights flagged from 03 Dec from Harare and Johannesburg to the resort which is located close by to the famous Victoria Falls. Opening specials include room rates from US\$95 per person, per night.

A \$30 million joy ride

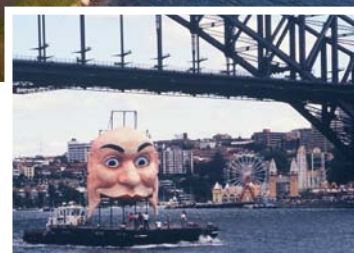


THE grin on the famous Luna Park face just got a whole lot wider, following news the attraction is about to receive \$30 million in funding to turn the site into "a tourist destination fit for the 21st century".

NSW Minister for Jobs, Investment, Tourism and Western Sydney, Stuart Ayres, yesterday unveiled the major renovation, which will see the 85-year-old Luna Park receive nine new permanent rides.

Six of the new installations will be kids rides, in addition to a new thrill experience, a family coaster and a new in-line seated Big Dipper roller coaster, which will be smaller than its predecessor to cater to noise minimisation requirements from residents.

"This investment will attract more people to Sydney and ensure that Luna Park continues providing joy and excitement to millions of families and children for the next 85 years and beyond," Ayres said.



"An investment of this size is great news for all of Sydney as it will create hundreds of jobs, help boost local tourism, and assist in the economic recovery of NSW post COVID-19.

"It is yet another sign of confidence in NSW and our economic future - and a sign of confidence that Sydney is back in business," he added.

The park is heritage-listed and previously announced it would close back in Mar as the pandemic struck, pledging to reopen again after its rides and attractions were COVID-safe.

Pictured: A render of what the revamped park will look like when it is completed and **inset**, the park's new face arrives at Milson's Point by barge in 1995.

Booking.com cleans

BOOKING.COM has unveiled a new hygiene rating system that could see accommodation providers kicked off the site if they fail to meet key criteria.

The Minimum Cleanliness Score Commitment means property owners must score at least six out of 10 to maintain a listing.

ITB Berlin earlybird

GLOBAL B2B travel industry event ITB Berlin NOW is offering discounted earlybird rates for exhibitors to participate in its virtual meeting to be held between 09-12 Mar next year.

Up to 33% in savings are on offer when signing up before 15 Jan, with trade visitor tickets also going cheaper for just €99.

Become a “**Monaco Tourism Expert**”! Extend your knowledge on this fascinating and sustainable luxury tourism destination.

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