

## Interim Fiji chief

**ROB** Thompson has been appointed as Acting CEO of Tourism Fiji while a recruitment process to replace Matt Stoeckel is underway (**TD** 22 Oct).

Jason Sacriz will become Acting Regional Manager for Australia. See **p8** for more appointments.

Oh, what a year!  
We need Christmas cheer,  
It's a time to be witty  
So send us your rhyme,  
poem or ditty.  
Gather your thoughts and  
reflect,  
But please don't object.  
Look for the silver lining,  
Let's see your creativity  
shining.  
And the poem that most  
rocks,  
Will win a Haigh's  
chocolate box.

Let your  
creative  
juices run  
wild and  
send us a  
poem or  
rhyme reflecting on 2020  
or looking forward to 2021.  
The best will get a delicious  
Haigh's Chocolate gift box.

Send your entries  
to [christmas@traveldaily.com.au](mailto:christmas@traveldaily.com.au)

Entries close 16 Dec

Travel Daily

## Qantas tests pax loyalty

**QANTAS** Frequent Flyer has revealed plans to lure top-tier members from rival airline loyalty programs by offering to fast-track their flying status and give away a range of extra benefits.

The move represents the first time the flag carrier has made an offer of this nature, with the new Qantas Status Fast Track promotion giving flyers the chance to earn 100 status credits in three months to qualify for the airline's Gold loyalty tier.

The premium loyalty membership offers access to both Qantas and oneworld airline lounges around the world, preferential seating and priority access to reward seats, as well as priority check-in, boarding and upgrade requests.

Additional benefits put forward via the transfer incentive also includes 90 days of complimentary access to Qantas Club lounges and extra checked

baggage allowances.

"With so much uncertainty in the market, we've seen a spike in requests from people wanting us to match their status with other airlines, [so] if they are willing to bring their travel across to Qantas, we will fast-track them to Gold status," said Qantas Loyalty CEO Olivia Wirth.

Travellers wishing to transfer from higher tiers such as Platinum and Platinum One will only be able to transfer to QF Gold status, rather than being matched.

Registrations for the Qantas Status Fast Track offer closes 18 Dec, with interested parties to visit [qantas.com/statusfasttrack](https://qantas.com/statusfasttrack).

### Today's issue of TD

**Travel Daily** today has eight pages of news including our PUZZLE page, a photo page from **Atout France**, plus a full back page from **Singapore Tourism Board**.

## Letters to the editor

**AN OPINION** piece from Melbourne travel agent Josh Zuker in **Travel Daily** earlier this week (**TD** 24 Nov) has prompted a number of responses, with several of them collated in a special feature on **page five** of today's issue.



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## Virtual HLO stars

**HELLOWORLD'S** (HLO) annual Global Stars event to reward top agents from across Australia and NZ for their sales of wholesale land and cruise product will take place next week, but rather than being on Hayman Island as planned, it is being held virtually.

The 03 Dec online event will include presentations from Tourism Australia MD Phillipa Harrison and Leanne Coddington, CEO of Tourism and Events Queensland, along with a number of key Viva Holidays and Seven Oceans partners and suppliers.

"Now more than ever it's important to celebrate what makes the travel industry great and also in many ways to mark an end to 2020," said Viva Holidays GM of Sales, Steve Brady.

"We wanted to ensure we acknowledged all the wonderful support we received from agents since our last Stars event in Dubai," he added.

## Cover-more COVID plan

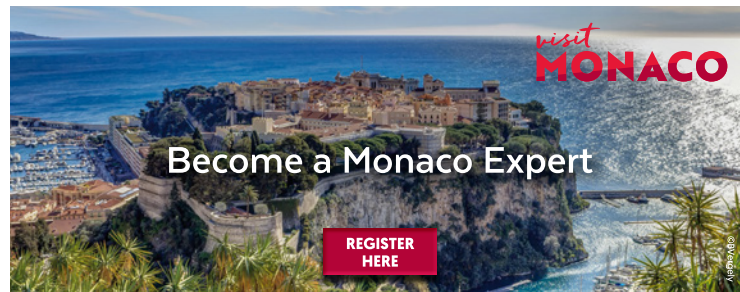
**COVER-MORE** Insurance has confirmed it will go ahead with the launch of new policies including coverage for COVID-19 related conditions.

The company has this week emailed agent partners with early details of the new products which are expected to become available for sale from 09 Dec.

"With state borders beginning to open and international travel bubbles on the horizon for 2021, now is a great time to ensure you're providing your clients with the best possible protection," the company said.

The new COVID-ready benefits are believed to include overseas medical expenses if clients are diagnosed with COVID-19, along with additional expense coverage if they are required to quarantine immediately after being diagnosed.

Cover-More will also cover



travel delays and missed connections if flights or land travel are affected by COVID-19.

The launch was flagged last month by Cover-More APAC CEO Judith Crompton (**TD** 15 Oct).

Initially she suggested the rollout would cover domestic travel, but it appears that the new policies are also likely to cover prospective international travel as borders start to reopen.

## Alpine support

**THE** Vic State Government has announced \$6 million in additional support for businesses in alpine resorts including activity operators, retailers, ski hire outlets and hospitality venues.

Payments of up to \$25k can be accessed by sub-tenant operators in Mt Hotham, Mt Buller, Mt Stirling, Mt Baw Baw, Falls Creek and Lake Mountain.



## Window Seat

**A NEW** snow park in sunny Florida, USA has been forced to adjust its operating hours after "mis-estimating" how much snow it would need.

The Snowcat Ridge Alpine Snow Park opened with a fanfare last Fri, offering a large snow tubing hill, an Alpine Village and a 10,000 square foot Arctic Igloo, where visitors are promised they can build a snowman out of real snow.

Of course it doesn't actually snow in Florida, and the refrigeration plant had trouble keeping up with demand.

The igloo was temporarily closed to "concentrate on snow production efforts," with revised time slots now released giving more people the chance to make snow angels.

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## WFH not so good

**THE** results of a new survey by The Travel Industry Hub (TTIH) (**TD** 09 Nov) have confirmed concerns across the industry in terms of working from home long-term.

Almost 70% of individual respondents highlighted a lack of interaction with others as a key issue, while about half were worried about work crossing into their home life.

The results also indicated those aged under 40 had struggled more with the transition to home working this year due to young families, shared accommodation and other factors.

On the corporate side, employers highlighted issues such as staff morale and bonding (55%), communication (48%), exchange of ideas (45%) and mental wellbeing of staff (36%).

TTIH co-founder Richard Taylor thanked those who responded, with the results highlighting the importance of human interaction.

## DL, WS deal off

**DELTA** Air Lines and WestJet have terminated their proposed joint venture (**TD** 27 Oct), saying conditions imposed by the US Department of Transportation were “unreasonable and unacceptable”.

The proposed deal was given provisional approval last month, but required the carriers to divest key slots at La Guardia Airport in New York and to remove WestJet’s low-cost Swoop offshoot from the pact.

## NCL global promo

**NORWEGIAN** Cruise Line (NCL) has launched its first ever global advertising campaign, with the theme of “It’s time to Break Free” based on the lyrics of the popular song by iconic rock group Queen.

The new brand promotion urges travellers to look beyond the confines of 2020 to a future where they can cruise again - see it at [traveldaily.com.au/videos](https://traveldaily.com.au/videos).



## Baillie Lodges goes offshore

**AUSTRALIAN** luxury accommodation group Baillie Lodges has made its first international foray, announcing the addition of a glamping resort on Canada’s Vancouver Island to its upmarket portfolio.

The company is now part-owned by US investment group KSL Capital after a deal signed two years ago (**TD** 20 Dec 2018), with the backing seeing Baillie Lodges undertake an expansion program.

However the business experienced a setback earlier this year when its iconic Southern Ocean Lodge on Kangaroo Island was destroyed by bushfires.

The new Canadian addition is called Clayoquot Wilderness Lodge, and features 25 luxury tents on the edge of Clayoquot Sound, offering a wide range of experiences such as horse riding, canyoning, scenic helicopter flights and wildlife spotting of

bears and whales.

Clayoquot Wilderness Lodge is open across the Northern Summer, with facilities and furnishings set to be upgraded before the May-Sep 2021 season.

Founder James Baillie said the addition was a “very natural fit,” with the expansion seen as a major step in the group’s evolution to become an int’l collection of luxury lodges.

Other properties in the portfolio include Capella Lodge on Lord Howe Island, Longitude 131° at Ayers Rock Resort and Silky Oaks Lodge in Qld’s Daintree region.

## Disney rail station

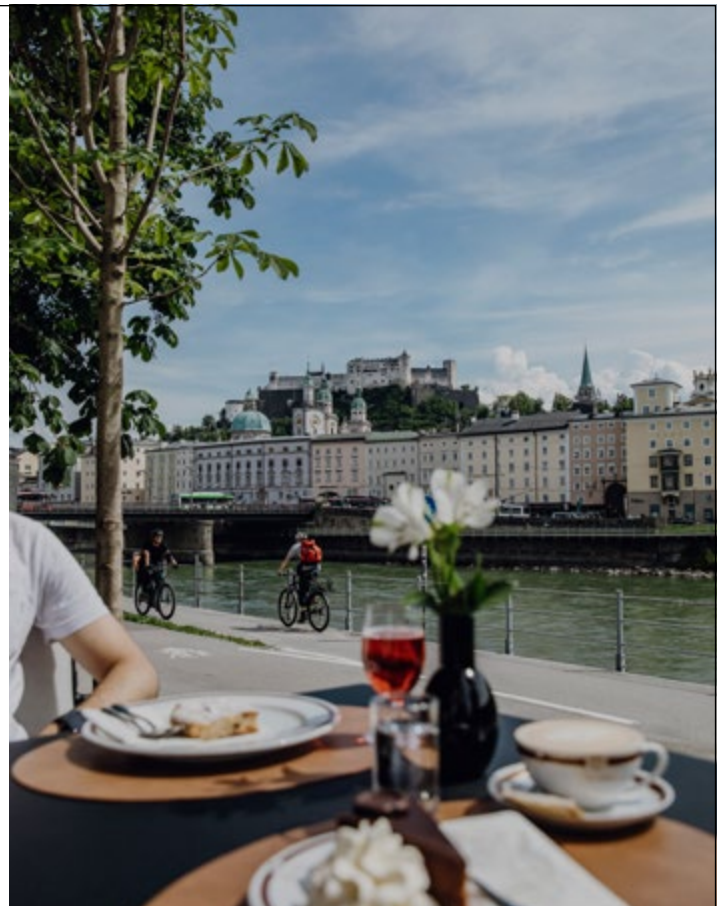
**FLORIDA’S** Brightline train network has confirmed the addition of a new station at Disney Springs, under a deal with Walt Disney World giving access to four theme parks and 25 hotels as part of a new Orlando rail link.

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The COVID-19 pandemic has the pay packets of the industry's top earners looking a little more lean than they do usually - read more in the November issue of *travelBulletin*.

travelBulletin



## Coral Tassie season

**CORAL** Expeditions will operate a Tasmania season from next month through to Mar, after receiving government approval.

Operating with approved health protocols from Boxing Day until 18 Mar, *Coral Discoverer* will sail with only Australians on board, and a limited capacity of 60.

The vessel will embark on eight expeditions, beginning with the traditional Yachtsman's Cruise, which will follow the Sydney to Hobart Yacht Race, departing Sydney on 26 Dec and arriving in Hobart on New Year's Eve in time for the fireworks - **CLICK HERE** for more information.

## SIA raises S\$500m

**SINGAPORE** Airlines Group (SIA) has raised S\$500 million (A\$507 million) through a new 10-year bond issue.

The offer was launched at a size of S\$300 million, and was increased in response to interest.

## BME-DRB trial

**THE** Western Australia Govt has allocated \$1 million to help support a direct air trial between Broome to Derby.

A tender for the 12-month trial will be released early next month, with funding redirected from the original commitment of a trial between Derby and Perth.

## Explorer to Aus

**REGENT** Seven Seas Cruises is highlighting a range of firsts for the line, including *Seven Seas Explorer's* debut in Australia.

From late 2021, *Seven Seas Explorer* will embark upon her inaugural APAC program, comprised of eight itineraries focusing on Australia and NZ.

Further debuts include *Seven Seas Splendor* embarking on her maiden season to Northern Europe in 2021, while *Explorer* will also visit Alaska for the first time in 2021 via seven-night trips between Vancouver and Seward.

## Tweet World diversifies

**TWEET** World Travel has announced a new travel tech business, Travel Key Gateway (TKG), diversifying its product portfolio with an all-in-one solution combining technology with extensive experience in the travel industry.

TKG aims to provide technology-enablers for travel businesses worldwide, and its product suite is tailored to help support the travel industry in growing their businesses with effective travel technology solutions that reduce operational time and overheads.

TKG will also feature a comprehensive dashboard with a variety of built-in features tailored to suit online travel agents, retail, wholesale agencies, tour operators and destination management organisations.

These include a ready-built e-commerce website enabled for B2B, B2B2C and B2C companies, featuring a travel CRM, an online

reservation & payment system, content & itinerary manager, as well as a financial and commissions inventory.

TKG's new digital services will aim to automate a number of administrative functions, such as invoices and travel documentation, sales, website statistics, and will also include third-party API integration.

Senior Business Development Executive Susan Frisby-Smith said TKG would be a real game-changer for tourism businesses.

"Creating that one-stop-shop will significantly save valuable time providing the ability to search and make bookings instantly," she enthused.

"We have utilised our extensive experience and knowledge of the travel industry's dynamics to develop cutting-edge solutions tailored to the industry, which will ultimately lead to exponential revenue growth," she added.

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# Letters to the editor...

THE opinion piece from Melbourne travel agent Josh Zuker earlier this week (TD 24 Nov) prompted lots of feedback from our readers, so we have decided to publish some of the responses. Thanks to everyone who took the time to weigh in, we really do value your input, and we will have more in tomorrow's issue too. Got something to share? Let us know in up to 400 words via email to [feedback@traveldaily.com.au](mailto:feedback@traveldaily.com.au).

## Double down or move on

### OPINION

Paul Mercuri is the founder and Managing Director of Traveledream.



I LOVE the travel industry but there needs to come a time when everyone just stops feeling sorry for themselves, accepts responsibility for the things they can control and either chooses to double down or move on.

Here are my five tips to stay alive.

#### 1. How digital are you?

Even APT has now loaded their board with ex-Google and Amazon executives. Do you know how to run Facebook campaigns? Not create a Facebook page and post a few times. But actually spend money testing campaigns, generating leads and selling deals? We spent thousands of dollars and dedicated three months of testing. This knowledge now generates millions.

#### 2. Do you have a database?

Every business is a media company. Is yours?

#### 3. Can you generate some new partnerships?

For instance, I was between jobs a few years ago, got my hustle on and generated leads for travel agents. I would sell the leads for a small commission whilst negotiating a better price for clients. Win, win, win. Are

there businesses who are better at product? Or better at social media that you can team up with? There are thousands of travel industry experts out of a job, ask for help or hire one on reduced hours or commission only, in an area you need support with. You might be surprised by the results.

#### 4. Are you ready for the voucher schemes that the NSW, VIC and other state governments

have coming in?

If not, why not? If your answer is that you only sell international or cruise etc you better diversify quick smart. International is at least 12 months away.

#### 5. Are you waiting for further government support?

I have good news for you, you got it and it is called JobKeeper.

That is all that is coming and it ends in Mar.

On a final note. **The entire travel ecosystem needs agents now more than ever.**

Airlines, cruises, hotels (in CBDs), & tour companies have zero business on their books, zero. I am going to say that one more time, the entire industry is at ZERO. What an opportunity.

You can sit there complaining about the cards COVID-19 has dealt you or you can roll your sleeves up, get to work and start rebuilding our beloved industry. Apr is getting close.

“Waiting for further government support? I have good news for you - you got it and it is called JobKeeper”

# Travel Daily

Thursday 26th November 2020

## Please someone listen!!!

### OPINION

Angie Arathoon is the owner of Helloworld Carlingford in NSW.



JOSH has done a stellar job in summarising what we all have been going through over the last eight months, now in its ninth month.

I too have been an owner for 20 years and been doing this for 39 years & have never encountered disruption to business and I mean ANY business like we all have.

All consultants that have stayed open and fought for their client's monies, facing challenges from the airlines/operators/hoteliers and tour operators to get monies and credits back for our clients should be offered the Order of Australia for due diligence and for our love of travel.

We have been here from day one 9am - 5pm and I am still writing refunds to date....

Most of us have contacted our local MPs, Scott Morrison, Simon Birmingham and more and put our cases to them.

There has been AFTA working in

the background and “pushing our cause”. We have been abandoned and we keep getting thrown promises and hoping that next week, we might see some relief.

The pressure is actually mounting and probably the worst it's been to date.

I for one, feel exhausted and feel much like the “forgotten one”. We are a resilient bunch of people - but even the strong are weakening. There is only so much a body can take and so much our bank accounts can take before we cave in.

Today, they have announced that the \$100 given to people to stimulate business within the entertainment/touring industry can now be utilised at a travel agent. Call this the “awakening”... I do not like taking government assistance, as so many of us proud owners don't - however, will all this expertise and years of experience just disappear?

Is there any hope at all? As more and more of our industry friends and colleagues disappear into oblivion ..... where will this all end? PLEASE SOMEONE LISTEN!

## Will we be here tomorrow?

### OPINION

Leeann Goode is from Ourworld Travel in Wollongong, NSW.

JOSH is so right in what he is saying. Where is the Government support? We are being effectively prevented from running our businesses and surviving this pandemic by the Government putting into place the travel ban and closing domestic borders while offering little to no support.

There needs to be a support

package tailor-made for our industry. Retail and hospitality is opening back up and those businesses are getting back to a semi-normal state but for us in travel we have no firm end in sight to this financial catastrophe.

I am certain demand for travel will be huge once international borders are open and the vaccine is in place but sadly, a massive proportion of us won't be here to see it bounce back.

## Keep your clients engaged and planning their next trip with *keep dreaming...*

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## Atout France in constant motion (picture)

**125 TRAVEL AGENTS** gathered in Sydney to be entertained by a French Movie Night organised by Atout France in conjunction with Avalon Waterways, Etihad Airways, Visit Monaco and Northern France Tourism.

The event's spirit aimed to keep the crowd inspired by France's amazing destinations and generate interest for when borders open again, with river cruising, battlefield tours, food and wine, some of the greatest motivations for Australians travelling to France.

Top French lifestyle brands were also present at the event, including Louboutin and Lancôme.

The icing on the cake was Atout France's announcement that the Moulin Rouge show will be coming to Melbourne mid-2021.



**ALISON** Roberts-Brown, Monaco Tourism with Gai Tyrrell, Globus family of brands.



**PATRICK** Benhamou, Atout France with two Moulin Rouge dancers, Jemma & Katrina.



**NEIL** Ager, Etihad Airways and Emmanuel De Madre from GH Mumm sabring a bottle of Champagne.



**DANA** Levy from Northern France Tourism.



**THE** Avalon Waterways team (from left): Jessica Evans, Isabel Limn, Peter Douglas, Alexa Papoulias, Anoushka Kudav & Chris Fundell.



**MELISSA** Doyle and John Dunlop.


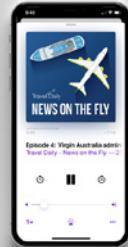


**SOPHIE** Almin, Claire Kaletka-Neil, Sarah Elfassy and Marine Bleunven from Atout France.



**YASMIN** and Andrew Grover from Gullivers Sports Travel.



**Catch up on the news of the week**

[CLICK HERE TO LISTEN](#)

## Know your brands

**LOGOS** are the main way that companies distinguish themselves, and some logos are so famous that you don't even need to see the company's name to know who it is. See if you can identify these four logos.



## Whose flag is this?



**THE** starburst symbol has been used in this country as far back as the 4th century BC.

The country had a flag that more closely resembled the starburst used in the 4th century, but under economic and diplomatic pressure

from its neighbour, it modified its flag to this current design in 1995, which is somewhat similar but also resembles a 'golden sun', which is mentioned in the country's anthem.

Do you know whose flag this is?

## Whose animal is this?



**THE** sable antelope is highly sought after by photographers and trophy hunters alike, due to its magnificent horns.

Both sexes have horns, with those of females measuring between 61-102cm and males

between 81-165cm long.

They live in wooded savannah and grasslands in east and south Africa and are the national animal of one of the nations in this region.

Do you know whose animal it is?

## NSW word search

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

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

BLUEMOUNTAINS  
BONDIBEACH  
BOTANICGARDENS  
BROKENHILL  
BUSHWALKS  
BYRONBAY

CENTRALCOAST  
FRESHPRODUCE  
HARBOUR  
OPERAHOUSE  
ROADTRIP  
SEACLIFFBRIDGE

SYDNEY  
TARONGAZOO  
WHALEWATCHING  
WINERIES

### ANSWERS 25 NOV

Pub quiz: 1 Bristol Channel, 2 United Arab Emirates, 3 Adriatic, 4 Estuary/river, 5 Beijing, 6 El Al Israel, 7 Honolulu, 8 Meadows, 9 United Kingdom, 10 Sturt's desert rose

Where in the world: Guggenheim Museum, Bilbao, Spain

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| 5 | 8 | 1 | 9 | 4 | 2 | 6 | 3 | 7 |
| 6 | 9 | 4 | 8 | 7 | 3 | 2 | 1 | 5 |
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| 9 | 4 | 7 | 2 | 1 | 5 | 8 | 6 | 3 |
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## Bush Bingo for a cause



**SYDNEY-BASED** travel agency Ynot Concepts partnered with African Bush Camps Foundation recently to play a game of "Bush Bingo" (pictured) with agents.

While having a fun time, the virtual event also had an admirable philanthropic goal, with the initiative raising funds for ill-equipped rural communities in Zimbabwe to help protect residents who have limited access to preventative resources from

the rapid spread of COVID-19.

The African Bush Camps Foundation will utilise the funds to install hands-free washing devices, provide facial masks and improve food security on the ground in the African nation.

Ynot Concepts' Bush Bingo event raised more than \$700, and to provide financial context, \$14 can buy a Tippy Tap and a 1kg of soap, while \$140 can buy 10 litres of sanitiser delivered to a clinic.

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## Japan ticks cruise

**MSC Cruises** plans to reboot its cruise operation in Japan from Apr next year after receiving health and safety certification from the Asian country.

The move will see the line become the first international cruise operator to recommence Japanese sailings since the pandemic struck, with *MSC Bellissima* set to be deployed to Japan and homeport in Yokohama, where she will sail six- to nine-night cruises in Apr, May and Jun, in addition to cruises scheduled in Oct and Nov.

## Cruising it greener

**BOTANICA World Discoveries** has launched a new eight-night cruise aboard Cunard's *Queen Elizabeth*, sailing to Aussie private gardens in Sydney, Hobart, Burnie, Melbourne and Eden.

The journey departs Sydney on 13 Dec and is priced from \$6,995 per person, twin share, and includes a one-night stay at a Sydney five-star hotel, exclusive sightseeing experiences and 22 meals - more details [HERE](#).

## Melbourne adds new Crowne Plaza

**RYDGES** on Swanston in Melbourne has been purchased by Carlton Property Group, with the five storey, 107-room property to be rebranded as the upscale Crowne Plaza Melbourne Carlton under the agreement.

The hotel will operate under its new branding at some stage during the first half of next year following a major refurbishment to all public spaces, meeting facilities and 107 guest rooms.

"As travellers flock back to Melbourne, I know that this hotel with its winning location and exceptional rooftop pool bar and event facilities will be the place they choose to stay," said Carlton Property's owner Ross Pelligra.

Features of the upcoming Crowne Plaza Melbourne Carlton will include an all-day restaurant and bar, gym and undercover parking, rooftop pool and bar, as well as extensive meeting and event spaces.

The signing follows the opening of new properties in Hobart, Adelaide and Sydney.

## APPOINTMENTS



**WELCOME** to Industry Appointments, *Travel Daily's* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email [appointments@traveldaily.com.au](mailto:appointments@traveldaily.com.au).

**Anantara Hotels, Resorts & Spas** has named **Sarah Moya** as its General Manager of Anantara Quy Nhon Resort in Vietnam. Moya was most recently the General Manager of Anantara Angkor Resort.

**Norwegian Cruise Line** has appointed **Nick Lim** as its new General Manager Sales Asia. He joins NCL with over 15 years of industry experience, with his most recent position as The Travel Corporation's Singapore-based Managing Director.

**Betty Wilson** has taken on a new Vice President Global Accounts role with **InterContinental Hotels Group**. She joins the role from her previous position as Vice President Americas Sales, where she helped reshape the sales function for that region at the company.

**Express Travel Group** has announced the appointment of **Christine Dilger** and **Janeene Lewis** as Sales Managers for Queensland and Victoria/Tasmania respectively. Jake Manwaring will also transition into the role of Marketing Sales Manager, working in partnership with industry suppliers.

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



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