

Baby boomers still eyeing o/s holidays

BABY boomers are the only demographic in Australia still prioritising saving for an international holiday, according to the latest Consumer Pulse Report released by price comparison company Canstar.

One in four older Australians listed taking an overseas trip as a strong savings goal, sitting narrowly behind retirement costs.

Worryingly, international holiday saving has dropped from being the number one household concern nationally in the findings last year, to falling out of the top three financial objectives altogether, replaced by living costs, retirement plans and housing purchases in 2020.

The biggest blow for travel came from Gen Xs, who last year listed int'l holidays as their biggest savings goal, with respondents in 2020 preferring food, utilities and retirement planning instead.

ACL set for refund review

EXCLUSIVE

CONSUMER protection regulators across Australia and NZ have agreed to "review the effectiveness of the Australian Consumer Law" (ACL) in providing protection for travellers seeking refunds and credits, with terms of reference for a wide-ranging probe currently being considered.

The move was revealed in an update from NT Attorney-General Selena Uibo to consumer advocate Adam Glezer, with Uibo noting the significant impact of the pandemic on the travel industry for both travel providers and consumers, "particularly in relation to refunds, cancellations and other ancillary costs".

Close collaboration between Commissioners for fair trading and consumer protection has "highlighted a number of consumer issues within the travel industry" due to COVID-19, with

the letter confirming expectations the review will take place in 2021.

Glezer, who runs several Facebook groups calling for refunds and reform of the travel sector, has proposed a range of legislative changes covering cancellations beyond customers' control, including providing full refunds in a set timeframe without cancellation fees.

He's also urging the adoption of mandatory trust accounts for travel agencies and suppliers, protection against insolvency and easing of the Reserve Bank of Australia chargeback measures implemented in the early days of the pandemic (**TD** 23 Apr).

It's unclear how the overall review will proceed at this stage, with the existing Consumer Affairs Forum (CAF) which sees the relevant ministers from across the country meet once a year, having just been disbanded.

Today's issue of TD

Travel Daily today has five pages of news including our PUZZLE page plus a full page from **Monaco Government Tourist Bureau**.

QF + Webjet pact

QANTAS Airways and Webjet have renewed their partnership with a new three-year commercial agreement.

Webjet OTA CEO David Galt said the renewal was a testament to the pair's "strong, collaborative relationship".

Viking hires Bono

FORMER United States Navy Vice Admiral Raquel Bono has been appointed by Viking Cruises as its Chief Medical Officer.

Bono most recently led the state of Washington's medical and healthcare response to the COVID-19 pandemic, and has previously partnered with Viking.

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Bring back cruise: CLIA

CRUISE Lines International Association (CLIA) Australasia is calling on the Australian Government to clear the way for a “carefully managed resumption” of cruising in Australia.

With the current ban on large-scale cruising due to be reviewed on 17 Dec, CLIA’s local chief Joel Katz is urging authorities not to extend the blanket approach to the sector, and instead allow for a restricted model which would see local resident-only sailings, extensive screening and limited passenger volumes on ships. “Australia’s relative success

in stemming community transmission of COVID-19 - together with the Australasian cruise industry’s robust strategy - creates an opportunity for a tightly managed and phased revival of the country’s \$5 billion-a-year cruise industry,” Katz said.

Under proposals presented to government by CLIA, crew would be quarantined on return to Australia without using the hotel system, a negative COVID test required for boarding, passenger health declarations for contact tracing purposes, daily temperature checks, and more.

CLIA estimates that Australia has lost almost \$2 billion while cruise operations have been suspended due to the global pandemic - more details in *Cruise Weekly*.

MCEC makes return

MELBOURNE Convention Exhibition Centre (MCEC) has announced its return to on-site events in line with the Victorian State Government’s Public Events Framework.

Only 25% of the venue’s seating capacity will be allowed, with up to a maximum of 250 people seated, among other restrictions.

Oh Boyden, I won!

TREASURES of the South Pacific brought some Christmas cheer to one travel agent on Fri, with MTA Travel Redbank Plains’ Liz Boyden winning seven night’s accommodation at Treasure Island Resort & Spa in Fiji, as well as two return tickets with Fiji Airways to get her there.

DL Italy initiative

A **NEW** quarantine-free travel trial is expected to get the green light from the Italian Government, which will see Delta Air Lines establish a green lane between Aeroporti di Roma and Hartsfield-Jackson Atlanta International Airport.

The initiative will exchange existing quarantine requirements for a combo of rapid testing and hygiene protocols, which will include a PCR test taken up to 72 hours before departure, a rapid test at Atlanta airport, a further test on arrival in Rome and one before returning to the US.

Become an Austria Travel Expert!



Reaching for better days



THE itravel Group got together last week to really help break the shackles of lockdown, reaching for the sky in Sydney and dreaming about a brighter future ahead (**pictured**).

The agents admired the splendour of Sydney Harbour on board a specially chartered Journey Beyond cruise, enjoying

a three-course lunch with wine, which no doubt helped to boost the company’s existing camaraderie and friendships.

“Although we’ve been having regular mini catch-ups and Zoom meetings, it was a way for all of us to reconnect face to face and recap our resilience as a group,” said itravel MD Steve Labroski.

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Window Seat

THOSE of you who have ever tried to sneak a little extra luggage weight on to your flight beware, for some people this can mean serious jail time!

Just take former Chairman of Thai Airways Wallop Bhukkanasut for example, who has been sentenced to two years in prison for failing to pay for his excess baggage.

The Thai courts recently found Bhukkanasut used his status as the Chair of the airline to take bags weighing 300kg above the airline's limit on a flight in 2009, breaching Section 11 of the National Anti Corruption Act.

The details of the weighty misdemeanour involved bringing a significant amount of excess baggage back with him from a trip to Tokyo, leveraging his status to avoid paying for it.

The former airline executive argued that he needed the additional baggage weight so that he could bring back large quantities of fruit with him to give away to local Buddhist temples, but ultimately, the rationale did not bear any fruit with the judge, who ordered him to serve jail time.

This was not Bhukkanasut's first brush with impropriety either, having been accused of corruption in the past.

Team lobbies for bubble

A GROUP of industry bodies in Australia and New Zealand have collaborated on a new plan to form a two-way travel bubble before Christmas.

The cooperation between Australian Chamber - Tourism, the Canberra Business Chamber, Canberra Airport, Wellington Chamber of Commerce and Auckland Business Chamber, is calling for 21 Dec to be the date for a green lane, proposing a two-way proof of concept flight carrying political and business leaders to "get the ball rolling".

The posited test flight would fly between Canberra and Wellington, and follows a previous attempt to conduct a similar flight back in Jun before it was scuttled by the second wave

of infections in Victoria.

Australian Chamber - Tourism Chair John Hart said a two-way, quarantine-free option for Australians was needed sooner rather than later to tap into more than \$73 million a week's worth of tourism value.

"We can already see the latent demand on both sides of the Tasman to get this bubble up and running properly, particularly in tourism," he said.

"About 1.3 million New Zealanders come to Australia every year, with another 1.8 million travelling to other destinations, if we can win over those 1.8 million travellers and bring them to Australia, it would do wonders for our struggling tourism sector," Hart added.

The industry groups' plan heralds multiple benefits for establishing a bubble by Christmas, including the building of travel consumer confidence in a COVID-19-free environment, the bolstering of future bookings and the re-establishment of multiple trans-Tasman flight networks over time.

Resort threatened

THE Kingfisher Bay Resort located on the western side of Fraser Island has temporarily closed its doors as a major bushfire bears down on the property, a blaze which has burned through more than 40% of the island in the last six weeks.

The Queensland Fire and Emergency Service announced the fire was now less than five km from a major tourist centre, with government authorities closing the island to new arrivals until at least 13 Dec, as firefighters battle to control the blaze.

Qld tourism push

WITH Queensland opening its borders to NSW and Victoria last week (**TD** 25 Nov), the state's government has now introduced a major tourism campaign targeting interstate travel from the eastern states.

The extended Good to Go campaign will see a marketing blitz reaching around 8.3 million people in New South Wales and Victoria, with Premier Annastacia Palaszczuk stating Qld was well positioned to take advantage of pent-up demand for travel in light of the ongoing restrictions on international holidays.

WA goes for gold

WESTERN Australia's Goldfields-Esperance region has received a major tourism boost, with the State Government launching the Our Gems WA website, featuring all the major artistic, cultural and natural attractions of the area.

The new resource is part of an \$800,000 investment by the WA Govt and Lotterywest to reboot the state's tourism sector.

View the new site **HERE**.

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.

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Sudoku

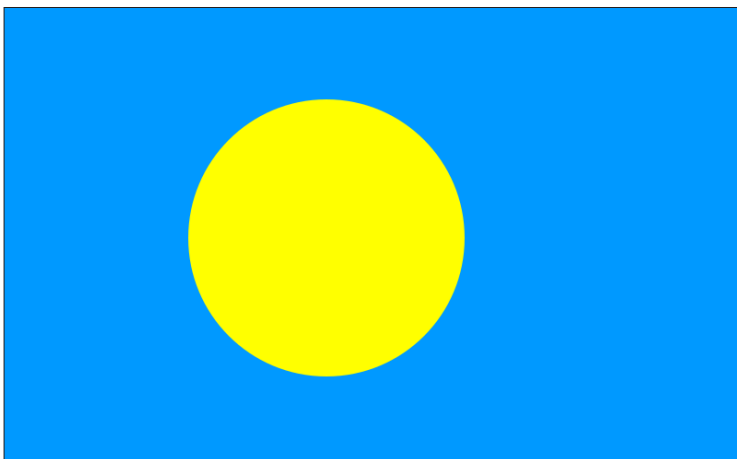
MEDIUM

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

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

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

Whose flag is this?



IN A design similar to that of the flag of Bangladesh, this country's ensign also has a circle which is slightly off-centre, likely to frustrate perfectionists.

The flag was adopted officially in 1980 after a competition in 1979 to create a new flag.

This design was chosen from

over 1,000 different entries.

The circle in the centre represents the moon, which holds special significance to the people of the country, with a full moon traditionally the best time for fishing, planting and other activities.

Do you know whose flag this is?

Who needs a drink?



NAMED after the Gold Coast's perfect temperature, the latitude of the destination and the local lifeguard tower of the Gold Coast Convention and Exhibition Centre, this cocktail will give you a taste of summer.

The drink was put together for the Gold Coast Convention and Exhibition Centre award winning distiller and creative

mixologist Luke Ridden.

As always, please keep sending your recipes to cocktails@traveldaily.com.au.

xx *Jenny*

Jenny Piper
Owner,
Business
Publishing
Group



28 Degrees Cocktail

INGREDIENTS

- 45ml Greenhouse Gin
- 30ml passionfruit pulp
- 20ml lime juice
- 20ml pineapple juice
- Grapefruit tonic
- Pineapple leaves, rosemary sprigs, dehydrated grapefruit and lime wheels to garnish

METHOD

Pour passionfruit pulp into a glass and add ice.

Pour gin, lime juice and pineapple juice over ice.

Top with grapefruit tonic.

Garnish with pineapple leaves, rosemary sprigs, dehydrated grapefruit and lime wheels for the full 28 Degrees experience.

ANSWERS 27 NOV

Pub quiz: 1 Abu Dhabi, 2 Hawai'i, 3 Under – Uluru is 863 metres tall, 4 Angola, 5 Shanghai, 6 Massachusetts, 7 Vanuatu, 8 Manila, 9 Norfolk Island, 10 Garuda Indonesia, 11 Houston (Hugh [Grant] + stone)

Unscramble: adman, admin, amino, amnio, amnion, anima, anion, anoint, anon, anti, atman, daimon, damon, DAMNATION, dint, domain, dominant, into, main, mania, manna, manta, mind, mint, moan, monad, naan, naiad, nana, nation, nomad

Where in the world: Churchill Downs, Louisville, Kentucky, USA

Tassie flags cruising sooner than later

TOURISM Industry Council Tasmania CEO Luke Martin believes the cruise sector in the state will formally recommence “sooner rather than later”, following news that Coral Expeditions will start sailing its waters from Dec (**TD** 26 Nov). “Limited sailings have begun in Europe and major cruise lines have set their sights on a commencement in 2021 in Australian domestic markets,” Martin said.

US\$500b plummet

COMBINED revenues of global airlines could drop by as much as US\$500 billion this year, the International Air Transport Association (IATA) believes.

The industry body added that “aggressive cost-cutting” from airlines and increased demand should see the struggling sector reach a cash-positive position by Q4 2021 - earlier than previously forecasted.

So far this year, airlines have cut costs by 45.8%, while revenues have dropped by 60.9%.



BLUE Mountains tourism is roaring back to life after a lengthy lean period, helped along by the return of Dinosaur Valley at Scenic World last Fri, bringing the giant lizards back to life for some family-friendly merriment.

The event will run through to 31 Jan and features life-like, moving replicas of dinosaurs that will enthral adults and kids alike, with packages also including travel on the Scenic Cableway, a guided tour of the valley and a trip aboard the Scenic Railway.

Scenic World Managing Director Anthea Hammon said Dinosaur Valley opens at a welcome time for the tourism operator, with the Blue Mountains served up a triple blow in the last 12 months via the virus, bushfires and floods.

“It has been a challenging year for our industry and our community, and we’re thrilled to bring major events such as Dinosaur Valley back into the fold as consumer confidence bounces back and the appetite for iconic tourism experiences returns,” Hammon said.

“Major events will play a key role in the Blue Mountains’ recovery, helping to boost visitor spending and overnight stays, and in turn providing valuable job opportunities for our local



community,” she added.

Pictured: A young girl attempts to persuade her family they need to adopt a young triceratops for Christmas and inset Ranger Pat welcomes a baby maiaosaura.

BROCHURES

WELCOME to Brochures of the Week, *Travel Daily's* Monday feature. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to brochures@traveldaily.com.au.



Greece & Mediterranean Travel Centre - 2021 Croatia

Greece & Mediterranean Travel Centre has gone to press with its 2021 Croatia brochure. The program is filled to the brim with pre-planned itineraries, tours, cruises, hotels, and general information on the destination that travellers can use to better plan their visits. Highlights of the brochure include picturesque baroque buildings, UNESCO World Heritage sites such as Dubrovnik, and one of

Europe's most underrated cafe cultures.



Star Clippers - 2022/23 Caribbean preview

Star Clippers' new 2022/23 Caribbean preview brochure features 38 sailings across 13 fantastic itineraries focused on showcasing the crystal-clear waters and idyllic islands of the Caribbean. The brochure features two Panama Canal voyages aboard flagship *Royal Clipper*, which historically books out quickly. Prices for a seven-night voyage start at \$2,360 per person, and includes a range of water sport activities, plus opportunities to explore independently or take part in optional on-shore excursions.

MONA after 'rona

HOBART'S iconic Museum of Old and New Art (MONA) will partially reopen to the public on 26 Dec, after spending nearly nine months in forced hibernation due to COVID-19.

The museum will initially open its bars, restaurants and outdoor galleries, operating four days a week from Fri to Mon.

Taking the shutdown as an opportunity to add some new attractions, MONA will feature several new artworks and installations, as well as a new outdoor venue called Dubsy's, which will serve burgers on the lawn and host live music selected by MONA Music Curator Brian Ritchie and his team.

Got a confidential tip? Contact *Travel Daily* via our secure WhatsApp service on +61 2 8007 6760 or click [HERE](#) 



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