

Another big winner!

WALTER Nand from Unique Cruises has today been announced as the winner of the Best Dressed competition as part of the inaugural **Travel Daily Awards** held earlier this week.

He took home the prize by a whisker amid stiff competition, with some of the other glamorous outfits featured on **page four** of today's **TD**.

We've also produced a special video wrap up of the awards including a Tik Tok-worthy celebratory dance by the Globus team, which can be viewed now at traveldaily.com.au/videos.

Qld to open up

NSW travellers wanting to holiday in Queensland will have to wait just one more month, after Qld Premier Anastacia Palaszczuk today unveiled a "roadmap to recovery" indicating borders opening on 01 Nov - the day after the state election.

HLO back in business

HELLOWORLD has promised to provide a Q1 trading update in the coming weeks, following news this morning the company has had its suspension of shares trading lifted by the ASX (**TD** breaking news).

Trading was temporarily paused yesterday after the ASX determined the company had failed to submit its audited accounts prior to the formal deadline, and had not fulfilled the criteria laid out in a waiver that sanctioned the delayed reporting.

The ASX stated this morning that it had granted HLO a case-specific waiver that will allow the business to submit its audited financials by 15 Oct.

"Although the company did not explicitly satisfy all of the conditions of the ASX waiver, in essence it met the requirements substantively and in spirit, and a waiver from Listing Rule 4.5.1 was granted to put the company in

the same position as if it has the benefit of the ASX Class Waiver until 15 Oct," the ASX noted in a release today.

HLO said that it was not currently aware of any material update to the Preliminary Final Report for the year ending 30 Jun it submitted on 31 Aug.

The company also confirmed upon the resumption of public trading that as of 30 Sep, it had a cash balance of \$178 million which incorporated \$100 million of unrestricted cash with an additional \$9 million of headroom on existing facilities.

"This is sufficient to sustain the business through a prolonged period of disruption in the global travel industry based on our current and projected monthly net cash burn of circa \$2 million per month," HLO said.

The company also noted its corporate travel business was down by 65% on the prior year.

Today's issue of TD

Travel Daily today has seven pages of news including our **PUZZLE** page.

Serko success

SERKO Limited this morning announced strong demand for its share placement (**TD** 30 Sep), with the institutional issue to now raise NZ\$47.5 million at a 0.9% premium to the company's most recent closing price.

Alliance PER flights

ALLIANCE Airlines has commenced regional RPT services from Perth to Port Hedland and Newman, with the aim of supporting WA communities.

Seats are now available for sale to the public at a single price of \$349 each way, which applies even for last minute travel and trips on peak days, when traditionally flight prices have been extremely high, Alliance said.



Thank you all Travel Daily Readers in recognising Princess Cruises as the

'MOST SUPPORTIVE OCEAN CRUISE LINE'

It's been a challenging year for everyone. However, our team at Princess and Carnival Australia have worked tirelessly on our internal processes and external communication to ensure we've been able to provide the highest level of support to our travel agent partners and their clients.





Lobbying down to the wire



THE results of weeks of travel industry lobbying for support through the pandemic are set to be revealed next Tue 06 Oct with the announcement of the Government's 2020 Federal Budget, and agents across the country are keeping the pedal to the metal with scores of politician meetings this week.

The Travel Authority Group's CEO Peter Hosper facilitated an online gathering (pictured) with his agency's local member, deputy ALP Leader Tanya Plibersek, as well as other

attendees including Barry Mayo and Grant Campbell from House of Travel/TravelManagers/Hoot Holidays, Chris Goddard from Maxim's Travel, Mario Paez from PlanetDwellers and AFTA CEO Darren Rudd.

The industry's ongoing dedication to the cause was also highlighted this week with several categories in the 2020 *Travel Daily* Awards (TD yesterday) having to be scheduled to accommodate finalists and winners so they could fit in meetings with political leaders!

EY testing included

ETIHAD Airways has announced that from now until the end of the year it will offer COVID-19 PCR tests in all tickets booked by customers in the UAE for flights departing from Abu Dhabi International Airport.

The airline is collaborating with a local diagnostic centre to offer the testing between 48 and 96 hours prior to departure, and travellers flying in First or Business class will also have the option of being tested at home.

AirAsia cans Japan

AIRASIA Group is set to cease operations of its joint venture in Japan, with the two-aircraft AirAsia Japan to be shut down.

The small carrier, which was founded in 2017, is based at Nagoya Chubu Centrair International Airport, and is a partnership with several local companies including online retailer Rakuten.

Hotelbeds signs Thomas Cook pact

THE newly relaunched Thomas Cook operation has signed a strategic partnership with Hotelbeds which will make the accommodation aggregator's 180,000 global properties available to Thomas Cook clients.

Thomas Cook's brand and other assets were acquired from the collapsed company's administrators last year by major Chinese shareholder Fosun Group, which also owns Club Med (TD 22 Sep).

The business has now been restarted as an online-only operation in the UK.

Catch you on Tue

JUST a reminder to our amazing *Travel Daily* readers that we will not be publishing an edition on Mon, as it is Labour Day in NSW.

Stay tuned for a bumper issue on Tue upon our rested return.

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To celebrate these two stunning, innovative ships and their local itineraries, bookings made before 30 November on select sailings can enjoy included business class flights*.

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Crystal CEO steps aside

CRYSTAL Cruises today announced the departure of CEO Tom Wolber, three years after he took over the role from Edie Rodriguez (**TD** 18 Sep 2017).

The company said "as Wolber looks ahead to the future, his sights are set primarily on greater time with family," with the CEO position to be filled on an interim basis by Jack Anderson who has for some years overseen Crystal's commercial efforts as an advisor to Wolber.

Prior to joining Crystal, Anderson also held senior roles with Seabourn, Holland America, Windstar and Carnival Corporation.

Tan Sri Lim Kok Thay, CEO and Chairman of Crystal's parent company Genting Hong Kong, said with 30-plus years of cruise industry experience and deep knowledge of the Crystal brand, Anderson is "uniquely suited to step into this role during this pivotal time in travel".

Anderson wrote to agents overnight, wishing Wolber all the best for the future, and saying "it is an honour to be entrusted with

Crystal's stewardship".

"As we look toward the resumption of service, we are cautiously optimistic of this week's news concerning the extension of the Centers for Disease Control's (CDC) 'no-sail' order to 31 Oct 2020," he said.

Anderson also addressed the key issue of outstanding credits and refunds, with Genting Hong Kong having suspended financial payments and currently in talks with its lenders (**CW** 21 Aug).

"I recognise and understand the frustration of your clients who are still owed refunds, and for those of you to whom we owe commissions, which we know are essential to your livelihood.

"We have come up short in many instances, but please be assured that we remain steadfastly committed to fulfilling our contractual obligations, including the processing of refunds and commissions and to restoring the trust of our partners and guests through the ongoing improvement of not only our service on board but particularly ashore," Anderson wrote.

NSW and SA first in the Kiwi bubble?

THE first cabs off the rank in any proposed trans-Tasman travel bubble with New Zealand will be NSW and South Australia, Prime Minister Scott Morrison revealed yesterday.

Morrison said the reason for those states being at the front of the queue was because of their flexible domestic border policies.

NZ Prime Minister Jacinda Ardern also stated earlier in the week she was keen to start a full "safe lane" for travellers from Australia as soon as possible, but would need firmer definitions around what a "hot spot" means.

"At what point will Australia say 'that's an area where we will put up a border'...that will determine whether or not in our minds that will be sufficient to keep everyone safe," she said.

Royal extends flexibility policy

ROYAL Caribbean Group has extended its Cruise with Confidence program to allow all bookings made by 30 Nov 2020 to be cancelled 48 hours prior to departure.

Previously the cut-off was 30 Sep, with the company's Royal Caribbean, Celebrity and Azamara brands also continuing its Best Price Guarantee and Lift & Shift policy offerings.

Cancelled bookings will receive a future cruise credit valid to 2022.



Window Seat

THE koala is one of our favourite faunal emblems and let's face it, they have had a tough 12 months, especially with bushfires ravaging much of their natural habitat.

So I suppose you can't blame this poor little guy from trying to climb his way out of the doldrums, recently spotted scaling the Smoky Cape lighthouse in NSW.

The lighthouse keeper, Mark Sheriff, said he had seen a few humans attempt to shimmy up the wall a few times in his 30 years, but never a koala.

"I thought, 'OK, that's really interesting, that's sort of something different'...then I looked up and he's gone all the way up the top," he said.

"I had the lantern room door open and I could hear a bit of a ruckus so I went up there and he was trying to climb the walls of the lantern room."

Tourism Australia take note - koalas scaling lighthouses could definitely form the basis of another unique tourism promo.



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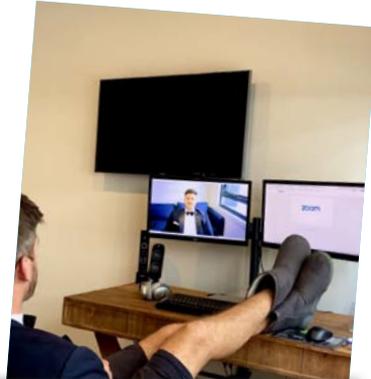
All dressed up with nowhere to go!

WITH Australia's international borders closed and Melbourne continuing to endure lockdown, never a truer word was spoken. But despite the gruelling conditions, the travel industry was in its characteristic upbeat form, taking the opportunity to dress up in celebration of the 2020 **Travel Daily Awards** this week.

InterContinental Hotels Group also joined the party, providing a prize for the Best Dressed participant in the form of a 50,000 point loyalty voucher - which can be redeemed for a stay of at least one night at most of its locations across Australia. The prize also includes an upgrade to IHG Rewards Gold Club Status.

As some of the entries pictured here clearly show, the decision was very tricky for our judging panel but in the end the creation of a customised **Travel Daily Awards Zoom** background by Walter Nand of Unique Cruises (pictured right) saw him taking home the bacon. Thanks everyone for your enthusiastic participation - we really do appreciate your efforts!

More pics from the day at awards.traveldaily.com.au.



IT WAS business on top, party on the bottom for Platinum Travel Corporation's Andrew Buerckner, whose lily-white lockdown legs prompted plenty of feedback when he posted them on LinkedIn.

A VERY stylish Alex Obleschuk from Tour Atlas said "it was fab to put on some lippie, jewellery and a fancy top" for the awards.



THE Club Med team made a day of it, celebrating the awards all in white.



MELINDA Wouda from Globus even wore a bedazzled mask for the awards as she celebrated despite a 5km isolation restriction in Melbourne.



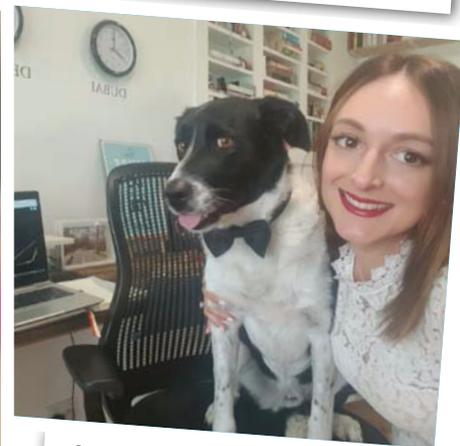
EMILY Kadinski from itravel Carlingford ready to party!



TRAFALGAR'S Katrina Barry kicking up her heels in style.



TRUDI Sheppard from ATG shows off her glam-iso ensemble.



ANDREA Massaro, Sales Manager for Trafalgar, Cost saver, AAT Kings and Inspiring Journeys celebrated with #1 Ambassador Jax.



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Some rare FC good news



WHILE Flight Centre is hurting massively, there was some exciting local news in Sydney's Sutherland Shire last night when Flight Centre Menai took out the Local Business Award in the holiday and travel category.

Manager Jade Garlick was also nominated for business person of the year and one of the

consultants was also nominated in the youth award.

Flight Centre Menai Marketplace was only open for eight months pre-COVID, with Garlick saying "crazy times, but myself, Dan, Sarina, Alana and Louisa pushed hard and created real traction in that business in the very short time it was open".

Empty Esky is full

NOT-FOR-PROFIT tourism initiative Empty Esky has teamed up with Jeep Australia to launch a new website that will help travellers support bushfire-affected communities.

The new site features a number of new itinerary ideas in destinations like Lakes Entrance in Victoria and the Scenic Rim region in Queensland.

Also new is an interactive map giving road trippers a way to easily build trips - visit [HERE](#).

SeaLink eats a fig

A SERIES of new dining experiences are now available in South Australia after SeaLink partnered with Kangaroo Island's Enchanted Fig Tree restaurant, offering travellers the opportunity to be hosted by some of the state's best chefs.

Sealink packages include transport from Cape Jervis to the luxury restaurant, car transfer, one night's hotel accommodation, and lunch at the venue.

Packages are priced from \$473 per person and run from 11 Dec to 30 Apr - [CLICK HERE](#) for info.

La Venezia revealed

UNIWORLD Boutique River Cruises has provided the first look at its *S.S. La Venezia* after undergoing a complete makeover, formerly the cruise line's *River Countess* vessel.

The renovated ship features design and decor inspired by the late Spanish fashion designer Mariano Fortuny, and when she debuts next year will sail eight-day Venice & the Gems of Northern Italy itineraries.

In 2021/22, the ship will also service 10-day Milan, Venice & the Gems of Northern Italy voyages, as well as 12-day Cruise & Rail: Venice & the Swiss Alps packages.

Prices start from \$4,049ppt. She was originally scheduled to make her debut in Mar of this year until the pandemic struck.

TECHNOLOGY UPDATE

Today's Technology Update is brought to you by Stuba Pacific

An ode to the Geeks

A FAVE lockdown tale is about the stoic focus of the Stuba Tech team.



Since March we have been embedded in our most ambitious

development project, as CIO, it is clearly one of my most challenging ever. 40 tech workshops over 4 weeks planned between hubs in India and Melbourne to plan infrastructure migration, improve speed and pave the way to survive AND prosper, amongst the chaos in the travel market.

That quickly became 60 workshops from 17 lounge rooms, bedrooms, home offices and hallways across the world. Developers working on their laptops, on their laps, in their hallways, as their toddlers climbed over them during zoom calls. Never a complaint, but always a smile. We are now weeks from an on-schedule delivery.

To my legion of geeks (Stuba and otherwise), to you insanely gifted and introverted code warriors who breathe life into the digital infrastructure that keep our world running, know with crystal clarity...

... I salute you.

If others do not, they simply have not had my privilege to have worked with you.

Stay safe. Feel loved. Stay strong. Osu.

Mark Luckey,
CIO, Stuba



Travel & Cruise
Weekly

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



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Where in the world?



THIS historic bridge's construction started in 1357 and finished at the beginning of the 15th century.

It was originally called the Stone Bridge but has had its current name since 1870.

Until 1841 it was the only way to cruise the river that it spans and it was the most important connection between the castle

of the town and it's Old Town, making it also important as a trade route.

The bridge is 516 metres long and nearly 10m wide with 16 arches that are shielded by ice guards to protect the bridge from being washed away.

Do you know the name of the bridge and where in the world it is located?

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.

E	D	A
T	D	N
O	T	E

Good – 20 words

Very good – 29 words

Excellent – 39 words

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

ANSWERS 01 OCT

Know your brands: 1 Australian Broadcasting Corporation (ABC), 2 New York Yankees, 3 Buckingham Palace, 4 Woolworths

Whose flag is this: Vanuatu

Whose animal is this: Beaver - Canada

Pub quiz

- Which American state most recently joined the union, doing so in 1959?
- Which island was previously known as Otaheite?
- The Four Asian Tigers are the economies of where?
- Which country officially refers to itself as the 'Abode of Peace'?
- Carnival recently named its second Excellence-class ship *Carnival Celebration*, a homage to the former ship which exited its fleet in what year?
- NH Hotel Group is named after which region of Spain?
- John Bradfield was the chief proponent of which Australian landmark?
- How many islands does Indonesia consist of?
 - Over 12,000 islands
 - Over 17,000 islands
 - Over 22,000 islands
- What is the most populous country located entirely south of the equator?
- Bundaberg is situated on which river?
- What destination in Korea is this collection of pictures spelling out?



+



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 Jan 2012:

SOMETIMES the most simple form of punishment will do.

A hotel manager in California has paid tribute to teachers everywhere by making a guest who tried to steal one of the property's paintings write lines as his penance.

The man was sprung trying to move a portrait of a naked woman riding a cigar from the men's room at the Citizen Hotel in the state capital, Sacramento.

Blaming too much to drink at a wedding, the man admitted his crime on the spot and expressed deep remorse, leading to the unusual punishment as opposed to pressing police charges.

Sitting him down at a desk with a pen and paper, the manager made the man write "I will not get drunk at a wedding and go steal the naked picture of a woman on a cigar over the urinal in the Citizen Hotel" over and over again.

The lines are now proudly on display in the same men's room, next to the returned painting.



IT'S official, Princess Cruises has formally taken ownership of its newest ship, the 3,660-passenger *Enchanted Princess* to its fleet.

The vessel was warmly welcomed by the Princess Cruises brand during an official handover ceremony broadcast from the shipyard in Monfalcone, Italy.

"The heart and soul of the ship are always its team, and I know she is in good hands with our

dedicated crew watching over her with great care and pride," said Princess's President Jan Swartz.

"We look forward to brighter days ahead, when we can officially welcome the first *Enchanted Princess* guests to enjoy all this beautiful ship has to offer," she added.

Selling points on board include Take Five, the only jazz theatre at sea, MedallionNet wi-fi capability, as well as luxury Sky Suites with inclusive amenities.

Wedding in the sun

QUEENSLAND Brides has partnered with Tourism Whitsundays to launch a new destination wedding guide.

The e-book features a host of locations where weddings can be hosted, experiences to do on a honeymoon and Instagram inspiration from other couples who have previously said 'I do' in the tropical destination.

Tourism Whitsundays CEO Tash Wheeler said the wedding market in The Whitsundays will be an important driver of its tourism recovery strategy.

"Each year, The Whitsundays wedding sector pumps around \$50 million into our local economy with over 1,000 weddings taking place in the region," she said.

View the new guide **HERE**.

Tassie vouchers 2.0

THE Tasmanian Government has opened registrations for the second phase of its Make Yourself at Home voucher initiative, designed to increase intrastate holiday plans for Tasmanians.

The second tranche of stimulus provides a further \$5 million in support for the state's tourism industry and takes the total investment in local travel to more than \$12.5 million.

The vouchers will be available to Tasmanians on a first come, first served basis.

HA increases flights

HAWAIIAN Airlines has announced it will resume nonstop services between 10 US west coast cities from mid-Nov.

The carrier said it was ramping up its US mainland reach in anticipation of its pre-travel COVID-19 testing program which involves drive-thru testing stations (**TD** 30 Sep).

Cities flagged for resumption next month include Oakland (OAK), Phoenix (PHX) and San Jose (SJC) from 01 Nov, as well as Los Angeles, Portland, Seattle, Sacramento, San Diego and San Francisco from 18 Nov.

HA has also kickstarted international flights again, launching weekly passenger flights to Tokyo (NRT).

GALTA tickled PINK

GAY and Lesbian Tourism Australia (GALTA) has collaborated with Pink Media USA for an interview series called Voices of Australia, which will highlight the best experiences in Australia to inspire future travel from the LGBTQ+ community.

The first destination featured in the series is Fraser Island.

737 Max sales pitch

BOEING has reportedly held discussions with Delta Air Lines for the carrier to buy 40 of its "unclaimed" 737 MAX aircraft, according to a Reuters report.

The manufacturer has a surplus of the grounded model because airlines have either backed out of the deal or gone out of business.

TRAVEL SPECIALS



WELCOME to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to specials@traveldaily.com.au

Airmorth has launched its Tropical Summer Sale, offering flights from \$149 for travel between 11 Oct and 13 Dec. The sale kicks off at 12.30pm today. The flight prices are for one-way tickets only. Call 1800 627 474 for further details.

With so many road trips being booked in Australia this year, **Alamo Australia** is offering 10% off car hire when booked 21 days in advance. The deal is valid until 31 Mar 2021 and is accessible through DriveAway by **CLICKING HERE**.

Aussies can enjoy discounts on family holiday stays at **Rydges Sydney Harbour** by taking advantage of the Family Friendly Deal. The promotion sees all kids eat free for breakfast with every paying adult. Rates for accommodation leads in at \$139 per room. Call 9255 1800.

AAT Kings is currently offering a 10% discount on select First Choice Guided Holidays. Applicable tours include a 21-day Wonders of the West Coast & Kimberley adventure exploring the coast of the Top End and Western Australia. The offer applies to travel taken between 01 Jun and 15 Sep 2021. Check out all of the valid tours **HERE**.

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

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