

Today's issue of TD

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

DL boosting SYD

DELTA Air Lines today advised its travel partners that from 25 Oct it will operate its Sydney-Los Angeles route five times per week using its new Airbus A350 aircraft.

Subject to travel restrictions a sixth weekly frequency will be added from 01 Nov, DL said.

NCL walks off well

NORWEGIAN Cruise Line has this week kicked off its Walk for Wellness initiative (**TD** 21 Sep), with hundreds of industry people across Australia & NZ taking part.

Participants walked a combined 2,377km in just the first 24 hours as well as completing a fun "selfie" photo challenge.

More details on the initiative in today's issue of **Cruise Weekly**.

"Door still open" - AFTA

THERE'S been no further news on the bid by the Australian Federation of Travel Agents for \$125 million in industry-specific support, after AFTA CEO Darren Rudd took part in a meeting with the office of the Prime Minister yesterday afternoon.

After the meeting Rudd assured agents that "the door is open" for further negotiations, with the Government now appreciating that the loss carry-back provisions in the Federal Budget (**TD** yesterday) "may not be good for all," because the industry is unable to fund losses, with a more widely applicable support package now under discussion.

Last night on *Sky News* Rudd told host Alan Jones he rated the Budget as "4.5 out of 10" and noted the forecasts in the Budget that international travel was likely to be subdued until the fourth quarter of 2021.

Despite a seeming lack of

progress and frustration at the overall Budget outcome, it appears the efforts of the industry to lobby local MPs are being heard, with the *Canberra Times* reporting that during a joint Coalition party room meeting on Tue at least four Federal politicians raised concerns about the travel sector. Rudd said "we know everyone is distressed, disappointed and frustrated at the lack of specific measures in the Federal budget but we need to remain constructive, strategic and focused in our lobbying."

"The door is still open for support to address our very specific needs and we are in detailed, data-driven dialogue."

"There were close to 600 submissions made to Government in the pre-budget process...ours is one of only a very few which the Government is still considering," he said.

Do more on holiday

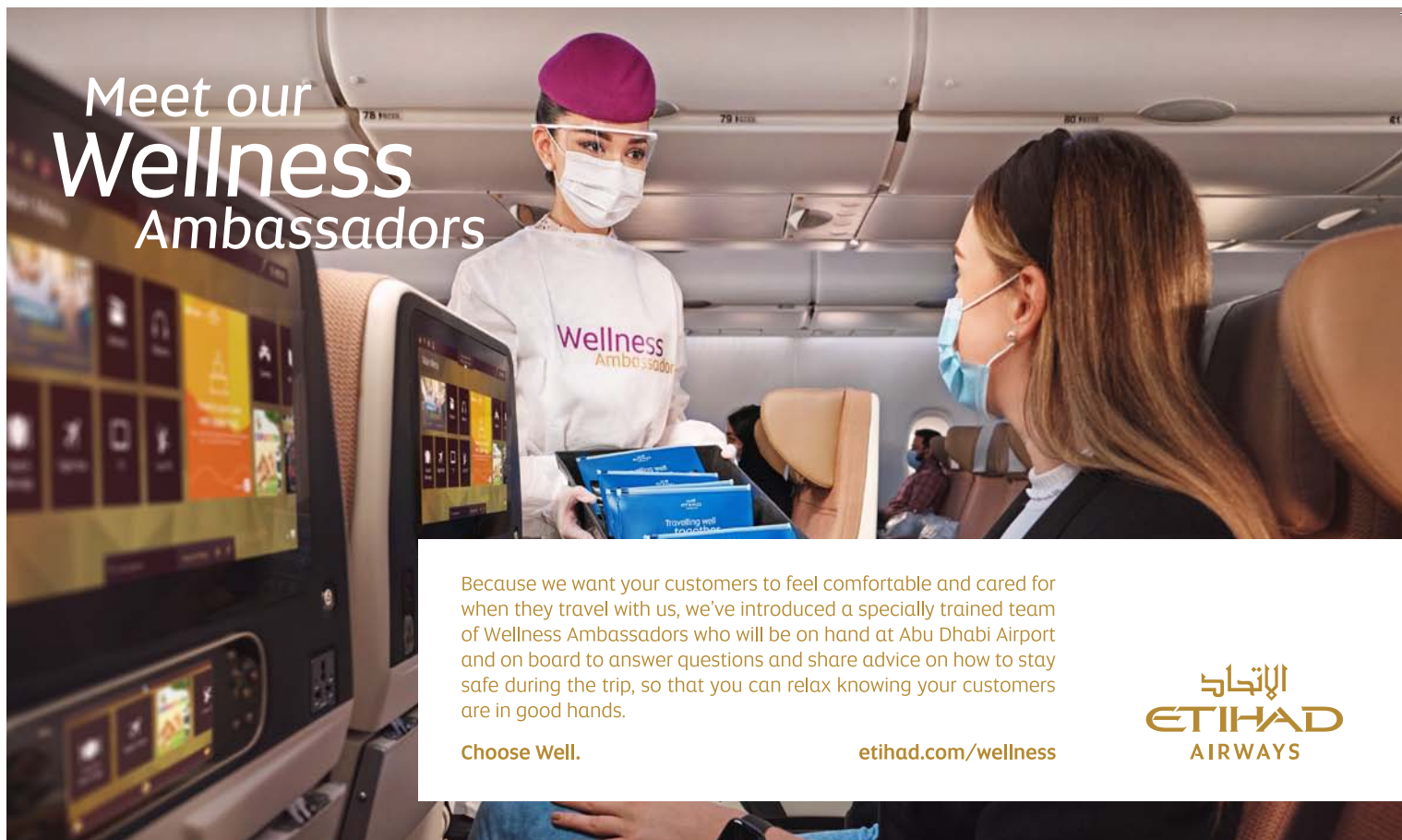
TOURISM Australia (TA) is set to next week launch the next phase of its "Holiday at Home" campaign, with the new iteration aiming to encourage Aussies to do more while they take a break.

The initiative was revealed yesterday by Tourism Australia MD Phillipa Harrison at the opening of the new Crowne Plaza Darling Harbour hotel in Sydney.

"We want Australians to travel like international travellers do, not just fly and flop, but get out there and jump on our experiences, go and experience our food and wine producers and just generally engage with the communities that they're travelling to a lot more," she said.

Harrison cited Tourism Australia consumer research indicating a huge pent-up demand for travel experiences, with sentiment in terms of planning and booking holidays rising as cases of COVID-19 decline and borders are starting to reopen.

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EY to drop BNE

ETIHAD Airways has confirmed the cancellation of its Brisbane-Abu Dhabi route, as part of an “ongoing review of network performance”.

The carrier said the decision was a commercial one, made as a direct consequence of COVID-19’s impact on global travel and tourism demand.

“The cancellation of the Brisbane route is one of several adjustments currently being made by the airline at this time,” a spokesperson told *Travel Daily*.

Ethihad said it would work closely with travel agents and affected guests to re-accommodate them on alternative flights, noting that it continues to serve its other Australian gateways of Sydney and Melbourne.

The airline thanked its guests, partners, government and industry authorities and the travel trade for their “loyalty and partnership throughout the time we have served Brisbane”.

Berejiklian’s border blast

NSW Premier Gladys Berejiklian has promised to continue to be “outspoken and vigilant” when it comes to border restrictions, saying that “apart from Victoria no state government should have any borders at this stage, and I think it’s ridiculous that they do”.

Berejiklian was speaking at the opening of Sydney’s new Crowne Plaza Hotel Darling Harbour yesterday (see **page 3**), saying she was very pleased to see the confidence it showed in the recovery of the tourism sector.

“I’m often criticised for being too cautious, and I don’t mind that...but I’m quite courageous when it comes to having the confidence that NSW is able to get on top of the virus,” she said.

Referring to current restrictions on NSW citizens travelling to Qld, she said “I think it’s ridiculous that we’re held to a standard of having 28 days of no community transmission.

“We are in a pandemic, that’s not going to happen.

“But what will happen is that when we do have cases, we will get on top of them, we will control them, and we’ll make sure we keep the economy open and that includes any opportunities for hospitality and tourism that are safe,” she said.

“As far as the NSW Government is concerned, our job is to keep the virus at bay so we can keep welcoming tourists in the future and also keep the industry going through these difficult times,” she said, noting that from late next week the state expects to be welcoming New Zealanders.

“The message to the hospitality and tourism sector is that we want to continue to work with you, support you, maximise opportunities in the future.

“We look forward to better times for the industry in the months & years ahead,” she said.

Club Med protects

CLUB Med has revealed more support for travel agents by launching a new cancellation protection policy designed to reduce the financial burden caused by the loss in bookings.

For all trips departing before Nov 2021, agents will receive \$50 per cancelled booking when their clients opt out of a trip more than 30 days before departure.

For clients who want a future travel credit, travel agents will receive their full commission.

The new cancellation protection policy comes into effect from today, for bookings made between 08 Oct and 30 Nov 2020.

For more info, **CLICK HERE**.

Wendy Wu brox

WENDY Wu Tours’ Latin America & Antarctica 2021-22 brochure is out now, featuring a 13-day Ecuador Highlights tour & a 21-day Treasures of South America trip - see **HERE** for info.

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IHG's new Crowne jewel



INTERCONTINENTAL Hotels Group (IHG) yesterday welcomed its newest property, with the opening of the brand new Crowne Plaza Sydney Darling Harbour.

The highly anticipated property has been delayed by about five months due to COVID-19, with IHG Head of Operations Ruwan Peiris paying tribute to the extraordinary efforts of his team.

The new hotel marks the return of the Crowne Plaza brand to

Sydney after a 10-year hiatus, with Peiris noting its "wow factor", with floor-to-ceiling windows in all 152 rooms, a rooftop infinity pool, the latest technology, hygiene standards and fabulous dining venues all in the heart of the Sydney CBD.

Pictured at the opening from left are NSW Premier Gladys Berejiklian, Tourism Australia MD Phillipa Harrison, IHG's Ruwan Peiris and hotel owner Jason Gao.

Travel Daily



Catch up on the news of the week

[CLICK HERE TO LISTEN](#)

Tahiti specialists

TAHITI Tourisme will next week unveil its new Tahiti Specialist Program in a dedicated travel advisor webinar outlining the key reasons and benefits of joining in.

The Zoom webinar will also showcase a launch incentive in partnership with Air Tahiti Nui, with registrations now open by [CLICKING HERE](#).

UK travel taskforce

BRITISH Transport Secretary Grant Shapps has announced the creation of a new Global Travel Taskforce, aiming to help open up the UK to international travel.

Shapps said the group would "implement a testing regime to reduce the self-isolation period, along with a wide range of other measures to enable travel whilst keeping coronavirus rates down".

The taskforce will report back in Nov, but in the meantime the country's 14-day quarantine regime will remain in place.



Window Seat

TOURISM Australia Managing Director Phillipa Harrison certainly appears to be taking a hands-on role to experience some of the local product.

Speaking yesterday at the opening of the new Crowne Plaza Sydney Darling Harbour, Harrison noted that sectors of the industry reliant on international tourism continued to be doing it "very, very tough".

But apparently not so for wherever Harrison drove back from in traffic after spending the long weekend north of Sydney.

"If you were like me and spent six hours on the Pacific Highway on Mon night you would know that there are some regions of Australia, particularly those around our major cities, that are doing really, really well at the moment," she said.



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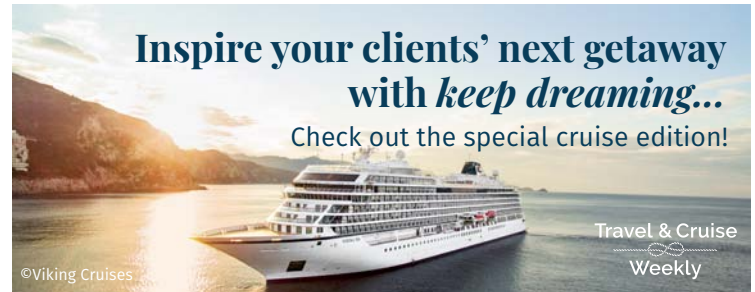
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Emirates launches NDC portal

EMIRATES has unveiled a new gateway for its trade partners, aiming to give travel consultants the ability to easily and directly access the carrier's rich content and other services.

The platform has been developed using IATA's New Distribution Capability (NDC) standards, and is accessed via the recently launched Emirates Partners Portal (**TD** 29 Jul).

"The Emirates Gateway suite of connection options has been built on new technology and is designed to address the limitations of current legacy distribution systems," said EK Chief Commercial Officer, Adnan Kazim.

"Our aim was to create a platform that empowers us to rapidly develop and deploy new products and services, thereby giving us and our trade partners the ability to offer even more value-added and differentiated services," he said.

The carrier this morning confirmed that at this stage it would not impose additional fees for GDS bookings.

"There are no surcharges on bookings via GDS, or made outside of Emirates Gateway at the moment...should the situation change we will inform our trade partners," a spokesperson told **Travel Daily**.

Currently there is no fare or content differentiation between the Emirates Gateway and GDS platforms, however "we expect that there could be content differences over time as we enhance our NDC capability and bundle content," the spokesperson added, with the new system giving the ability to provide bespoke products by markets, segments, timings or only with specific partners.

"We do intend to explore these opportunities with our trade partners moving forward."

Sebel Yarrowonga

THE recent relaxation of restrictions for regional Vic will see the new Sebel Yarrowonga hotel open its doors on 01 Nov.

The multimillion dollar development in the Murray River region is located adjacent to Silverwoods Golf and Lifestyle Resort, and claims to "set a new benchmark in accommodation, dining, conference and events facilities" for the area.

It overlooks Lake Mulwala, about an hour from Albury, three hours from Melbourne and five hours from Sydney, offering 63 studio rooms and apartments, with a further 54 rooms to be added in stage two in 2022/23.

Accor Pacific CEO Simon McGrath said the company was excited to bring The Sebel brand to the region.

"Trusted brands like The Sebel bring quality and credibility to the serviced apartments sector, which has been rapidly growing in popularity," he said.

Brand USA platform

BRAND USA has today announced the launch of the Brand USA Global Marketplace, described as a "one-stop-shop for US travel partners and Australian audiences to interact".

The custom-built virtual platform aims to reimagine traditional trade shows and industry events, giving access to a wide range of destinations, attractions and points of interest for the international travel trade.

The marketplace provides registered users with travel itineraries, destination marketing collateral and industry insights, with a Buyer Pavilion, Main Stage, Networking Lounge and self-guided Video on Demand portal.

Participants will also have access to a Virtual Briefcase and a Business Card Jar, as part of a range of networking tools aiming to "simulate the relational exchanges that occur at industry events," Brand USA said.

See thebrandusa.com.

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7.00am Champagne Beach, Espiritu Santo

||

The October issue of *travelBulletin* is out now! Read about the home-based future of the travel industry, Adam Armstrong's last Aussie interview and more.

CLICK to read *travelBulletin*



Another win for CVFR



CVFR Consolidation Services was this week recognised by China Airlines for being a Top Performer, receiving an award for Outstanding Contribution in 2019. The cherished trophy was handed over by Jenny Kao of China Airlines, **pictured centre** with CVFR Consolidation Services MD Nidhi Menroy and her colleague Anoop Karnik.

Abu Dhabi extended

THE Abu Dhabi specialist program has been extended in anticipation of an uptick in travel in 2021.

Agents who complete the program and nominate others will go into the draw to win a \$200 restaurant voucher - sign up to the program **HERE**.

Eyeing overseas markets

EXCLUSIVE
FUTURE travel from international source markets remain firmly on the radar at AAT Kings Group, according to the newly appointed Chief Executive Officer Matt Fuller (**TD** 17 Aug). Speaking to *Travel Daily* this week, the brand's new boss said AAT Kings Group was hearing from the industry in places such as the United Kingdom and United States, that the international community view us as a safe destination to travel to once borders are open.

"[They] really want to hear about what we're offering and how we're going to do it," he said.

"We need to be really smart as an industry and make sure we capitalise on that.

"The more we can talk to those markets, the more we can grow that confidence, the more we show we can execute, the better a position we'll be in to capitalise," he added.

Domestically, Fuller said forward bookings for late 2021 and beyond were "great", but Australians predictably have

not yet cut loose with extended bookings in the short-term.

"We're seeing that pent-up demand, no question...it's very much oriented around those short-term spikes, that quick getaway within your own state," Fuller explained.

"I think once we get some consistency with borders opening and some reasonable air routes open, that will drive multiple night stays, that's where we'll see a much greater take-up, not only in the products you can experience within a destination, but the day tours, local tours and options."

Going forward, Fuller said AAT Kings Group will look to become far more flexible in its approach, adapting and meeting demand in much shorter time frames.

Viking SE Asia trip

VIKING has introduced a new 15-day single departure itinerary exploring South East Asia in 2023.

The Secrets of Southeast Asia departs Bali in Mar 2023 bound for Singapore aboard *Viking Orion*, and includes a call at Ho Chi Minh City in Vietnam.

The voyage is priced from \$7,495 per person, twin share for a Veranda stateroom, and the itinerary includes five guided tours across four countries.

Viking's Risk-Free Guarantee applies to the latest voyage.

To view further details about the cruise, **CLICK HERE**.

Trump demands aid

US PRESIDENT Donald Trump has called on the House and Senate to approve a US\$25 billion rescue package for the country's ailing airline industry.

"I am ready to sign right now, are you listening Nancy [Pelosi]?" Trump tweeted yesterday.

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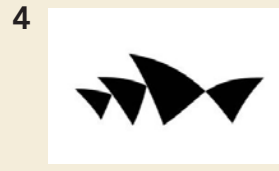
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Know your brands

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.



Where in the world?



DESPITE seeming like a relic of a bygone era, this steam clock was only constructed in 1977.

The clock was built as a monument but also had another purpose to cover a steam grate over one of the city's steam pipes

which heat most of the core of downtown.

It is likely only one of two steam clocks, with the other in an English tavern.

Where in the world is this located?

Whose animal is this?



SIMILAR to last week's beaver, the pine marten came to be this country's national animal due to the importance of the creature's pelt to the economy of the nation during Medieval times.

The furs of the small weasel-like mammal were used as trade

currency and to pay taxes and in the 13th century pine martens appeared on the country's coins.

Pine martens are native to most of northern and western Europe. Do you know whose national animal is the pine marten?

Check tomorrow for the answer.

Japan word search

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

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

AUTOMOTIVE
BLOSSOMS
GEISHA
HIJIFALLS
JAPANESE
MOUNTFUJI
NIPPON
OKINAWA

ONSEN
ORIGAMI
RAMEN
SHIBAINU
SUMO
TEACEREMONY
TOKYO
TONKATSU

ANSWERS 07 OCT

Pub quiz: 1 *Mardi Gras*, 2 b) 1898, 3 a) 4, 4 China, France, Russia, United Kingdom, United States, 5 Haneda Airport, 6 Scotland, 7 Oregon, 8 Macao's, 9 Ryukyu Islands, 10 Sugarcane

Whose flag is this: Tonga

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

PTMs take some time to NAP



THERE has been a 9% increase in TravelManagers' Personal Travel Managers using the company's Network Assistance Program (NAP), according to TravelManagers' Executive General Manager Michael Gazal.

NAP is the network's health and wellbeing initiative launched in 2018, which connects agents with trained professionals to deal with a range of emotional needs, such as strategies to deal with anxiety and anger - a pertinent resource for TravelManagers members to have during the challenges of COVID-19, Gazal believes.

"Anyone who needs or wants assistance is able to access up to six free support sessions per year," he explained.

"The NAP program is designed

to complement all the other support mechanisms we have in place, such as business development, marketing, and mentoring," Gazal added.

Victoria-based PTM Kate Bevan (**pictured**) is one agent who can testify to the utility of the service operated by PeopleSense, stating it was really useful to manage anxiety about her business.

"I found them friendly, approachable and easy to talk to," Bevan said.

"Even when I've had a session scheduled and have thought I had nothing to discuss, I have come away having learned something about myself, new coping strategies or generally felt less weighed down with stress," she added.



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Banyan Indo growth

BANYAN Tree Hotels has revealed major expansion ambitions in Indonesia, unveiling plans to open five new resorts in Bali, Lombok and Sumatra.

Among the confirmed plans is the 72-room Banyan Tree Nipah, which will boast amenities such as an all-day restaurant, infinity pool and spa facility.

The property is scheduled to open in 2022.

Also on the list is the Angsana Saranam, Bali, which Banyan anticipates will open in 2021, featuring 82 units, Angsana Spa, a fitness centre and vitality pool.

Bondi beach club?

ICONIC tourist destination Bondi Beach may soon be home to a European-style beach club, with plans submitted to Waverley Council to construct a private area for visitors to enjoy meals and cocktails on the sand.

Amalfi Beach Club has drawn up the proposal, which if approved would incorporate a 320m² space fitted with sun lounges.

"Amalfi Beach Club is a commercial initiative to revive Bondi Beach, support local business and lift community morale following the COVID-19 crisis," the company said.

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.

Jenny Wallis has been appointed Business Partnership Manager at 10 Travlr following her departure from Flight Centre last month. She was previously the travel company's Product Manager for more than 10 years. Wallis joins **Melissa Bramley** who was recently recruited to the role of Partnership & Contracting Manager.

Air New Zealand this week announced the appointment of **Leanne Geraghty** to the newly created role of Chief Customer & Sales Officer, where she will report directly to the carrier's Chief Executive Officer Greg Foran. Air NZ has also foreshadowed the departure of Chief Financial Officer **Jeff McDowall** in the middle of 2021.

Two new roles have been created at **Unique Cruises**, with **Jacinta Tangkpanya** taking on the role of Design and Social Media and **Clarke Peninton** who will be charged with taking on the company's operational requirements. Peninton has been tasked with ensuring agents and clients receive excellent customer service.

The Darwin Festival has a new head, with **James Gough** stepping into the role of Chief Executive Officer after steering the event through the COVID climate in the last couple of months as acting CEO. Gough is considered to be a great fit for the position as he arrives with a wealth of experience, having been involved in the Darwin arts and entertainment industry for more than 10 years.

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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