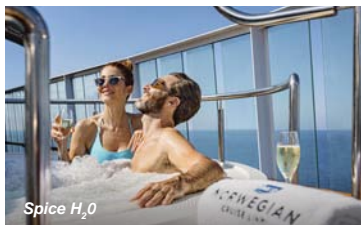


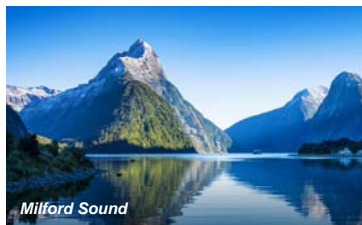


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Spice H<sub>2</sub>O



Milford Sound



Onda by Scarpetta



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\*Offers correct as at 13 October 2020 and are subject to change or withdrawal. Offers end 4 November 2020 unless extended. For full terms and conditions visit ncl.com.

## QR stays in Brisbane

**QATAR** Airways has confirmed that it will continue operating non-stop flights from Brisbane to Doha until the end of Mar 2021.

The thrice-weekly services will complement QR daily flights from Sydney and Melbourne according to GDS screens, as well as four weekly Perth services (**TD** 29 Sep).

## SQ releases app

**SINGAPORE** Airlines has today rolled out Kris+, an all new app which centralises payment, lifestyle and reward services into a single platform for customers.

An extension of the popular KrisPay app, Kris+ allows SQ to personalise offers for its global client base via location-based recommendations, such as discounts, rewards & promotions.

## Tahiti on the front foot

**TAHITI** Tourisme will today go live with its new training platform for travel agents in Australia and NZ (**TD** 08 Oct), with the destination leading the way in terms of providing a blueprint for the restart of travel.

The organisation's Account Director Caroline Brunel yesterday provided a sneak peek of the platform ahead of a wider launch to over 450 agents who preregistered for the Zoom launch this morning.

Brunel noted that the Islands of Tahiti had reopened to the world on 15 Jul, with "strong and very strict protocols and health measures" in place, including requiring a negative COVID-19 test within 72 hours of departure, and then a subsequent self-administered swab four days after arrival which is processed via a national hotel protocol.

Since the restart almost 21,000 visitors had entered Tahiti, mostly from France and the USA, with 20 or so cases detected and managed.

"Tourism is one of Tahiti's biggest industries, and one that keeps the country going, so that's why the Government made the decision to reopen, still mitigating the risk but accepting that there is not a zero-risk approach.

"It's essential to make sure that everything starts again, because the long-term consequences of not being open could be far worse than COVID," Brunel said.

While Australians and New

Zealanders are currently locked down, she said there were hopes the destination could become part of a Pacific approach which might be implemented sooner than the Australian Government's expectations of a Q4 2021 restart.

"We're doing everything we can to make it happen, and to ensure that travel agents are absolutely ready to sell the destination when it happens," she said.

Brunel noted the huge pent-up demand from Australians, as well as heavy interest from the trade in the training, which offers a range of tiers and associated benefits for participants.

A kick-off incentive is offering agents who register before the end of Nov the opportunity to win one of two pairs of return tickets to Papeete - sign up at [www.tahitispécialist.org](http://www.tahitispécialist.org).

## Hunter HLO report

**HELLOWORLD** Travel Limited has confirmed its new GM for New Zealand, Chris Hunter (**TD** yesterday) will report directly to HLO CEO Andrew Burnes, similar to his Executive GM predecessor Simon McKearney.

Asked whether the restructured role would instead be responsible to HLO's UK-based Executive Group GM John Constable (**TD** 13 Jul), Helloworld told **TD** there was no change to the reporting line as "New Zealand never did report to John Constable".

## Today's issue of TD

*Travel Daily* today has six pages of news including our PUZZLE page and a cover page from **Norwegian Cruise Line**.

## NCL summer sale

**NORWEGIAN** Cruise Line is today showcasing the Dec 2021 Australia/NZ season of *Norwegian Spirit* with savings of up to \$800 and a range of special offers including a beverage package.

See the **cover page** for details.

## QF back on Tasman

**QANTAS** has reopened reservations for flights between Sydney and Auckland from this week, for travel in Oct and Nov.

Previously QF was only accepting trans-Tasman bookings for flights on/after 07 Dec.

# SCENIC<sup>o</sup>

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## Virgin sets the record straight

**VIRGIN** Australia has pushed back on negative media reports that suggest it has permanently cut service levels to below that of a budget airline under new owners Bain Capital.

A spokesperson for VA told **TD** that it is currently conducting limited services on board which are designed to mitigate contact between crew and passengers.

"The safety and wellbeing of our guests is always our top priority and we have a variety of safety measures throughout our customer journey to minimise risks associated with COVID-19, including a limited service on board," the carrier said.

VA added that as domestic flights are now beginning to ramp up, it is reviewing its long-term Business class service strategy, revealing it would be releasing an update to the market in "the coming days".

## Aug travel declines again

**JUST** over 3,000 international visitors arrived in Australia in Aug, with the Government's inbound passenger caps continuing to limit the ability of the travel and tourism industry to trade.

The Australian Bureau of Statistics (ABS) yesterday released its figures for the month, showing a 99.6% decline year-on-year.

The biggest source country during Aug was the USA, with just 450 trips to Australia - ahead of New Zealand with 370 and then the UK with only 310 arrivals.

There were 220 inbound overseas travellers from India, 160 from China, 130 from Singapore, 110 from Hong Kong and 90 from Ukraine.

The figures were equally grim for outbound travel by Australian residents during Aug, with a total of 8,070 short-term trips recorded, the lowest on record.

Just over 1,050 Australians returned from the USA during the

month, followed by New Zealand with 900 returns and then the UK with 850.

The ABS figures also showed that in Aug there were just 50 international student arrivals to Australia - more than 54,000 less than the corresponding month of the previous year.

The overall figures were down 14% between Jul and Aug for visitor arrivals, and a 21.5% month-on-month decline for resident returns.

### Dawn crypto plan?

**P&O Cruises' Pacific Dawn** looks set for a future as a cryptocurrency-friendly haven in Panama, with the vessel reportedly purchased by a group called Ocean Builders which plans to rebrand it as *MS Satoshi* and sell cabins to a community of "like-minded entrepreneurs" - details in today's **Cruise Weekly**.



## Window Seat

**OVER-TOURISM** concerns eat your heart out!


Lucky Japanese tourist Jesse Takayama recently visited the breathtaking ruins of Machu Picchu in Peru like no other person in history - all by himself.

Management for the tourism icon made an exception for the eager traveller, who purchased a ticket back in Mar before the pandemic struck, and then became stranded in the country for more than seven months.

"This is so amazing! Thank you," Takayama enthused in a video message with a guide on top of Machu Picchu mountain.




## Meet our Wellness Ambassadors



Because we want your customers to feel comfortable and cared for when they travel with us, we've introduced a specially trained team of Wellness Ambassadors who will be on hand at Abu Dhabi Airport and on board to answer questions and share advice on how to stay safe during the trip, so that you can relax knowing your customers are in good hands.

Choose Well. [etihad.com/wellness](http://etihad.com/wellness)





## Accor takes two

ACCOR is offering Australian travellers a chance to resurrect their cancelled holiday plans, providing discounted stays at a range of hotels when bookings are made between now & 31 Jan.

The hotelier's Take Two promotion leads in at \$95 per night at the Ibis Adelaide, with deals valid up until 13 months from the booking date.

Members of Accor Plus receive an extra 10% off discounted rates.

## NT drives tourism

TOURISM NT has hired consultancy firm KPMG to help refine its future outback driving tourism strategy.

The company will be charged with finding ways to improve outback road infrastructure, how roads can better support existing tourism attractions, what the key drive itineraries should be, as well as the value of drive-related consumer shows.

## NZ models back bubble

NEW scenario modelling compiled by Tourism New Zealand indicates that a reciprocated trans-Tasman bubble established by Jan could add more than NZ\$1 billion to the Kiwi economy by Sep 2021.

The encouraging forecast follows the return of Kiwi tourists to select states and territories on Aussie shores this week, with the timeline for Australians being allowed to travel to New Zealand still to be confirmed.

However, NZ Prime Minister Jacinda Ardern has stated the "Christmas period" would be the earliest possible time for Aussies to travel to the country.

The same set of modelling also contends that domestic spend in New Zealand may see an increase of 18% in Jan when compared to the previous corresponding period.

The favourable spend forecast is based on an increase in Kiwis

undertaking new experiences on domestic trips over the last couple of months, as well as solid spending patterns in a somewhat restricted travel environment.

"Although Aug domestic visitor spend remained flat compared with last year, given Aucklanders were unable to travel for a large part of the month it is actually an incredibly encouraging result," said Tourism New Zealand Chief Executive Stephen England-Hall.

"It's crucial that tourism also provides lasting benefits...every time someone heads into a new region, they don't just visit tourist attractions, they shop at local retailers, book hotel rooms and eat at restaurants," he added.

Domestic visitation numbers for the Jul school holiday period also saw solid growth, with select areas rising by 20-50% compared to the same month last year, with the Sep holidays tipped to show similar gains.

## Not today for WA

FOLLOWING the official launch of Tourism Australia's Holiday Here This Year campaign (TD yesterday), Flight Centre CEO Graham Turner expressed his disappointment that Western Australia would be "the biggest losers" in the country in terms of failing to benefit from the major marketing push.

Speaking on behalf of the Tourism Restart Taskforce, Turner lamented the state's position to keep borders closed and deny WA tourism businesses the opportunity to leverage the Tourism Australia campaign.

He noted Perth agencies and operators would be the hardest hit by not taking advantage of the predicted domestic surge, also putting the kibosh on inferences that intrastate travel would keep WA's travel sector afloat.

"Intrastate tourism was down 74% in Apr, 41% in May and 24% in Jun," Turner pointed out.

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## Wake from the slumber

**FLIGHT** Centre and Tourism Australia have partnered for the first time in eight years to launch a new domestic campaign designed to inspire Aussies to “wake up” and discover more of their own country by visiting their local travel agent.

Scheduled to run until 04 Nov, the collaborative marketing push will see a range of “tongue-in-cheek” creative executions rolled out across the country, leveraging the multimillion-dollar Tourism Australia Holiday Here This Year campaign (**TD** yesterday).

Holiday experiences from all states and territories are featured in the push, with a wide variety of travel experiences in the spotlight, such as self-drive packages along Australia’s iconic coast and wine regions, outdoor and island getaways, walking tours and glamping trips, vibrant city tours, as well as food and wine experiences.

### Vivid 2021 dates

**DATES** for Vivid Sydney 2021 have been released, with expressions of interest for the program now open.

The annual festival of “light, music and ideas” will return from 06 to 28 Aug, with New South Wales Minister for Tourism Stuart Ayres hoping Vivid Sydney would play a big role in supporting the recovery of the visitor economy and creative arts sector.

“We hope that Sydneysiders, residents of NSW and visitors from around the country will start planning now and book,” he said.

### Opera House back

**THE** Sydney Opera House is preparing to welcome back audiences from 29 Oct.

Live events will start in two weeks, including the return of the Antidote festival, as well as show genres across first nations storytelling, comedy, jazz and various children’s events.

“We want to remind the market that we are an Australian company through and through,” said Flight Centre Managing Director James Kavanagh.

“More than just an Aussie brand, we are a group of passionate experts who are part of the Australian community.”

The campaign will run across traditional above the line media, as well as digital, social, & EDMs.

Watch one of the new campaign instalments **HERE**.

### G Adv adds four

**NEW** tours have been added to G Adventures’ Travel With Confidence Plus collection.

Trips to Australia, as well as Cuba, Madagascar, and New Zealand have joined the collection, which all provide additional physical distancing measures for travellers.

Alongside extended flexible booking options and an enhanced travel with confidence policy, the four new itineraries feature smaller group sizes, with a maximum of 12, cheaper solo rooming options, en suite bathrooms and private transportation, as well as increased sanitisation and hygiene protocols.

**CLICK HERE** for more details on the new tours.

### Hotels boasting a brand new tune

**UNIVERSAL** Music Group is launching a hotel brand in a joint venture with Dacia U-Ventures.

UMusic Hotels’ first three locations have been announced for Atlanta, Biloxi and Orlando, with the venture saying more hotels are planned for the United States and globally.

The hotels will “serve as creative hubs” to showcase local culture and music for fans, guests and artists, with the Atlanta and Biloxi locations to host integrated entertainment venues.

## CEO Conversations

with Bruce Piper

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Travel Daily

THE TRAVEL INDUSTRY HUB



## RETHINK TRAVEL

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### Corporate Travel



Finding a “new normal” has become a ubiquitous term in the travel industry as individuals and businesses navigate

lockdowns, restrictions and varying timelines of recovery. For travel agencies of all sizes, it has meant rethinking their business strategies and applying new skills to support their customers.

In many cases, the COVID-19 experience has accelerated travel agencies’ digital transformation. More travel agents see data-driven decisions as crucial to their survival today and their success tomorrow, and are driving forward with technology investments to secure their future in a changing world.

AI, digitisation and automation will open the door to tremendous opportunities for innovation and growth – and create new challenges for the travel agency workforce. From our conversations with travel agency leaders around the world, finding the “right skillsets” was one of their top three concerns.

There is a strong demand for technical skills like programming and app development, alongside ‘human skills’ such as creative thinking and problem-solving. Many travel agencies said that they struggle to find people with the technical skills necessary to build, implement and manage new technology.

As planning and managing travel becomes more complex for travellers, travel agents will have a more relevant and dynamic role to play throughout their journeys. As the World Economic Forum aptly puts it, “Travel agents now need to act as ‘personal travel assistants’ who are partially

data scientists, partially lifestyle gurus, and who move away from providing information to offering personalised guidance.”

For business travel agencies, there will be heightened demand for skills and solutions that can help corporations manage traveller safety and duty of care effectively. Health and safety considerations and a seamless end-to-end experience will be make-or-break factors for winning back corporate travellers and technology will underpin this strategy. Travel agents will need to harness technology in a couple of ways:

First, improve visibility and understanding of data. Real-time data will be more important than ever for resource and revenue planning, as well as risk and crisis management. Tools like Amadeus Mobile Messenger can provide agents with live flight status and real-time destination and incident analysis to allow them to take immediate action in case of disruptions or delay.

Second, enable different channels for travelers to contact you, especially during disruptions. Integrate instant messaging platforms like WhatsApp, WeChat and Facebook Messenger into your contact channels and upskill your customer-facing teams to use them, leveraging best practices on customer support.

Finally, lean on technology providers to alleviate the impact of crisis. Partners like Amadeus or Kudos Travel can offer relief measure solutions for the refunds and exchanges of air tickets, smart scripts to automate these processes or save time in the cleaning of queues for the canceled segments.

**Justin Montgomery, Managing Director at Amadeus IT Pacific**

# AMADEUS

## 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.

1



2



3



4



## Where in the world?



©Alistair Guthrie

**THIS** beautiful spot is situated just right off the coast of this country.

One of the must-do activities in this area is its famous vineyard.

Make sure you go and visit

to enjoy a delicious dining experience and its panoramic scenery, forests and rural farming areas away from the crowds.

The question is can you guess where is this?

## Food and wine in NZ

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

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

- |              |             |             |
|--------------|-------------|-------------|
| AOTEAROA     | HANGI       | PAVLOVA     |
| BEER         | HOKEYPOKEY  | SCRUMPTIOUS |
| BLUFF        | LAMBCHOP    | SPARKLING   |
| CHARDONNAY   | MANUKA      | WINECELLAR  |
| DELICIOUS    | MARLBOROUGH |             |
| FISHANDCHIPS | ORGANIC     |             |

## Whose animal is this?



**WHEN** you read the name of this animal, you should have no trouble guessing which three countries it is the national animal of.

This is the Arabian oryx and it is native to the desert and steppe

areas of the Arabian peninsula.

It was extinct by the early 1970s but reintroduced into the wild from zoos and private reserves from the 1980s.

Do you know whose animal it is?

### ANSWERS 13 OCT

Unscramble: acid, acne, adduce, caddie, cadi, candid, candied, cane, caned, cued, dace, dance, danced, dice, diced, dunce, iced, induce, induced, jaudice, JAUNDICED, juice, juiced, nicad, nice

Pub quiz: 1 India, North Korea, Pakistan, 2 Fiji, 3 AirAsia, 4 Myanmar (Burma), 5 Cunard Line, 6 Princess Cruises, 7 All Nippon, by two years, 8 The Reef Hotel Casino, 9 Thaksin Shinawatra, 10 River Tyne

Whose flag is this: Niger

Today's puzzle page brought to you by 100% Pure New Zealand

# 100% PURE NEW ZEALAND



## ANA digital push

ALL Nippon Airways (ANA) has partnered with digital commerce company PROS as the airline aims to take advantage of the recovering tourism market.

ANA will integrate PROS' Revenue Management Essentials solution to utilise its next-gen, artificial intelligence-driven system to drive revenue, better position itself in the highly-volatile Asia-Pacific market, and help to restore the carrier's international networks to countries such as Australia.

## New VSC campaign

VISIT Sunshine Coast is currently showcasing its "natural authenticity" via a new For Real destination campaign.

Phase one of the push will be rolled out through social media advertising and digital billboards, primarily targeting the Qld driving holiday market.

The thrust of the marketing push focuses on the region's diverse nature-based attractions and is viewed by the tourism body as being crucial to its tourism recovery strategy.

## Outback Queensland gets hot!



WITH a significant spike in first-time intrastate visitors to state's regional areas, Outback Queensland Tourism Association sales members, Janis McDonald and Anita Clark (**pictured**), have been on the road updating travel agents on its wide range of trade-ready products and experiences in the state.

The duo stated that outback operators are very excited about the increase in bookings that are being delivered by the trade, with many travel packages currently available that are tailored to suit many special interests.

A range of off-peak season packages are on offer in Longreach and Winton for example, with two-for-one rail deals from 01 Nov to 31 Mar also available for travellers.

Also on offer are QantasLink

flight deals from 01 Nov to 30 Dec for passengers departing Brisbane, as well as with operators such as Mitchell Grass Retreat, Red Dirt Tours and Saltbush Retreat.

For package and itinerary ideas, agents are urged to email Business Development Manager Anita Clark **HERE**.

## Azamara Greece

**AZAMARA** has introduced a new series of Greek intensive voyages to its program for 2021, with the first sailing scheduled to depart Athens on 09 May.

Highlights of the cruise include a call at Ephesus in Turkey, as well as Patmos, Rhodes and Santorini in Greece, with prices for the seven-night voyage leading in at \$2,861ppts - more details **HERE**.

## ACCOMMODATION

**WELCOME** to Accommodation Updates, *Travel Daily's* Wed feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to [accomupdates@traveldaily.com.au](mailto:accomupdates@traveldaily.com.au).



Embracing "boutique French luxury", the **Sofitel Auckland Viaduct Harbour** will officially reopen this Mon after an extensive makeover. Blending the hotel's "art-de-vivre heritage" with "contemporary elegance", the accommodation will now offer strikingly

redesigned spaces, a greater sense of privacy, and a range of tailored experiences. The hotel's redesign also includes the addition of Club Millesime, a range of privileges, services and rituals for guests reserving the hotel's luxury rooms and suites.



Geoon's flagship brand, Abode Hotels, will open **Abode Belconnen** at the end of the month. Located in Canberra's northwest, the hotel will deliver 152 self-contained, apartment-style rooms. Also, in a first for Abode, guests will have access to a shared

pool, gym and recreational area during their stay, with the hotel set within a mixed-use precinct.



**Buenos Aires Marriott Hotel**, which is located on the city's iconic 9 de Julio Avenue, opened this month. The boutique accommodation consists of 298 rooms, and is the first to raise the Marriott Hotels flag in Argentina since 2013. Located near the

heart of the city the hotel is nearby to attractions such as Obelisco, Palace of Justice of the Argentine Nation and the Teatro Colon.