

Today's issue of TD

Travel Daily today has six pages of news including our PUZZLE page and a full page from **Viking Cruises**.

SYD chief lists next likely bubbles

SYDNEY Airport Chief Executive Geoff Culbert believes Australians could travel internationally sooner than expected.

Following the arrival of tourists from New Zealand this weekend, Culbert nominated Singapore, South Korea and Japan as the next nations that could see the need for mandatory quarantine dropped, potentially as early as the first half of next year.

Culbert added that rapid testing, a vaccine and therapeutic drugs could accelerate the process.

Cover-More COVID policies

EXCLUSIVE

COVER-MORE Travel Insurance is set to roll out new policies for the COVID environment, with an initial launch planned for the New Zealand domestic market later this month, and then expanding the products into Australia in early Dec.

The move was revealed by Cover-More CEO Judith Crompton in an exclusive interview with **Travel Daily's** Bruce Piper yesterday, during which she also confirmed the massive impact that COVID-19 had on the firm.

Like everyone across the industry, Cover-More has had to implement procedures to allow the extremely complex reversal of transactions, with Crompton saying the company had now processed about 70% of the more than 250,000 policies which were impacted by the pandemic.

Coverage for COVID-19 related conditions on existing policies was halted on 21 Mar when a 'known event' was declared due to the Australian Government banning international travel, but since then Cover-More has continued to sell insurance for essential workers and other Australians who have been given permission to leave the country on compassionate grounds.

"We have made a conscious decision to meet the demand that still remains despite the pandemic," Crompton said noting that although COVID-19 is not covered, all other provisions of the policies remain in place in case of theft, injury or other non-COVID related incidents while away.

The Cover-More APAC CEO also addressed the thorny issue of refunds, noting the extremely difficult decision to provide 100% of moneys back to consumers (**TD 07 Jul**) meaning travel agent commissions were recalled.

"It was an easy decision and at the same time a very hard decision, but in the end we had

to stand by consumers," she said, while acknowledging the pain that travel agents are going through and urging them to make contact if they have ongoing questions or issues.

As well as dealing with the impact of the downturn and having to manage a situation of zero or negative revenue, Cover-More has also been making plans for the future, in expectation that when travel returns there will be an even sharper focus on the need to have insurance.

The company has established a new command centre in Brisbane which services the needs of Cover-More customers, and is set to release smartphone apps that will allow leisure travellers to call for help at the touch of a button wherever they are in the world.

Crompton said the new NZ and Australian policies would hopefully form the foundation for further products to become available as borders open and particular destinations open up for outbound travel.

TRAVLR NZ deal

TRAVLR Group, the joint venture partner of 10 Travlr with Channel 10 in Australia, is expanding across the Tasman through a new partnership with Mediaworks NZ.

Wandr, a Mediaworks-owned travel company will provide its audiences across radio, outdoor and digital an "inspirational content and travel platform" while leveraging its stable of well-known personalities to create content and promote destinations and experiences that can be booked on the site, app, or with a local Travel Concierge team.

TRAVLR Chief Revenue & Marketing Officer Gordy Bayne said the company had identified the opportunity in the Kiwi market for a "user generated community combined with a modern pricing model of both dynamic and flash sale offerings".

CLIA on the attack

CRUISE Lines International Association (CLIA) Australasia has blasted the Govt of NSW's support for last Sun's *Cruising - The Perfect Storm* documentary.

The show, which appeared on the Seven Network, was "developed with the assistance of Screen NSW", a brand which sits under the State Government's Create NSW agency.

CLIA Managing Director Australasia Joel Katz said the matter "may be of particular interest to NSW agents, who we know are experiencing incredible hardship due to the travel ban and cruise suspension", with the Association indicating it would be expressing its disappointment directly to the State Government.

More in today's **Cruise Weekly**.

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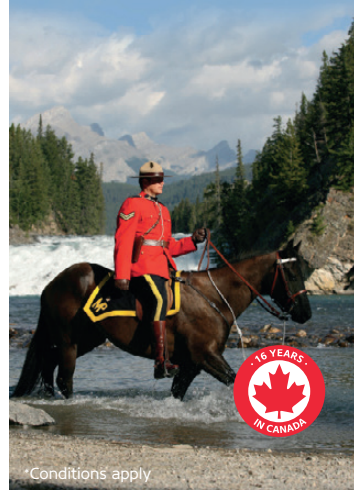
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ANA gets bailout

JAPANESE carrier All Nippon Airways (ANA) is reportedly about to receive US\$3.8 billion in loans from several Japanese financial institutions.

Lenders include Sumitomo Mitsui Financial Group and the Development Bank of Japan, with funds to be used to keep the airline's operations afloat during the travel shutdown.

ANA has already implemented a raft of cost-cutting measures, including slashing salaries by 30%.

Taiwan eyes bubble

TAIWAN is reportedly pursuing a travel bubble with Australia and New Zealand, and follows a similar agreement it is close to forging with the nation of Palau.

Helloworld leisure down 85%

HELLOWORLD Travel Limited today confirmed that its wholesale and retail divisions are reporting transaction volumes of around 10-15% on last year, while its corporate operations are sitting at about 35% of 2019 TTV.

The figures were revealed in the company's Annual Report, along with confirmation that Executive GM Commercial and Retail, John Constable, is no longer with the business (**TD** breaking news).

The inbound division is also experiencing new booking volumes of approximately 20% compared to this time last year, even though it's not accepting any bookings for travel prior to Jul 2021, the company said.

CEO Andrew Burnes highlighted the actions taken by HLO during the pandemic, including a strong focus on costs as well as refunds and credits.

Helloworld has also been looking at revenue opportunities, both within the business and from other sources, including obtaining alternative work from a number of agencies for various call centre services which had helped keep many staff working on a full-time basis.

Various recovery scenarios have been mapped out in terms of border openings, bubbles and vaccine availability "to ensure we have both the personnel and the right product available to sell in market once both domestic and then international travel becomes

available," he noted.

"Much work has gone into these future-facing efforts."

He said after a "comprehensive recalibration" of the business over the last six months, it's estimated that current cash holdings will see Helloworld through to 2023 under existing conditions.

The release also included the anticipated audited results for the year, and confirmed the repayment of \$20 million in borrowings to help reduce annual interest costs by \$420,000.

Helloworld said it would provide the market with a Q1 FY21 trading update before the end of the month.

Tourism job spike

TOURISM topped the list of industries with the highest job ad growth in month-to-month volume for Sep, Seek reports.

The industry has seen the highest number of jobs increase from Aug to Sep, with a 41% spike in new jobs advertised.

Local Seek MD Kendra Banks said the industry's recovery is linked to restrictions easing.

"We are also starting to see businesses prepare for the summer and Christmas holiday period by beginning seasonal hiring," she added.

Overall, Seek job ads are up by 92% month-on-month, but down 20.9% year-on-year.



SUSTAINABILITY MATTERS

Today's Sustainability Matters is brought to you by Hurtigruten

Sustainability in today's climate of uncertainty and scrutiny?



WE REMAIN committed to transparent, honest, and open communication where there is no room for misleading, false, or

incorrect statements concerning sustainability.

Our industry's credibility is at stake so it's time to, "I arrêt - think" and support clear sustainability milestones and new initiatives across the industry. There is no room for alternative facts as our industry's mission must be to convince authorities, regulators, and the general public that the industry is committed to a cleaner future in cruising. A better future for all stakeholders.

Hurtigruten's dossier of environmental sustainability is second to none, with numerous 'firsts.' We were the first cruise company to remove the use of Heavy Fuel Oils (HFO) across our entire fleet more than eight years ago. We are the first company to remove single-use plastic across our entire fleet. We deployed the world's first hybrid-powered expedition ships.

We've continued to innovate with low emission solutions, battery shore power, low emission biofuel, and we fought to ban HFOs in cruising. This is our greatest opportunity as an industry to reset the clock and bounce back cleaner becoming a sustainable industry.

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Damian Perry, Managing Director Hurtigruten APAC



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Japan targets trade

VISIT Gifu is preparing to target Australian travellers, appointing local representation agency Linkd Tourism to spearhead the move.

The travel sales and marketing consultancy will help promote the Japanese city in Australia and New Zealand using a mix of trade and PR marketing channels.

With activity to commence immediately, the appointment signifies a continued emphasis on promoting Gifu in Australia, and comes off the back of initial project-based investment with Linkd Tourism to distribute the five-part Gifu on Film series that ran in May and Jun of this year (**TD** 14 May).

Gifu, located in central Japan, will be positioned as the “physical heart of Japan”, seeking local travellers who are after a holiday featuring authentic Japanese tradition, adventure & cuisine.

Japan is tipped to be a top performing market for Aussie travellers post-pandemic.

Scurrah to depart Virgin

JAYNE Hrdlicka will be appointed the CEO of Virgin Australia once the carrier’s transaction with Bain Capital is completed in early Nov, replacing Paul Scurrah in the role (**TD** breaking news).

Hrdlicka headed up low-cost carrier Jetstar Airways in Australia for more than five years between 2012 and 2017, most recently serving as the Chief Executive and Managing Director of The a2 Milk Company.

The news follows recent speculation that Scurrah would be replaced by new owners Bain Capital, with the Transport Workers Union (TWU) yesterday suspending negotiations regarding new enterprise agreements with the airline upon hearing the rumours.

“The ink is not yet dry on the sale of Virgin and it appears that private equity firm Bain Equity are behaving as we feared,

ripping out the heart of Virgin and reneging on promises to the Australian people,” TWU National Secretary Michael Kaine said yesterday afternoon.

Scurrah commended Hrdlicka on her previous airline achievements and wished the airline well for the future.

“Jayne has strong aviation credentials and she is focused on seeing the business succeed and I wish Virgin well under her leadership,” Scurrah said.

Deed Administrator of the Virgin Group Vaughan Strawbridge also praised the departing CEO for showing “exceptional leadership” during a challenging ownership transition period.

“Paul has done an outstanding job supporting us through this process,” he said.

VA has also rejected suggestions the airline would be transformed into an exclusively budget carrier under Hrdlicka’s leadership.



Window Seat

QANTAS has unveiled an exclusive new leisure wear range by fashion designer Martin Grant.

The limited-edition athleisure collection showcases a mix of Qantas’ vintage logos to mark the airline’s centenary year.

Grant set out to design a classic range of wardrobe staples for everyday wear, including cashmere sweaters, a hoodie, sweatshirts (**pictured**), t-shirts and a beach tote.



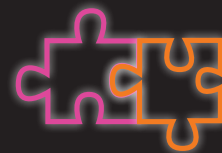
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REGISTER NOW FOR TUES 20 OCT

6.35pm Mt Yasur Volcano, Tanna



Final Aria now sung

P&O Cruises Australia will bid farewell to *Pacific Aria* as early as next month (**CW** breaking news) after the ship's departure from the fleet was brought forward during the current pause in operations.

It had been announced previously the 1,260-guest *Pacific Aria* would leave the fleet next Apr (**TD** 29 Nov), but her departure was brought forward six months to enable the sale of the vessel, reportedly to ferry company Seajets.

Guests who were booked on *Pacific Aria* from 18 Dec can choose alternative arrangements including a full refund, or bonus onboard credit if they opt for a future cruise credit.

Passengers on select cruises can also move their booking to the same time next year and receive bonus onboard credit.

The news follows the recent announcement of *Pacific Dawn's* departure (**TD** 28 Sep).

Azamara beefs up local

AZAMARA has announced the recruitment of an expanded local sales team, a move the cruise line said would "provide more in-market support for travel partners within the region".

The four-strong team was previously just one local representative, Regional Sales Manager Belle Osmic, who is now joined by Business Development Managers in New South Wales and Victoria respectively, Kristina Sambaher and Jessica Marsh.

Sambaher joins the company with more than 10 years of experience in the tourism sector, while Marsh brings with her 14 years' experience in the industry, including a career as a travel consultant, followed by roles as a Business Development Manager for a few well-renowned brands across the Industry.

Also joining the brand is Natalie Bax, who previously worked with Royal Caribbean Group as

its Trade Marketing Manager, and is now Azamara's Business Development Coordinator.

"With this focused team, we believe we can build on the great affection for the Azamara crew and our special products and itineraries, as well as introduce new cruisers to our three special 700 passenger ships - the *Azamara Quest*, *Azamara Journey* and our latest addition, the *Azamara Pursuit*," the cruise line said in a statement.

"Our new Business Development Managers are excited to get out on the road and meet our luxury travel partners, during this challenging time, and they are staying in contact with the trade through with online training sessions and webinars."

To connect directly with the Azamara sales team, travel partners are encouraged to join the company's dedicated Facebook group page **HERE**.

Celebrity backs Aussie agents

CELEBRITY Cruises has pledged its commitment to Australian travel agents by launching a new partner support site.

The portal will house tools and resources to help agents learn about, promote, and sell the Celebrity brand, and is designed specifically for the local market.

"We're committed to rebuilding the industry alongside our partners and are so excited for agents to add this tool to their arsenal," said local Sales Director Cameron Mannix.

"Having been purpose-built to increase selling opportunities and help agents navigate their business recovery, the site reflects our commitment to investing in real tools and real solutions to support our partners," he added.

The new trade portal can be accessed at thecelebritycommitment.com.au.

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Travel Daily

Pub quiz

1. Regent Seven Seas Cruises was formerly known by what name?
2. What is the main tourist resort on the island of Phuket?
3. Lake Louise Ski Resort is located in which Canadian town?
4. What is the largest and most populous island in the Mediterranean Sea?
5. Kangaroo Point offers an enthralling view of the skyline of what city?
6. True or false: by maintaining a policy of armed neutrality, Switzerland has not fought a war since 1815.
7. Which country was most recently admitted to the United Nations, joining in 2011?
8. What is by far the largest landlocked nation on earth, at almost twice the size of the next-largest?
9. After the United States and Canada, what is the next most-populous English-speaking country in the Americas?
10. The Czech Republic is also known by what short-form name?
11. What city is this collection of pictures spelling out?



+



+



Whose flag is this?



ARABS from East Africa and the Arabian Peninsula sailed through the ocean that this country is located in and have traded around the region for centuries, which explains why this country's flag includes the red background it has.

The country actually used a plain red flag for many years but needed to distinguish themselves on the national stage and introduced this flag sometime in the 1930s.

Do you know whose flag this is?

Sudoku

FIENDISH

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

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

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

Funnies Flashback



WE'VE trawled through the **TD** Window Seat archives to give you a blast from the past. Here's some gems from 16 Jan 2014:

CITIES all over the world lit up a few short weeks ago to ring in the new year, and a few more details have been released on how elaborate the city of Dubai chose to make their celebration. So big was the show that it has been classified an official Guinness World Record.

In total, the Emirate exploded an astronomical 479,651 shells in an utterly dazzling six-minute welcome to year 2014.

This worked out to an average of 80,000 shells per minute, or 1,332 each and every second.

Dubai broke the old record held by Kuwait in the first minute. Adjudicating and awarding the record was a laborious process, with Guinness judges physically counting every last cracker.

ANSWERS 14 OCT

Where in the world: Bay of Islands, Northland, New Zealand

Know your brands: 1 Telstra, 2 Holden, 3 Australian Made Campaign, 4 Landcare Australia

Whose animal is this: Arabian oryx - Oman, Qatar and United Arab Emirates

A meeting of the minds



SYDNEY travel agent Ben Caplan from Wall Street Travel this week met with his local Federal Member of Parliament Dave Sharma.

The pair conducted a wide-ranging discussion during which

Carnival breached

CARNIVAL Corp has fallen victim to a cyberattack, with data compromised across three of its brands including Carnival Cruise Line, Holland America Line and Seabourn.

The company said it was still investigating the circumstances of the breach, however it claims the early signs suggest the risk of passengers and crew data being misused to be quite low.

Carnival has since posted information updates on the websites of each of the affected brands, as well as creating a call centre to address client concerns.

Caplan was able to clearly articulate the issues facing the Australian travel industry due to border closures forcing an inability to trade.

Caplan and the Member for Wentworth are **pictured** discussing the important topics in Sharma's electorate offices.

US/UK corridor?

THE United Kingdom and the United States could establish a travel corridor by as soon as late Nov, according to authorities in both countries.

Currently American citizens are prevented from travelling to Europe, with the UK exception still requiring a two-week quarantine period for arrivals.

Travellers would need to undergo mandatory testing pre- and post-flight, with the cost likely to be covered by the pax if the bubble goes ahead.

Aussies love a beach getaway and those heading to NSW's North Coast are spoiled for choice. Read more in the October issue of *travelBulletin*.

CLICK to read
travelBulletin

Heritage Line 2022

HERITAGE Line has announced its 2022 rates and departures, with bookings able to be made immediately.

Most rates remain unchanged from 2021 levels, with the exception of selected upper Mekong itineraries for specific cabin categories in Laos.

The seven-night Lower Mekong itinerary from Saigon to Siem Reap or vice versa is available aboard both of Heritage's luxury ships, *The Jahan* and *Jayavarman*.

Prices in a Superior suite lead in from \$2,132ppts aboard *The Jahan* and \$1,948ppts aboard *Jayavarman*.

For more information on the full season, **CLICK HERE**.

DL posts huge loss

DELTA Air Lines has posted a US\$5.4 billion loss for the third quarter, and has warned 1,700 pilots could be furloughed.

Despite a brief uptick around the 04 Jul hols, DL has suffered from a sharp rise in coronavirus cases in many of the country's cities and states, and quarantine mandates for Americans travelling abroad, with passenger numbers for the quarter around 70% lower than a year ago.

Delta Chief Executive Officer Ed Bastian has cautioned it may take a lot longer than initially thought for air travel demand to return, citing "two years or more" until the airline sees a normalised revenue environment.

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.

Club Med has named **Anne Browaeys** as its new CEO of Europe and Africa, succeeding Xavier Mufraggi in the position. Browaeys will be charged with leading the company out of the challenging COVID period, which will involve developing the marketing, digital and commercial activities of all Club Med resorts across the two continents.

Neil Hetherington has been recruited to the role of General Manager for **Roma St Parklands Pacific Hotel Brisbane**. He brings with him 15 years of experience to the position. **Lachlan Rentell** will join Hetherington as Director of Sales at the property.

Port Phillip Ferries has announced that **Daniel Toby** has taken on the role of Business Development Manager. He arrives at the company after successful stints with other major travel brands such as Helloworld Travel and AAT Kings.

Several appointments have been made at the **Australian Cruise Association**, including CEO of the Port Authority of NSW **Philip Holliday**, who has become Chairman, while Executive GM, Industry Development for Tourism NT **Scott Lovett** is now Deputy Chair. **James Coughlan** has also been named on the Executive Committee.

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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.....THE NEXT PHASE IS HERE.....

The next phase of Viking's national Explore the Viking Way campaign is here, and you're invited to leverage the extensive marketing activity underway including:

- 32 page "Explore the Viking Way" catalogue distributed through national and regional newspapers and supported with heavily targeted mailbox drops
- Customised E-version developed for agents to use direct to clients
- Complemented with additional print press advertising, and activity across all marketing channels in a bid to get those phones ringing

Plus, we give your clients the confidence to book their 2021, 2022 and 2023 cruise with our:

- Risk-Free Guarantee extended to all bookings made before 31 October 2020
- Special offers including savings of up to \$5,000 per couple when booked before 30 November 2020
- Deposits of just \$500 per person
- New 2022 and 2023 itineraries and sailing dates now available

Join this pioneering cruise campaign today by visiting the Marketing Centre to learn more and secure the latest assets and resources.

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