

Media role for Cam

FORMER Air New Zealand Chief Commercial and Customer Officer Cam Wallace was yesterday announced as the new CEO of Mediaworks New Zealand, the operator of a number of radio stations and outdoor advertising businesses across the country.

Mediaworks, which has also announced a partnership with Travlr (**TD** yesterday) said Wallace would start in the new year.

The company last month sold its NZ free-to-air TV stations to US-based Discovery Inc.

Fly & Dine day trips

CROOKED Compass has today announced a new collection of domestic "Lunch Club" trips, giving travel agents the ability to curate personalised trips whisking their clients away for lunch at a winery, on a secluded beach or at an outback station.

The new Fly & Dine experiences feature charter planes and luxury superyachts, and are fully commissionable.

Crooked Compass founder Lisa Pagotto said the sample portfolio includes day trips to Orange and Buddabadah ex Sydney and Whitehaven ex Brisbane, with all including "exclusive local foodie experiences and destination highlights".

Custom trips, "mystery flights" and proposal and wedding packages are also available - see crookedcompassbyair.com.

Urgent call from AFTA

THE Australian Federation of Travel Agents (AFTA) yesterday issued another rallying cry for its members to maintain the pressure on local Members of Parliament, in the lead-up to post-budget discussions by politicians in Canberra next week.

The last-ditch efforts include an analysis by the Federation which indicates that less than a quarter of travel agents will actually benefit from the Loss Carry Back provision announced by Treasurer Josh Frydenberg that AFTA had lobbied for in last month's Budget submission (**TD** 02 Sep).

A letter to AFTA members yesterday obtained by **Travel Daily** urges them to email and also phone their local Federal MP today to explain why the Loss Carry Back measures are ineffective for the industry.

"With AFTA CEO Darren Rudd currently in Canberra pushing our case for tailored support, we need you to keep up the pressure on your behalf," the letter says.

"While AFTA did ask for a Loss Carry Back, the approach taken in the Federal Budget doesn't actually help many travel agents."

Sample wording in the letter suggests agents tell politicians that "while JobKeeper has helped offset some of the impact, the reality is that I simply don't have the losses in FY20 to make the Loss Carry Back provision meaningful.

"This is because I did the responsible thing as a business owner and moved immediately on the closure of the international border to reduce as many of my overheads as possible... this means I, like most agents, generated only very small losses in FY20," the advice continues.

The letter cites AFTA analysis based on a WA sample which shows just 14% of agents will benefit from the provision.

"Additionally agencies that are set up as family trusts, unit trusts, partnerships or a sole trader do not qualify as corporate tax entities," it adds, noting that AFTA has over 1,300 sole traders operating a travel agency business, none of whom qualify.

Politicians are being asked to share these concerns with the Government as a matter of urgency, and to also raise them in party meetings next week.

It's understood that influencing several key backbenchers is seen to be of great importance, including Angie Bell (Moncrieff Qld), Tim Wilson (Goldstein Vic), Trent Zimmerman (North Sydney NSW), Nicolle Flint (Boothby SA) and Pat Conaghan (Cowper NSW).

WA agents Christine Ross-Davies and Jo Francis, who have been leading the charge on behalf of the industry for months, said "this is critical, we need to ensure every MP hears from their local travel agent before next week".

Today's issue of TD

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

Air NZ quarantine-free flights

AIR New Zealand has today operated its first flight to Australia as part of the newly established Safe Travel Zone.

Effective immediately passengers travelling from NZ are able to travel to NSW without the requirement for quarantine on arrival, with health screening taking place in Sydney and a health declaration stating they have been in NZ for the preceding 14 days required.

Currently NZ is operating eight return flights between Auckland and Sydney each week, six of which are planned to be quarantine-free, the airline said.

MEANWHILE the carrier also today announced additional flights to Norfolk Island from both Brisbane and Sydney for travel 09 Nov 2020-23 Mar 2021.

Free counselling

THE Black Dog Institute has announced a trial offering 250 people the opportunity to access six hour-long "positive mood" counselling sessions at no charge.

Participants will receive \$100, with Black Dog collecting data on how successful the program is - blackdoginstitute.org.au.

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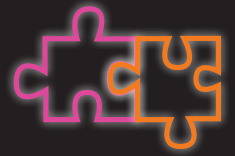
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Travel Daily

Border backlog plan

THE Federal Government is set to reopen the Howard Springs quarantine facility near Darwin as part of a plan to help repatriate some of the tens of thousands of Australians trying to get home.

Arrangements would see the Northern Territory's inbound passenger caps lifted, with a mixture of commercial and charter flights to fly into the Royal Australian Air Force base in Darwin and passengers then taken to the facility for 14 days of mandatory quarantine.

The ABC unveiled the move yesterday, suggesting Qantas would operate a total of eight services as part of the plan - four from London and four from India.

The Boeing 787 flights would be underwritten by the Australian Government, with fares from London costing about \$2,000 per person and around \$1,000 for the

flights from India.

More than 38,000 Australians have registered their presence overseas with the Department of Foreign Affairs and Trade, and almost 30,000 of them say they wish to come home.

It's understood that passengers will be classified on the basis of vulnerability, with family circumstances, financial situation and health taken into account.

The Govt is also understood to be close to announcing an increase in the inbound flight caps for the states and territories, to further assist people wanting to get back to Australia.

Existing quarantine arrangements would remain in place, it's believed, with Deputy PM Michael McCormack noting there were "plenty of hotel rooms" available to be "filled with returning Australians".

CLIA offers more

MEMBERS of Cruise Lines International Association (CLIA) Australasia will be eligible to earn a range of bonus commissions and rewards next year under a brand new incentive initiative.

The CLIA Australasia Travel Agent Rewards Program will be open to all Australian and New Zealand agents who either join the body or renew their membership in 2021, with the scheme initially applying to 21 member cruise lines between 01 Jan and 31 Dec 2021.

The combination of extra rewards can potentially equate to a value of \$1,500, and is being rolled out to further improve the value agents are getting for their annual membership cost during the challenging travel period.

"The global pandemic has had a devastating impact on travel agents...the new bonus commission and rewards available in 2021 can repay the cost of CLIA membership many times over," said CLIA Australasia Managing Director Joel Katz.

Details regarding rewards will be unveiled closer to the launch.



Window Seat

OUTGOING Virgin Australia CEO Paul Scurrah will leave a legacy in the Australian aviation sector in more ways than one, not least because he has coined the phrase "burger shaming".

Speaking at the AFR National Infrastructure Summit recently, Scurrah expressed his frustration with the flight shaming movement, stating that burger shaming would make more environmental sense.

"You don't see people burger shaming but you do see people plane shaming," he argued.

Flights produce roughly 915 million tonnes of CO² per year, while food production accounts for an estimated 13.7 billion tonnes per annum.



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Club Med Founder Gerard Blitz 1950

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Travel Daily

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CORPORATE UPDATE

HLO corporate now at 35%

HELLOWORLD Travel's corporate division is currently trading at about a third of levels experienced at the same time last year, with the company's annual report yesterday indicating expectations of "significant demand" once two-way traffic across the Tasman is allowed.

The report noted that after declining nearly 85% in the Jun quarter, corporate TTV was now running at about 30-35% of the volume from the prior corresponding period in Australia and 25% in New Zealand.

However "corporate and government travel is being undertaken on a strictly essential travel only basis," Helloworld said.

Show Travel, acquired by HLO in Dec 2018, had recovered well as a result of the resumption of major film and TV productions, the company said.

"Although we do not expect large-scale concerts and events to return until 2021, there are plans

in place for this business to start up again and many artists and other events will be eager to get back on the road again."

The report noted developments within Helloworld's corporate operations over the last year, including enhancements to its interface solutions for clients, improved mobile booking options and the completed deployment of the Amadeus Cytric product across major QBT customers in Australia, with the rollout in NZ to be completed by Dec this year.

Nick Sutherland, Group GM Corporate, was paid \$528,101 during the year, including \$52,000 in share based payments, and for the period 01 Apr-30 Jun 2020 his regular salary was cut by 40%.

Vale Wardropper

THE corporate travel sector is this week mourning the sudden death of Nigel Wardropper, the founder and MD of Procurement and Supply Australasia and corporate travel publisher btTB, which for more than two decades has operated the annual btTB-GBTA Australia conference.

Tony O'Connor from Butler Caroye paid tribute to Wardropper, saying as well as his business achievements he was a "great and trusted friend to so many people".

Despite Wardropper's death, the btTB GBTA conference planned for 05 Nov will continue "at full throttle," O'Connor said.

ATPI expansion

THE ATPI Group has announced the addition of new international partners in key markets across Asia, Africa, Europe, the Middle East and South America.

New TMCs in the network include Business Sport & Travel in Kazakhstan, Egypt's Sun International, ST Travel in the Czech Republic, House of Travel in Qatar and Peru's Continental Travel.

Skal meets in lockdown



THE Skal Club of Melbourne enjoyed a massive online turnout yesterday for a Zoom gathering featuring Rob Ceconi, MD of Sportsnet Travel and owner of Fiji's Tropica Island Resort.

Ceconi delivered an inspiring and motivational presentation on Thriving in COVID, introducing the audience to pearls of wisdom including "panel-beating your current business model" and "a laser-like focus can cut through concrete".

Some of the enthralled Skal member attendees are pictured during his talk.

New Viking toolkit

VIKING Cruises has expanded its support for agents in Australia and NZ with enhancements to its Marketing Centre, including a new purpose-built Marketing Toolkit giving guidance on how to access and use the many assets the ocean, river and expedition line has on offer - **CLICK HERE**.

Traffic down 98%

QATAR Airways remained the largest carrier operating international flights in Australia in Aug, with a 24.5% market share, followed by Air NZ with 12.3%.

Emirates was in third spot with 10.6%, with China Southern Airlines at 6.5% just ahead of Singapore Airlines with 6.2%.

However, the overall carriage was a tiny fraction of the figures for the corresponding period in 2019, with just 71,998 international passengers carried, down 98%.

There were almost 300,000 total seats available on scheduled operations to/from Australia during the month, down 93.4%, with an overall seat utilisation percentage of just 24.4%.

Australian designated carriers (Qantas Airways and Virgin Australia) did not carry any international passengers at all in Aug 2020, compared to a combined 33.1% share last year.

Travel Daily

CEO

Conversations

with Bruce Piper



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THE TRAVEL INDUSTRY HUB

Three new travel trends

EXPEDIA Group has revealed the “next normal” in the world of travel, publishing its top three emerging trends likely to result from the health crisis.

By tracking traveller sentiment consistently throughout 2020, Expedia has identified Australia’s tourism recovery will need to focus on social distancing, recognising digital as the next normal, and targeting under-40s.

When it comes to accommodation preferences, research reveals close to three quarters of Australian travellers favour minimal interaction with hotel staff upon check-in.

Those same travellers noted a desire for clearer descriptions of room amenities and dining to allow for better social distancing, labelling these as critical factors driving their booking decisions.

2020 has also seen the acceleration of digitalisation, with Expedia’s study showing half of consumers expect to shop online more frequently after the pandemic, with 71% of Aussies believing the shift to contactless

payments is here to stay.

Generation Z and Millennials were also identified as being the most likely to book first after the travel shutdown, with two out of three (67%) intending to travel within the first six months, and 43% intending to take a trip within the first three months.

Australian travellers under 40 hold a similar desire, with two in three signalling they will travel within the first six months post-pandemic, and 38% to take a trip within the first three months.

Conversely, those over 40 are more reluctant to travel, with over half (55%) surveyed wanting to wait at least six months post-pandemic to book their trip, with many of these travellers adopting a “wait-and-see attitude”.

Trip.com air portal

TRIP.COM has launched a new airline partner portal in Australia and New Zealand which is designed to offer airlines 24/7 access to trends and info to assist decision-making and support the sector’s COVID recovery process.

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ETC marks two with refresh



TODAY marks the second birthday for tourism representation business Evolution Travel Collective (ETC), with the company celebrating the happy moment by refreshing its website and setting up a new business Facebook page.

The new social media presence is also hosting a video highlighting some of the fun times the team has enjoyed over its two years of operation.

While the milestone signifies a nice chapter in its short history, CEO Pete Rawley is under no illusions as to just how many Aussie companies are doing it

tough at the moment.

“We want to help support and rebuild the industry however we can, the quicker we can help those businesses get back to a growth position the quicker they can then rehire some of that talent,” he said.

One way ETC has been doing this is by servicing more Australian-based clients, a deviation from its typical model that helps overseas companies establish a local B2B and marketing presence.

“Locally based businesses who have been forced to downsize due to COVID and are contacting us to explore the different ways we might be able to support them rebuild their business in a post-pandemic world,” Rawley added - check out ETC’s celebratory video **HERE**.

Pictured: Pete Rawley (second from the left), surrounded by his loyal team who have worked hard during the challenges of 2020.

No gain with Jayne

THE appointment of Jayne Hrdlicka to be the next CEO of Virgin Australia (**TD** yesterday) could signal the airline is planning to exercise “a classic pump and dump strategy”, warns RMIT University Professor of Business Warren Staples.

Staples believes Bain Capital’s dumping of Paul Scurrah is about enabling the company “to slash costs, improve the balance sheet, and exit via a listing or by making a quick sale”.

“If Virgin do head down the lowest cost path then it’s hard to see this price war with Jetstar ending successfully for them, it feels like the worst of Australian aviation history repeating,” Staples said.

New PATA board

THE Pacific Asia Travel Association (PATA) has elected a new Executive Board, with Soon-Hwa Wong endorsed as the Chair to replace Chris Bottrill.

“We are embarking on a comprehensive organisation redesign that will transform PATA...to lead the tourism industry into the post-Covid future and beyond,” Wong said.

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*



Where in the world?



THIS 8m tall statue of Marilyn Monroe has moved around a bit, being installed in this city between 2012 and 2014 before touring cities on the east coast. As of last year however, she

has returned to the first city and will remain there permanently, despite polarising residents' opinions of the piece. Do you know where in the world you can find this statue?

Funnies Flashback



WE'VE trawled through the *TD* Window Seat archives to give you a blast from the past. Here's some gems from 15 Jan 2014:

DESPERATE to escape winter chills in the UK, a couple is probably wishing they had booked their sun-soaked holiday to the Caribbean with a travel agent, rather than online.

Thinking they had snagged a top deal to fly from Birmingham to the Caribbean for only £800, it was only upon checking-in that their point of origin was from Birmingham, Alabama instead.

The couple had already lodged their car in long-term parking, but instead were forced to head for warmer climates in Spain.

THE pilots of a Southwest Airlines flight which mistakenly landed at an airport seven miles shy of its destination on Sun have been suspended by the carrier.

Carrying 124 pax & five crew, Flight 4103 departed Chicago Midway bound for Branson Apt in Missouri, but landed at the nearby Taney County Airport.

Pub quiz

1. What is the most populous landlocked nation on earth, with more than double the population of the next?
2. What is the largest island in the Caribbean?
3. What is the state religion of the Maldives?
4. "Russfeiring" is a popular tradition among Norwegian students similar to which ritual participated in by young Australians?
5. Which Tasmanian town is known as the state's big-game fishing capital?
6. According to Expedia founder Rich Barton, where does the company gets its name from?
7. What percentage of Macao's land has been reclaimed from the sea?
 - a) 33%
 - b) 66%
 - c) 99%
8. Which airline is famous for its distinctive livery, featuring a "red nose", and a range of different famous faces on its fin?
9. Victory Monument is a large obelisk in which city?
10. McDonnell Douglas merged with what other aerospace manufacturer in 1997?

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.

A	D	A
R	O	M
L	M	E

Good – 22 words
Very good – 33 words
Excellent – 43 words

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

ANSWERS 15 OCT

Pub quiz: 1 Radisson Seven Seas Cruises, 2 Patong, 3 Banff, 4 Sicily, 5 Brisbane, 6 True, 7 South Sudan, 8 Kazakhstan, 9 Jamaica, 10 Czechia, 11 Wollongong (wool + long + gong)

Whose flag is this: The Maldives

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

Qatar adds hotels

QATAR is expanding its tourism offerings in the lead up to the 2022 FIFA World Cup by opening up more accommodation options.

Hilton Salwa Beach Resort & Villas and Zulal Wellness Resort are the latest additions to Qatar's growing hotel sector, as the country continues to ramp up its tourism development strategy.

The FIFA World Cup takes place from 21 Nov 2022 to 18 Dec.

JQ international up

JETSTAR today operated its first international flight since early Apr, with flight JQ204 departing Auckland for Sydney.

The carrier now plans to operate three weekly flights on the route, under the new Safe Travel Zone between NZ and the NSW and the Northern Territory.

Jetstar CEO Gareth Evans said "today marks an important step in restarting international travel".

Mandatory checks

A NEW bill introduced in the United States Senate is seeking to mandate airport temperature checks across the nation.

The bipartisan bill would require the Transportation Security Administration to administer the checks, with a trial program to also be set up in consultation with the Secretaries of Health and Human Services.

Hema maps the way

AUSTRALIAN technology company Hema Maps has introduced the 4x4 Explorer App, a new tool designed to help 4WD road trip travellers navigate and share their domestic holidays.

The new tech delivers, quick zoom and 3D topographic views, user generated photo integration, itinerary building tools, location reviewing & more than 45,000 unique maps to explore - see [HERE](#) for further information.



A TOWN in Western Australia is aiming to become more than just a stopover destination, with its local tourism association recently hosting a workshop to discuss how it will transform into a major tourism hot spot.

Stakeholders in Donnybrook gathered to discuss how it could use a \$50,000 grant from the

WA Government to revitalise the Collie-Preston electorate and develop tourism products that would drive future visitation.

"It's great to see the collaboration between members of the tourism community and this workshop was about building a strong foundation for our strategic vision to connect Collie to Donnybrook," said Donnybrook Visitor Centre Manager Karen Martella.

Pictured: Bernard Whewell, Distinctly Tourism Management; Phil Cox, South West Development Commission; Karen Martella, Donnybrook Visitor Centre and Donnybrook Regional Tourism Association Chairman Barrie Thomas head up the meeting of the minds this week.

ITB agenda unveiled

ITB Asia 2020 Virtual, scheduled to take place from 21-23 Oct, has revealed details about its keynote conference sessions.

The first day will see Google Travel & Vertical Search APAC Sector Lead Hermione Joye discuss the state of travel in the region, while Booking.com Vice President & Managing Director Asia Pacific Angel Llull Mancas will dwell on innovating in a pandemic - [CLICK HERE](#) for more.

EK/EY cut A380s

THERE will be fewer A380 flights from the UAE in 2021, after Emirates downsized its operations with the aircraft, while rival Etihad has scrapped it entirely.

From 28 Mar 2021 to 30 Oct 2021, Etihad will serve its A380 routes with a 787-9 instead, while EK has shrunk A380 frequencies.

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

Savings of up to \$4,200 per couple are available on selected **Travelmarvel** cruises in Egypt, Jordan and Israel. Deals are currently valid for earlybird bookings, with prices leading in from \$6,895pp. Call 1300 205 408.

Qantas' big points sale launches today, offering discounts across flights, hotels, and shopping. The sale will run until Mon, and includes 20% off the points needed for domestic Points Plus Pay flights. [CLICK HERE](#).

Book a cruise with **Norwegian Cruise Line** via the Spirit Summer Sale, with savings of \$800 on offer. Cruisers can also choose two free offers including a beverage package or more. [CLICK HERE](#) for further details.

Boutique cruise line **Viking's** deal of the week is the 13-day Arctic Adventure, round trip from Tromso. Priced from \$18,495pp, the deal includes savings of up to \$2,000 per couple when booked before 30 Nov.

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


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