

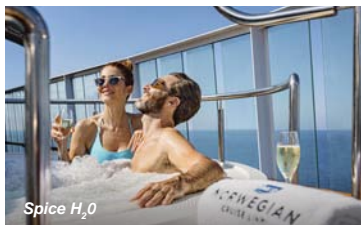


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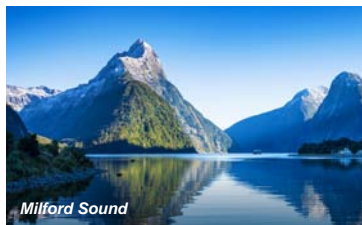


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TIME state reps

THE Travel Industry Mentor Experience (TIME) has expanded its team across Australia with the appointment of Fiona Watson, GM Product & Loyalty at Journey Beyond as TIME's representative in South Australia.

Justine Bell-Morris from Six Degrees Marketing is also now TIME's WA representative, meaning the group now has a presence in all states of Australia and is "looking to the future to grow the organisation internationally," according to founder Penny Spencer.

Travel Daily Publisher Bruce Piper will conduct a special Zoom session to celebrate TIME's 10th anniversary this Thu at 1pm AEDT - see thetravelindustryhub.com.

TravlR brand launch

TRAVLR is preparing to embark on a virtual brand launch on Thu 22 Oct at 8.30am in Australia. See [back page](#) to learn more.

GPS to replace quarantine?

GOVERNMENT officials are actively discussing plans for GPS-enabled electronic wristband trackers which would enable monitoring of incoming international travellers and allow them to quarantine at home.

The move was revealed by Nine Publishing this morning, in a report citing a senior Federal Health Department source confirming that "secret talks were under way at the highest levels of the Victorian Government".

It's understood the proposal is being considered in connection with the planned reopening of Melbourne Airport to international flights, around three months after National Cabinet barred MEL arrivals amidst the Victorian coronavirus outbreak.

The Federal Government's peak Australian Health Protection Principal Committee is part of discussions about the monitoring devices, as well as Vic Premier

Daniel Andrews, who is under pressure to once again start accepting inbound travellers.

GPS wristband technology is understood to be currently used in Singapore, Hong Kong and South Korea to enable returned travellers from designated low-risk countries to isolate at home.

GDS screens indicate that some carriers, including Qatar Airways, plan to resume inbound flights to Melbourne as early as this weekend (**TD** 29 Sep).

15-min COVID test

RESEARCHERS from the University of Technology Sydney are set to begin trials of a new optical saliva test that can detect COVID-19 in under 15 minutes.

A prototype is to be manufactured in Perth, with the test estimated to cost under \$25 and able to find infections 72 hours before symptoms appear.

Today's issue of TD

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

Do the survey today

CHRISTINE Ross-Davies from WA's Attadale Travel has issued a video plea to complete the survey being conducted by the Small Business Ombudsman into the impacts of COVID-19 on travel (**TD** yesterday).

So far about 500 agents have completed the poll, with the aim of at least doubling that number by tomorrow in the lead up to high level discussions.

"They need to hear about and understand both the financial distress, the emotional distress and the mental distress that we are all going through," she said.

View the call-out at traveldaily.com.au/videos, and access the poll by **CLICKING HERE**.



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CTM raises \$113m

CORPORATE Travel Management (CTM) says more than 80% of its retail investors have taken up an entitlement offer of new shares, raising A\$113m which will enable the purchase of Nebraska-based Travel and Transport (**TD** 29 Sep).

The offer, at \$13.85 per share, will see about 8 million new shares allotted, with trading expected to commence on Thu.

CTM CEO Jamie Pherous said the strong support from retail and institutional investors was an endorsement of the strategic rationale for the acquisition.

Analysts have noted that CTM's \$2.24 billion market capitalisation is closing in on Flight Centre's \$2.64 billion, and is nine times that of Helloworld Travel, which is currently valued at \$291 million.



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AFTA doubles ask to \$250m

EXCLUSIVE

THE Australian Federation of Travel Agents (AFTA) isn't commenting on speculation that it is now asking for \$250 million in support for the industry, after the figure was raised in Federal Parliament yesterday by former Opposition leader Bill Shorten.

Speaking in support of the sector following representations from agents within his electorate in Maribyrnong, Vic, Shorten said he had "met with AFTA and they have asked for sector-specific funding in the form of grants - a 12-month bridge back to business of \$250 million, plus concessional loans. That's AFTA's ask," he said.

AFTA's original Budget submission (**TD** 02 Sep) asked for \$125 million in targeted support, with no details available at this stage of any revised proposal.

Shorten highlighted stories from individual agents in his electorate, noting that many were using their personal JobKeeper payments to pay expenses, and that just 14% of the industry - mostly large

agencies - will be able to access any benefit from the Loss Carry Back provisions of the Budget.

"I think we need to be creative in this space to keep the sector alive," Shorten said, adding that he was quite moved when he met with the local travel agents.

"In the travel agency sector, payroll is down, hours are down, unemployment is up, international sales are dead, job ads in the industry are down and the mortgages that people working in the travel agency industry have to pay still have to be paid," Shorten said.

"We all like our holidays, we all like our travel...I think it will come as a shock if, when the borders reopen internationally, we don't have anyone to help organise our trips and our memories," he said.

Shorten urged Australia not to abandon the travel agency industry "because certainly if we booked with them they wouldn't do that to us".

New CBR-NTL flight

LINK Airways this morning announced new direct flights between Canberra and Newcastle, with 34-passenger Saab 340B Plus aircraft to operate the services four times a week.

The first departure is scheduled for Fri 20 Nov, with a 60-minute flight time and plans to further expand operations to 11 return services per week in 2021.

NZ scheme opens

THE New Zealand Government has opened applications for its COVID-19 Consumer Travel Reimbursement Scheme, which will see NZ\$47.2 million provided through to 30 Jun 2021 to assist agents manage consumer refunds and credits (**TD** 08 Sep).

Participating travel agencies and wholesalers will be reimbursed for 7.5% of the value of cash refunds and 5% of the value of credits successfully secured or rebooked on behalf of consumers.

The scheme applies for transactions processed from 14 Aug 2020, made in respect of confirmed bookings prior to that date, with the aim of unlocking an estimated NZ\$690 million of New Zealanders' money.

Major agency groups in NZ will apply for the scheme on behalf of their members - see mbie.govt.nz.

AFTA resilient mind

RESULTS from AFTA's recent Resilient Mind mental health program (**TD** 25 Aug) indicate "significant improvements in the mental wellbeing and resilience of members," according to the Federation's CEO Darren Rudd.

The program features a combination of resilience education, workouts and mindset tools, and resulted in a 350% improvement in the number of people with "high mental wellbeing," according to pre- and post-program questionnaires.

Across Sep, over 1,350 industry people including travel agents and employees from airlines, cruise lines, tour operators and wholesalers took part in the program, with some of the most popular rituals completed by members including alcohol-free days (9,480), cold showers (6,676) and digital detox (6,552).

Such was the success that Paul Taylor, Director of the Mind Body Brain Performance Institute, has offered a free 12-month extension to the app for AFTA members already using it.

Rudd said he was pleased at the difference the program had made, adding that "I'm conscious that uncertainty continues to pose challenges".

"I invite AFTA members to continue using these scientifically-based resources as we work towards our common goal of securing the future of our industry," he said.

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SYD down 96.4%

SYDNEY Airport traffic for Sep was down 96.4% when compared to the same month last year.

The reduction was comprised of a 97.5% plummet in international passengers and a 95.7% dive in domestic travellers, with numbers for the year overall down 69.6%.

No room for A380s

QATAR Airways Chief Executive Officer Akbar Al Baker has labelled airlines continuing to fly the Airbus A380 through the health crisis as “foolish”.

Baker outlined Qatar’s future plans for the A380, saying unless he saw growth return to levels similar to last year, the aircraft would not be making a return.

The carrier also noted the likelihood of the aircraft returning to its fleet would not be for at least “a couple of years”.

Qatar was one of the first airlines to pull the A380 from its schedules.

TravelCard forced pause

AUSSIE insurance provider TravelCard has announced its operations have been placed in hibernation, as the company reels from the shutdown of international travel.

The decision to pause its business, underwritten by Hollard Insurance, will see the cessation of new travel insurance policies issued effective immediately, with the renewal of existing policies also ending by 01 Dec.

“This has not been an easy decision for TravelCard and we have spent the last eight months making a way forward, but until significant international travel returns the business will be put into hibernation and operations paused,” said CEO Peter Klemt.

All active policies will remain valid and serviceable, the company said, with all claims to be processed, subject to policy terms and conditions.

Commissions will also be

honoured for existing policies TravelCard confirmed, with a skeleton staff to remain on deck for 15 months to manage outstanding claims and manage partner support.

“Our staff have remained dedicated and professional through a challenging time and our partners have provided us with support and belief in our aspirations,” Klemt said.

Hollard Insurance Head of Agency Partner Management and Development Orion Riggs said his company supported the decision and remained confident TravelCard would bounce back following the travel crisis.

“We look forward to TravelCard’s speedy return to the market when conditions improve,” he said.

Popular travel personality Catriona Rowntree had previously acted as a brand ambassador for the insurance company.



Window Seat

WHILE many countries’ tourism industries are battling to survive, Japan’s is seeking loftier ambitions, with the country recently “floating” the idea of a spaceport taking travellers into orbit from Tokyo Bay.

Designed to service day trips, Spaceport City (pictured) would include research and business facilities, an education academy, shops, a hotel, a space food restaurant, a 4D IMAX movie theatre, an art museum, a gym, an aquarium and a disco.



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.

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Emirates back in Business



EMIRATES has redesigned its onboard experiences, reinstating its A380 lounge and shower spa services following a thorough health and safety review.

The A380 Onboard Lounge, which serves First and Business class customers, will transform into a take-away bar with limited seating capacity and social

distancing protocols in place, and customers are also able to order from their seats.

Social areas in First and Business classes on select Boeing 777 aircraft have also re-opened, with pre-packed snacks for customers available to grab and go.

In a further boost to service, First Class passengers can once again have a shower mid-flight.

Accor is ALLSAFE

ACCOR has successfully implemented its ALLSAFE certification in 95% of its hotels and resorts worldwide.

To achieve the ALLSAFE certification, hotels must comply with a detailed list of 16 global commitments, which translates into more than 100 standards in total around the world.

Hyatt Siem Reap

THE Park Hyatt Siem Reap will open its doors to the public in Cambodia next month, boasting 247 rooms, including 43 suites.

Further amenities at the hotel include five restaurants, a speakeasy-style bar, fitness centre, meeting spaces, and a tropical infinity pool and spa.

AFTA UPDATE

from the Australian Federation of Travel Agents

IT IS certainly great news that the Government is preparing Australia for reopening to the world with a "smarter, easier and more secure national border".

Over the weekend, news headlines spruiked the Australian and NZ trans-Tasman travel corridor and we saw some great television footage of family and friends reuniting.

And on Sat, the Hon Alan Trudge MP and the Hon Stuart Robert MP put out a press release on the steps the Australian Government is undertaking to prepare for the safe opening of global travel with the announcement of a digital system that will support the quick and secure collection of incoming passenger information, replacing the Incoming Passenger Card.

The new Digital Passenger Declaration (DPD) will be completed by Australia-bound travellers on their mobile device or computer.

The DPD will facilitate information being collected and shared more efficiently while still using the same authority for collection.

The DPD will also allow certified COVID vaccination certificates to be digitally uploaded and connected if and when they become available.

AFTA continues to have its own conversations with a collection of invaluable stakeholders on the future of travel and COVID-Safe travel, an important conversation as we rebuild consumer travel confidence.

Negotiations between AFTA and the Federal Government around sector specific funding continues this week.

AFTA CEO Darren Rudd is in Canberra today meeting with Treasury, Finance, Tourism and the Prime Minister's Office. We will keep members informed



of any outcomes of these conversations throughout the week. AFTA is also pleased to share the results of the Resilient Mind Program, which was run in conjunction with the Mind Body Brain Performance Institute.

Throughout Sep, more than 1,350 travel agents and employees of travel industry from airlines, cruise lines, tour operator businesses and wholesalers participated in the four-week scientifically-led challenge to help our sector with their mental wellbeing and resilience in the face of the ongoing personal and professional challenges posed by COVID-19.

The program resulted in a 350% improvement in the number of people with high mental wellbeing and a 150% improvement in the number of people who now report having high resilience.

Low levels of mental wellbeing or likely mental health issues were experienced by 49% of agents who took the survey before completing the program, this dropped to just 9% following its completion.

Over the course of the challenge, participants collectively watched 6,250 educational videos, performed more than 10,500 workouts and logged 135,000 healthy habits in the Resilient Mind App.

Some of the most popular rituals completed by members were alcohol-free days (9,480), cold showers (6,676) and digital detoxes (6,552).

With an overwhelming number of members requesting continued access to the Resilient Mind App, Paul Taylor, Director of the [Mind Body Brain Performance Institute](#), has responded by offering a complimentary 12-month extension for all existing users.

Submit your cocktail recipes!

We want your recipes from around the world for our weekly feature.

[CLICK HERE TO SUBMIT](#)

Where in the world?



THIS monument is famous throughout the world and is now protected as a national park.

Carved into the granite side of a mountain are 18 metre-high faces of four different people.

The sculpture was created by Gutzon Borglum and his son

Lincoln in 1941.

Nearly three million people visit the site each year, with the busiest months usually in the summer.

Do you know where in the world this is? Bonus points if you can name the four faces depicted.

Pub quiz

- Which country has by far reclaimed the most square kilometres of land from the sea?
- The Dominican Republic is located on which island?
- Which airline is the only in the world to be the flag carrier for more than one country?
- Cape Town's Table Mountain looks out over which bay?
- What Japanese city's name literally translates to "eastern capital"?
- Which country is known in its native language as "Hrvatska"?
- Jetstar Asia Airways is based where?
- Which American city is often abbreviated to SLC?
- The Konark Sun Temple is depicted in the logo of which airline?
- Not including the four-hour stopover in Alice Springs, how long does *The Ghan* passenger train take?
 - 45 hours
 - 54 hours
 - 63 hours

Unscramble

HOW many words can you make out of these nine letters? Every word needs to include the centre letter, have four letters or more and not be a proper noun or a plural. You can only use each letter once.

E	A	E
T	G	R
D	L	E

Good – 25 words

Very good – 37 words

Excellent – 49 words

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

Gin and Tonic Day



UNFORTUNATELY we have technically missed International Gin and Tonic Day, which fell yesterday on 19 Oct.

However, we feel the day is still worthy of a late celebration.

Supposedly the day was founded by family and friends of Mary Edith Keyburn in 2010, who passed away on 19 Oct of that year at 95 years of age.

Keyburn was such a fan of gin and tonics that she had her favourite drink smuggled into her hospital room in a bottle of water and served in a tea cup, with the drink by her side as she passed.

Today the drink traditionally imbibed by the British is famous around the world, with gin distillers offering a number of interesting and unique flavours.

ANSWERS 19 OCT

Whose flag is this: Estonia

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

Great Southern gigs

TICKETS are now on sale for hundreds of Great Southern Nights gigs, with the events to help stimulate the revival of New South Wales' live music and entertainment sectors.

More than 2,500 artists and 300-plus live music venues across 130 NSW towns are primed for the event, which will span music venues, pubs, bars and wineries.

CLICK HERE for more details.

71% of Kiwis ready

ALMOST three-quarters (71%) of New Zealanders intend to take a holiday within their own country in the next 12 months, according to research from Tourism New Zealand.

Skal VP elected

CAIRNS' Fiona Nicholl has been elected Skal's international Vice President in a global online election over the weekend.

A former Australian President of the organisation, at 39 years of age, Nicholl is one of the youngest ever members to take on the high profile position.

"While I am absolutely thrilled to achieve this recognition and responsibility, it makes me proud to be able to leverage from my position by putting Cairns on the world stage," said Nicholl.

In further recruitment news, Integrated Hospitality Management Operations Management Consultant Bill Rheume was elected Skal's World President for 2021.

The ultimate blog hub



THE Travel Industry Hub (TIH) continues to be a major agora for the travel sector, recently playing host to a chapter of talented travel bloggers.

Part of a regular catch up to trade ideas with one another and offer support, the TIH has proven to be an ideal venue to help promulgate the sector's meeting of the minds.

Pictured gathering inspiration are: back row - Delphine Mignon, Marianne Rogerson, Aleney de

Winter, Paula Morgan, Katie Dundas, Shandos Cleaver, and in the front row - Joanne Karcz, Helen Foster and Marijs Vrancken.

MONEY

WELCOME to Money, *TD's* Tue feature on what the Australian dollar is doing.

AU\$1 = US\$0.704

THE Aussie dollar has slipped lower across a range of markets, as the country awaits an update from the Reserve Bank.

The last week included the Aussie hitting a four-month bottom against the Euro.

Pressure from the American sharemarket also hit the AUD, with investors in the United States cautious about the current hostile political climate within the country.

Wholesale rates this morning.

US	\$0.704
UK	£0.544
NZ	\$1.062
Euro	€0.598
Japan	¥74.38
Thailand	฿21.87
China	¥4.659
South Africa	11.58
Canada	\$0.925
Crude oil	US\$42.93

Keep your clients inspired with *keep dreaming...*

A weekly e-magazine with destination features, puzzles and more.



ATEC aids Aussies

THE Australian Tourism Export Council's (ATEC) workshop series will be expanded nationally next month to help support Australian tourism exporters to attract more domestic visitors.

The series launched successfully in South Australia recently, taking an in-depth look at three elements of domestic distribution through a series of one-hour online Domestic Ready workshops that focussed on consumer marketing, production distribution and pitching.

Module one will debut on 09 Nov (**CLICK HERE** for more information), while ATEC revealed a second round for South Australia would take place in Dec.

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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Kia ora

and welcome to the
New home of travel

Want to know more?

Be part of our virtual brand launch on
Thursday 22 October at 8.30am in Australia

Register for brand launch | Tania@travlr.com

WANDR