

Today's issue of TD

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

Tourism Fiji seeks new leader

TOURISM Fiji has announced the upcoming departure of its CEO Matt Stoeckel, who is leaving the organisation for personal reasons when his contract concludes at the end of 2020.

Stoeckel joined Tourism Fiji in Jun 2016 after his previous role with Destination NSW, with Chairman Andre Viljoen, CEO of Fiji Airways, paying tribute to Stoeckel's tenure.

"Hitting the ground running is an understatement as Matt led Tourism Fiji to achieve year-on-year record results in visitor arrivals...during this time the organisation grew from strength to strength as it expanded its operations into Singapore, China and Japan and delivered award-winning campaigns across its other international markets," Viljoen said.

Stoeckel said it was time for his family to return to Australia, and "for me to support them in the same way they have supported me over the last four years".

He finishes up on 21 Dec, with Tourism Fiji having now commenced a recruitment process for Stoeckel's replacement - more industry moves on **page five**.

Big future for agents - TTC

EXCLUSIVE

THE Travel Corporation (TTC) CEO Brett Tollman believes that despite the massive disruption imposed by COVID-19, travel agents in Australia have a bright future once the pandemic passes.

Speaking to *Travel Daily* Publisher Bruce Piper yesterday live from Los Angeles in a Travel Industry Hub webinar, Tollman downplayed suggestions that the company would be forced to switch to a direct to consumer approach given the retail travel sector's decimation.

In particular he highlighted expectations that the complexity of travel in the future means Australians are likely to travel overseas for longer than in the past - as opposed to trends in recent years which saw more frequent, shorter trips.

"There are so many moving parts...we can't book all of that," he said, with customers needing add-ons such as car hire & other items pre and post a Trafalgar or Uniworld trip, for example.

"We're not built to do that, and so we're not going to be able to satisfy the consumer out there."

Tollman said coming out of the pandemic The Travel Corporation was hopeful of recovery within the local travel agency sector.

"We want to see a strong Flight Centre, they're one of our best and strongest partners, we want a very strong Helloworld, a very

strong Express Travel Group and so forth," he said.

"We're fully behind the agency community and we want and need to see them recover and we very much want to be working with them in the future."

Tollman noted that before the pandemic, about 55% of the travel industry in the USA comprised home-based advisors, with expectations of similar trends within Australia.

"We're going to have to find ways to connect with those individuals," he said, noting the consolidation of TTC's sales teams into the Velvet Collection, covering the company's upmarket portfolio of Uniworld, Insight Vacations, Adventure World, Luxury Gold and Red Carnation, and a separate team covering AAT Kings, Trafalgar and Costsaver, along with proportionally more inside sales resources.

The TTC Global CEO also urged the Australian industry to remain resilient, stay positive and to look forward to an expected "tsunami" of bookings once borders open.

"Australia really built TTC, we've been in the market for more than 60 years, so much of our history and legacy comes out of Australia and New Zealand.

"It's such an important and treasured part of the world for us as a market, as people, and as travellers and we can't wait until borders open," he added.

More from TTC on **page five**.

Cover-More FAQ

AFTER more than 500 people from across the industry tuned into our conversation with Cover-More APAC CEO Judith Crompton last week (*TD* 15 Oct), the company has produced answers to a number of questions which were not able to be addressed.

Issues covered include possible yearly domestic and trans-Tasman policies, corporate travellers, the likelihood of COVID medical cover for travellers to Europe, refund status and the future alignment of policies and pricing.

The full FAQ document is online at traveldaily.com.au.

Hopes rise for help

THE plight of the travel industry was raised again in Federal Parliament yesterday, with a number of MPs citing meetings with travel agents in their electorates and urging the Government to help them out.

It's understood that yesterday Prime Minister Scott Morrison let Federal MPs know that the Government is "looking as a matter of priority at the issues being faced by travel agents".

Tireless industry warriors Jo Francis and Christine Ross-Davies have been asked to assure the industry that "the message has been heard" and that the update should be taken as good news.

"We truly believe the voice of the people has been heard," they said, with the industry eagerly anticipating an announcement.

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Airlines must know cap dates sooner

AIRLINES are being informed by the Federal Government about per flight passenger caps “too late”, according to the Board of Airline Representatives of Australia (BARA).

The industry body’s Executive Director, Barry Abrams, said it was unrealistic for international airlines to meet new cap numbers given the short runway of time they have to organise flights.

“[Airlines] are now being tested even further by the Australian Government, which....issued them with per flight arrival caps that will apply in just four days and only for four weeks,” he said.

“The allocation of the next international passenger arrival caps to apply from 22 Nov must occur well before this date to allow international airlines to better support Australians who are stranded overseas,” Abrams added.

Losing \$319m every day

THE Australian economy is hemorrhaging more than \$319 million a day in lost domestic and international tourism as a result of travel restrictions, a new study from the Business Council of Australia (BCA) suggests.

The BCA commissioned Ernst & Young to compile a report into the financial fallout of the shutdown in Australia, concluding that over the past seven months, \$17 billion had been lost from the domestic travel sector, while a whopping \$61 billion had been leaked from international travel.

BCA CEO Jennifer Westacott believes a unified approach to the way Aussies travel domestically is needed at the national level by Dec in order to stem the bleeding in the crippled sector.

“Our recovery will be stronger and faster if we can agree on a national timetable and transparent protocols for removing domestic travel

restrictions,” she said.

“We are not asking for a free for all - we need a highly-targeted, careful and gradual reopening of the economy based on health advice with robust nationally consistent systems in place for departures and arrivals, quarantining, local containment, and digital tracking and tracing.

“Getting Australians flying again before Christmas would be a social and economic gift to the country, delivering an additional \$3.3 billion,” Westacott added.

The BCA chief is also calling for the Federal Govt to begin mapping out a concrete plan for the resumption of int’l travel.

“Int’l aviation generates about \$100b a year in export revenue and supports 515,000 jobs across the country...putting a nationally agreed plan in place for int’l travel will allow us to ramp up this critical sector once we get the green light,” she said.



Window Seat

IT’S time to go back to the future Marty!

But not inside Doc Brown’s iconic DeLorean time machine like last time, but via a new hotel catering to the retro appetites of 80s gamers.

The new Atari Hotels brand features everything you need to feel as though you are back vexing over a Rubik’s Cube with brightly coloured scrunchies in your hair, including its own retro video arcades, gaming area and e-sports multiplex.

The first locations will open in Las Vegas and Phoenix in 2022.



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Travel Daily

RSSC unveils 22/23

REGENT Seven Seas Cruises (RSSC) has announced the details of its new 2022/23 collection, featuring 148 sailings from Apr 2022 through to Apr 2023, to destinations such as Australia, Africa, Alaska, Asia, Canada, the Caribbean, the Mediterranean, New England, New Zealand, Northern Europe, the Panama Canal and South America.

The latest program features five Grand Voyages, offering sailings ranging from seven nights up to the recently announced 143-night 2023 World Cruise.

Closer to home, highlights include a 61-night Grand Asia Exploration from Sydney to Tokyo, boasting up to 220 complimentary shore excursions.

For more information on the program, [CLICK HERE](#).

P&O's Aussie bounce back

P&O Cruises Australia's fleet is in shape for a "bounce back", the cruise line has announced, with *Pacific Adventure* and *Pacific Encounter* now both joining the fleet in the first half of next year.

Pacific Adventure will begin sailing from Sydney on 30 Apr next year, as the delivery of *Pacific Encounter* is also brought forward by at least six months.

Encounter is scheduled to homeport in Brisbane from 07 May 2021, but P&O Australia said additional voyages may be added earlier, depending on the timing of the safe return of cruising in Australia.

The two sister ships will sail alongside P&O's current flagship *Pacific Explorer*, which will extend its operational pause until Jan next year.

"The arrival of these much-anticipated ships, *Pacific Adventure* and *Pacific Encounter*, in the first half of next year represents a step-change for the fleet and a sign of confidence in the market," P&O Australia

Full-erton of joy

THE Fullerton Hotel Sydney is celebrating its first anniversary with a range of promotions, programs and partnerships.

Among the initiatives is the property's hosting of National Breast Cancer Foundation afternoon teas - for more information, call on 8223 1197.

Asian cruises clipped

STAR Clippers has announced that the Nov 2021 to Mar 2022 season will be its last in southeast Asian waters for the "time being", indicating a pivot toward Mediterranean cruises.

The line's new Mediterranean 2022 Preview Brochure contains 73 itineraries on board all three of its vessels.

Earlybird savings of up to 30% off are also available - view the digital preview brochure [HERE](#).

President Sture Myrmell said.

"This investment in our fleet is a demonstration that P&O Cruises Australia is ready to lead the industry in bouncing back when government and public health authorities agree it is appropriate to begin sailing again with protocols in place.

"It is also a mark of respect for our many loyal guests as well as crew, fresh food suppliers, entertainers and musicians, shore tour operators and port logistics partners," he added.

NCL nurtures home

NORWEGIAN Cruise Line (NCL) has launched a new support hub designed to assist Australian and New Zealand home-based agents.

The Home-Based Hub will provide tailored services to remote agents such as product and system training, promotions support, personalised agent incentives, collateral, events and marketing opportunities.

The hub is overseen by BDE ANZ Jacinta Baker, who can be contacted for a one-on-one chat - book a session [HERE](#).

Barry on vouchers

STATE governments must fund more digital travel vouchers if the domestic tourism sector is to rebound from COVID effectively, claims Wyndham Vacation Clubs President and MD, Int'l Operations Barry Robinson.

The tourism exec believes small- and medium-sized tourism businesses require the most urgent government support, with the latest Federal Budget needing to provide a "more direct motivation" for people to travel.

"I urge [govts] to investigate this way to get their constituents at least utilising tourism businesses in their states," Robinson said.

"Small and medium businesses are the lifeblood of tourism and cannot live in hibernation mode much longer," he added.

Royal beefs up Aussie 2021/22

ROYAL Caribbean International has announced updates to its Australian 2021/22 season, which will now see three ships sailing locally starting from 16 Oct 2021.

Cruises on Quantum class ships are now being offered from both New South Wales and Queensland for first time ever, with *Quantum of the Seas* to replace *Radiance of the Seas* in homeporting from Brisbane.

Ovation of the Seas and *Serenade of the Seas* will both sail from Sydney, with the trio of vessels to offer Australian cruisers 67 voyages in total, ranging from two to 15 nights.

Increased flexibility will also be available on new bookings, and agent commissions protected.

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Know your brands

LOGOS are the main way that companies distinguish themselves, and some logos are so famous that you don't even need to see the company's name to know who it is.

See if you can identify these four logos.

1



2



3



4



Where in the world?



THIS is the largest town and the capital of this island. A bustling port, the town is set in a natural harbour and fringed by high ground and cliffs.

It is a popular holiday destination for tourists and the

harbour is used for fishing boats as well as pleasure craft.

This town makes a good base for exploring the rest of the island which has many famous rock formations.

Where in the world is this?

Whose animal is this?



THE red deer has lived in this country since the Ice Age and as the oldest and one of the few native species found in this country it has become its national animal, although this is somewhat disputed, with other sources also

giving the hare that title.

Red deer live in open country and woody areas and are ruminants.

Do you know whose national animal is the red deer?

Check tomorrow for the answer.

Malaysia word search

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

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

BATUCAVES
BEETLENUT
CHINESE
GENDANG
KUALALUMPUR
LANGKAWI
MALAY
MALAYANTIGER

MONSOON
NASILEMAK
NEGERISEMBILAN
PENANG
PETRONASTOWERS
SAMBALBELACAN
SARAWAKRIVER
SPICEROUTE

ANSWERS 21 OCT

Pub quiz: 1 Cape Town, 2 a) 14th century, 3 London, 4 Manchester, 5 United Kingdom, 6 Darwin, by about 20 kilometres, 7 Fleurieu Peninsula, 8 China and Nepal, 9 Mount Gower, 10 American Airlines

Whose flag is this: Iraq

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

Mr Tollman drops in from LA



YESTERDAY'S conversation with The Travel Corporation (TTC) CEO Brett Tollman (see **page 1**) took place at The Travel Industry Hub in North Sydney, with local TTC chief Fiona Dalton also standing by during the wide-ranging interview which canvassed how one of the world's largest holiday companies is navigating COVID-19.

Tollman, who is also a key player within the World Travel & Tourism Council (WTTTC), highlighted measures such as developing domestic itineraries as well as investing in Wellbeing Directors on all trips within Europe to help keep travellers safe and healthy.

Despite the current shutdown, he said TTC was ready and willing to restart travelling as soon as restrictions eased, but noted the current lack of global coordination of measures that would permit a restart.

He highlighted a recent presentation by the WTTTC to the G20, in which he and other senior industry leaders presented key

a 12-step plan to governments from across the world.

"We want governments to work in unison and collaboration to put these recommendations in place, find ways to keep borders open so that there can be resilience and recovery on a consistent basis in the industry and for travellers to have the confidence and comfort to travel again," he said.

The plan is online at wttc.org.

Tollman also highlighted TTC's "How We Make Travel Matter" initiative (**TD 24 Sep**) which has seen the company commit to a series of targets in line with the United Nation's Sustainable Development Goals.

He also confirmed TTC's ongoing environmental commitments, including a plan for its global operations to be carbon-neutral.

Tollman is **pictured** giving a thumbs up on the screen with Richard Taylor of The Travel Industry Hub, **TD's** Bruce Piper and The Travel Corporation CEO Australia Fiona Dalton.

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

HAL has six appeal

HOLLAND America Line (HAL) has put its faith in the Alaska market, deploying six ships to the region for 2021.

Eurodam, Koningsdam, Nieuw Amsterdam, Noordam, Oosterdam, and Volendam will all offer Alaska and Glacier Bay itineraries, sailing round-trip out of Seattle and Vancouver.

HAL will also offer one-way sailings between Anchorage, Vancouver and Whittier, with the cruise line's new President Gus Antorcha stating the business was already seeing strong sales interest from clients for its collection of Alaskan itineraries.

See details of Alaska trips **HERE**.

New Tassie tour

WORLD Expeditions has launched a new Tasmanian gourmet adventure, to be hosted by popular Australian celebrity chef Peter Kuruvita.

The 10-day adventure will take participants "behind the scenes" to explore the variety of produce on offer and meet those involved, ranging from a sustainable beekeeper, a salmon farmer and an oyster farmer at Coles Bay near Freycinet National Park.

The tour will also visit boutique vineyards, breweries and deliver a tasting experience with a master cheesemaker.

CLICK HERE for further details and to make a booking.

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.

Tourism Tropical North Queensland has named **Craig Bradberry, Jeff Gillies, Joe Gordon** and **Wayne Reynolds** as General Directors on its board, and has also appointed **Tara Bennett** Cairns North Zone Director, and **Janet Hamilton** South Zone Director. The group join fellow Directors **Norris Carter, Ken Chapman, Mark Evans, Paul Fagg** and **Sam Ferguson**.

Intrepid Travel has appointed **Matt Berna** as its new Managing Director North America. He joins Intrepid with decades of industry experience, with his most recent position as **PEAK DMC's** General Manager Global Sales.

Fiona Nicholl has taken on a new Vice President role with **Skal International**. She joins the role, having previously been a former Skal Australia President, as one of the youngest ever members to be elevated into the association's Vice President position, at age 39.

Ecotourism Australia has announced the appointment of **Caroline Densley** and **Janet Mackay** as Directors. Densley comes from **Diverse Travel Australia**, while Mackay belongs to **TRC Tourism**. The two will replace outgoing board members **Peter Cochrane** and **Rick Murray**, who were thanked for their services to the organisation.

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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