

Urgent travel agent owner poll

THE Australian Small Business and Family Enterprise Ombudsman is seeking supplementary information from travel agency owners and managers as it continues to liaise with Federal Government officials about a suite of support measures for the industry.

The Ombudsman is hosting an additional survey with further questions based on the results of last week's poll (**TD** 21 Oct), and ideally at least 1,000 submissions are required by tomorrow morning, Wed 28 Oct.

The initiative follows extensive liaison with the Ombudsman by Christine Ross-Davies from Attadale Travel in WA, Jo Francis of Global Travel Solutions and Tania Norman from Adelaide's Oliver Travel.

Ross-Davies told **Travel Daily** some of the issues being targeted relate to commercial leasing, exiting leases, financial support for fixed costs and overheads, supplier insolvency chargebacks, what travel agency business hibernation looks like, and any associated support required.

There are just five questions in the brief new poll, asking about staff numbers, moneys refunded since international borders were closed, commissions and supplier credits.

The survey can be accessed simply by **CLICKING HERE**.

URGENT AGENT POLL

APT "Travel is Calling"

APT and Travelmarvel have kicked off a new advertising campaign with the aim of capitalising on demand and supporting the APT Travel Group's travel agent partners.

The Travel is Calling campaign clearly demonstrates the group's confidence in a rebound from the COVID-19 pandemic, and has been tailored to "meet the needs and sensitivities of the current era," according to APT Travel Group GM Marketing and Digital, Vanessa Russack.

"We are starting to see the green shoots and we know people are keen to travel," she said, citing consumer insights which confirm that customers are eager to lock in travel plans to

have something tangible to look forward to.

The campaign features domestic, trans-Tasman and international journeys with both brands, and includes a full suite of assets for agents to use available at atgconnect.com.au.

"Now more than ever we need to consider our marketing activity," Russack said.

"While the campaign's message is simple - Travel is Calling - it is also a bold statement to advertise in these times, but one we are confident to make.

"And we are fortunate to be in a position to do so...the APT Travel Group has a solid successful history, an excellent reputation, financial stability and very loyal trade partners and travellers who continue to support us," she said.

The campaign is featured on the **last page** of today's **Travel Daily**, and a TVC is also online at traveldaily.com.au/videos.

Contiki Detours

CONTIKI Holidays has today launched a new "Detour" travel style, described as mini adventures which allow travellers to get off the tourist trail.

Featuring local hosts, unique accommodation and activities, the "short, sweet, rejuvenating breaks" aim to help customers reconnect with themselves as well as like-minded people with the same passions and hobbies.

The portfolio includes a four day surf and yoga retreat in Morocco, hiking and biking in Croatia, an Ayurvedic Wellness Retreat in Sri Lanka, Wilderness Glamping in Wales and rafting in the Austrian Alps - more at contiki.com.

Today's issue of TD

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

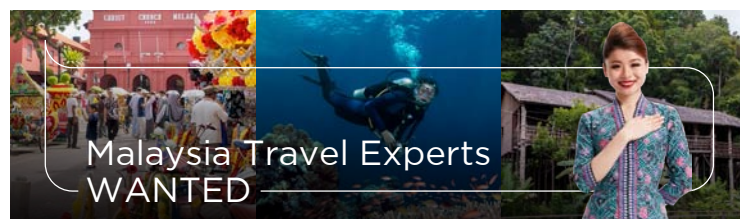
Webjet chat on Wed

THERE are still limited spots available for the upcoming exclusive **Travel Daily** interview with Webjet CEO John Gucsic.

TD publisher Bruce Piper will speak to Gucsic live from Europe at 5pm Sydney time tomorrow, discussing how the listed OTA dealt with the COVID crisis as it unfolded - and the subsequent controversial move to join the Australian Federation of Travel Agents and take a board seat.

The session will be hosted by Richard Taylor of The Travel Industry Hub - **REGISTER HERE**.

MEANWHILE next Tue the Melbourne Cup will be celebrated with an in-person event at The Travel Industry Hub costing just \$50 including food, beverages and a sweep - **CLICK HERE**.



Register, learn and stand a chance to win amazing prizes including two economy class tickets to Kuala Lumpur and 3 nights accommodation at Shangri-La Hotel, Kuala Lumpur in 2021!

[Register Now!](#)

Travel Daily

Malaysia Truly Asia

TOURISM MALAYSIA

malaysia

malaysia airlines

Trust The



INDUSTRY'S LEADING
RISK-FREE BOOKING POLICY

SMALL, SPACIOUS,
STATE-OF-THE-ART SHIPS

OUR FAMOUS
VIKING INCLUSIVE VALUE

[CLICK HERE](#)

VIKING



QR, CX expand codeshare pact

CATHAY Pacific and Qatar Airways have this month expanded their codeshare partnership, with the agreement now seeing the QR code placed on Cathay flights from Hong Kong to Melbourne, Sydney and Singapore.

The reciprocal growth also sees CX codeshare on Qatar Airways flights from Doha to Addis Ababa, Ankara, Nairobi and the Maldives.

Crystalbrook moves

CRYSTALBROOK Collection has appointed Carl Taranto as the new GM of Kingsley, the group's upcoming five star property in Newcastle, NSW.

Taranto has led Crystalbrook's Bailey in Cairns since it opened last year, where he will now be replaced by Lisa Brown who moves from her previous role at Crystalbrook's Flynn, also in CNS.

Hurtigruten opportunity

HURTIGRUTEN'S plans to restructure its business into two separate entities (**TD** 23 Oct) will not affect the cruise line's commitment to Australian travel partners, according to the cruise line's MD APAC Damian Perry.

With an eye to building the "most sustainable" business model possible, Perry told **TD** Hurtigruten wanted to commit its resources as effectively as it could to deliver market-leading product via its soon-to-be-separated Norwegian coastal and global expedition cruise operations.

"They're different skill sets, different knowledge and different expertise so we need to make sure we're investing in the right resources, the right people, the right skill sets and the right business models for those products," he said.

"It's very good for many people in the company, so many

opportunities will come up as a result of this," Perry added.

Perry said the cruise line would commit equal resources into both product streams in the Australian market, with both coastal and expedition cruises popular here.

"What you'll see here is dedicated expertise thrown at each product stream," he said.

"Some other markets may weigh heavier towards expedition or coastal, but we'll have an equal split between both products.

"You're going to get a more refined experience...it's not going to be blurred between what is a coastal experience and what is an expedition experience."

Perry said Hurtigruten wanted to "break down barriers" to create good earning possibilities, adding that the consolidation of the trade in 2020 provided a great opportunity for those remaining to capture the bounce-back.

CLIA port showcase

CRUISE Lines International Association Australasia (CLIA) will host a Cruise Port & Destination Virtual Showcase from 01-10 Dec, featuring presentations from 13 of the organisation's Executive Partners.

Participants include Tourism WA, Singapore Tourism Board, Tourism Qld, Port of Seattle, Korea Tourism, Tourism NT, Dubrovnik, Cruise Baltic, Visit Monaco, Hong Kong Tourism Board, Cruise Atlantic Canada, PortMiami and Tourism New Zealand.

Agents who tune in can earn three CLIA accreditation points for each presentation they join live, after completing a short quiz.

CLIA Australia Director of Membership & Events, Marita Nasic, said the virtual showcase would be CLIA's final online event for 2020.

There are also cruise destination prize packs on offer - more info and regos at cruising.org.au.





EXPEDITIONS

GET POLARISED

EXPLORE THE WHITE CONTINENT WITH ALL-INCLUSIVE PACKAGES IN 2021 & 2022

ADVENTURE BEGINS AT THE EDGE OF THE WORLD

Invite your clients to join Silversea Expeditions in 2021 and 2022 for a truly spectacular, once-in-a-lifetime adventure to Antarctica.

Silver Cloud and *Silver Explorer*, our custom built expedition ships are the perfect luxury expedition outposts for these stunning voyages and accommodate only 240 and 144 guests respectively.

Your guests will enjoy the hallmarks of Silversea's All-Inclusive Lifestyle with gourmet dining, included beverages, Wi-Fi and more **plus a host of exclusive offers - available for a limited time only.**

ANTARCTICA - ALL-INCLUSIVE OFFER*

Included economy international and internal flights, or upgrade to business with reduced fares

Included transfers and baggage handling

Included one night pre-cruise accommodation and post-cruise day-use accommodation

Included guided Zodiac® cruises, shore excursions and daily onboard lectures and presentations

Included Silversea Expeditions polar parka

SINGLE SUPPLEMENTS*

Solo travellers can enjoy single supplements from as low as 25% on select voyages

DOUBLE BONUS OFFER*

Enjoy an au\$1,500 reduced deposit per suite, plus receive us\$1,000 shipboard credit per suite when booked and paid before 31 October 2020

EARLY BOOKING BONUS*

Save 10% on full cruise fare when booked and paid before 31 October 2020

FOR MORE INFORMATION, CONTACT YOUR SILVERSEA BDM OR OUR LOCAL RESERVATIONS TEAM ON 1300 727 155 OR +61 2 9255 0600 | [SILVERSEA.COM](https://www.silversea.com)

T&Cs apply, visit www.silversea.com/terms-and-conditions.html

P&O paying agent bonus

P&O Cruises Australia is set to offer travel agents an additional 5% commission on bookings for its 2021 local season aboard *Pacific Explorer* and the new *Pacific Encounter & Pacific Adventure*.

The initiative is being rolled out alongside a new P&O Assurance policy aiming to give clients confidence to book by providing significant flexibility.

The revamped policy applies to all existing and new P&O Australia bookings made prior to 03 Mar 2021, allowing passengers to cancel their cruise at any time up to 75 days prior to the scheduled date of departure and receive a full refund with no cancellation fees applicable.

For sailings scheduled prior to 31 Jan 2021 the same offer is valid for cancellations right up to 30 days before departure.

It's also possible to cancel a cruise up to 14 days before

departure and receive a future cruise credit equal to the total fare amount which can be used towards another booking.

"From the start of this highly unusual year, we have been overwhelmed by the enthusiasm of our guests who are looking forward to being back onboard and sailing as much as we are," said P&O Cruises Australia Head of Sales & Marketing, Ryan Taibel.

"As we look ahead to the time when we can welcome our guests onboard again, we know it's important to provide guests with as much flexibility as possible around future bookings."

He said the bonus commission offer was recognition of the importance of the travel trade.

"The opportunity to earn extra commission is one way of instilling confidence and showing our unrivalled support for our agency partners," Taibel added.

Reach for
success...

take your business mobile.



Let's chat - 1300 682 000 | mtatravel.com.au/joinus



NCL groups session

NORWEGIAN Cruise Line (NCL) is inviting Australian and New Zealand agents to join a Groups Webinar taking place at 11am AEDT on Wed 04 Nov.

The session will be hosted by NCL BDM James McCullagh and the Sydney-based Groups department, promising to take advisors through everything they need to know on becoming an expert in Norwegian Groups.

The cruise line is also set to announce an exclusive \$100 gift card incentive during the webinar.

Registrations are now available by **CLICKING HERE**.

AS onto Atlantic

ALASKA Airlines is boosting its network between the US and Europe, with an expansion of its codeshare agreement with American Airlines seeing the AS code placed on AA services to London Heathrow from both Seattle and Los Angeles.



Window Seat

IF YOU can't beat em, join em.

That appears to be the pragmatic approach taken by authorities in Kazakhstan, who have embraced the new Borat movie (*TD* yesterday) from Sacha Baron Cohen.

The previous instalment in 2006 was widely seen as mocking the central Asian republic, leading to a formal Government ban.

However this time the tourism board of the former Soviet country is taking a more measured approach, based on the theory that any publicity is good publicity.

Indeed, rather than just ignoring the parody, this time one of Borat's catchphrases is part of a new promo, describing Kazakhstan as "Very Nice!"

WE'LL WHET YOUR APPETITE AND WET YOUR WHISTLE

An insider's guide to eating and drinking in New Zealand

New Zealand is famed for extraordinarily fresh food and wine that's original and world-class. Our inspirational cuisine's freshness and vibrancy is only matched by the warmth of the welcome your clients will receive.

If your clients are looking forward to a holiday that incorporates freshness and innovation served with a smile, we can help you point them in the right direction.

SIGN UP AND WIN

**100% PURE
NEW ZEALAND**

Blue skies for new TC member



TRAVELLERS Choice (TC) has welcomed Adelaide-based New Horizons Travel & Cruise as its newest member, with owner Debbie Summer saying she made the move from another group due to a "desire for greater support and more freedom".

Summer, who had previously worked for some of SA's leading travel companies before buying the agency in 2017, said "it's already clear from the welcome and encouragement I've received that Travellers Choice offers a different set-up from other groups - one in which independent agents are valued and the support offered is real, practical and personalised".

Caribbean stamp

THE Caribbean Public Health Agency is aiming to lift traveller confidence by introducing a new health app and assurance stamp.

The initiative is being conducted in partnership with the Caribbean Tourism Organization and local hotel associations, with the new app providing travel health info for each destination such as testing, health screening and tracking requirements.

The associated Health Assurance Stamp for Healthier Safer Tourism will be used to recognise tourism products which are implementing recommended proactive COVID-19 measures.

"I'm now free to make business decisions that work best for my clients and confident that I have the backing of a group that believes in me 100%," she said.

Travellers Choice MD Christian Hunter said Summer's decision - in the midst of the COVID-19 pandemic - was a powerful endorsement of the group.

"It's not surprising that in the current trading environment, travel agents are drawn to networks like ours which have stood unflinchingly behind their members," Hunter said.

"Travellers Choice has continued to provide an unrivalled level of support to all of our members throughout the current crisis and it is pleasing to see our diligence and dedication being recognised."

Summers is pictured in front of the War Memorial and Jetty in the Adelaide northwest beachside suburb of Semaphore where her agency is now located.

Mondrian London

ACCOR and hospitality group sbe have announced an agreement to transform London's five-star The Curtain Hotel into a Mondrian property.

The hotel will be converted to the Mondrian Shoreditch London after an "update and restyling" with plans for completion in 2021.

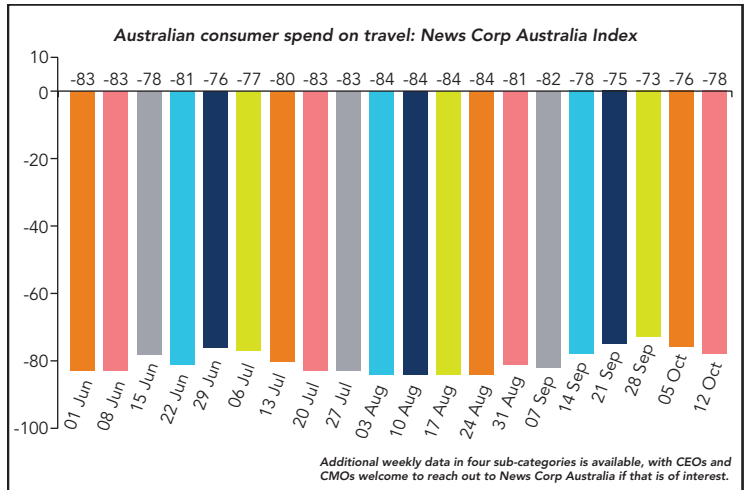
It will be the sixth Mondrian hotel worldwide.

WE CAN HELP YOU EDUCATE THE TRADE

Click here.

Travel Daily

Travel spending down a tick



EXCLUSIVE

LANGUISHING consumer confidence amid ongoing border uncertainty continues to weigh on travel spending sentiment, according to this week's figures from News Corp Australia.

After a small recovery a couple of weeks prior, most likely due to school holiday bookings, the index is back down to -78 compared to the same week in 2019, based on consumer spend with major brands across accommodation, air, cruise, OTAs, travel agents and tour operators.

However News Corp has noticed a significant pattern in terms of flight prices, with transactions of less than \$350 seeing their strongest week since before the Vic lockdowns and border closures were implemented in early Jul this year.

News Corp Head of Travel,

Dwayne Birtles, said the change illustrated increasing demand and optimism for domestic travel as well as increasing air capacity within the local market.

Another notable call-out was in the accommodation sector, which despite seeing a dip still showed promising results considering school holidays have come to an end for the majority of states.

Delta, WestJet tick

A PROPOSED cross-border airline alliance between Delta Air Lines and Canadian carrier WestJet has received tentative approval from the US Transportation Department.

However several conditions apply, including relinquishing 16 key slots at New York's LaGuardia Airport and the removal of WestJet's low-cost offshoot Swoop from the joint venture.

Submit your cocktail recipes!

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

CLICK HERE TO SUBMIT

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.

B	C	B
A	I	D
K	R	L

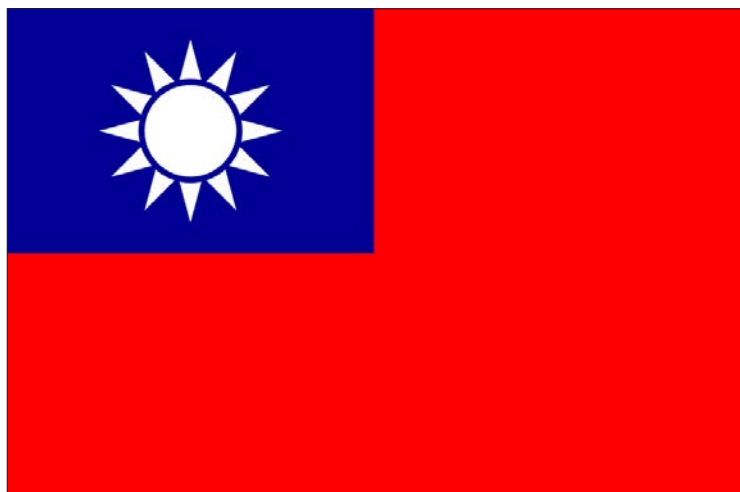
Good – 16 words

Very good – 24 words

Excellent – 31 words

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

Whose flag is this?



THIS flag is one of a number for this country, which has a complicated relationship with the nation that rules over it.

The flag belonged to the nation who rules over this country and was its national flag from 1928 until 1949 but today it is only

flown in this country.

The colours of the flag stand for nationalism, democracy and socialism.

This country also has a different flag which it uses when it competes in the Olympics.

Do you know whose flag this is?

ANSWERS 26 OCT

Where in the world: Dom Luis I Bridge, Porto, Portugal

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

Catch up on the news of the week

[CLICK HERE TO LISTEN](#)

Pub quiz

1. Downtown Adelaide's grid plan is known by what name, which is also a reference to one of the city's founding fathers?
2. Willis Tower in Chicago is home to which US-based airline, which occupies 20 of the building's floors?
3. To the nearest 10,000, how many people live in Western Australia's Kimberley region?
4. The monarch of which country is known as the Yang di-Pertuan Agong?
5. Which public company invaded Sri Lanka (then Ceylon) in 1795?
6. Kingston Heath Golf Club, which features one of the premier courses in Australia, is located in which state or territory?
7. What currency is used in Macao?
8. Boorloo is the indigenous name for which Australian city?
9. The Canadian Rockies lie across the border of which two provinces?
10. Which country's national anthem begins, "arise, children of the fatherland"?

Hug a Sheep Day



NO WE'RE not joking, Hug a Sheep Day is in fact a day that is celebrated around the world on the last Sat in Oct (31 Oct).

While your neighbours do some trick or treating, you could hug a sheep to join in the celebrations of this bizarre day.

Hug a Sheep Day is designed to celebrate sheep around the world who provide the warmth of their wool for us.

Made official in 2015, Hug a Sheep Day is on the birthday of Punkin, the first sheep Sara

Dunham, the Crazy Sheep Lady of Equinox Farms in Kentucky, USA ever owned.

Punkin the sheep was rescued as a lamb in 1992 and started Dunham's love for these woolly creatures.

Farms around the world hold open days and yarn shops often host events as well.

You can also celebrate the day by hugging an actual sheep - head to the bush and find a friendly farm to celebrate the day on.

QTIC mentoring

THE Queensland Travel Industry Council (QTIC) is inviting employees in the tourism and hospitality industry aged 35 or under to take part in its Young Professionals Mentoring Program.

The scheme runs between Feb and Jul each year, matching participants with senior industry professionals to gain knowledge and skills through the sharing of information and experience.

To be eligible mentees must have worked at least 12 months (full or part time) in the industry, and be employed with a current financial QTIC member.

QTIC is also seeking mentors to take part in the program - for more information on the scheme see qtic.com.au.

Accor revenue dive

ACCOR Hotels overnight reported a 63.7% slump in revenue for the three months to 30 Sep, with COVID-19 slashing turnover to €329 million.

The company said the recent European summer holiday period had improved activity, but the latest wave of infections has curbed the recovery.

"The worst of the crisis is now behind us, but our main markets are still substantially affected by the measures rolled out to combat the health crisis," said CEO Sebastien Bazin.

Although about 90% of its properties across the globe have now reopened, currently Accor is only anticipating significant recovery in its China operations.

Travel Associates at Pier One



PIER One Sydney Harbour welcomed this group of Travel Associates advisors last week, with the property's Director of Sales, Elliott Miller, taking the opportunity to showcase the hotel's renovated spaces.

Also on show was "The Bubble" which is replacing the hotel's famous Igloo experience.

Pictured from left are Ann-Catherine Jones, Jones & Turner Paddington; Katie O'Sullivan of O'Sullivan & Turner Newcastle; Karen Majsay of Low & James Neutral Bay; Kerrie Fellowes from Maria, Fellowes & Turner Penrith; Elliott Miller, Pier One Sydney Harbour; Rachel Kingswell, Regional GM NSW Travel Associates; Becky Kent-

Perchalla from Perchalla & Turner Adelaide; Brian Wye, Wye & James Turrumurra; Jenni Davis of Davis & James Beecroft; and Lynette Maria of Maria, Fellowes & Turner, Penrith.

MONEY

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

AU\$1 = US\$0.709

THE Australian dollar drifted lower overnight to close down 0.1% as the Dow Jones was hit by a sell-off, in the index's biggest loss since last month.

American shares were heavily sold down, with markets increasingly concerned about rising coronavirus cases, the upcoming third-quarter earnings season, delays to stimulus and the looming presidential election.

Wholesale rates this morning.

US	\$0.709
UK	£0.545
NZ	\$1.058
Euro	€0.600
Japan	¥74.50
Thailand	฿22.08
China	¥4.719
South Africa	11.45
Canada	\$0.933
Crude oil	US\$41.77

Adelaide strums

THE Adelaide Guitar Festival is going annual from next year, with the 2021 program to also include a regional tour.

As well as a line-up of ticketed shows at Adelaide Festival Centre venues during the official dates of 04 to 25 Jul, the On The Road program launching in Feb will see community-based events delivered across SA reaching audiences in Lobethal, Kangaroo Island, Mount Compass, Goolwa, Yorke Peninsula & Strathalbyn.

Travel & Cruise Weekly

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

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

Travel Daily
www.traveldaily.com.au

Travel Daily is part of the Business Publishing Group family of publications.

Produced each weekday since 1994, *Travel Daily* is Australia's leading travel industry publication.

EDITORIAL

Editor in Chief and Publisher – Bruce Piper
Contributors – Adam Bishop, Nicholas O'Donoghue, Myles Stedman, Jenny Piper.
info@traveldaily.com.au

ADVERTISING AND MARKETING

Sean Harrigan and Hoda Alzubaidi
advertising@traveldaily.com.au

BUSINESS MANAGER

Jenny Piper
accounts@traveldaily.com.au

Suite 1, Level 2, 64 Talavera Rd
Macquarie Park NSW 2113 Australia
PO Box 1010 Epping NSW 1710 Australia
Tel: 1300 799 220 (+61 2 8213 6350)

Travel Daily operates by paid subscription to people within the travel industry - sign up at www.traveldaily.com.au.



Travel Daily is a publication of TDaily Pty Ltd ABN 34 108 508 765. All content fully protected by copyright. Please obtain written permission to reproduce any material. While every care has been taken in the preparation of *Travel Daily* no liability can be accepted for errors or omissions. Information is published in good faith to stimulate independent investigation of the matters canvassed. Responsibility for editorial comment is taken by Bruce Piper.



Travel is calling.

APT Travel Group brands, APT and Travelmarvel, are delighted to launch our 'Travel is calling' campaign as a celebration of our love of travel and an important acknowledgement that travel is an integral and enriching part of all our lives.

The campaign is focused on the reality of future travel, and will be launched on domestic, trans-Tasman and International journeys.

With beautiful imagery and emotive messaging, this campaign is designed to support our valued trade partners by encouraging travellers who are ready to book to get in contact with you and make it happen.

Find your campaign assets on ATG Connect to share with your clients now.

atgconnect.com.au



Travel on Your Terms

- ✓ **Freedom to change your plans**
These are uncertain times, so you can now postpone your holiday and transfer your deposit for another time or trip up to 65 days prior to your departure date.
- ✓ **Lower deposits**
We're making it easier for you to make that decision to travel again. Our reduced deposit of just \$500 per person means you pay less up front.
- ✓ **Prices guaranteed once booked**
Once you've made your reservation with APT, your holiday price is set. You know what you'll be paying, and you can be sure you're getting value for money.
- ✓ **Extended payment dates**
In line with our new transfer policy, we've also ensured your final payment is not due until 65 days prior to your holiday departure.

Travel is calling. Let's get back out there.