

## Today's issue of TD

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

## SATC adds partners

**THE** South Australian Tourism Commission (SATC) has updated its trade website to include a new page featuring domestic partners that are working with its operators so that booking a holiday for clients in the state can be completed more easily. Visit the new page [HERE](#).

## It's virtually Everest

**PLANETERRA** Foundation, the non-profit partner of G Adventures, has launched the Planeterra Trek Challenge, a virtual trek to Everest Base Camp to raise funds to support communities affected by the tourism decline - details [HERE](#).

## Travel optimism

**AROUND** 60% of Australians believe international travel will be safe in six month's time, according to new insight data compiled by Skyscanner. The optimism from prospective Aussie travellers is better than the global average, which currently sits at 47%, while only 11% of Aussies believe that travelling overseas at the moment is safe. On the domestic front things are a little brighter, with more than a quarter of Aussies stating that travel is currently a safe pursuit.

## AFTA seeks \$125 million

**THE** Australian Federation of Travel Agents (AFTA) is imploring the Federal Government to provide \$125 million in relief funding as part of a much needed travel agent support package (**TD** breaking news).

The industry body's pre-Budget Submission serves to highlight the plight of travel agents, tour operators and travel wholesalers who have been on the front line

## Webjet exec plan

**WEBJET** has revealed the details of a new plan to retain key executives on a long-term basis.

The incentive scheme includes a one-off retention grant of performance rights to a small number of senior management, excluding MD John Guscic, which will convert into fully paid ordinary shares.

The incentive also aims to recognise the remuneration sacrifices made by the exec team.

## Azamara on the way

**AZAMARA** Cruises is gearing up to deploy its *Azamara Journey* vessel in local waters over the 2021/22 summer season, with itinerary details released this week featuring a full circumnavigation of New Zealand.

The ship is scheduled to arrive in Perth in Dec 2021 after sailing from Bali, where she will undertake a 16-night Aussie voyage - more details in **CW**.

of sectors adversely affected by the global pandemic, suffering on average more than 90% drops in revenue and holding out little hope of a recovery with no certainty around the resumption of international travel.

Details of the submission includes an average of \$40,000 in Back to Business grants based on total transaction value in FY19 to help cover some operational costs and keep agencies above water to cultivate sales pipelines.

Concessional loans of up to \$100,000 per agency are also part of AFTA's proposed package, delivered through commercial banks and backed by a three-year Commonwealth guarantee.

AFTA has also created a National Mobilisation Program which includes access to a toolkit which agents can use to prepare for meeting with their local MP.

More details on the toolkit can be accessed [HERE](#).

## NCL ups incentives

**NORWEGIAN** Cruise Line (NCL) is offering a range of new agent incentives for early bookings made between 01-22 Sep.

Travel advisors can now earn a \$50 gift card for every booking deposited in the period, as well as offering guests free Balcony upgrades when Oceanview staterooms are booked on select Apr and May 2021 sailings.

The offer is combinable with NCL's Free at Sea Promotion.

## Qld resumes routes

**QUEENSLAND** has fast-tracked the resumption of two Jetstar routes, with services from Cairns to the Gold Coast and Adelaide to the Sunshine Coast recommencing yesterday with support from the Qld Govt's \$15 million Aviation Recovery Fund.

The services have both been suspended since Mar as a result of COVID-19, with two weekly flights from Adelaide to the Sunshine Coast resuming in Sep, before moving to three times weekly from Oct, and Cairns to the Gold Coast increasing from 11 services per week to 19.

"More flights mean more tourists spending money... that's why we've delivered an Aviation Recovery Fund which is specifically targeted at fast-tracking the recommencement of domestic flights," said Qld Assistant Tourism Minister Meaghan Scanlon.

## Lord Howe delayed

**NSW** Health has decided to extend travel restrictions to Lord Howe Island for up to 90 days, pushing out the planned resumption date from 31 Aug.

The new health order may be repealed based on the rates of mainland infections, and represents the fourth delay issued for the island since Mar.

Responding to the news, Qantas has cancelled all flights to the island destination for the month of Sep, but at this stage still has flights available for Oct and Nov.



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Travel Daily



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## NZ reaches agents

**TOURISM** New Zealand has launched a new travel trade campaign which aims to share messages of inspiration and encouragement from the voices of New Zealand's travel industry to their global partners.

The trade marketing push is designed to connect and support the industry ahead of planned international borders reopening through a themed video series featuring tourism operators around the country, asking travel agents, "if we could encourage your clients to look forward to one thing in New Zealand, what would it be?"

Campaign assets have also been made available for travel businesses [HERE](#).

Watch the campaign [HERE](#).



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## Airlines ditch change fees

**THREE** major American airlines have announced the permanent scrapping of change fees on all standard Economy and Premium cabin domestic tickets, as the US aviation sector continues to reel from the COVID-19 pandemic.

American Airlines, Delta Air Lines and United Airlines have been waiving the fee since Mar of this year, when the shutdown first commenced, but in a bid to make the struggling sector look more appealing to travellers, the trio of carriers have opted to axe the fees from their model indefinitely.

United Airlines was the first to make the announcement, followed only days later by some of its major competitors in the US domestic market.

"Following previous tough times, airlines made difficult decisions to survive, sometimes at the expense of customer service," said CEO Scott Kirby.

"United Airlines won't be following that same playbook as

## Chats with Katz

**DON'T** miss all of the action when *Travel Daily's* Publisher Bruce Piper interviews Cruise Lines International Association (CLIA) Australasia Managing Director Joel Katz at The Travel Industry Hub today to discuss the cruise sector's ongoing plight beyond the news headlines.

Register [HERE](#) to watch the chat.

## Future of travel

**THE** Australian British Chamber of Commerce is hosting a webinar on the future for domestic and international travel after the COVID-19 pandemic.

The webinar will be held Thu 10 Sep at 2.30pm (AEST), covering the challenges to rebooting and re-energising the domestic and international travel industry.

Panellists include Vice President Pacific, Qatar Airways.

[CLICK HERE](#) to register and view more details on the session.

we come out of this crisis."

Delta Air Lines CEO Ed Bastian added that responding to the crisis by being as malleable as possible was a major component to its future success.

"We've said before that we need to approach flexibility differently than this industry has in the past, and today's announcement builds on that."

## Hurtigruten tours

**HURTIGRUTEN** has launched an expanded portfolio of exclusive tours to Scandinavia which includes six itineraries that combine voyages with a selection of hand-picked destinations.

The new product includes options in Norway and Finland in 2021/22, with highlights including a trip incorporating a partially self-guided tour of Oslo with rail and ferry journeys exploring the fjord scenery between Oslo and Bergen, before embarking on a 12-day Norway expedition sailing.

[CLICK HERE](#) for more details.

## Sri Lanka is unique

**THE** Unique Sri Lankan Collection is hosting a webinar at the end of the month, offering an update on the Collection's boutique hotels, such as KK Collection, Manor House Concepts and Teardrop Hotels.

The session takes place at 2pm (AEST) on 30 Sep - register [HERE](#).

## Window Seat


**IN A** year which has seen travel ground to a halt in most places, one country is softening the blow by powering ahead and pushing the boundaries of the way we get around.

Japanese company SkyDrive Inc recently conducted a public demonstration of its first flying car, called SD-03, a compact electric vehicle that takes up the space of only two parked cars.

"We wanted this vehicle to be futuristic, charismatic and desirable for all future customers, while fully incorporating the high technology of SkyDrive," Design Director Takumi Yamamoto said.

After running the successful test and wowing onlookers, the company mapped out its intention to make flying cars a part of normal life.

SkyDrive said it would continue to develop technologies to safely and securely launch the flying car to the market in 2023, and with no price tag revealed yet, we're betting it might be a lofty sum.



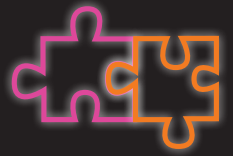
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## Nth Qld funding

**THE** Queensland Government has delivered an \$11.3 million dollar funding package for North Queensland's tourism sector.

Premier Annastacia Palaszczuk said the multi-million-dollar initiative included \$6.5 million for four "shovel-ready projects", \$3 million to help attract major events to the region and \$1.8 million to assist Great Barrier Reef operators.

"Tourism will be vital to rebuilding our economy in the months and years ahead," Palaszczuk said.

"We're investing more in tourism than any govt in Qld's history because we understand how crucial it is to safeguard these jobs for the future."

Australian Tourism Industry Council Executive Director Simon Westaway told **TD** the funding is "welcomed and necessary", but warned nothing would come close to replicating the reopening of domestic borders.

"[North Queensland] has and remains highly exposed to its non-access to the international and core eastern seaboard visitor markets," Westaway warned.

## Perk up with travel

**THE** Sep line up of travel brands to be featured during Destination Webinars' BYO Coffee Cluster series include Club Med, Hurtigruten, Broome Kimberley & Beyond and Ponant, with sessions scheduled weekly - details **HERE**.

## A rethink is needed: UN

**THE** COVID-19 pandemic represents an opportunity for the global tourism sector to "boost its competitiveness" and "build resilience", according to new data compiled by the United Nations.

The *COVID-19 and Transforming Tourism* report contends a number of strategies should be adopted as part of a global "rethink" of the sector to make it more competitive.

The measures include nurturing tourism-related sectors to encourage more investment in SMEs, providing new income sources for tourism-dependent communities to bolster crisis resilience, a greater investment in education for women so they can more easily become active

## SQ renews loyalty

**SINGAPORE** Airlines has revealed it will automatically renew all PPS Club and KrisFlyer Elite memberships by 12 months for those that have or will expire between Mar 2020 and Feb 2021.

For memberships that expire between Mar 2021 and Feb 2022, the carrier will also credit 50% of the PPS Value as Reserve Value or Elite miles required for renewal into the PPS Club and KrisFlyer Elite accounts respectively.

The airline also announced that from 01 Sep until 15 Oct 2020, loyalty members can earn PPS Value or Elite miles on non-air spend and activities.

in the tourism industry, as well as diversifying product and experiences in destinations to ensure they are appealing at all times throughout the year.

The call follows possible scenarios contained in the report which warns the international travel and tourism sector could decline by as much as 58% to 78% in 2020, which would translate into a drop in visitor spending from US\$1.5 trillion in 2019 to between US\$310 billion and US\$570 billion in 2020.

If this scenario were to play out, it would place more than 100 million direct tourism jobs at risk.

The report also showed that as borders closed, int'l tourist arrivals dropped by 56% in the first five months of 2020 and US\$320 billion in value was lost.

## Connectivity doubts

**THE** Board of Airline Representatives of Australia has warned that mandatory caps on international flight arrivals imposed by the Federal Government is posing a risk to Australia's long-term aviation connectivity.

The industry body is calling for greater quarantine capacity that could be used more flexibly, as well as a more transparent plan that maps out a minimum network of international flights continuing to and from Australia.

## Thai carrier funding

**THE** Thailand Government has revealed it will be allocating US\$770 million in bailout funding to seven of the country's struggling budget airlines.

The carriers include Thai AirAsia and Thai AirAsia X, Bangkok Airways, Nok Airlines, Thai Smile Airways, Thai Lion Air and Thai Vietjet Air, and follows a petition submitted to the government by executives from each of the companies to secure urgent financial assistance.

## UP FRONT

brought to you by Etihad

**AT ETIHAD,**

safety has always been our top priority but through these times and beyond, safety also encompasses the health and wellbeing of our guests.



To address this, our teams have mapped out the entire passenger journey and launched Etihad Wellness, a comprehensive health and hygiene program incorporating COVID-19 safe measures. Championed by our industry-first, specially trained Wellness Ambassadors, a dedicated team is available 24/7 both pre-flight and throughout the journey to provide essential travel health information and care to ensure our guests can travel safely and with greater peace of mind.

We're also spearheading innovations including self-cleaning escalator hand-rails, touchless elevators, surface-swab technology and temperature screening at our Abu Dhabi hub, where we have also partnered with Australia based company Elenium Automation to revolutionise the travel experience through contactless technology.

The aviation sector has a responsibility to rebuild confidence with passengers through clear communications, while implementing measures and driving innovation that safeguards people's health and wellbeing. At Etihad, we are fully embracing this to ensure our passengers' health and safety.

Keep well,

**Sarah Built**  
Etihad Airways GM, ANZ

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## Pub quiz

1. Which Australian state or territory shares a border with almost all others?
2. Which airline was founded as Inter-Island Airways in 1929?
3. What is the animal depicted in Qatar Airways' logo?
4. True or false: Antarctica is twice as big as Australia?
5. Malaysia is split into two regions: East Malaysia and Peninsula Malaysia. In which region is the capital Kuala Lumpur located?
6. Modern Singapore was founded in 1819 by which British statesman?
7. The indigenous name of what city is Tamaki Makaurau?
8. What tourist attraction is also a sacred site for the Pitjantjatjara people?
9. 1998 was the last time Hobart Airport hosted a regularly scheduled international service. To which city was it?
10. The Canary Islands is an archipelago belonging to which country?

## Sudoku

MEDIUM

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

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

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

## Funnies Flashback



WE'VE trawled through the **TD** Window Seat archives to give you a blast from the past. Here's some gems from 06 Sep 2013:

**SOCIAL** media can be a double-edged sword for promotion, advertising and even venting a complaint, as a male traveller set on getting his frustrations about British Airways heard discovered this week.

Hasan Syed used Twitter's paid tweet promotion service to vent about his lost luggage gripe, which then went into the feeds of all the airline's followers. The service is an advertising tool intended for businesses to promote products or services, which costs depending on how many people "engage" with it.

Within six hours, Syed's BA beef had recorded 25,000 impressions, an exercise he said will probably end up costing him close to \$1,000.

### ANSWERS 01 SEP

Unscramble: belie, belt, beryl, betel, bile, celeb, CELEBRITY, celerity, celery, creel, eerily, elect, elite, erectly, leer, leery, liberty, lite, litre, lyre, lyric, rebel, reel, relic, relict, rely, reticle, riel, rile, tercel, tiercel, tile, tiler, treble, trebly, trilby

Pub quiz: 1 Northern Territory, 2 Broken Hill, 3 Wavell Heights, 4 Honolulu, 5 Elephants, 6 New York City, 7 Event Hospitality & Entertainment, 8 London, Milan, New York City and Paris, 9 North Terrace, 10 Sixteen other countries

Whose flag is this: Armenia

## Where in the world?



**THIS** is the back of a very famous natural landmark.

Usually most photos of the location have the front of this attraction, but we thought that might make things a little too easy for you.

Hiking to the top of this icon is

a must-do for keen adventurers, and it's certainly not an experience for those who are afraid of heights, with part of the climb to the top requiring a traverse up two metal cables or ladders to the summit.

Where in the world is this?

## MGM lays off 25%

**MGM** Resorts has announced it will turn 8,000 furloughs into permanent job cuts, representing a quarter of its entire workforce.

The workers, all United States-based, have been furloughed since the early days of the COVID-19 pandemic in Mar, with the layoffs precipitated by US law which does not allow furloughs of more than six months duration.

MGM will continue to offer health benefits to furloughed employees through to 30 Sep.

## Malaysia says no

**THE** Malaysian Government will keep tourists out until next year, with the country's recovery movement control order extended until 31 Dec.

Prime Minister Muhyiddin Yassin said the move will allow the government to quickly deal with any localised outbreaks.

Most Malaysian businesses began reopening from Jun, subject to the implementation of stringent health and social distancing protocols.

## ACCOMMODATION

**WELCOME** to Accommodation Updates, *Travel Daily's* Wed feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to [accomupdates@traveldaily.com.au](mailto:accomupdates@traveldaily.com.au).



Delivering perhaps the definition of a room with a view, **Raffles Maldives Meradhoo** has unveiled Raffles Royal Residence, offering views of the Arabian Sea. The new six-bedroom villa occupies a 1,700m<sup>2</sup> stretch of the resort's Beach Island, and

accommodates up to 15 guests. It is perfect for groups of friends gathering for a celebration, or a family looking for an idyllic flop-and-drop holiday.



Stage one of a massive upgrade has just been unveiled at Queensland resort **Paradise Resort Gold Coast**, located in Surfers Paradise. Billing itself as Australia's "favourite family resort", Paradise Resort now boasts a new lobby and reception area,

games room, guest laundry and retail boutiques, as well as food and beverage outlets such as Penguins family restaurant, Jerrys Burgers, Debs Pizza Shack and the Poolside Cafe and Bar.



The Maldives' **Gili Lankanfushi** resort has reopened its doors to travellers, offering 45 spacious villas spread across three jetties. The property has spent its unexpected closure during the COVID-19 shutdown developing its operation with new health

and safety protocols and refined guest experiences. These include temperature checks taken on arrival, social distancing layouts in the dining areas, and sanitiser and masks available in all common areas.

## Hope for the Grampians



**GRAMPIANS** Tourism in Victoria is celebrating the concept of hope with the unveiling of a new silo art installation bearing the same name (**pictured**).

Situated in St Arnaud in the Northern Grampians, the project is the work of local artist Kyle Torney who spent around 800 hours creating the impressive piece, which depicts the gold mining history of the town.

The Hope artwork was part-funded by St Arnaud ArtSpace and the Northern Grampians Shire Council.

The design process involved engaging the residents of St Arnaud through the local newspaper to select from a series of four design ideas.

## Lexus offer more

**LEXUS** Australia has expanded its Encore Platinum program to include two new luxury tiers.

Encore Platinum offers members the options of swapping into another Lexus at interstate Qantas valet outlets when travelling, as well as access to Lexus valet-parking when shopping.

Lexus Encore memberships can enjoy enhanced benefits such as exclusive dinners and hotel stays featuring additional benefits.

**CLICK HERE** for more details.

The silos were then cleaned and primed before a huge grid was created to ensure proportional accuracy - which also involved around 30-to-40 trips per day up and down the silo to check the artwork from a distance.

Grampians Tourism Chief Executive Officer Marc Sleeman said Hope would add to the area's 200-kilometre Silo Art Trail, with this latest piece hoping to draw increased tourism to St Arnaud.

## EngageTV launches

**SWITCH** Digital has launched EngageTV, a new ad buying network targeting prospective holidaymakers via smart TV, video on-demand and streaming television services.

Able to access tourists "down to postcode-level", destinations will be able to target travellers outside exclusion zones, and is also able to reach specific household demographics, such as young families, affluent professionals or audiences with a general interest in travel.

"The platform leverages the power of TV and drives significant cost efficiencies by targeting only those willing and able to plan a trip this Christmas," said Switch Digital Chief Executive Officer Lee Stephens.