

# **VOTING IS NOW OPEN!**

Travel Daily has seen a massive number of nominations for the awards from across the industry for agents and suppliers who have gone above and beyond during this extremely challenging time.

Nominations have now closed and we have whittled it down to the finalists.

Voting is now open for the supplier categories. Vote now for those who you believe have best supported the industry and deserve to be recognised specially for their hard work. Voting is open from today until 14 September.

Click here to vote for the finalists!

More information at awards.traveldaily.com.au







# Travel Daily First with the news

www.traveldaily.com.au Friday 4th September 2020

#### Vote now for top supplier support

THE 2020 Travel Daily Awards have moved to the next phase today, with the announcement of the finalists in the supplier categories and industry voting now open (TD breaking news).

The full list of supplier finalists is on the last page of today's issue, with the industry now able to vote by **CLICKING HERE**.

#### AFTA interview

WITH the lodgement of AFTA's \$125 million budget submission, AFTA CEO Darren Rudd has agreed to another interview with Travel Daily Publisher Bruce Piper.

The online session next Wed 09 Sep at 12 noon AEST is again being conducted in partnership with The Travel Industry Hub, with Rudd expected to give details of the National Mobilisation Program to raise awareness of the plight of the industry - to register CLICK HERE.

#### Travel ban extended to Dec

THE extension of the Government's current biosecurity order until 17 Dec (TD breaking news) has left the industry reeling once again, with the move meaning there will have been a full nine months of international border closures.

Previously set to expire on 17 Sep, the human biosecurity emergency period will now be in place for an additional three months, with Health Minister Greg Hunt saying the decision was "informed by specialist medical and epidemiological advice provided by the Australian Health Protection

#### Hurti confidence

**HURTIGRUTEN** Cruises has updated its Book with Confidence policy, promising that any cruise bookings confirmed by 31 Oct can be cancelled for any reason, with a full refund paid within 14 days.

Principal Committee," which has advised that the international and domestic COVID-19 situation "continues to pose an unacceptable health risk".

The human biosecurity declaration gives the Government the power to take any necessary measures to prevent and control COVID-19 - including restricting overseas travel by Australians, as well as the entry of cruise ships into Australian waters.

The reopening of state borders is expected to be a key agenda item at today's National Cabinet meeting, but last night's change appears to have deferred any reconsideration of Australia's international border situation.

However, it's believed the Government is also working on several "travel bubble" deals, with countries including New Zealand, Japan and Pacific islands in the hope of reopening limited outbound travel before Christmas.

#### Today's issue of TD

Travel Daily today has five pages of news including our **PUZZLE page**, a cover page from the Travel Daily Awards and a full pages from:

- Hawaii Tourism Oceania
- Travel Daily Awards finalists

#### Podcast out today

THE latest episode of *Travel* Daily's News on the Fly podcast went live this morning, along with a bonus episode giving a wrapup of our exclusive interview with CATO Chairman Dennis Bunnik last week - listen now at traveldaily.com.au/podcasts.

#### FJ suspends again

FIJI Airways has extended the suspension of its international operations through until 31 Oct. Currently GDS indicate a 01 Nov resumption to ports including Auckland, Christchurch, Sydney, Brisbane and Melbourne.



**GENERAL SALE FROM 16 SEP - 9AM AEST** 



Friday 4th September 2020



#### Aloha from Hawaii

HAWAII Tourism Oceania is reminding agents about all of the amazing natural wonders on offer throughout the US archipelago, from the Waimea Canyon in Kauai, to the impressive Haleakala Crater on Maui & the lush green Koʻolau Range on Oahu.

The tourism body also has several important updates for you to catch up on - see **page seven**.

#### **AYQ** reopens

**THE** complexities of travel in a post-COVID world have been highlighted with the reopening of Ayers Rock Airport today.

Jetstar will operate two weekly flights from Brisbane, under extremely strict requirements including the necessity for travellers to provide bank or credit card statements before boarding to prove they have not been in a COVID-19 hotspot for the preceding 15 days.

New procedures will see multiple emails sent to clients from Ayers Rock Resort operator Voyages (or via trade partners), starting 21 days before departure, with links to the NT Government website with the Border Entry Form which requires evidence of their movements.

Designated Voyages COVID safety officers and Jetstar staff will be present at the departure airport to ensure all paperwork has been completed, with details checked again on arrival at AYQ.

# Adv tourism maps future

MAJOR adventure tour operators have collaborated with the World Travel & Tourism Council (WTTC) to create a COVID-19 framework that will build greater consumer trust in the segment for the future.

Brands such as Abercrombie & Kent, Eurotur, Intrepid and The Travel Corporation have partnered to help construct the new suite of protocols, with the move intended to expedite the reopening of adventure tourism businesses in a safe and responsible manner.

The proposed protocols include reducing capacity limits to allow for physical distancing, clearer prescriptions on participant difficulty levels to avoid possible rescues, promote contact tracing

#### Tweet your support

THE Tweet World Foundation charity is gearing up to host fundraising walking events throughout Australia, with the proceeds to go to mental health organisation Beyond Blue.

The non-profit organisation has listed the goal of raising \$25k to be donated by COVID-affected industries like the travel sector, with events to take place across major capital cities on 10 Oct.

A \$50 travel voucher will be awarded to each participant, as well as the chance to score one \$1,500 voucher in each city.
Register to take part HERE.

apps, incentivising the purchasing of tickets online, and limiting the need for travellers to queue up.

WTTC President & CEO Gloria Guevara said the need to push ahead with a framework for adventure tourism first was because of its growing popularity.

"Adventure tourism is becoming increasingly popular amongst travellers and will represent a key component to travel in the new normal," she said.

"It is also one of the fastest growing segments, which is why it is vital to establish measures allowing safe travels for travellers," Guevara added.

#### IHG canx update

INTERCONTINENTAL Hotels & Resorts (IHG) has updated its cancellation policy so that bookings made between 06 Apr and 30 Sep can be cancelled without penalty up to 24 hours before arrival.

All reservations made from 01 Oct will be subject to the terms of the rate booked.



HOTEL management company StayWell Holdings has compiled a list of the Top 100 Things to Do Before You Turn 100, designed to inspire travellers to plan their life's worth of amazing holidays in a post-COVID world.

Each experience has been categorised to indicate which type of traveller would get the most out of each option, such as couples, families, friends, foodies and culture seekers.

Travel experiences listed include browsing the street art in Melbourne, shopping at Marina Bay Sands in Singapore or checking out the famous oil paintings of Shenzhen China see the full list **HERE**.









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#### **Central Coast self-famil!**



WE CAN'T travel very much at the moment, but three Sydney travel industry leaders with itchy feet took a 90-minute drive north to Umina Beach on the NSW Central Coast earlier this week.

The self-famil included a visit to one of the key local attractions - none other than former AFTA CEO Mike Hatton (far right), who's pictured with the adventurers Simon Bernardi of Australia and Beyond Holidays, Digby Warren from The Journey Masters & Tom Goldman OAM, Goldman Travel.

#### Sustainable Webjet

WEBJET has today launched a new "Sustainable Traveller" carbon offset program, giving customers the option to offset the carbon emissions of their flights via a contribution to verified environmental projects.

The initiative coincides with the first ever International Day of Clean Air for blue skies next Mon 07 Sep, with Webjet saying since a soft launch last week almost 10% of customers had taken up the carbon offset option.



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Use the podcast to update our listeners with your company's news.

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CLICK HERE TO ENQUIRE

Travel Daily

# NEED A DISTRACTION AMID THE DOOM AND GLOOM?

Travel Daily

Check out our daily puzzle page.

#### Mantra backs winner

ACCOR is gearing up to rebrand a hotel located at Tabcorp Park in Melbourne to the Mantra Melbourne Melton, signing a new franchise agreement with the owners of the harness racing headquarters.

The 41-room trackside property will cater to racegoers, business travellers, sporting groups and families looking for convenient accommodation when the sporting facility opens back up after the COVID shutdown.

Room options will include a mix of Standard and Deluxe, as well as three eateries, onsite parking and conference and events facilities.

#### Virtuoso adds more

**GLOBAL** travel advisor network Virtuoso has announced the addition of 19 new agencies.

More than half the new entrants are from Asia-Pacific, including both Discerning Traveller and TTFN Travel from Australia.

Other new APAC agents include Bridge Travel, Domi Luxury, Hujn Luxury Travel, LE Travel, Reception Expert and Sichaun Freshtour International Travel Service from China, and Korea's Chalet Travel & Life and Kalpak.

New members will enjoy a suite of Virtuoso benefits, such as a preferred partner portfolio.

#### Genting China proj

HAVING recently announced its intention to establish a presence in Sanya, China, cruise operator Genting Hong Kong is developing a number of domestic cruise itineraries out of Hainan.

Forming a strategic partnership with Sanya's Administration, Genting is looking to establish a joint venture to facilitate the operations of Dream Cruises' flagship in the city.

Genting President Kent Zhu said the company was keen to support the Chinese Government's efforts in rebuilding its travel and tourism sector.

# TECHNOLOGY UPDATE

Today's Technology Update is brought to you by Stuba Pacific

# Technology, Emotions and Travel

**Iravel AFTA'S** decision to provide the



"Resilient Mind" app free of charge is the most appropriate support mechanism it can offer

its members. It's a brilliant investment.

"Programs" seldom deliver in the way the "Resilient Mind Quest" does . Front ended by a cool app, it's backed by decades of research in diet, physiology, peak performance and cognitive behaviours.

It "gamifies", or makes fun, the rituals which performed each day, lead to significant improvements in mental well being. Minutes, not hours, of daily effort to track, understand, change and optimise the behaviours which make us who we are.

I've recently completed by second 4 week quest. It's a work thing; do the work, because it works. Change is not easy. But it can be very enjoyable. The chance to connect with my team and have positive interaction is incredibly valuable. Smiles are worth their weight in gold right now.

Some say "But I'm not feeling depressed". But like physical exercise, the benefits are there whether you are fit or not.

There's no downside in finding the best version of you. Give it a crack

Mark Luckey, CIO, Stuba



# CORPORATE UPDATE

# **CWT** announces restructure

CORPORATE travel giant CWT has announced a new operating structure, with the company saying the changes will "accelerate innovation, transformation and growth" as it weathers the COVID-19 storm.

Three new global operating units have been created: "Roomit & Commercial" covering global supplier management, Roomit, marketing, product, partnerships, external communications and the Solutions Group; "Traveler Experience & Customer", encompassing traveller experience, global sales and customer engagement including oversight of all industry verticals; and "Strategy & Transformation", with responsibility for finance, technology, talent and performance, enterprise projects and strategy.

The Roomit division will be led by Patrick Andersen (pictured top) while Niklas Andreen (pictured centre) will head up Traveler Experience and Michelle McKinney Frymire (pictured bottom) is appointed President of Strategy & Transformation and Chief Financial Officer of the company.

Current Chief Customer Officer Kelly Kuhn will transition to the newly created role of Special Advisor, while remaining on the Executive Leadership Team.

Others on the team include Chief Legal Officer Lauren Aste, Chief Human Resources Officer Catherine Maguier-Vielle, John Pelant as Chief Technology Officer and Strategic Advisor Chris Vukelich.

CEO Kurt Ekert said the company had used the quieter lockdown period to progress a number of innovations, with a "focus on developing and delivering material value to our clients and their travellers".

He said CWT had also taken other steps to weather the challenges of the pandemic, including a successful US\$250m







capital raising.

Operating costs have been managed mainly through temporary furloughs and pay cuts and more recently through "voluntary programs offered by the company that have received strong interest from employees globally," Ekert said.

"As we navigate and emerge from the impact of the global COVID-19 pandemic, we do so from a secure financial base, with a talented and aligned team, and looking to expand our industry leadership position." he added.

ACCC has changed its guidance around refunds - read how it will affect you in the August issue of travelBulletin.







#### **Asia Miles Avis pact**

CATHAY Pacific's Asia Miles loyalty program has launched an agreement with Avis under the new Asia Miles for Business corporate platform, offering corporate clients up to 1,000 miles on each vehicle rental.

Avis Budget Pacific Group MD Tom Mooney said "with business travel starting to resume, we believe this partnership with Asia Miles will be a great value-add to our corporate clients and partners".

Under the deal corporate partners also receiving a 10% discount on regular Avis rates.

#### **QF** change fees stay

**QANTAS** has no intention of dropping booking change fees, despite moves this week to introduce new fee-free flexibility by United, American, Delta and Alaska Airlines (*TD* 02 Sep).

QF CEO Alan Joyce said while Qantas and Jetstar had cut change fees due to COVID-19, they would return because "it's a big part of how we manage revenue and yield".

#### **COVID** crime alert

THE global recession caused by COVID-19 is likely to create a spike in petty and digital crimes committed against business travellers, according to World Travel Protection, a division of insurance specialist Cover-More.

The company's Security
Director Rodger Cook said as the
global economy becomes more
depressed people out of work will
be looking for new avenues to
make money.

"It's important to consider the potential for businesses and individuals to be the victims of fraud," Cook said.

"There have been instances of COVID-19 specific fraud, an increase in general fraud and theft affecting companies, and fraud in respect to different government support measures."

Crimes have included scammers posing as WHO officials asking for personal details, with Cook saying with leisure travel on hold in many countries, business travellers were likely to be the biggest targets, citing risks such as theft and kidnapping increasing in certain destinations.





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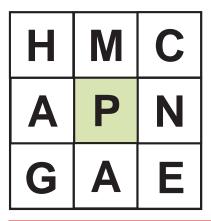
# Pub quiz

- 1. "The Garden State" is a moniker shared by which Australian and US states?
- 2. In 1963, Singapore briefly joined which country?
- 3. The lira is the former currency of Italy, which swapped it for the Euro in 2002, and which other country, which discarded
- 4. Myanmar was granted independence from which country in 1948?
- 5. Frasier was set in which US city?
- 6. Which country includes the autonomous archipelagos of Azores and Madeira?
- 7. New Delhi's main airport is named after who?
- 8. On average, what is the windiest continent on earth?
- 9. Which two countries made up the nation sometimes known as the 'Dual Monarchy', which existed until after World War
- 10. With the cessation of low-cost carrier Tigerair Australia, there is only one Tigerair brand left; where is it located?
- 11. What country does this collection of pictures spell out?



# **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.



Good - 14 words Very good - 21 words Excellent - 28 words

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

#### **ANSWERS 03 SEP**

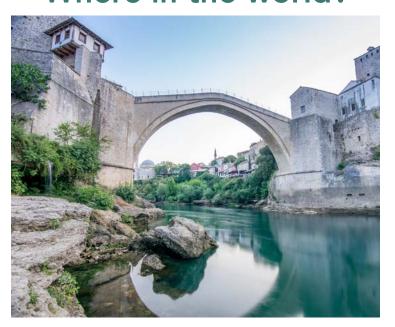
Whose flag is this: Bangladesh

Know your brands: 1 Pepsi, 2 Adidas, 3 Volkswagen, 4 Dropbox

Whose animal is this: Red squirrel - Denmark



## Where in the world?



A BRIDGE has stood in this spot since the 16th century, though the current bridge was only opened on 2004, after having been destroyed in 1993 (meaning for around 10 years there was no easy way to cross between the two parts of the city where it is

The bridge is most famous for

being the location of an annual diving competition, which initially was for the young men of the town, but since 2015 has become a stop on the Red Bull Cliff Diving World Series tour.

The centre of the bridge is 20m from the water, which is very cold even in summer.

Do you know where this is?

## **Funnies Flashback**



WE'VE trawled through the TD Window Seat archives to give you a blast from the past. Here's some gems from 19 Aug 2013:

ANY publicity is good publicity.

Queensland's luxury Lizard Island Resort has been voted as the best place in Oceania for a steamy getaway by cougars, according to a poll from mature dating site Cougarlife.com.

For those unaware, the cougar term loosely refers to mature women seeking a younger man.

The survey of 1,909 "seasoned" (their word, not ours) travellers found 21.6% would choose the idyllic island resort for a hookup or luxury holiday.

Next on the list was the Crown Metropol in Perth, followed by Blanket Bay in New Zealand and the Louise Lodge in Marananga. Respondents said they sought destinations with plenty of local activities, highlighted by the fact that more than half of those surveyed said they planned on "pouncing" on hotel or activity staff members whilst away.

The Byron at Byron Bay, Pinnacles Resort, Airlie Beach and Qualia in the Whitsundays also featured on the list.

# Travel Daily

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#### Qatar is the safest

**QATAR** has retained its position as the safest country in the world for the second year in a row, according to the Olery Guest Experience's 2020 Safety Index.

The index, which tracks safety in 133 countries, had the middle eastern country ranking well on the basis of crime statistics and the safety of its airport and national carrier Qatar Airways.

"Qatar's ranking as the World's Safest country is a testament to the institutions that contribute towards making Qatar the most welcoming and hospitable country in the world," said Secretary-General of Qatar National Tourism Council and Group CEO of Qatar Airways Akbar Al Baker.

MEANWHILE, Qatar is set to host the FIFA World Cup in 2022.

#### Sabre links Yukai

**SABRE** Corporation has signed a new agreement with Yukai Resort in Japan, allowing the property to control all reservations in realtime from one scalable platform.

"As we look beyond COVID-19, these solutions will give Yukai greater visibility across the world, as well as allowing us to control all of our reservations in real-time from one intelligent platform," said Yukai Resort President and Representative Director Koji Nishitani.

#### The Year of Scotland

**THOSE** planning a road trip can now listen to a specially curated music list lauding all things Scotland as part of "The Year of Scotland" celebrations.

Access the Spotify playlist HERE.

## I'm a Karen and I love it



**TRAVELMANAGERS** Business Partnerships Manager in Qld Karen Dowling (pictured) was recently invited by The Courier Mail to put forward her voice for all of the Karens of the world who have had their name hijacked by an emerging political meme.

The term "Karen" has now become a pejorative way to describe a woman of privilege who exhibits demanding or unreasonable character traits, a trend that Dowling says is unfair to all of the hard working Karens of the world who are simply

#### Reef trips back on

**GREAT** Barrier Reef operator Divers Den is preparing to relaunch its overnight dive and snorkel trips following a period of suspension due to COVID-19.

Taking place aboard the OceanQuest vessel, the company is offering two-day, two-night cruises from 18 Sep. departing every Fri and returning on Sun.

Prices start from \$655ppts, with a 20% discount available to Cairns locals using promo code "LOCAL".

trying to get by in a COVIDimpacted world.

"How would people feel if their name was picked at random or if it was a man's name? We should be describing the behaviour of people, not using a woman's label to name it," she argued.

"I feel for those women named Karen who might already be struggling during these tough times and, now, this brings them down further - it is petty and it's bullying," Dowling added.

Reflecting on the opportunity to participate in The Courier Mail feature, Dowling enthused that it was "so much fun", especially in the time of COVID that have not been much fun at all for the hardhit travel industry.

#### Kiwis on the rails

KIWIRAIL'S Northern Explorer and Coastal Pacific train services will be back on track soon, with the Northern Explorer rebooting its weekly timetable from 30 Sep, while the Coastal Pacific rail service will recommence from 13 Oct - bookings open mid-Sep.

# 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

The All Aboard promotion with **Rocky Mountaineer** has been extended until the end of Sep. The C\$25 deposit still applies for all new bookings for the 2021 season, and guests can add up to four free perks per qualifying booking on eight paid days/seven paid nights in 2021 - CLICK HERE.

**Airnorth** is offering a Father's Day special with prices starting from \$149. Valid for bookings until 07 Sep on fares from the Gold Coast to Townsville and vice versa, with rates from Cairns to Toowoomba and vice versa starting from \$175 - CLICK HERE.

Book a staycation with InterContinental Hotels Group, with special rates bookable until the end of Oct. Valid for stays to 31 Mar 2021, the 'There's More For You' campaign offers up to 35% off when booking three nights or more, with complimentary daily breakfast - call 1 800 007 697.

Boutique cruise line Regent Seven Seas Cruises has released an Elevate Your Experience offer with guests able to sail Alaska, the Mediterranean or Northern Europe with a free two-category suite upgrade to a penthouse. A reduced 10% deposit also applies - call 1300 455 200.

Got a confidential tip? Contact Travel Daily via our secure WhatsApp service on +61 2 8007 6760 or click HERE



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#### MUST BE SEEN TO BE BELIEVED: NATURAL WONDERS ACROSS HAWAI'I



From towering mountain ranges and colourful canyons to active volcanoes and other-wordly landscapes, the Hawaiian Islands offer a direct route to connect with mother nature. Read on to uncover Hawai'i's most awe-inspiring natural wonders.

#### Waimea Canyon, Kaua'i

One of Hawai'i's most striking natural landscapes is Waimea Canyon. Centuries of volcanic activity, rainfall and erosion created this rocky masterpiece of red-earth craters, cliffs and crevasses peppered with native plants, waterfalls and the odd rainbow.

#### Haleakalā, Maui

Towering over the island of Maui and visible from just about any point on the island, Haleakala Crater is a force of nature in every sense. This dormant volcano is famed for incredible views of sunrise and sunset from its peak. The mountain scenery is like a sci-fi movie, dark and deserted valleys blend with unusual lava formations and curious-looking silversword plants.



# Hawai'i Volcanoes National Park, Island of Hawai'i

Experience some of nature's most extraordinary wonders at Hawai'i Volcanoes National Park on the island of Hawai'i. The national park is home to two volcanoes including Kilauea, one of the most active volcanoes on earth. The chance to witness the primal process of creation and destruction makes this one of the most popular attractions in Hawai'i and a sacred place.



#### Koʻolau Range, Oʻahu

Born out of volcanic eruption and moulded over time by wind and erosion, the Koʻolau Range is one of two major mountain ranges on Oʻahu. The landscape features a majestic cliff face that runs parallel to Oʻahu's Windward Coast for almost 60 kilometres. It is impossible to miss the lush green "giant hills", especially after the rain when waterfalls run down the ridge.

Discover more at gohawaii.com/au.

# Picture yourself in Hawai'i for a chance to WIN!



While we may not be able to visit right now, that doesn't mean you can't dream about Hawai'i! Have you have visited the Hawaiian Islands on a famil or a holiday? Share your favourite Hawai'i memories for a chance to win a \$100 visa gift card!

Simply email us a beautiful photo that you have taken while on the Hawaiian Islands and describe it in 25 words or less. To enter, email info@hawaiitourism.com.au via your company email address. The winner will be announced next month on Aloha Friday 2nd October.

#### Hawai'i Updates

- The mandatory 14-day quarantine has been extended through 30 September for all visitors and returning residents arriving into the state of Hawai'i. For more details on the current situation click here.
- Hawai'i Tourism Authority has reappointed The Walshe Group to represent Hawai'i Tourism Oceania (HTO) in Australia and New Zealand, marking 37 years since The Walshe Group began representing the islands of Aloha. HTO will continue to manage trade relations, MCI, marketing and public relations for the Hawai'i state tourism organisation. To contact Hawai'i Tourism Oceania, please email info@hawaiitourism.com.au.



# **SUPPLIER FINALISTS**

#### **MOST SUPPORTIVE AIRLINE**

- Qatar Airways
- Emirates
- Qantas
- Etihad
- Singapore Airlines
- Air New Zealand

# MOST SUPPORTIVE OCEAN CRUISE LINE

- Princess Cruises
- Royal Caribbean International
- Silversea
- Viking
- Oceania
- Dream Cruises

# MOST SUPPORTIVE EXPEDITION CRUISE LINE

- Ponant
- Silversea
- Scenic
- Hurtigruten
- Aurora Expeditions
- Quark Expeditions

# MOST SUPPORTIVE RIVER CRUISE LINE

- Scenic
- Viking
- APT
- Avalon
- Uniworld
- Tauck

# MOST SUPPORTIVE TOUR OPERATOR/WHOLESALER

- Globus
- APT
- Scenic
- Viva Holidays
- Bunnik
- Intrepid
- Trafalgar

# MOST SUPPORTIVE HOTEL GROUP/ACCOMMODATION SUPPLIER

- Expedia TAAP
- Room-Res
- Stuba
- Club Med
- Accor
- Bedsonline
- · IHG

# MOST SUPPORTIVE TECHNOLOGY SUPPLIER

- Travelport/Galileo
- Sabre
- Amadeus
- Tramada
- Tour Atlas

# MOST SUPPORTIVE INDUSTRY SUPPORT SERVICE

- The Travel Industry Hub
- AFTA
- CVFR Consolidation Services
- Air Tickets
- Express Travel Group

# MOST SUPPORTIVE INDUSTRY SALES EXECUTIVE

- Michael Krywyn Etihad Airways
- Natalie Freeman Crystal and Dream Cruises
- · Zena Dalton Scenic
- Walter Nand Heritage Line
- Linda Costantini Emirates
- Anoop Karnik CVFR

Click here to vote for the finalists!
Voting closes 14 September