

## Aurora webinars

AURORA Expeditions' Head of Sales - APAC Dianna Schinella will be previewing the line's Arctic 2022 program during a webinar scheduled for 15 Sep.

Two sessions are on offer - a 10am (AEST) (register [HERE](#)) and a 4pm (register [HERE](#)).

## Etihad COVID insurance

ETIHAD Airways has today announced the launch of "COVID-19 global wellness insurance cover," which provides for medical expenses and quarantine costs for passengers.

EY Senior VP of Sales & Distribution Duncan Bureau said the initiative is being conducted in partnership with AXA and "will not only instil confidence to travel but also reassure our guests that we are doing all we can to keep them safe and protected".

All existing and future bookings for travel between now and 31 Dec are automatically covered, regardless of channel or when they were ticketed.

The insurance is valid worldwide for 31 days from the first day of travel, and if passengers are diagnosed with COVID-19 while they are away from home, the policy will cover up to €150,000 of medical costs and up to €100 per day for 14 days of quarantine in the case of a positive diagnosis.

Bureau said "as more countries start opening their borders, we are making it as easy as possible for our guests to plan their next trip, hassle free".

See [etihad.com/covid19cover](https://etihad.com/covid19cover).

## NZ agent support

A NEW NZ\$47.6 million program announced by the NZ Government today (*TD* breaking news) will pay travel agents a commission on any refunds or credits they can secure on behalf of their clients whose trips have been disrupted by COVID-19.

The scheme will give agents 7.5% of any cash refunds or 5% of travel credits, with the NZ Government saying it wants to unlock as much as NZ\$690 million held by overseas suppliers so clients can instead spend it locally.

NZ Consumer Affairs Minister Kris Faafoi said the move would support agents "under severe financial pressure, with many facing the prospect of insolvency".

He said outstanding bookings were "complex to put in place and are complicated to unwind...that's where the expertise of the sector is crucial to help consumers get back money".

## SWZ shortlist

THREE bidders have been shortlisted for the construction of the passenger terminal at the Western Sydney International (Nancy-Bird Walton) Airport.

Airport CEO Simon Hickey said the facility would integrate international and domestic operations, with connections to the new M12 motorway and Sydney Metro-Western Sydney Airport train service.

Designs will be finalised when the winning contractor is appointed in mid-2021.

## Today's issue of TD

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

## AirAsia adds fee

MALAYSIAN low-cost carrier AirAsia has introduced a US\$7.25 airport fee for passengers who don't use online check-in.

The airline said it's aiming to encourage customers to reduce face-to-face contact with staff during the COVID-19 pandemic.

## SCENIC° WESTERN AUSTRALIA & NORTHERN TERRITORY

2021 BROCHURE OUT NOW



- Proudly Australian-founded with over 34 years' local experience
- Fully escorted handcrafted journeys with only 24 guests
- Expanded season with three new itineraries

> [Watch video here](#)



## VOTE FOR THE FINALISTS NOW!

There have been a massive number of nominations for the Travel Daily Awards and voting for the finalists in the supplier categories is now open until 14 September.

Vote now for those who you believe deserve to be recognised for their support.

[Click here to vote for the finalists now](#)



vote for Club Med as the best hotel or accommodation supplier in the Travel Daily awards

hang in there, we've got you!

Club Med

[VOTE NOW >](#)



## TrekAmerica ceases

THE Travelopia Adventure Division has been forced to streamline its UK operations due to the impact of COVID-19, including the immediate closure of the TrekAmerica and American Adventures brands.

The local APAC office for Travelopia, based in Melbourne, will remain open for business regarding bookings for the company's remaining brands Exodus Travels and Headwater.

Any agents who have clients with a TrekAmerica booking, or a refund credit note, will be contacted in due course by the reservations team about organising a full refund or an alternative Exodus Travels trip.

The restructure of the business also includes a proposed removal of a quarter of its head office exec team in the UK, with MD Travelopia Adventure Travel labelling the move "very difficult" but needed in order to focus on its core brands for the future.

## Flexible bookings sought

### EXCLUSIVE

INSIGHTS from a Flight Centre Travel Group (FCTG) agent survey revealed exclusively to *Travel Daily* have found 86.6% of customers are looking for more flexible booking terms.

It is by far the biggest change in travel behaviour since the beginning of the COVID-19 pandemic, FCTG said, with roughly 60% of customers currently looking at booking domestic holidays - surprisingly split 50/50 for intra- and inter-state - with Flight Centre Travel Group General Manager Australia Kelly Spencer adding WA and the islands of Qld are some of the more-coveted destinations.

Spencer also reflected on some other encouraging trends noted from the survey.

"There seems to be a tendency to book longer stays, I think everyone still wants to have their two weeks away...the length of

stay and the amount people are spending is a lot higher," she said.

"The average length of stay is about 10-12 days, where previously it was a quick weekend or up to five days.

"We're seeing the higher end of the market well represented... people still want an amazing experience and they know close to home is a great option."

Almost half (45.2%) of current travel intent is for the next three months, while approximately 20% of those intending to take a vacation are planning to do so within the next six months.

"That element of security and safety is coming into a lot of questions we're getting from customers," Spencer added.

"I think once borders open up it will be a lot about where it is safe to go and as agents we can really make sure we're the experts at that advice and the recommendations."



## Window Seat

AIRPLANE food has been the subject of many a joke over the years, but Thai Airways International is apparently pretty proud of its cuisine.

The airline recently opened a pop-up diner (pictured), allowing those visiting its Bangkok headquarters to get a "taste" for flying again.

The experience includes authentic touches, such as spare parts from engines, windows and fan blades as furniture, and serves about 2,000 made-to-order meals per day.



HURTIGRUTEN



# BOOK WITH CONFIDENCE

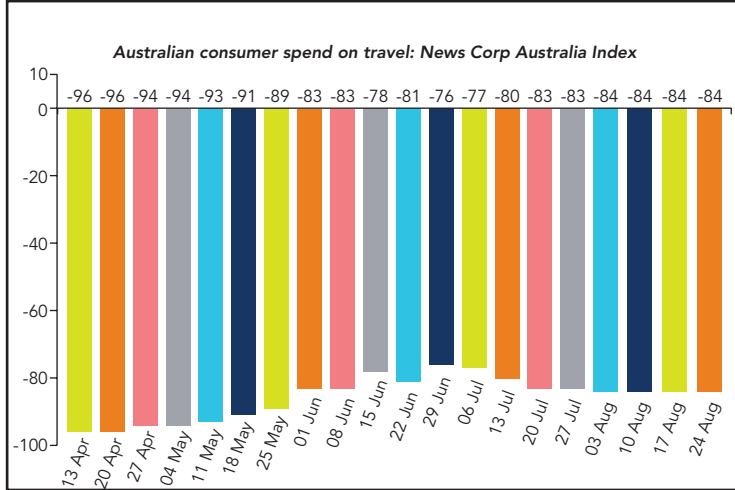
We know that booking a holiday during this time of travel restrictions and general uncertainty can feel risky. To take that risk away from your clients, we're adopting a new cancellation policy for all new bookings for 2021 and 2022 voyages.

Book a cruise by 31 October 2020 and if they cancel it for any reason in the future, we promise that they'll receive their refund - including the deposit - within 14 days.

That's right. No more vouchers and no month-long waiting times. Their money back in just two weeks. So you can go ahead and plan the expedition of their dreams worry-free. Please visit our website for more details.

Call 1300 322 062 | [hurtigruten.com.au](http://hurtigruten.com.au) | [apac@hurtigruten.com](mailto:apac@hurtigruten.com)

## NSW/ACT keen to travel



### EXCLUSIVE

**AUSTRALIAN** consumer spend in Travel has remained flat over the last week, new figures from News Corp have revealed.

On a brighter note, interest in travel from the NSW and ACT markets continues to show a strong level of sentiment.

“Interest in travel continues to be high and among those living in New South Wales/ACT, our intent measure shows the top destinations are NSW, the United States of America and Japan,” said News Corp’s Managing Director Food & Travel Fiona Nilsson.

### TAANZ CEO to go

**ANDREW** Olsen, the CEO of the Travel Agents Association of New Zealand (TAANZ), will leave the organisation this month after its Board decided on a restructure.

“The outcome is that the role of Chief Executive Officer is no longer affordable,” according to a statement issued today.

A part-time administration role will be appointed to pick up some aspects of the operation, with the balance of the work to be carried out by the TAANZ Board.

### Thomas not cooked?

**COLLAPSED** British travel operator Thomas Cook Group could soon be making a comeback, with UK media reporting the brand could be revived within days.

Chinese conglomerate Fosun, which purchased the company’s trademarks and digital assets last Nov for £11m, has drawn up plans to relaunch the brand.

Pending regulatory approval, Thomas Cook would return as an online retailer.

## MACAO READY GO

Sign up to become a **Macao Travel Expert** to learn what makes Macao so Special.

Its’ Easts meet Wests and the Old meets New culture, the Incredible Gastronomy, all the Fun Activities and the Glamorous Resorts.

Australia & New Zealand agents who complete the training quiz and score highest within the shortest time frame will win a prize.

**Register Now**  
[macaotravelexpert.com](http://macaotravelexpert.com)

Become an Amazing Thailand Specialist!

[CLICK HERE](#)

### Tourism WA move

**TOURISM** WA Managing Director Brodie Carr has resigned from his role to relocate to France to be closer to his family.

Carr hailed the achievements made during his two years with the destination marketing organisation, such as hosting the Manchester United soccer team.

### Wartime tours

**RENAISSANCE** Tours is running a new Wartime Sydney itinerary.

Commissionable by travel agents, the tour will depart with expert Sydney historian Dr Peter Hobbins and will delve into the tales of how World War II affected Sydney.

For more, [CLICK HERE](#).

## AFTA UPDATE

from the Australian Federation of Travel Agents

**AFTA** has been focused on making sure that those in positions of power in Federal Government understand the reality of the financial landscape that AFTA members (travel agents, tour operators



which you can access **HERE**.

This submission sets out a compelling case for the Federal Government to provide a Travel Agent Support Package of \$125 million as well as

and travel wholesalers) now find themselves in and why there is a powerful case for on-going support for our sector.

We kick-started our grassroots campaign with the rollout of electorate visits, bringing travel agents together with their local MP in a strategic, coordinated, and non-partisan way.

These visits reinforced our direct advocacy at a Federal level which included AFTA Chair, Tom Manwaring, and AFTA CEO Darren Rudd, appearing before the Senate Select Committee into COVID-19, our ongoing direct lobbying of key political decision makers and continued advocacy to build awareness and support in Canberra. As a result of the nine electorate visits done to date, we are pleased to report that the plight of travel agents, tour operators and travel wholesalers and the need for tailored support, continues to result in Members of Parliament from across the political spectrum taking up our cause. On Fri 28 Aug we lodged our Pre-Budget Submission


a range of additional business measures.

AFTA is also pleased to share that on Wednesday last week we launch our National Mobilisation Program which is all about harnessing the power of our AFTA members. The Program asks for member support in contacting and arranging a meeting their local Federal MP to continue to build the momentum and make sure every single Federal Member of Parliament knows about the plight of travel agents, tour operators and travel wholesalers. To make the process as easy as possible for members, and to ensure maximum impact through aligned messaging, we have developed a mobilisation toolkit can be access **HERE**.

To learn more about the toolkit and how you can help, we are inviting members to join a special National Mobilisation Program webinar on Wed 09 Sep **HERE**.

We’d like to thank everyone for their support. Your voice matters.

Travel Daily



**Catch up on the news of the week**

[CLICK HERE TO LISTEN](#)

## Pub quiz

1. The platypus is the state animal of which Australian state?
2. JRD Tata founded which airline in 1932, which he initially named after himself?
3. What city is also known as Krung Thep Maha Nakhon, or more simply Krung Thep?
4. The largest lizard species on earth is named after what island?
5. The jersey of the soccer team SSC Napoli is adorned with the logo of which locally-founded travel brand?
6. Which Southeast Asian kingdom includes the cities of Thimphu and Phuntsholing?
7. True or false: your jet lag is likely to be worse if you travel from west to east?
8. Which is the largest of the Greek islands?
9. Adelaide Airport sits adjacent to what beach?
10. The Great Southern is a passenger rail service which launched in December between which two cities?

## Where in the world?



**THIS** building is the setting of a novel which has been turned into a famous musical by Andrew Lloyd Webber.

It also plays host to a number of musical performances each year. The building was constructed

from 1861 to 1875 and among other buildings constructed in the city at the same time, it was the most expensive and seen as one of the more magnificent.

Can you tell us what this building is and where it is located?

## Hot Cross Bun Day



**NO YOU** haven't read that wrong - in the US, National Hot Cross Bun Day is celebrated on 11 Sep, despite the sweet treat typically being synonymous with Easter, much earlier in the year.

It's unclear where the celebration originated from (particularly because they seem to have gotten the date completely wrong).

There are a number of superstitions associated with hot cross buns, including them supposedly having healing properties if baked on Good Friday, or protecting houses from fire if one is hung in the kitchen.

Unfortunately due to the unseasonal timing of the day, to celebrate National Hot Cross Bun Day, you'll have to bake your own.

## 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.

C	A	T
T	H	R
C	I	E

Good – 26 words

Very good – 39 words

Excellent – 51 words

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

### ANSWERS 07 SEP

Whose flag is this: Costa Rica

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



©Tourism Australia

## Wine-glance bay

**THE** Tasmanian Government has awarded the construction contract for a lookout and elevated walkways within Freycinet National Park overlooking Wineglass Bay to CPT Engineering, with the project, to be completed by Dec, designed to ease tourist congestion.

## Win and dine with Journey Beyond Cruise Sydney

At Journey Beyond Cruise Sydney offers a true epicurean discovery of New South Wales. Featuring seasonal and regionally sourced ingredients paired with a range of complimentary wines from some of the state's most prestigious wine regions. Dining experience is best described as personal, stylish and distinctly Sydney, whilst showcasing our iconic harbour. Christmas Party bookings now available!

Journey Beyond is giving away two prizes, the first being a luncheon for 2 (valued at \$238) with the second prize a dinner for 2 (valued at \$350).

To win, send us your answer in 25 words or less to [journeybeyond@traveldaily.com.au](mailto:journeybeyond@traveldaily.com.au)

Q: Tell us what makes an experience on Journey Beyond Cruise Sydney so unique?



## Meet the Gruffalo, kids



**POPULAR** children's book *The Gruffalo* is about to spring to life at the Wild Life Sydney Zoo for one lucky family, with the lovable monster offering a one-off private tour of the popular nature-based tourist attraction.

The chance to meet the Gruffalo in the furry flesh is part of a competition that celebrates the launch of the upgraded Gruffalo Spotters App, available to download for all guests from this month.

Using augmented reality technology, the app allows children to follow a fun trail throughout the zoo that takes them on a hot pursuit of characters from the book such as Mouse, Fox, Owl and Snake.

To score the private tour, entrants must leave a comment under the zoo's Facebook or Instagram pages, explaining in 25 words or less which animal they would most like to meet.

The winning family will be

accompanied by a zoo expert, the gregarious Gruffalo, all on a day where the zoo is closed to the public.

For more info, [CLICK HERE](#).

## Asiana falls through

**HDC** Hyundai Development Co has reportedly backed out of a deal to purchase a 31% stake in the struggling South Korean carrier Asiana Airlines, citing the spiralling value of the acquisition target as the primary reason for the change of heart.

Main creditor Korea Development Bank released a statement this week suggesting HDC the takeover was "dead". "We believe HDC has no intention to acquire Asiana after all, we'll end talks and immediately embark on Plan B," the company said.

The \$2.2 billion acquisition deal was initially shaken badly by the onset of the COVID-19 pandemic.

## Phuket Oz hurdle

**THE** Government of Thailand has scuttled tentative plans to allow up to 200 travellers from Australia and New Zealand to visit Phuket from next month, after the country recorded its first instance of COVID-19 transmission in 100 days.

The proposal required a mandatory 14-day quarantine period at designated hotels for tourist arrivals, as well as a need to test negative for the virus before arrival in Thailand.

## MONEY

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

**AU\$1 = US0.726**

**THE** Australian dollar has jumped to two-month highs against the pound sterling, amid flaring Brexit tensions.

The British currency was in focus overnight as the relationship between the United Kingdom and European Union strained ahead of a looming deadline on trade talks.

The United Kingdom has imposed a 15 Oct limit, which sent the GBP tumbling.

*Wholesale rates this morning.*

US	\$0.726
UK	£0.551
NZ	\$1.080
Euro	€0.614
Japan	¥77.28
Thailand	฿22.68
China	¥4.913
South Africa	12.09
Canada	\$0.946
Crude oil	US\$42.66

For confidential tip offs, connect with *Travel Daily* via our secure WhatsApp service on +61 2 8007 6760 or click [HERE](#)

