

Today's issue of TD

TD today has six pages of news including our PUZZLE page and a full page from Italian National Tourist Board.

Win a Tuscany trip

SIX trips to Tuscany are up for grabs via the Italian National Tourist Board.

To win, travel agents must boost their knowledge of the country through the Travel to Italy Training Academy.

Head to the **back page** for more.

CLIA workshopping

CRUISE Lines International Association Australasia (CLIA) is pushing for the formation of a Cruise Ship Working Group in Australia.

The concept would see the group regularly meet with the Australian Government to help achieve a resumption of the industry - more in today's **CW**.

Webjet onto AFTA board

THE appointment of Webjet Chief Commercial Officer Shelley Beasley as a Director of the Australian Federation of Travel Agents (AFTA) (**TD** breaking news) has been approved by the existing Board members, in the lead-up to the organisation's annual general meeting later this month.

Delayed under a three-month grace period allowed by the Australian Securities and Investments Commission (**TD** 20 Aug), the annual general meeting will now take place on 23 Sep.

Under the AFTA Constitution an electronic ballot will be conducted for six other Directors who are up for reappointment, including Flight Centre Travel Group's David Smith and Graham Turner, Helloworld Travel's Andrew MacFarlane and Julie Primmer, Consolidated Travel's Spiros Alysandratos and CT Partners' Ian Edwards.

AFTA yesterday also confirmed other nominations had been received from Travlr's Simon Te Hennepe and the Australian Travel Agents Co-Operative's Michelle Emerton.

AFTA Chairman Tom Manwaring said the appointment of Beasley followed Webjet's recent ATAS accreditation scheme and membership of the organisation (**TD** 14 Aug).

"Now more than ever, we need to speak with one voice in order to secure Government support, and having Webjet as part of the AFTA family amplifies our impact," Manwaring said.

Beasley said she was delighted to be joining the AFTA Board as Webjet's representative.

"I look forward to working closely with my fellow Directors and the AFTA team as we navigate our way through the COVID-19 impact to recovery and beyond,"

Virgin waives fee

VIRGIN Australia's change fee waiver has been extended for new domestic and international bookings travelling before the end of Jan 2021.

Excluding Tonga, unlimited changes are now permitted before 31 Jan 2021.

For the full terms and conditions, **CLICK HERE**.

Travelmarvel Live

TRAVELMARVEL is hosting a Travelmarvel Live event tomorrow via Facebook at 5pm.

Travelmarvel Live will showcase the cruise-tour operator's European Gems itinerary, travelling from Amsterdam to Budapest on board its new contemporary river ships.

The event will also be hosted by Travelmarvel State Sales Manager Karen Newbury and Cruise Director Roland Nordermeer.

To register your interest to attend, **CLICK HERE**.

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He waka eke noa
We're all in this together

AIR NEW ZEALAND

We're proud to be an airline category finalist in the 2020 Travel Daily Awards.

Show your support for the industry that we all love and vote today.

Good luck to all the finalists.

VOTE

FINALIST IN THE 2020 TRAVEL DAILY AWARDS

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With the findings of the special commission of enquiry into *Ruby Princess* released, Bruce Piper traces how it all went down in the September issue of *travelBulletin*.

CLICK to read



FCTG Travello deal

FLIGHT Centre Travel Group (FCTG) has launched a partnership with Brisbane-based “traveller social media” platform Travello, with the move said to open up a significant domestic range of tours and attractions to the company’s customers.

Travello Chief Executive Officer Ryan Hanly said the app’s global community had grown significantly through the COVID-19 period, with travellers turning to the company for travel inspiration and to connect with others whilst in lockdown.

He said the FCTG partnership was a “great example of two Australian companies coming together to assist in the tourism recovery,” with the initiative seeing the launch of a dedicated booking site for Flight Centre at flightcentre.travelloapp.com.

The partnership has been enabled under FCTG’s new Livn-powered tech platform (**TD** 15 Jul).

QF apologises for delays

QANTAS has assured the industry that unfortunately refund requests for both direct and indirect bookings are taking longer than usual due to the sheer volume being dealt with.

In recent days a number of **Travel Daily** readers, from multiple agency groups, have highlighted that refunds lodged with Qantas almost six months ago have still not been processed, with some not seeing a single QF refund via BSP or consolidation over the last six weeks.

The agents say they understand that it is a challenging time for everyone in the industry, but Qantas appears to be among the worst major airline in terms of providing refunds.

A QF spokesperson told **TD** this morning that “with rolling travel restrictions, thousands of booking changes in both agency and direct channels are continuing to be

processed each week”.

“We apologise some requests for refunds and flight changes are taking longer than normal, we know this is frustrating and thank our customers and agency partners for their patience and understanding,” the airline said.

Bookings made via agents as well as directly on qantas.com have been equally impacted by delays, and the carrier is processing refunds across both channels as quickly as possible, according to Qantas.

Global goes local

GARY Bender from World Corporate Travel and business partner Donna Kessler have announced that on 30 Jul 2021 they will stage Get Local, a new business events showcase focusing on the industry, suppliers and destinations of Australasia - see www.getlocalexpo.com.au.



Window Seat

AN AMERICAN couple who became so fed up at multiple changes to their wedding forced by coronavirus have decided to just get married at the airport.

Chase Thomas and Emily Zilch pushed back the ceremony several times already, but finally tied the knot at Louis Armstrong New Orleans International Airport on the weekend, just before they boarded a flight for their Mexico honeymoon.

A tweet from the airport said the original wedding date was in Apr, and after trying to reschedule amid restrictions they just got on with things.

[@flyneworleans](https://twitter.com/flyneworleans) said, “they knew for sure they wanted to get married in New Orleans and they really love our new terminal, so...”

Etihad Wellness

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- Social Distancing
- Refreshed Cabins
- Deep Cleaning
- Equipped Crew
- Enhanced Hygiene
- Wellness Kits
- Booking Flexibility
- Refreshed Meal Service
- Lounge Initiatives
- Vehicle Sanitisation
- Sustainability Focused





Emirates returns \$1.9b

EMIRATES has revealed it has returned more than \$1.9 billion in COVID-19-related travel refunds since the start of the global pandemic, processing a mammoth 1.4 million refund requests that represent 90% of the airline's total backlog.

The carrier has now dealt with the vast majority of requests issued by clients up until the end of Jun, with Emirates stating it was forced to deploy additional resources to ramp up its processing capability.

Emirates said it is also working with travel agents to facilitate refunds for those who have booked their flights through travel agents, enabling direct refunds processing via global booking systems (GDS).

"We understand that from our customers' standpoint, each pending refund request is one too

many," said the airline's President Tim Clark.

"We are committed to honouring refunds and are trying our utmost to clear the massive and unprecedented backlog that was caused by the pandemic.

"Most cases are straightforward and these we will process quickly, but there are cases which will take a bit more time for our customer teams to manually review and complete," he added.

In response to COVID-19, Emirates has introduced several initiatives to help provide customers assurance, including enhanced bio-safety measures, free COVID medical cover, and flexible booking policies.

Short and sweet

SHORT holidays are at the top of travellers' minds when planning their next spring trip, according to the latest Travel Index compiled by Tripadvisor.

The study found 55% of travel planning between 01 Sep and 30 Nov are seeking two- to five-night stays, and 36% of bookings are for one-night's accommodation.

The same report also showed that Broome in WA was the most popular destination, while beach holidays and outdoor adventure trips are also showing strong interest from Aussies.

Top motivations for taking a holiday were listed as "relaxation", "enjoying nature" and "escaping the daily routine".

Vouching for Tassie

THE Tasmania Government has issued more than 21,500 travel vouchers to state residents that it believes will provide a key boost its struggling visitor economy.

The scheme will run through the school holiday period and equates to \$7.5 million worth of travel credit, which the government indicates should translate to roughly 40,000 bed nights and 40,000 experiences.

Demand for family packages so far has been high, with 8,000 family vouchers already claimed.

Bolette on show

THE first 2021 cruise program for Fred. Olsen Cruise Lines' new flagship *Bolette* has been launched, and includes a seven-night Scotland & Northern Ireland sailing that departs from Southampton on 05 Mar 2021.

The vessel's inaugural collection boasts a number of sailings from the port of Dover, as well as several from Southampton, with highlights including a 12-night Icelandic Wonders & Wildlife cruise that visits the cities of Reykjavik, Isafjorour and Akureyri, departing Dover on 03 Jun 2021.

Prices start from £1,799ppts (A\$3,234) - full cruise list [HERE](#).

ScoMo hot for NZ

PRIME Minister Scott Morrison has hinted that the trans-Tasman bubble maybe be able to move ahead faster than planned using the same hotspot model he proposed for Australia's domestic borders last week (**TD** 07 Sep).

The PM indicated he had discussed the prospect with NZ PM Jacinda Ardern, and would apply to inbound Kiwi visitors.

"When we're in a position to do so, and when the acting Chief Medical Officer has come to a set of arrangements with New Zealand, then we would be able to have New Zealanders come to Australia," Morrison said.



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

NEW 2022 CRUISES AVAILABLE NOW

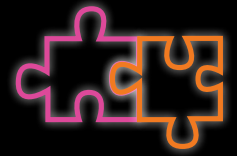
ALASKA | GREENLAND | NORTHWEST PASSAGE | ICELAND



HURTIGRUTEN



**NEED A DISTRACTION
AMID THE DOOM
AND GLOOM?**



Check out our daily puzzle page.

Travel Daily

Putting in the hard yards



TRAVELMANAGERS' 56 support staff are still busy working behind the scenes and providing much needed assistance to its PTMs during the pandemic, despite the impediment of reduced hours, the company says.

One major area of assistance has been helping the agent network deal with the tens of thousands of refunds and future travel credits required for clients, as the industry battles through the longest travel shutdown in the country's history.

"The finance, ticketing and supplier teams...are assisting PTMs in keeping the mid-office system accurately updated with financial adjustments as they come through, stepping in to assist with extraordinary situations and providing moral support to PTMs who are at risk of being overwhelmed by the

enormity of the situation," said the company's Executive General Manager Michael Gazal.

Pictured: TravelManagers' Brisbane-based PTMs Libby Prescott, Patty Poutanen and Rachel McGinn calling on the expertise of Business Partnership Manager Karen Dowling (far left) to help them navigate the challenges of the COVID impact.

Oceania upgrades

OCEANIA Cruises is offering guests the opportunity to upgrade four stateroom categories when booking select itineraries until 15 Sep.

The exclusive upgrade sale is offered across a range of itineraries, including the Divine Down Under trip, the Iberian Immersion sojourn and the New Zealand Explorer voyage.

For details, call 1300 355 200.

Discover Okinawa

Japan has tropical islands?!

Yes! Become an expert on Japan's stunning sub-tropical islands and gain a sense of this diverse culture and natural environment.

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Okinawa

RETHINK TRAVEL - HOTELS

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Effective communication of hotel safety and hygiene to travel sellers is the need of the hour.

FOR many travellers, health concerns are going to be the top priority when it comes to embarking on their first journeys in a COVID-19 world, whether it is for business or leisure.

For example, a recent survey by HRS found that 86% of corporations said they will only consider hotels with revised cleaning protocols in their 2021 RFPs.

In response, hotels and hospitality chains across the globe have announced hotel cleaning standards. They are focused on enhanced hygiene and cleanliness practices, workplace protocols, and social interactions to address the new health and safety challenges and expectations from travellers.

Multiple chains, like Marriott and IHG, have created a dedicated Cleanliness Council to redefine their cleaning and safety standards called "Commitment to Clean" and "IHG Clean Promise".

Accor, on the other hand, has developed a program called "ALLSAFE" vetted by Bureau Veritas.

Hilton has rolled out a cleanliness and disinfection protocol called CleanStay and also a specific protocol for its event space called EventReady which ensures event experiences are clean, flexible, safe and socially responsible.

Having said that, a key element in developing these programs is effective communication to travellers, to ease concerns and ultimately encourage

bookings.

Being at the centre of the travel industry, and supporting both supply and demand through technology, Amadeus has been facilitating and supporting travel providers to update this information and make the process seamless at our various points of sale, including Amadeus Selling Platform Connect and Amadeus Cytric Travel & Expense. Apart from communicating the various hotel cleanliness and safety programs, we are supporting hotels to update their descriptions with hygiene protocols; hosting dedicated webinars with hotels to understand their initiatives and with travel sellers to show how to access this information.

Relevant and important information delivered to the travel agent and then to the traveller, will ultimately build confidence and trust to explore the world again. Technology will enable this, not only for the hotelier, but the travel agent, the traveller and the industry overall.

We understand that recovery will not happen overnight but working closely together with our seller and provider customers, we will all play a key role to rethink travel as the industry seeks to recover from COVID-19.

For more information, download our 'Insights for the New World of Travel' report or check out our recent webinar on hotel cleanliness programs.

Belinda Morris is the Head of Hotel Distribution Business Travel, APAC Amadeus IT Pacific

amadeus

Sudoku

TRICKY

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.

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

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 08 Oct 2013.

AUTHORITIES in the USA are investigating an incident where a nine-year-old boy without a ticket was somehow able to sneak onto a flight from Minneapolis to Las Vegas.

It has been described as a "security mishap" with reviews of CCTV footage indicating the child didn't have a boarding pass.

Flight crew became suspicious about half way through the journey when the boy was not on their list of unattended minors, and when the plane landed, officials contacted his parents who said he had run away from home.

ANOTHER stunning case of "left luggage" has been uncovered at Moscow's Sheremetyevo Airport, where there's apparently €20 billion in cash waiting to be claimed.

It's unclear who is the rightful owner of the money, which was delivered in the form of 200 wooden pallets holding crisp €100 notes by security firm Brinks in 2007.

Delivery documents - which don't list a recipient - say the cash was sent by someone named Farzin Kooroorian Motlagh.

Russian intelligence agencies have taken control of the shipment, and a report in the *Moskovsky Komsomolets* newspaper claims the loot may have belonged to former Iraqi dictator Saddam Hussein - although several other groups have tried to claim it.

Pub quiz

1. The flag of Tuscany depicts what mythical horse?
2. Which part of Sydney Airport has been added to the Australian Government's Heritage List?
3. T-Mobile Arena in Las Vegas is part-owned by which hospitality & resorts company?
4. Greece is situated at the southern tip of which peninsula?
5. The Canadian province of Alberta borders which US state?
6. Australian regional airline FlyPelican is based in which city?
7. Seabourn founder Atle Byrnestad also founded what other cruise line?
8. Which Chinese city is the traditional home of the country's fireworks industry?
9. In addition to its cruise brands, Royal Caribbean Group is also the part-owner of which Spanish airline?
10. Which other Australian capital city's arts centre controversially beat the Opera House to opening by three months?

Whose flag is this?



THIS flag is one of the few belonging to African nations that doesn't use the Pan-African colours (of red, green and black), or else those of a political party.

The flag was adopted in 1966 and prior to that the country didn't have any distinctive symbols of its own.

The blue, white and black colours are also used in the country's coat of arms.

The blue stands for water and the black and white symbolise racial harmony, as well as being influenced by the country's national animal, the zebra.

Do you know whose flag it is?

ANSWERS 08 SEP

Pub quiz: 1 New South Wales, 2 Air India, 3 Bangkok, 4 Komodo, 5 MSC Cruises, 6 Bhutan, 7 True, 8 Crete, 9 West Beach, 10 Adelaide and Brisbane

Where in the world: Palais Garnier, Paris, France

Unscramble: ache, achier, aitch, arch, ARCHITECT, cache, cachet, catch, catcher, catchier, chair, char, chart, chat, chatter, chattier, cheat, chert, chic, chit, each, earth, echt, etch, ethic, hair, hare, hart, hate, hater, hatter, hear, heart, heat, hectic, heir, hire, itch, ratchet, reach, retch, rhea, rich, teach, tech, that, their, theta, threat, thrice, tithe

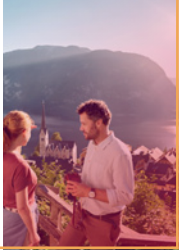


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Travel Daily

Austrian National Tourist Office



Thai hotels are at breaking point

PHUKET hotels are in a “fight for their lives” thanks to the economic fallout brought on by the COVID-19 pandemic, and the failure of the domestic tourism market to bridge the gap.

The Phuket Hotels Association has flagged new research by hospitality consultancy C9 Hotelworks, which indicates 50,000 jobs are expected to be lost if there are no overseas visitors to Thailand this year.

Phuket Hotels Association is calling for drastic economic support from the Government of Thailand if the region’s hotels are to survive the pandemic.

Bamboo shoots to Oz



BAMBOO Airways’ first direct service to Australia landed in Melbourne on Sun morning (pictured).

The flight arrived in Australia

in order to repatriate nearly 300 Vietnamese citizens to Hanoi, with the service carried out by Bamboo’s Boeing 787-9 Dreamliner, and all passengers subjected to a pre-boarding temperature screening, a health check and a medical declaration.

Passengers were also required to disinfect their hands prior to boarding and wear face masks for the entirety of the flight.

Last year Bamboo Airways announced plans to launch a new direct route between Hanoi and Melbourne (**TD** 28 Nov 2019), with a scheduled service slated to commence next year.

COVID-free Samoa

THE coronavirus-free islands of Samoa have launched a Timeless Beauty campaign, aiming to attract Australians to plan a visit in preparation for a travel bubble.

The Samoan Tourism Authority has released the 90-second video showing off the country’s secluded natural landscapes and friendly *aiga* (family) - view **HERE**.

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.



such as a Mare, Nobu, On Core and Woodcut.

A Chinese noodle restaurant and a luxurious teahouse-lounge bar fusion are opening at **Crown Sydney** this Dec. Noodle 88 and Teahouse are aiming to create the city’s newest foodie destination, as they join a lineup of restaurants already confirmed,



educational institutions, a golf and country club, a waterpark and a mall.

The capital of Indonesia is set to get its first Hotel Indigo in 2022, **Hotel Indigo Jakarta Pantai Indah Kapuk**. The new 200-key hotel will be located on either Golf Island or Kawasan Pantai Maju, and will also include the development of new homes, offices,



09-11 Oct, featuring sets from Groove Armanda and Marshall Jefferson.

Ovolo The Valley, located in Brisbane’s Fortitude Valley, is inviting guests to immerse themselves in a “creative collision of sound and art” through its REMIX Hotel concept. The idea brings a COVID-safe festival experience across the weekend of

Crystalbrook Local

CRYSTALBROOK Collection’s Byron at Byron resort has launched Crystalbrook Local, providing exclusive discounts to New South Wales’ Northern Rivers communities.

Members of Crystalbrook Local will receive 15% off restaurants, bars, stays and spa experiences at Byron at Byron, with locals who join prior to 07 Oct to also receive a complimentary drink.

For more details, **CLICK HERE**.

Win and dine with Journey Beyond Cruise Sydney

Journey Beyond Cruise Sydney offer 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

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



Win 1 of 6 trips to Tuscany!



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This online training course provides you with the knowledge and confidence to sell and upsell your clients their unforgettable trips to the land of "La dolce vita".

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