

Rex trading halt

SHARES in Regional Express Holdings Limited were placed into a trading halt this morning, with the company saying it's expecting to make an announcement in relation to "funding for starting up domestic operations".

The carrier has previously flagged its intention to bolster its existing turboprop services with a jet fleet, possibly drawn from surplus Virgin Australia 737s, which would see it compete on Australia's "golden triangle" between Brisbane, Sydney and Melbourne (**TD** 29 Jun).

ATEC Safe Travel

THE Australian Tourism Export Council (ATEC) has aligned with the World Travel & Tourism Council, in becoming a lead agency with authority to issue Australian tourism businesses with the globally recognised "Safe Travel" stamp to endorse COVID health and safety protocols.

TripADeal set for growth

THE sale of a 55% stake in TripADeal to private equity group BGH Capital (**TD** breaking news) reflects confidence in the future for Australian tourism, according to TripADeal co-founders Norm Black and Richard Johnston.

The pair said the company had been in talks with BGH since late last year, with the investment set to "help take TripADeal to the next level".

The OTA disruptor had been on track for more than \$200 million in 2019/20 TTV when the COVID-19 pandemic hit, and while the travel industry has been heavily impacted "we strongly believe it will be one of the first industries back," they said.

"TripADeal is now ready to hit the go button as soon as international travel resumes."

BGH Founding Partner Ben Gray said the TripADeal online business model allowed for enormous growth opportunities

while avoiding the large costs associated with traditional bricks-and-mortar travel agencies.

"The company has a very scalable business model that is supported by a well-developed technology platform...it has grown extremely fast over the last five years," Gray added.

"They've built an excellent brand on the back of very high customer satisfaction, and we can help them leverage that into a global growth story."

South Africa open

TRAVEL into and out of South Africa will be permitted for business, leisure and other purposes effective from 01 Oct.

Arrivals must present a negative COVID-19 test result not older than 72 hours from time of departure, and all travellers will be asked to install the COVID Alert South Africa mobile app.

Today's issue of TD

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

Haircut for QF chief

QANTAS CEO Alan Joyce and his fellow senior executives have seen their incomes plummet through the COVID-19 pandemic, with the company's annual report released on Fri showing Joyce's income for 2019/20 was down 83% on the previous year.

Joyce's income totalled \$1.744 million, compared to \$9.997 million in 2018/19, while Qantas Domestic CEO Andrew David took home \$1.113 million, about a third of his \$3.3 million package the prior year.

The soon-to-depart Tino La Spina earned \$1.16 million as CEO of International, versus \$3.23 million in 2018/19, while Qantas Loyalty CEO Olivia Wirth's package totalled \$921,000, compared to \$2.2m last year.



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Trace the demise of CMV and its impact on the Australian market in the September issue of *travelBulletin*.

CLICK to read
travelBulletin

Cover-More chat

COVER-MORE Travel Insurance CEO Judith Crompton will feature in an upcoming interview to be conducted by **Travel Daily** publisher Bruce Piper next month.

Part of our ongoing series in partnership with The Travel Industry Hub which has already featured AFTA's Darren Rudd, CLIA MD Joel Katz and Dennis Bunnik from CATO, the Crompton interview will allow the industry to understand the impact of the COVID-19 pandemic on the travel insurance sector, as well as what Cover-More is doing to adapt to the new normal of travel.

Travel insurance is currently one of the hottest industry topics, and spaces for the free session are expected to be in high demand.

Several other blockbuster sessions are also being lined up, so as they say, "watch this space".

The Crompton Cover-More interview is scheduled for 1pm on Wed 14 Oct - **REGISTER HERE**.

STA Australia owes \$67m

THE collapsed STA Australia (**TD** 20 Aug) has more than 37,000 creditors who are collectively owed \$66.8 million according to a report from the company's Administrators released on Fri.

The formal Report to Creditors details the complex structure of the STA group, with Swiss-based parent company STA Travel Holding AG itself a division of Diethem Keller Holding AG.

The report only covers Australian entities which include STA Travel Pty Ltd, IEP Pty Ltd and a separate company called STA Travel Academic Pty Ltd which is 40% owned by Helloworld Travel.

STA Travel Academic became part of HLO last year when the company purchased Traveledge, which operated a university corporate travel program in a joint venture with STA.

Despite average annual TTV of about \$45 million, STA Travel

had made minimal local profits each year since 2016, the report reveals, with the Administrators citing the company's "high fixed operating cost structure".

The whopping \$14 million fine levied by the Australian Competition and Consumer Commission over STA's false MultiFLEX product claims (**TD** 24 Apr) had still not been paid at the time the company was placed into administration, with an initial \$9 million payment due to be paid before 01 Nov this year.

The company has a \$2.3 million claim against Contiki in relation to funds advanced on behalf of lay-buy customers, with Contiki also having a number of contra-claims against STA Travel.

Other debtors include G Adventures (\$239,000) and IATA (\$9.3m), with the second meeting of STA creditors scheduled for this Fri 25 Sep at 12pm AEST.

Aeronology profiles

AERONOLOGY Australia today announced a commercial partnership with Switzerland-based Umbrella Faces, said to be one of the world's largest traveller profile management businesses.

Aeronology co-founder Russell Carstensen said the ongoing partnership agreement allows Aeronology to share profiles during all transactions, and will allow travel agents to create a perfect profile of their customers' needs which can be met and managed anywhere in the world.

Umbrella Profiles are European GDPR compliant, and the owners of the data can transfer their profiles to any TMC, online booking tool or travel business, Carstensen said, allowing seamless centralised administration of client information in more than 20 booking systems - more information at umbrella.ch.



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AirPlus International in the hub



THE team from AirPlus International visited The Travel Industry Hub (TTIH) in Sydney last week, checking out the facility while they conducted a strategy meeting.

Pictured in the TTIH board room are Olivia Burns, Cathy Sorrenti, Piers Gibbons and Hugh Twomey.

AC COVID insurance

AIR Canada is now including complimentary COVID-19 medical and quarantine insurance for eligible customers booking round-trip international flights.

The coverage is available for new bookings made in Canada from 17 Sep to 31 Oct 2020, offering up to CAD\$200,000 for COVID-19 treatment medical expenses and up to \$150 per day for quarantine costs, with the move following a similar COVID-19 insurance offering from rival carrier WestJet (**TD** 15 Sep).

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QF CBR boost

QANTAS has reacted swiftly to the relaxation of Queensland border restrictions for travellers from the ACT, introducing a new seasonal route between Canberra and the Gold Coast.

Up to four weekly flights will operate from 25 Sep, while QF is also boosting Canberra-Brisbane services to 14 per week, adding an extra 2,200 weekly seats.

The new CBR-OOL flights will operate using QantasLink 717s.

SA voucher rollout

SOUTH Australians will be offered travel vouchers for local accom as part of a \$4 million scheme launching next month.

Participating Adelaide CBD hotels will accept the \$100 vouchers, while \$50 vouchers will be valid for regional and suburban accommodation.

A wide range of operators have signed up for the deal, described by Premier Steven Marshall as a "call to arms for South Australians to continue to back the local tourism industry by rewarding themselves with a guilt-free staycation."



Window Seat

TOURISTS who make a mess when visiting the Khao Yai National Park near Bangkok in Thailand will have their rubbish shipped to their home, under a new edict from the country's Environment Minister, Varuwat Silpa-archa.

Visitors to the popular park have to register and leave their addresses under COVID-19 protocols, making it easy for rangers to track them down if they leave garbage behind.

The Minister posted photos of rubbish on his Facebook account, with the trash packaged up in cardboard parcels ready to be sent back to the litter critters.

"Your trash - we'll send it back to you," the post warned, with the packages including a note from officials telling offenders "you forgot these things at Khao Yai National Park".

Littering in a Thai national park is punishable by hefty fines and up to five years in prison.

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Travel & Cruise Weekly

EK boosts Africa

EMIRATES has expanded its African network to 15 destinations, with the 01 Oct restart of flights to Luanda, Angola.

The carrier has also deployed its Airbus A380 aircraft on the Dubai-Moscow route, bringing to five the number of airports served by the superjumbo alongside Cairo, Paris, Guangzhou, Toronto and London Heathrow.

MEANWHILE Emirates Flight Catering will become the first registered and certified producer of kosher food in the United Arab Emirates, under an agreement to create a new Kosher Arabia business, certified by the Kashrut Division of the Orthodox Union.

Travelport cash up

TRAVELPORT has announced \$500 million in new funding under an agreement with its lenders which will "provide the company with ample liquidity to continue to exceed its customers' expectations and invest in its technology and next-generation platform to help ensure it is positioned for growth as travel returns".

Virtual Urban Adventures

INTREPID Travel's Urban Adventures division has launched a range of online virtual experiences, allowing travellers to "bring a piece of the world into their home amid the global pandemic".

Experiences such as hands-on cooking classes, art instruction, yoga and more are hosted over Zoom and can be booked either as join-in or private classes.

The collection currently features experiences from Poland, Russia, India and Mexico and as well as offering some COVID-19 relief also provides guides from around the world with a new option to support their economic recovery.

See urbanadventures.com.

Event easings

OUTDOOR gatherings of up to 1,000 people will be permitted in Tasmania from this Fri 25 Sep, under a further easing of the state's COVID-19 restrictions.

In WA new guidelines will allow events of more than 500 people, subject to approved Event Plans.

Footsteps finish in Uluru



CHIMU Adventures Queensland Relations Manager James McAlloon has completed his Footsteps for Food quest, walking almost 3,500 kilometres across Australia (pictured).

After 81 days on foot, McAlloon took his final steps of the journey on Sat, arriving at the base of Uluru, having started out on the Sunshine Coast on 07 Jul (**TD** 07 Jul) for a trip that would make even Terry Fox blush.

McAlloon's quest began as a plan to walk all the way to Bunbury, Western Australia, which was kiboshed due to the ongoing border closures.

He is now en route back to the Sunshine Coast - but not on foot - having raised over \$36,000 for communities in South America which are struggling through the loss of income from tourists.

"What an amazing feeling to finally complete this long journey," a tired McAlloon enthused.

NZ bubble in Mar?

AIR NZ CEO Greg Foran believes quarantine-free travel between Australia and New Zealand is unlikely for the next six months.

"I certainly do not believe we will see anything across the Tasman this calendar year," he was quoted as saying in a *Nine Publishing* report today.

"It's hard to believe it would be before March next year and could well be longer...if it comes back quicker we're going to pop some champagne," Foran added.

However Air NZ's domestic business is getting close to pre-COVID levels, with the NZ CEO saying "people are cabin crazy and they want to get out".

"We accomplished more than I ever could have hoped for, both personally and in the amount of funds we were able to raise."

"It just goes to show that if you keep moving, accept the reality and innovate as you go, the end result could be better than you ever imagined. It was for me."

Chimu co-founder Chad Carey flew to the Northern Territory to join McAlloon at the end of his journey, waxing lyrical about the Queenslander's efforts.

"It means the world to me that we have people at Chimu like James, who are willing to risk life and limb to help others in need," he said.

"It's so heart-warming to see what this means to people in South America and their admiration for what James has done just to help them."

"It's exactly the kind of glue that we need to keep our travel industry together at the moment, as we are separated by oceans and COVID-19 restrictions...I couldn't be more proud."

CLICK HERE to donate, and **CLICK HERE** to track the full course of the journey.

YHA pay legal case

YHA Australia CEO Paul McGrath has insisted volunteers working within the organisation are "hostel guests who agree to help out during their stay and do so without entering into an employment relationship".

McGrath made the comments in response to allegations of systematic underpayments of backpackers, with a potential class action estimating the organisation could be facing back pay claims worth up to \$15m.

Catch up on the news of the week



Travel Daily

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Sudoku

FIENDISH

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

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

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

Whose flag is this?



THIS flag was actually heavily influenced by the French, despite not sharing any of the same colours except for the central white stripe.

The French were in charge of this country for many years until 1958 when it became an

independent republic, and the next year this flag was chosen.

The three colours correspond with the national motto of unity, discipline & labour and represent national growth, peace and unity and hope for the future.

Do you know whose flag this is?

Who needs a drink?



THIS week's recipe comes from one of Adventure World's South American Experts.

The pisco sour is a popular drink in both Peru and Chile, and there's some dispute between the two over who invented the cocktail.

It often has an egg white in it, but you can also choose to omit it (like this recipe), it might just be a bit less fluffy.

The cocktail also usually requires a cocktail shaker to

make, but if you have a glass jar with a lid that will be perfect as well.

You can also watch how to make the cocktail **HERE**.

As always, please keep sending your recipes to cocktails@traveldaily.com.au.

xx *Jenny*

Jenny Piper
Owner,
Business
Publishing
Group



Pisco Sour

INGREDIENTS

- 60ml Pisco
- 30ml lemon juice
- 1-2 teaspoons of caster sugar
- Crushed ice

METHOD

Fill a glass jar or your shaker halfway with ice.

Add the pisco and lemon juice to the jar or shaker. Add 1-2 teaspoons caster sugar (depending on how sweet you like it). Add the lid to your jar or shaker and give it a good shake to dissolve all the sugar.

Pour into a glass of your choice and use a strainer so you don't get any ice in the glass and enjoy.

ANSWERS 18 SEP

Pub quiz: 1 Amman, Jordan, 2 Cebu City, 3 Houston, 4 b) 1970s, 5 Helen Mirren, 6 Canberra, 7 Miami, Fort Lauderdale and Palm Beach, 8 Bangkok, 9 The Equator, by 500km, 10 Zimbabwe

Unscramble: coif, conifer, enforce, enforcer, fence, fencer, fern, ferric, fierce, fiercer, fine, finer, fire, firer, force, fore, free, freer, freon, frier, infer, info, reef, refer, refine, refiner, REINFORCE, rife

Where in the world: Dome of the Rock, Jerusalem, Israel

Walk for wellness

NORWEGIAN Cruise Line is encouraging travel agents to register for its Walk for Wellness challenge, as it aims to celebrate health and wellbeing in the travel industry.

Travel partners can get active using a free mobile application, and track their steps, embarking on a walking adventure while journeying around an interactive map of the world, reaching virtual global landmarks and completing weekly challenges.

The first 100 agents to register will also receive a Walk for Wellness t-shirt - **CLICK HERE**.

SYD traffic slump

SYDNEY Airport's total passenger traffic in Aug was just 129,000, down 96.5% on the prior corresponding period.

International traffic comprised 39,000 passengers, down 97.2%, with domestic passengers sitting at 91,000, down 96.1%.

Sydney Airport said it expected the downturn in passenger traffic to persist until government travel restrictions are eased, with total traffic down 66.3% this year.

Australians comprised the biggest nationality through the airport last month, followed by China, India, NZ, the UK & the USA.

Submit your cocktail recipes!

Travel Daily

CLICK HERE TO SUBMIT

Local WA airline Shine-ing



WESTERN Australian regional airline Shine Aviation has been soaring during the COVID-19 pandemic while other airlines around the world remain grounded, on the back of local tourism and pilot training.

With a team of more than 20 consisting of aircraft engineers, customer service officers and pilots, Shine has been delivering a range of key services across Western Australia, including contract flights for the mining and government sectors, charter flights, scenic flights, pilot training programs and aircraft maintenance services.

The carrier's fleet of 16 aircraft, each able to carry between five and 19 passengers, has seen Shine meeting the needs of its market with ease.

Services include scenic flights to the Abrolhos Islands, Murchison Gorge, the Pink Lake, and more.

In the face of current market challenges, Shine has also increased its focus on digital marketing and social media, and has discounted packages and introduced vouchers to increase

accessibility to its range of flight options.

Shine has also experienced an uptick in interest in its flight training courses.

"With borders closed, Western Australians are travelling and they are coming to places like Geraldton," Shine Aviation Managing Director John Gooch explained.

"While our mining and government work is continuing, healthy tourism demand is helping to keep us busy and our pilots in the air."

New travel platform

EVE Media has launched The Australian Bucket List to help support the tourism industry.

The new platform (**CLICK HERE**) showcases Australia's best travel experiences, as well as the people behind them.

The Australian Bucket List aims to bring the capabilities of social sharing technology to travellers, creators and operators around the country through an "immersive experience".

BROCHURES

WELCOME to Brochures of the Week, *Travel Daily's* Monday feature. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to brochures@traveldaily.com.au.



AAT Kings - Australia 2021

AAT Kings has gone to press with its new Australia 2021 brochure. The 23-page program showcases a tapestry of ancient cultures, and the rugged wilderness which Australia is known for. Specific destinations featured in the brochure include the Northern Territory, South Australia, Tasmania and Western Australia. Highlights include an Outback Adventure in the NT, and Untamed Kimberley and West Coast itinerary in WA, a Tassie's Parks and Nature voyage and a Tastes of South Australia trip.



Outback Spirit - Extraordinary Outback

Outback Spirit's new 2021 brochure is being released electronically initially, before a printed version rolls out next month. The Journey Beyond offshoot is implementing the company's Journey Safe protocols across the program which also includes fee-free cancellations up to 100 days prior to departure. Featured trips include Arnhem Land, Cape York, Tasmania and the Red Centre, with an earlybird sale offering savings up to \$1,400pp.

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

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