

Cruise protocols out

CRUISING in US waters could potentially restart before the end of the year, according to Cruise Lines International Association (CLIA), which overnight lodged an agreed set of protocols which would be mandated for all members under any resumption.

The proposals include 100% pre-boarding testing for all passengers and crew, medical and isolation facilities on board, shoreside arrangements for quarantine and treatment in the event of any COVID-19 outbreak, and mandatory mask wearing in all situations where physical distancing cannot be maintained.

CLIA Australasia MD Joel Katz welcomed the release of the core elements for a recommencement of cruising in the Americas, saying they would "inform and support our ongoing engagement with the Australian and NZ governments towards development of a phased resumption of cruising in this region" - more details in today's issue of **Cruise Weekly**.

Constable off board

HELLOWORLD Group GM Retail/Commercial John Constable resigned from the AFTA Board as an Alternate Director on 10 Jul, the AFTA annual report notes.

According to the most recent update from Helloworld Travel Limited (**TD** 13 Jul), Constable is currently running the business remotely after relocating to the UK for personal reasons.

AFTA records \$450k loss

THE Australian Federation of Travel Agents (AFTA) has released its annual report for the 12 months to 31 Mar 2020, with the bottom line impacted by changes in the value of its financial assets.

Revenue for 2019/20 was similar to the previous year at \$2.25 million in member and accreditation fees, along with a \$78,000 profit on the 2019 National Travel Industry Awards.

However in contrast to the prior year, which saw a \$380,000 gain in AFTA's financial assets, in 2019/20 this swung to a \$430,000 deficit, meaning the overall result was a \$450,699 loss.

"The Federation ensured that it operated within its means, however as the share market severely contracted in Mar, AFTA's financial assets was heavily impacted," according to AFTA Chair Tom Manwaring.

In his foreword to the report, Manwaring said as well as reporting on the 2019/20 year, the update also reflected the "current reality" of the COVID-19 pandemic and actions being taken by AFTA to secure its future.

"At the very onset of the pandemic and government imposed travel bans, AFTA moved swiftly to a monitor and support

framework to ensure that our members have the support you need to get through COVID-19," he said, noting measures including the suspension of membership fees, changes to the annual ATAS renewal period, mental wellbeing crisis support and tailored advice for members.

Manwaring also noted the expansion of political lobbying to make sure key decision makers realise the "multiple and growing challenges our sector faces".

MEANWHILE the AFTA report also noted the departure of longstanding CEO Jayson Westbury, highlighting his "significant contribution to AFTA and to our industry at an Australian and global level," as well as game-changing initiatives including leading the sector through the transformation to industry self-regulation.

"His work cemented AFTA's position as the peak industry body and we thank him for that," Manwaring wrote, while also welcoming new CEO Darren Rudd who "brings the skills, expertise, networks and vision to champion AFTA and our members so that our voice is heard".

Manwaring said that as COVID-19 continues to "kneecap travel," the AFTA Board has an "unwavering commitment to all travel agency owners, whether large multi outlets or single site businesses...that you have a strong voice through AFTA".

VA sale by 31 Oct

THE Administrators of Virgin Australia this morning advised creditors they intend to sign the formal Deed of Company Arrangement for the carrier this Fri, with the transfer of ownership to Bain Capital targeted to be completed by 31 Oct.



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Today's issue of TD

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

Explore The
VIKING WAY



NEW CAMPAIGN | NEW OFFERS
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Discover Okinawa

Japan has tropical islands?!

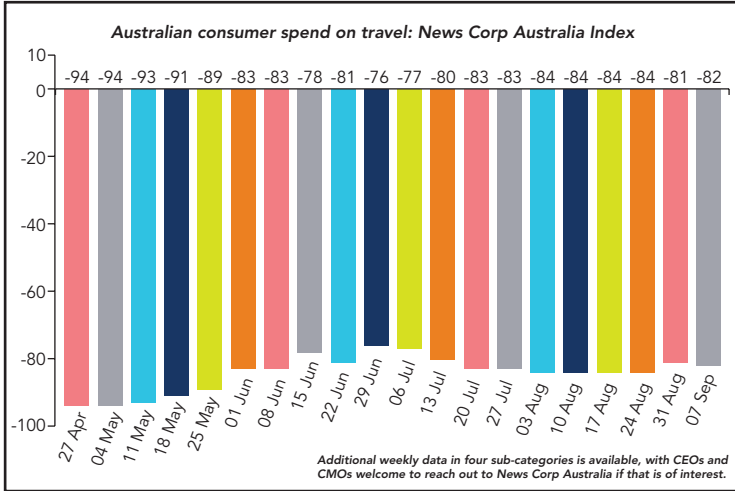
Yes! Become an expert on Japan's stunning sub-tropical islands and gain a sense of this diverse culture and natural environment.

REGISTER
HERE





Travel spending still flat



EXCLUSIVE

CONSUMER spending on travel continues to languish at record lows, with this week's exclusive News Corp Australia figures showing a slight decline overall for the week of 07 Sep.

The results track credit card spending on travel across major brands in accommodation, air,

cruise, travel agents, OTAs and tour companies, with this week's -82 rating indicating flat spending overall, with a slight bump in OTA bookings, according to News Corp MD Food & Travel Fiona Nilsson.

She said News Corp had also analysed Aug travel intentions for Queenslanders, which had focused on Qld, NSW & the USA.

Aussie businesses unsure on long-haul

AUSTRALIAN businesses are more reticent than those in other countries about planning long-haul overseas trips for 2021, a recent survey conducted by Flight Centre Travel Group's corporate brands has found.

Many corporate clients still have long-haul business trips on hold indefinitely, respondents noted, indicating businesses need to tread the line between essential company goals and staff safety.

An estimated 16% of Aussie businesses said they would not be travelling long-haul in 2021.

The short-haul segment was much more encouraging however, with the combined results from Apr to Aug showing that more than 90% of businesses indicated they planned to travel domestically and on short-haul international flights within three months of governments re-opening borders.

Window Seat

WHAT does an airline do when it can't fly internationally?

Release a hit single, of course! AirAsia Group announced the launch of Red Records alongside Universal Music late last year, and it recently released its first official single, *Passcode* by Jannine Weigel.

"The single marks the arrival of a new wave of Asian pop music, and I'm convinced A-Pop is ready for its moment in the spotlight," said AirAsia Chief Executive Tony Fernandes - **CLICK HERE** to boogie on down.



Meet our Wellness Ambassadors

Because we want your customers to feel comfortable and cared for when they travel with us, we've introduced a specially trained team of Wellness Ambassadors who will be on hand at Abu Dhabi Airport and on board to answer questions and share advice on how to stay safe during the trip, so that you can relax knowing your customers are in good hands.

Choose Well.

etihad.com/wellness

Tassie agents rally the cause



THIS group of erstwhile Tasmanian travel agents has taken the AFTA campaign for industry support to the streets, yesterday visiting the office of Gavin Pearce, Federal MP for Braddon.

The team, consisting of Robyn Sinfield, Home Travel Company Penguin; Marguerite Lilloco of KFTM Travel & Cruise Ulverstone;

and Kathy Granger from Burnie Travel Centre, have also already visited State MP Anita Dow, and also have meetings set up with state member Felix Ellis, Senator Anne Urquhart and Senator Jacqui Lambie next week.

The trio are **pictured** with Leanne Holland from the office of Gavin Pearce.

Submit your cocktail recipes!

Travel Daily

[CLICK HERE TO SUBMIT](#)



NLK quarantine cut

TRAVELLERS to Norfolk Island from NSW and the ACT will no longer be required to undertake a 14-day quarantine requirement upon arrival on the island effective from 01 Oct.

The decision of the island's Emergency Management Team (EMT) last Thu noted there were no active cases of COVID-19 in the ACT, while the level of community transmission in NSW remains very low.

Travellers from NSW and ACT local government areas that meet the proposed Commonwealth hotspot definition will not be granted an Entry Pass - meaning 30 locally acquired cases over a three day period in a metropolitan area, or nine cases in rural and regional areas.

The existing ban for travellers to Norfolk Island from Vic will remain and be reviewed by the EMT when the risk from that state is also regarded as low.

GA plots return

GARUDA Indonesia is currently expecting to resume operations to Australia prior to Christmas, with GDS screens now showing two weekly flights from Denpasar to Melbourne, Perth and Sydney from early Dec.

The carrier is also set to resume Jakarta flights to each Australian port, but changes remain highly possible based on evolving travel restrictions.

NT summer push

TOURISM NT will partner with Flight Centre, Helloworld and Holidays of Australia in the destination's biggest ever summer campaign.

Starting from next month, the push aims to incentivise demand for the NT over the low season, with savings of up to \$1,000 on bookings for travel from the end of Oct through to 31 Mar 2021, based on a \$200 discount on every \$1,000 spent.

A woman with long brown hair, wearing a green long-sleeved shirt and denim shorts, is sitting on the ground. She is looking at a young boy who is standing and wearing a traditional grass skirt. They are in a lush, green outdoor setting.

ANSWER THE CALL OF Vanuatu

JOIN OUR WEBINAR SERIES

Join our brand new webinar series and you could win a spot on our 2021 Agent Famil to Vanuatu. Episode #1 features the Top 20 Vanuatu Moments and all there is to know about getting here and the short-hop flights, banana boats, local taxis and lively minibuses that make getting around all part of the adventure.

REGISTER NOW FOR TUES 29 SEPT

2.45pm Imaio Cultural Village, Tanna

Hit the rails in 2021

TRAVELMARVEL has launched its Great Rail Journeys brochure for 2021, featuring 32 itineraries created in collaboration with European rail travel company Great Rail Journeys.

To mark its launch to the market, Travelmarvel is offering select earlybird deals which include savings of up to \$3,000 per couple - view online [HERE](#).

Academy online

ACADEMY Travel says it's hoping to feed the pent-up desire for international travel by hosting virtual visits at a range of popular overseas tourist locations.

Florence, Rome, Venice, Tallinn and Santiago de Compostela are currently on offer, with the 90-minute Live on Site trips combining the talents of an expert lecturer and a local guide.

Virtual travellers can pre-book sessions, which cost \$65, at courses.academytravel.com.au.

Rex raises jet cash

REGIONAL Express (Rex) this morning confirmed a funding deal for its proposed major city jet operations (*TD* 29 Jun), with Asian private equity firm PAG Asia Capital in the final stages of providing up to \$150 million in investment (*TD* breaking news).

The carrier expects to draw down the first \$50 million in Dec this year in the form of senior secured convertible notes, which would equate to a 23% stake in the airline if converted to shares.

An additional \$100 million would be drawn down over the ensuing three years, with Rex Executive Chairman Lim Kim Hai saying: "as a well-established carrier with an impeccable track record I am confident that Rex will deliver to Australians an alternative major city domestic service that is safe, reliable and affordable."

"Rex's affordable fares will support Australia's economic rebuild and recovery efforts."



NICOLE Costantin and Kate Cameron (*pictured*) are clearly enjoying the challenge of spearheading Flight Centre's new Travel Partners "Home of the Travel Entrepreneur" (*HOTTE*) program (*TD* 15 Sep).

The push has seen all fees waived both for independent agents and agency members of the group who want to use the buying power of Flight Centre, bonus domestic commission, a "seamless and effective change management solution", and access to Flight Centre's comprehensive product suite.

The *HOTTE* initiative was highlighted by Flight Centre Leisure CEO Melanie Waters-Ryan



in a recent investor presentation, who said the B2B-focused expansion would offer a "leading commercial, product and technical offering" with a

"market-leading technology platform, enabling travel entrepreneurs to book, service, market, manage and develop their own travel business".

Costantin told *TD* she believes Travel Partners is a new way forward for the industry facing the end of JobKeeper next year.

"We think we have a great proposition for those that aren't done yet, and we want to support them in any and every way we can," she said - more info from nicolec@travelpartners.com.au.

NCL'S
WALK FOR WELLNESS

Join the NCL Team from 6-31 October for a walking challenge like no other, celebrating health & wellbeing within the travel industry during this time.

Get active and track your steps while we journey around an interactive map of the world, reaching virtual global milestones and completing fun weekly challenges, all alongside your travel industry friends. Plus, there'll be plenty of great prizes up for grabs including fitbits and gift cards.

Register now and we'll provide more information on how to get started, including downloading our free app.

REGISTER NOW

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Princess confirms sale of Sea and Sun

THE local Princess Cruises fleet is set to bid bon voyage to two of its long-standing favourites, with the sale of *Sea Princess* and *Sun Princess* to two undisclosed buyers confirmed this morning.

At least one of the ships is believed to be going to Japanese operator Peace Boat, with the plan part of previously announced fleet reduction initiatives by Carnival Corporation.

The ships are well known to Australian and Kiwi cruisers, who have collectively spent almost 14 million nights aboard them.

“While it is never easy to say goodbye to any ship in our fleet, this will allow us to deploy newer ships enhancing our offerings for Australian cruisers and focus on bringing into service exciting newbuilds like the upcoming delivery of *Enchanted Princess*,” said Princess Cruises President Jan Swartz.

All *Sun Princess* sailings have now been cancelled from 28 Dec through to 14 Aug 2021, while *Sea Princess* departures are cancelled from 23 Dec to 09 Nov next year.

RIP Bentours & Tempo Holidays

OPINION

*Brad Crawford
from CVFR
Consolidation
Services was
formerly Business
Development
Manager for
Bentours and Tempo Holidays.*



Got an opinion to share? Let us know in up to 400 words via email to feedback@traveldaily.com.au.

THIS week marks the first anniversary since the collapse of Bentours and Tempo Holidays in both Australia and New Zealand, which occurred on 20 Sep 2019.

Let's take a step back in time and remember how both of these companies began.

Back in the late 1970s, Bent Ronnov started a company that was named Bentours and his passion took Scandinavian travel to another level.

It must be remembered that Bent Ronnov brought the Hurtigruten brand to Australia and I have fond memories of being trained by Bent and passing on my knowledge about their extensive product range, including

helping travel agents pronouncing the word Hurtigruten and experiencing their product back in 2009.

Bent built a great team of staff and grew the company to be the first choice as Scandinavian specialists for the Australian and

Mediterranean and Middle Eastern destinations in the early years and then expanded into mainland Europe, Asia and South America.

After a number of years in operation, the company rebranded as Tempo Holidays and had an extensive product range for many years.

Both Bentours and Tempo Holidays were eventually sold as companies with different owners and some great managers.

In early 2010, Cox and Kings Australia became the new owners and whilst the company experienced some ups and downs, both products were proving to be very popular.

In the later years, both revenue and profits were going well, this included the early months of 2019.

Although the company was officially placed into administration a year ago, let's remember how good these two amazing products were, as companies including Hurtigruten have a lot to be grateful for as both Bentours and Tempo Holidays served our travel industry well for many decades.

“
Although the company was officially placed into administration a year ago, let's remember how good these two amazing products were
”

New Zealand travel industry for many years.

It was 30 years ago this year, when Gary and Susan Hearst started a new travel wholesaler called Ya'lla Tours back in 1990. This company focused on the

Air NZ ramps up

AIR New Zealand has released a new “super school holiday schedule”, which will see the carrier operate domestically at almost 90% of pre-COVID 19 capacity levels.

The airline will operate 1,000 extra one-way flights during the 26 Sep to 11 Oct school holiday period than it did during the last Jul school holidays.

General Manager Networks Scott Carr lauded the willingness of New Zealanders to travel, given Air New Zealand's domestic network pre-coronavirus consisted of 20% int'l visitors.

Overall, Air New Zealand's Oct schedule will operate at nearly 85% of pre-COVID-19 levels.

Training in Seattle

THE Port of Seattle and CLIA have launched a training program for agents which offers webinars, info updates and online brochures about the port's pre- or post-cruise options.

Participating agents can also win a \$100 Mastercard gift card.

CLICK HERE for more details.

SA to open to NSW

SOUTH Australia is set to reopen its borders to New South Wales from midnight tomorrow.

SA Premier Steven Marshall said the border would open provided there was no community transmission in NSW today, a feat achieved in the past 24 hours.

Catch up on the news of the week



Travel Daily

CLICK HERE TO LISTEN

Big plans for Thomas Cook

FOSUN Tourism Group, the new owner of the rejuvenated Thomas Cook brand (**TD** 08 Sep) says the business will evolve globally to become “more than just an online travel agency”.

The Chinese travel giant, which is also the major shareholder in Club Med, purchased the Thomas Cook brand and intellectual property from the company’s liquidators last year for £11m and recently relaunched it as an online-only operation in the UK.

Fosun was also formerly one of the major shareholders in the Thomas Cook business prior to its collapse almost exactly 12 months ago (**TD** 23 Sep 2019).

The company’s Chairman Jim Qian told the *BBC* this week

that the Thomas Cook brand had already relaunched in China as a “lifestyle platform” selling hotels, tickets, entertainment and education, along with a delivery service to help travellers get bulky purchases back to their homes.

Thomas Cook bricks and mortar stores are also set to debut, starting in Shanghai next year, featuring skiing machines and cafes with exotic drinks.

“These new-style concept stores show our commitment to having a solid offline presence, building on physical resorts like the Club Med chain,” Qian said.

Other initiatives include a new short-break brand called Club Med Joyview in China, offering “premium short holidays” for families in China’s first tier cities.

At present three Club Med Joyview properties are open, including Anji in Huzhou, Golden Coast in Qinhuangdao and Yangjing in Beijing.

NZ mask mandate

AIR New Zealand will continue to require customers to wear masks on all of its domestic services, despite an easing of restrictions in NZ to alert level 2 in Auckland and alert level 1 in the rest of the country.

The relaxation will see the reintroduction of food and beverage services on all NZ domestic flights from this Thu, with the maximum number of people able to access any of the carrier’s Auckland lounges capped at 100, while other lounges will operate as usual.

Toowoomba blooms

THE future of Toowoomba’s Carnival of Flowers has been secured for five more years.

A deal has been sealed between Toowoomba Council and Tourism & Events Qld to continue to deliver the floral event, which in its 71st year, is the longest-running of its kind in Australia.



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Travel Daily

AFTA UPDATE

from the Australian Federation of Travel Agents

WE HAVE received reports that our members right around Australia are securing meetings with their local federal MPs and we’re seeing this reflected in the media.

In fact, we’d like to

share with you an article that was written in *The Australian* newspaper titled Coronavirus: travel agents facing a long hard road. The article highlights the very real impact that COVID-19 has had on travel businesses, and the long road to recovery - read the full article **HERE**.

In parallel with our federal focus, we continue to work directly with all the states and territories to secure their support for a range of measures.

Fri’s announcement from the Western Australian Government of its targeted \$3 million support package for travel agents is the first of the announcements and additional reinforcement of the collective benefit of working together strategically.

The initial rollout of the program will provide packages of up to \$5,000 to eligible WA home-based agents and minimum \$10,000 packages to eligible WA bricks-and-mortar businesses.



afta
AUSTRALIAN FEDERATION OF TRAVEL AGENTS

Applications for the support package open on Fri 02 Oct and close at 5pm on Fri 30 Oct, and the Small Business Development Corporation will contact WA travel agents directly, providing

information on how to apply.

This program is in addition to the State Government’s existing COVID-19 support measures for small businesses, such as commercial tenancy laws to protect small businesses from the impacts of the pandemic.

We are clearly starting to have an impact and we need to stay focused and keep the pressure building towards the federal budget on 06 Oct.

Please get on the phone, send that key email to your electorate office, and make that booking for the meeting ahead of 06 Oct. If you don’t ask, they can’t say yes. Please be sure to let us know when this meeting takes place and with who by emailing afta@afta.com.au.

You can access the full mobilisation toolkit which AFTA has prepared to assist you arrange a meeting with your local federal Member of Parliament by **CLICKING HERE**.

Rochford TCA role

DANIAL Rochford has taken a new position as Chief Executive Officer of Tourism Central Australia (TCA), the body charged with promoting the region.

He joins the Red Centre body having previously held a variety of tourism roles including with Whitsundays Marketing, the Tourism Industry Council Tasmania and the Tourism Authority of Kiribati.

Vanuatu moments

THE Vanuatu Tourism Office is launching a four-part webinar series designed to provide agents with deeper destination insights.


The first session kicks off on 29 Sep and focuses on the top 20 things to see, with subsequent webinars to be held on 06 Oct, 13 Oct & 20 Oct at 12pm (AEST).

Agents who go to all four will be in the running for a famil in 2021. Register for the sessions **HERE**.



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International Rabbit Day



EVERY year on the fourth Sat of Sep, International Rabbit Day is celebrated, with it falling on 26 Sep this year.

The celebrations are said to have originated in the UK in 1998, with the House Rabbit Society in the US also potentially instituting the happy day.

The day promotes the cute furry critters who make great

pets, but also encourages people to consider the medical and cosmetic testing which harms rabbits, as well as hunting, fur farming and casseroling.

Rabbit characters are all around us in pop culture, from Bugs Bunny to the Easter Bunny so to celebrate you could adopt a rabbit, or else just watch an episode of the *Looney Toons*.

Pub quiz

1. The Ayutthaya Kingdom preceded which modern-date state?
2. After Hobart and Launceston, what is Tasmania's third-largest town?
3. Is Great Britain an island, a country, or an archipelago?
4. Qantas Chief Executive Officer Alan Joyce initially joined the airline industry with which carrier?
5. Which country's seal features a chrysanthemum?
6. Roughly what percentage of South Africans are Bantu, or "black African"?
 - a) 70%
 - b) 80%
 - c) 90%
7. Canberra took the title as capital of Australia from Melbourne in which decade?
8. Is Istanbul Airport located in the Asian or European side of the city?
9. What is the smallest Asian nation by both land area and population?
10. What is the capital of the United Arab Emirates?

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



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.

R	A	L
G	O	R
M	I	E

Good – 21 words

Very good – 31 words

Excellent – 42 words

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

Where in the world?



THE shape of this bridge was inspired by the geometric arrangement of a DNA strand.

It's a curved bridge that stretches 280m across a river and allows pedestrians to cross the waterway, while keeping them

slightly away from the adjacent vehicular bridge (except in the centre where the two bridges are connected).

Do you know where in the world this is located?

Check tomorrow for the answer.

ANSWERS 21 SEP

Whose flag is this: Cote D'Ivoire

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

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

Check out our daily puzzle page.



IATA warns France

THE International Air Transport Association (IATA) is warning that a proposed French environment tax will both fail to decarbonise aviation and “destroy jobs”.

IATA has flagged 150,000 French aviation roles are in the firing line, with the Convention Citoyenne pour le Climat proposing a series of measures to curb aviation emissions, including an eco-tax on tickets issued in the country.

Warning that France already imposes some of the heaviest aviation taxes in Europe, IATA’s comments follow French Civil Aviation Authority estimates that suggest the move would cost France’s economy between 5 and 6 billion Euros, while reducing emissions by less than 1%.

YONDA travel club launches



GOLD Coast siblings Jon and Rebecca Tarrant have announced the launch of YONDA Holiday Club, a subscription-based business model which will use customer data to serve its members “highly personalised

travel experiences and discounts”.

Jon founded Leisure Group at the age of 19 and grew it into a company turning over \$25m annually, and after moving on from the business last year he and sister Rebecca purchased Affordable Holidays, with a 280,000 strong subscriber base.

Paid subscription tiers start at \$9.95 per month, offering access to over 50,000 hotels across the globe with a guaranteed 10-15% discount during peak times, and 40% or more during off-peak.

Members are also promised 10-50% discounts on dining, retail, tours and attractions.

The YONDA team is pictured; more at theholidaygroup.com.au.

Sip and see the roos

SEALINK has introduced its Kangaroo Island Sip & See Day Tour, featuring a birds of prey presentation at Raptor Domain, a two-course lunch at the Emu Ridge Eucalyptus Distillery, craft gin tasting, pre-tour overnight accommodation and a guided walk through the Kangaroo Island Wildlife Park.

The tour will operate every Tue, Thu and Sun until Mar 2021, and is priced from \$256ppts.

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

MONEY

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

AU\$1 = US0.722

THE Aussie dollar fell to two-week lows against the US currency overnight as sharemarkets around the world tumbled amid political uncertainty in the US.

Investors have become more cautious as the political environment in America intensifies over who will fill the Supreme Court vacancy left by Ruth Bader Ginsburg after her death on the weekend.

Wholesale rates this morning.

US	\$0.722
UK	£0.563
NZ	\$1.084
Euro	€0.614
Japan	¥75.67
Thailand	฿22.64
China	¥4.908
South Africa	12.133
Canada	\$0.961
Crude oil	US\$41.44

Keep your clients engaged and planning their next trip with *keep dreaming...*

A weekly e-magazine with destination features, puzzles and more.

Travel & Cruise
Weekly

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Velocity bonus

VIRGIN Australia is offering 10 Velocity loyalty points for every dollar spent on eligible VA domestic flight bookings made between 21 and 29 Sep.

The offer is valid for travel through to 17 Aug 2021, and the airline’s change fee waiver also applies through to 31 Jan.

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



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