

Today's issue of TD

Travel Daily today has five pages of news including our PUZZLE page and a product profile from **Tourism Malaysia**.

P&O restructure

P&O Cruises Australia has unveiled a new centralised support structure for the trade, with the launch of a Sydney-based Flagship Concierge team in place of its existing BDM network.

P&O VP Sales & Marketing, Ryan Taibel, said the move was "in anticipation of the resumption of cruising in a complex operating environment" which will see agents able to go directly to the heart of the business to have their sales support needs met.

"Travel agents and their partnership will remain of vital importance to what we do, and we need to be in the best possible position to support them," he said - more details in today's *Cruise Weekly*.

AFTA Board re-elected

BIDS to join the Board of the Australian Federation of Travel Agents (AFTA) from Simon Te Hennepe of TRAVLR and Michelle Emerton of the Australian Travel Agents Co-operative (ATAC) (*TD* 09 Sep) were soundly defeated at the AFTA Annual General Meeting this morning, which saw six incumbent directors of the organisation re-elected.

It was the first time in over a decade that Board positions had been contested, seeing AFTA commission Computershare to conduct an electronic ballot.

Votes were received from members who represented 848 of the total of 1,050 votes available under the AFTA constitution, with the outcome revealed from a sealed envelope by AFTA CEO Darren Rudd.

Re-elected directors include Helloworld's Julie Primmer with 802 votes and Andrew MacFarlane with 814; Tom

Manwaring from Express Travel Group with 843 votes; Flight Centre MD Graham Turner with 840 votes and Company Secretary David Smith with 832; and Consolidated Travel's Spiros Alysandratos with 819 votes.

ATAC's Michelle Emerton received 56 votes, while Simon Te Hennepe of TRAVLR received 51.

Tom Manwaring, who was re-appointed as AFTA Chairman along with Vice-Chairs Christian Hunter from Travellers Choice and Flight Centre MD Graham Turner, thanked Te Hennepe and Emerton for nominating.

"We applaud your participation within the group at large as members of AFTA, so don't think that goes underestimated."

The meeting took place at The Travel Industry Hub as well as via Zoom, with just three members attending in person alongside Rudd, AFTA staff and the Federation's auditors.

TD Awards 30 Sep

WE ALL need something to look forward to during this pandemic period, and the *Travel Daily* team has the perfect antidote to low lockdown spirits.

The winners of the 2020 *Travel Daily* Awards, which have seen tens of thousands of nominations and votes cast, will be announced, COVID-style, across the day next Wed 30 Sep.

Finalists are today being notified of a series of Zoom sessions for each category, and we will be donning our glad rags in keeping with the celebratory spirit of the awards which highlight travel agents and suppliers who have gone above and beyond to support one another.

Each winner will be announced on social media as they are named, and we're inviting the industry to chuck a party, tag yourself with #tdawards2020 and follow the results over the day.

More details tomorrow - see traveldaily.com.au/videos.

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Victoria covers agents

TRAVEL agencies, tourism operators and accommodation suppliers have all been included in the Victorian Government's third round of business support funding announced this week.

Struggling businesses impacted by the global pandemic will be able to access grants of \$10,000, \$15,000 or \$20,000, depending on the company's annual payroll.

Companies with a paysheet of less than \$650,000 annually will be awarded \$10,000, while \$15,000 will be granted for those with a yearly 2019-20 payroll of between \$650,000 and \$3

million, and \$20,000 if the annual 2019-20 payroll is between \$3 million and \$10 million.

The emergency funding must be used on a range of essential business running costs, including utilities, salaries or rent, financial or legal advice to support business continuity planning, as well as marketing and communications activities.

To obtain the funding, travel businesses will need to show their ABN is linked to the correct ANZSIC classification of their primary business and a receipt for their latest JobKeeper payment - applications must be submitted by 11.59pm (AEST) on 23 Nov.

Passport apps down

APPLICATIONS for Australian passports dropped by 400,000 in the first half of 2020, costing the Australia Government more than \$100 million in lost revenue, *The Guardian* reports.

DFAT data shows there were about 1.7 million passport applications made in 2019/20, generating \$449.3m in fees, while 2.1m applications were made in 2018/19, with Aussies paying \$542.8m in administration fees.

Travelodge AKL

TRAVELODGE Hotel Auckland Wynyard Quarter is set to open on 28 Oct, nearly two years after the project was initially announced (*TD* 04 Oct 2018).

The new TFE Hotels property is being billed as offering a "rock star lifestyle" without the hefty price tag.

Intrepid powers on

INTREPID Travel has boosted its stock of cycling and hiking trips, introducing five new tours across Australia and New Zealand.

Labelling the new collection an example of "human powered travel", the tour operator is offering hikes through Tasmania's Cradle Mountain Overland Trek or the Top End's Larapinta trek in the West MacDonnell National Park, as well as cycling trips whizzing through Otago and Lake Wanaka in New Zealand or the Victorian Alps in Australia.

All travellers will need to complete a health screening at the start of the trip, and groups will be accompanied by a local leader who has received specific COVID-19 training.

Call 1300 049 070 for details.



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VIEW 2021 CRUISES

Regent trades up

REGENT Seven Seas Cruises is attempting to make its products more accessible to the trade by introducing a range of new tools and resources for agents in Australia and New Zealand.

These include an exclusive agent Facebook Group, a collection of virtual events and an online BDM appointment booking service.

The Facebook page will include posts on the latest product news, promotions and exclusive previews of campaigns, while the new booking service allows agents to secure one-on-one virtual meetings, phone calls or in-store chats with BDMs.

Regent is also launching a hardcopy newsletter to help with "email fatigue", as well as an online marketing platform offering important visual assets.

"We will continue to release new resources in the coming months to ensure that local travel advisors receive the support they need," said the line's Vice President, ANZ Lisa Pile.



Window Seat

WHEN travellers think of luxury accommodation they rarely conjure up images of bunking down inside a large shipping container, but these are strange times and adapting to the new normal is the aim of the COVID game, right?

Just ask the NRMA Parks and Resorts which has converted two containers into "glamtainers", boasting two queen beds, kitchen, living area, and full-sized bathroom.

Travellers can stay at the novel accommodation at NRMA Ocean Beach on the Central Coast, before it is relocated to Jindabyne for the ski season.



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NSW tools up fun

THE New South Wales Government has released two new tools designed to help inspire more intrastate travel and provide travellers with added value for their holidays.

The new interactive Love NSW Map allows travellers to search for and identify tourism experiences based on theme within a three-hour drive of a selected location.

Themes include nature and adventure, aquatic and coastal, heritage and culture, food and drink and places to stay.

A series of new Sydney "playcation" itineraries have also been released, highlighting luxury, family, outdoor, foodie, culture, romance and wellness experiences across Sydney.

NSW data shows that road trips lead the way in booking type over the next 12 months, accounting for 68% of holidays.

CLICK HERE for the Love NSW Map & **HERE** for Syd playcations.

WWT's Middle East push

WENDY Wu Tours (WWT) has expanded its product offering to include the Middle East for the first time in 2021/22.

The tour operator is offering seven fully inclusive itineraries covering Egypt, Israel, Jordan and Oman in its new Central Asia & Middle East brochure.

New tours to Georgia and Uzbekistan will also depart in 2021/22 as part of Wendy Wu's Central Asia program, with other new offerings in the brochure including a 15-day tour to the Philippines for the first time.

"The Middle East has long been a drawcard for Australians, it's also a destination that's a perfect fit within our current product range, tour styles and experience," said Wendy Wu Australia Managing Director Andrew Mulholland.

Also new for WWT is the new 21-day Thailand & Mekong Experience, which will be the

company's first group tour to combine Thailand, Vietnam and Cambodia, featuring four nights cruising on board WWT's deluxe river cruise ship, *Victoria Mekong*.

Solo departures have been increased for 2021/22 on popular tours to China, India, Japan and Vietnam, with no single supplement payable.

Other new tours include Antarctic cruise extensions and a 14-day fully inclusive tour to Ecuador in the 2021/22 Latin America brochure.

Wendy Wu's Travel with Confidence program applies to all tours, which has been developed in consultation with the UN World Tourism Organisation and the World Travel & Tourism Council.

It includes enhanced disinfection protocols and trained guides who will conduct regular health and safety briefings.

WWT has also launched its new website (**TD** 11 Sep) - **CLICK HERE** to access & **HERE** for brochures.

Spain Tourism head

THE Spain Tourism Board has appointed Monica Sanchez its new Director for South East Asia, Australia and New Zealand.

She was most recently the Chief of Staff at the Spain Tourism Board in Madrid, and upon accepting her new Singapore-based role spoke of a strategy to attract travellers interested in "unique experiences, off-beaten tracks, the local culture, gastronomy and values of Spain".

QF boots Wallabies

QANTAS today announced the end of its 30-year relationship with the Wallabies national Rugby Union team, as part of a wider shake-up of the airline's sponsorship portfolio aiming to cut the cash cost to zero.

The carrier stressed that the move was not related to last year's major controversy over Israel Folau, with Chief Customer Officer Stephanie Tully saying the pandemic had been the undoing of the sponsorship pact.

However other Qantas sporting deals including with Cricket Australia, the Australian Olympic Committee, Paralympics Australia and the Football Federation of Australia will continue, on an "in-kind" basis involving flights, marketing channels and lounges.

Tully said the pandemic had also unfortunately forced the end of several Qantas arts and community sponsorships.

IATA wants testing

THE International Air Transport Association (IATA) has called for systematic COVID-19 testing for all passengers before all flight departures.

IATA wants the development and deployment of rapid, accurate, affordable, easy-to-operate, scalable and systematic testing for all passengers as an alternative to quarantine measures in order to re-establish global air connectivity.

The Association said it would work with the International Civil Aviation Organization health authorities to implement this solution quickly, also noting the breakdown in global connectivity meant investing in a border-opening testing solutions should be a priority for governments.

Systematic testing would instil trust in governments which would lead to the opening of borders, Director General and CEO Alexandre de Juniac said.

Sustainable flying

INFORMATION technology company SITA has partnered with startup Safety Line in order to help make flights more sustainable.

With a goal of saving aircraft fuel during the climb and cruise phases of a flight, the two are aiming to reduce carbon dioxide emissions for the aviation sector.

Safety Line's software solutions for the cruise phase, OptiCruise, has been integrated in SITA's eWAS Pilot mobile application.

Macao Ready to Go!
Join us for a virtual destination guide of Macao

Tuesday, 29 September | 11:00 AM - 12:00 PM AEST

Macao Ready to Go!

Tuesday, 29 September 2020 | 11:00 AM - 12:00 PM AEST

Join Macao Government Tourism Office's, Brian Lo and TravMedia's Nick Wayland as they embark on a virtual destination guide of Macao. In part 1 of this 2 part series, discover what makes Macao so unique and how its vibrant mix of Portuguese and Chinese cultures have shaped the country's identity into what it is today.

In this 1 hour webinar, Brian and Nick will explore the rich entertainment, history and culinary scenes of Macao while addressing key topics around the current state of travel. Make sure to register below as 1 lucky participant will win a special prize on the day.

REGISTER NOW



Sudoku

MEDIUM

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.

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

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

Whose flag is this?



THIS flag is one of only two in the world which features a map of the country on it.

The design was chosen in a competition to create a new flag for this mystery nation.

Many of the other entries drew heavily from the flag of the majority ethnic group in the country, but the final design

reflects the fact that the nation is made up of six predominant ethnic groups (symbolised by the white stars).

The blue and yellow colours are similar to those of the flag of the EU, which was involved in this country becoming independent in 2008.

Do you know whose flag it is?

Pub quiz

1. What is the former name of Melbourne's Southern Cross railway station, which is still often used by locals?
2. Which Australian state has the nickname "The Festival State"?
3. Macao was ruled by Portugal until what year?
4. Air India merged with what other airline in 2011?
5. The Peak 2 Peak Gondola carries skiers between which two mountains?
6. What is the capital of Poland?
7. Waikiki is found on which Hawaiian Island?
8. Russia spans how many time zones?
 - a) 9 time zones
 - b) 11 time zones
 - c) 13 time zones
9. International Drive is which city's main tourist strip?
10. The Group of Seven (G7) includes which prominent nations?
11. What city in Indonesia is this collection of pictures spelling out?



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Funnies Flashback



WE'VE trawled through the **TD** Window Seat archives to give you a blast from the past. Here's some gems from 09 Oct 2013:

ADVENTURE tourism is great, but this might be a bit much.

A new bungee jumping world record has been set by Aussie Jay Phoenix, who has leapt into history by doing 150 of the daredevil dives in one day.

Phoenix performed the feat in Brisbane, bungee jumping repeatedly from a 40m platform attached to a crane.

The previous record was a measly 105 jumps in 24 hours set in 2011 by South African Kevin Huntly.

The new record holder set the mark in just under 21 hours, finishing at 3.30am.

"My ankles are totally destroyed," he said afterwards.

ANSWERS 22 SEP

Pub quiz: 1 Thailand, 2 Devonport, 3 Island, 4 Aer Lingus, 5 Japan, 6 b) 80%, 7 1920s, 8 European, 9 Maldives, 10 Abu Dhabi

Unscramble: aloe, amigo, ergo, galore, gaol, gaoler, giro, goal, goalie, goer, gore, gorier, imago, largo, limo, loam, loamier, lore, moire, molar, mole, moral, morale, more, morel, ogle, ogler, ogre, oiler, omega, oral, oriel, ormer, remora, RIGMAROLE, rigor, roam, roamer, roar, roger, roil, role

Where in the world: Helix Bridge, Singapore

Travelport CMO

JENNIFER Catto has been named Chief Marketing Officer at Travelport, with a career including roles with video platform Telaria, lifestyle publisher Evolve Media, Conde Nast and Travelocity.

New York-based Catto reports to CEO Greg Webb, who said marketing was "exceptionally important right now at Travelport as we accelerate the implementation of our new strategy and prepare to introduce our next generation platform".

Save our summer!

ACCOR is urging the Queensland Government to "save summer now", with fears that continued border uncertainty will impair the state's ability to bounce back and recover.

Noting that now is a peak time for travellers to start booking their summer holidays to Queensland, Accor is warning travellers will go elsewhere if they are uncertain about borders being open, predicting around 21,000 hotel rooms will be empty.

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.



Delivering the definition of a room with a view, **Emporium Hotel South Bank** is set to launch one of the country's largest penthouse offerings, the Parklands Suite. The luxury accommodation offers four bedrooms, three bathrooms and a powder room, multiple dining areas, a 15-metre infinity pool, a full-size commercial kitchen, private lift access and a grand piano.



Offering stunning views of Osaka Bay and Akashi Kaikyo National Government Park, **Grand Nikko Awaji** is set to open 01 Oct. After being operated as The Westin Awaji Island for 20 years, the rebranded hotel will offer 201 guest rooms, four restaurants and a lounge, seven banqueting rooms, wedding facilities, a spa and fitness centre with indoor and outdoor pools and tennis courts. Each restaurant will serve dishes made with fresh ingredients from the seas around the Awaji Islands.



Aman Nai Lert Bangkok, which is set to open in 2023, is Aman's first urban resort in the city. The boutique luxury hotel will also feature branded residences, and is situated in Nai Lert Park. The 52-suite hotel will feature 18 storeys, with residents to have access to a private dining room and lounge, a Garden Lounge with a library and business centre, an infinity pool and an Aman Fitness Centre. The property will also be both pet- and kid-friendly.




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Travel Daily




Climbing out of lockdown



BRIDGECLIMB Sydney is inviting New South Welshmen to explore The Rocks this school holidays with three new family packages.

Now on offer are Aboriginal walking tours, guided bike tours and gourmet hamper picnics.

The Climb, Picnic & Bike itinerary features a morning BridgeClimb, a pop-up picnic hamper lunch and a Bonza Bike tour, leading in at \$1,045 per family through the school holidays special, while the Climb, Dine & Dreamtime tour incorporates a morning Dreaming walking tour, lunch at The Glenmore Hotel on Cumberland and an afternoon BridgeClimb, now starting at \$949 per family.

"It brings us great pleasure to come together with local tourism business friends in The Rocks to bring Sydneysiders an action-packed itinerary, where they get to soak up our city's best highlights from above exploring an international-adored icon,

and have the opportunity to get lost in the city's rich harbourside heritage, feeling close to the stories of our ancestors past, present and emerging, whether that is by foot or on bike," said BridgeClimb's Chief Experience Officer Ali Cassim.

LA Tourism FB page

THE Los Angeles Tourism & Convention Board has launched a new Facebook page dedicated to the travel trade - **CLICK HERE**.

Aussie agents who follow the page will also be able to win prizes and receive special offers from Los Angeles and LAX, said LA Tourism Regional Director Asia Pacific, Craig Gibbons.

DL A350s on SYD

DELTA Air Lines is set to deploy its latest Airbus A350 aircraft on the Sydney-Los Angeles route, with GDS screens indicating five weekly frequencies operating through to 25 Oct 2020.

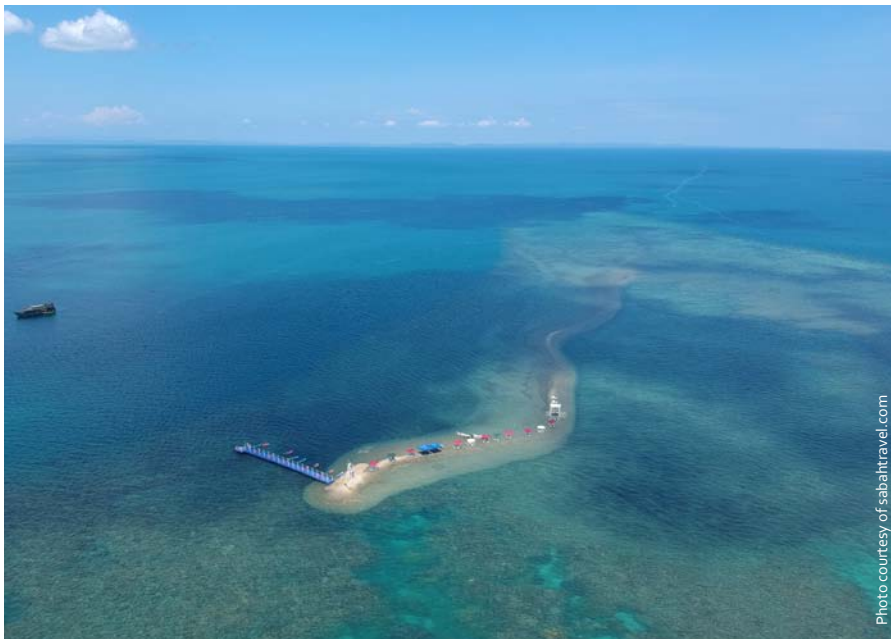


Photo courtesy of sabahttravels.com



Explore Malaysian Borneo: Sabah's Floating Coral Bar

From an aerial view, Sabah's Floating Coral Bar may look like Vlasoff Cay in Queensland, Australia - a picturesque sandbar in the coral-studded sea, but it's different.

What you will actually see are many coral fragments that are believed to have been washed away over time due to the convergence of sea currents, forming a naturally low island.

At low tide, this coral island presents itself as if it is a one-kilometre long strip of land tucked between Sulu Sea and the South China Sea. Conversely, at high tide, it totally submerges in crystal waters.

This natural wonder which was

discovered a few years ago, is now becoming a new tourism attraction and hidden gem of Pitas, a remote area which is located at the northern tip of Sabah.

Its potential to be developed as a 'floating bar' is being spearheaded by Archangle Borneo Holiday, thus offering a unique dining experience in the middle of the sea, like no other!

One of the best ways to enjoy the Floating Coral Bar's spectacular scenery is from a sea kayak! You may also opt for other water activities including snorkelling, paddle boarding or just relaxing while sipping a fresh coconut juice on 'water' carpet. In fact, there are 26 local community boats that have also been registered to bring in local

visitors to the Floating Coral Bar.

DID YOU KNOW?

Malaysia Airlines flies 10 daily services from Kuala Lumpur to Kota Kinabalu, the capital city of Sabah.



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