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*For more information on Partner Promotions visit trade.ncl.com/getinthespirit. Offers correct as at 23 September and are subject to change or withdrawal. Offers end 4 November 2020 unless extended.

Get into the spirit!

NORWEGIAN Cruise Line is asking Aussie agents to get in the spirit by offering a \$100 gift card for every booking they sell aboard *Norwegian Spirit* departures in 2021 - for more details, see the **front page** of today's issue.

BE PART OF THE TD AWARDS

ON WED 30 SEP

1 JOIN OUR FACEBOOK EVENT

To find out the winners as they are announced, join our Facebook event - **CLICK HERE**.

2 GET GLAMMED UP & SEND US A PIC

Celebrate all the hard work of everyone in the travel industry by dressing up in your finery and make sure to send us a photo!

3 USE AND FOLLOW #TDAWARDS2020

Follow all the awards excitement and use our hashtag when you post your pics on social media



Make Travel Matter: TTC

THE Travel Corporation (TTC) has launched a new proprietary assessment tool called Make Travel Matter (MTM), which aims to measure experiences against ethical criteria informed by the United Nations Sustainable Development Goals.

To be deemed an MTM experience, activities must meet the criteria associated with at least one of a series of key "Global Goals", with TTC committing to ensuring that 50% or more of its 1,500-plus itineraries will feature an MTM experience by 2025.

An example of an MTM experience is an Insight Vacations activity that takes travellers to visit Sheroes's Cafe in India, where people can meet with the female owners who have previously suffered acid attacks.

Another is a Contiki experience which visits Hosanna Farm in Australia, allowing travellers to learn about sustainable and regenerative farming practices.

The new tool is backed by the World Travel & Tourism Council (WTTTC), with President Gloria Guevara suggesting its launch sets a great example for the industry about how it can better achieve its sustainability goals.

"With this tool you can really make a difference and see the positive impact of sustainable tourism in the environment, protecting our ecosystem, our assets, and especially wildlife,

while at the same time providing a significant positive social impact," she said.

The MTM tool forms part of a new wider five-year TTC sustainability strategy called How We Tread Right (HWTR), which includes 11 goals designed to advance TTC's efforts to address climate change, overtourism and animal welfare.

To formally introduce HWTR ahead of World Tourism Day on 27 Sep, TTC's TreadRight Foundation has enlisted its Ambassadors such as activist filmmaker Celine Cousteau and indigenous storyteller Sarain Fox to provide their thoughts on how travel has impacted their lives - view the video **HERE**.

ATG now out to Dec

THE APT Travel Group last night advised that it will be now suspending all Australian and international touring and cruises up to and including 30 Nov.

The company is offering a future holiday credit on all suspended tours, valid for travel on any tour or cruise with APT, TravelMarvel, TravelGlo or Botanica through to the end of 2022, across multiple bookings for the same client and transferrable to another person.

However the credit is not redeemable for cash, with APT urging agents to take advantage of rebooking deals as the 2021 season is booking out fast.

FCTG product push

FLIGHT Centre has quickly reacted to the "retirement" of its longstanding Infinity Holidays B2B operations (**TD** 20 Aug), today announcing that its The Travel Junction product supply business (**TD** 03 Sep 2019) is opening up to retail agents and agencies across Australia (**TD** breaking news).

The Travel Junction (TTJ) was initially created to supply Flight Centre's "specialised and highly valued range" of hotels, car hire, tours, activities, transfers and air products to global OTAs, tour operators, wholesalers, DMCs and bedbanks, but has now had its capabilities expanded to service retail agents that Infinity traditionally worked with.

"This marks the beginning of an exciting new era for TTJ as it delivers its highly attractive product ranges to the broader retail sector," said James Whiting, The Travel Junction GM.

"TTJ is developing a strong reputation in the business-to-business sectors it has traditionally targeted and provides the same specialised and highly valued product ranges that the Infinity brand was known for in a low-touch self-service model to make transactions simple and easy," Whiting said.

Today's issue of TD

Travel Daily today has five pages of news including our **PUZZLES** and a front full page from **Norwegian Cruise Line**.

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Travel Daily

Malaysia Truly Asia

TOURISM MALAYSIA

malaysia

malaysia

Crystalbrook Bris

CRYSTALBROOK Collection is set to acquire boutique Brisbane art hotel The Fantauzzo.

Situated beneath Story Bridge and overlooking Howard Smith Wharves, the hotel features 166 rooms and suites, a rooftop pool, a fitness centre and meeting spaces, as well as renowned Italian restaurant Polpetta, and Fiume Bar.

Purchased from Deague Group for between \$70-75 million, The Fantauzzo marks Crystalbrook's entry into the Brisbane market.

The official handover will occur in the first half of next year, upon which the hotel will given a new name, set to be announced in the coming months.

The Fantauzzo won Queensland's top award for commercial architecture earlier this year, and celebrates portrait artist Vincent Fantauzzo, with up to 300 of his works on display throughout the property.

Journey Beyond team grows

JOURNEY Beyond has made a number of senior appointments, including a new role for Justine Lally as the company's GM Marketing and Communications just weeks after her departure from APT Travel Group following a restructure (**TD** 14 Aug).

Journey Beyond Chief Commercial Officer, Peter Egglestone, has also appointed former Rocky Mountaineer regional MD Fiona Watson (**TD** 06 Nov 2019) as GM of Product and Loyalty, while Nigel Brohier, ex Helloworld and Qantas Holidays, has been named as Journey Beyond's General Manager Travel Centre and Holidays.

"As we look to 2021 we are investing in these key roles to ensure we're in a strong position to rebound from COVID-19, to further develop our offerings, and to increase our connection with the industry," Egglestone said.

He said the appointments

reflected the ongoing evolution of Journey Beyond and its product portfolio including The Ghan, Indian Pacific, The Overland and Great Southern rail journeys as well as Cruise Whitsundays, Rottneest Express, Journey Beyond Cruise Sydney, Eureka Skydeck, Sal Salis Ningaloo Reef & more.

"We're looking to work even more closely with our invaluable trade partners to do what we do best - and that's sharing special places and shaping lasting memories for our guests," Egglestone said, also noting the expansion of Alicia Triggs' role as General Manager, Sales, overseeing both national and international teams.

Fiona Watson's new role will see her work with third party partners to grow business, as well as develop Journey Beyond's first loyalty program.

More industry appointments on **page five** of today's *Travel Daily*.



Window Seat

BUSINESS magnate Alan Sugar has been slammed by Twitter users for taking up a coveted seat on a flight to Australia.

Sugar was "lucky" enough to score a seat on an Emirates flight to Sydney last week, despite around 30,000 Australians remaining stranded in the UK (**TD** 17 Sep).

The media personality was flying to Australia to helm *Celebrity Apprentice*, and sent out a tweet about his fondness for Emirates, broadcasting his ignorance about the situation which had been unfolding.

Sugar's tweet was blasted with angry replies about his "typical tone-deafness", which is exactly what you'd expect from someone who embraces the prefix of "Lord".

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The new AFTA board meets



THE Travel Industry Hub in North Sydney played host to the 2020 Annual General Meeting of the Australian Federation of Travel Agents (AFTA) yesterday, with the hybrid gathering seeing members present both physically and online via Zoom.

After the meeting the newly constituted Board formally elected its new Chairman and Vice-Chairs (**TD** yesterday) before posing for this **pic**, from left: Courtney Duddleston, AFTA; David Padman, Helloworld Travel; Julie Primmer Helloworld Travel; Nicole Hague, CT Partners, AFTA CEO Darren Rudd and AFTA auditor Stephen Heller.

In the background via Zoom are Melvyn Almeida, Consolidated Travel; Christian Hunter, Travellers Choice; Laura Ruffles, Corporate Travel Management;

Andrew Macfarlane, Helloworld/Magellan; Jo Sully, American Express Global Business Travel; Shelley Beasley, Webjet; James Kavanagh, Flight Centre; David Smith, Flight Centre; and Tom Manwaring, Express Travel Group.

LH goes contactless

SITA is helping Lufthansa deliver a contactless, mobile way to report and track delayed baggage.

In addition to meeting new coronavirus hygiene requirements, the WorldTracer Self Service could save Lufthansa US\$10 for every mishandled bag reported by eliminating the need for additional infrastructure to manage delays.

Based on SITA's initial trials of the technology, two-thirds of pax have so far used the service.

Royal adjusts 2021

ROYAL Caribbean International has updated its Caribbean and European sailings for 2021, adding new homeports for *Adventure of the Seas* (Barcelona), *Jewel of the Seas* (Copenhagen and Stockholm), *Independence of the Seas* (Miami) and *Vision of the Seas* (San Juan).

The updates will also see new four- and five-night Mediterranean getaways from Barcelona, and more island time in the Caribbean with ships sailing from additional cruise ports in the Americas, including Tampa and San Juan, Puerto Rico.

CLICK HERE for more details.

Abode welcomes

ABODE Hotels has launched a selection of family-friendly packages across its New South Wales properties.

Abode Murrumbateman is offering a weekend winery family package featuring one night's accommodation, a bottle of local wine on arrival and a treat for the kids, while Abode Malua Bay has launched a family deal providing one night's accommodation, surfboard and bike hire and unlimited wi-fi - more info **HERE**.

TWU wins QF case

QANTAS workers will receive thousands in unpaid wages after the airline lost a Federal Court case with the Transport Workers Union (TWU) this week.

The airline initially refused to pay workers for public holidays, weekends, overtime work and allowances by standing them down to ensure they just received the JobKeeper payment.

Transport Workers Union National Secretary Michael Kaine accused Qantas of being caught out "taking taxpayers' money while ripping off its workers", labelling the saga an "abuse".

The judgment comes as Qantas and Jetstar workers also begin two days of protests over plans to outsource jobs.

Travel Daily

Catch up on the news of the week

CLICK HERE TO LISTEN



SUSTAINABILITY MATTERS

Today's Sustainability Matters is brought to you by **PONANT**

PONANT No.1 in Climate Protection Measures



Nothing is as strong an endorsement of real-world performance as the tick of approval by a credible third party.

Our small ship luxury expedition company, PONANT, ranked number 1 in a recent study by NABU (Nature And Biodiversity Conservation Union), assessing the performance of cruise companies in terms of existing climate and environmental protection measures, having scored first place in 7 of the 8 categories: Paris climate goals, climate strategy, emission reduction, efficiency measures, shore power, stop the use of heavy fuel oil, nitrogen oxide catalysts, soot particulate filters.

This recognition reflects the abiding ethos of responsibility that forms a core part of PONANT's management commitment to sustainability and minimising our environmental footprint. This includes significant investment in new-build eco responsible ships, implementing cleaner technologies such as the end of using heavy fuel oil and the introduction of Liquefied Natural Gas (LNG), biofuel, shore power, catalytic converters and hybrid power for our vessels.

PONANT continues to lead the way and we look forward to showcasing these practices onboard with our trade partners' clients. I invite you to discover more at au.ponant.com/sustainable-development

Deb Corbett

General Manager Sales & Marketing Asia Pacific



Submit your cocktail recipes!

We want your recipes from around the world for our weekly feature.

CLICK HERE TO SUBMIT

Know your brands

LOGOS are the main way that companies distinguish themselves, and some logos are so famous that you don't even need to see the company's name to know who it is.

See if you can identify these four logos.

1



2



3



4



Where in the world?



THIS impressive building has hosted notable events in music, dance, theatre, opera and literature, as well as important exhibitions of painting, sculpture and photography.

The building was planned to be finished in 1910, but complications with the

construction and political problems meant it wasn't finished until 1934.

The outside is in an Art Nouveau and Neoclassical style and inside is Art Deco and also has a number of murals by famous painters.

Where in the world is this located?

Whose animal is this?



THE zebra is closely related to horses and donkeys, but despite this they are very rarely domesticated.

These equines are native to much of southern and eastern Africa, south of the Sahara.

In the mythology of the country which the zebra belongs to, the

animals are said to have gotten their stripes from a bucket of paint which they kicked over in impatience, waiting for the creator to give them a more decorated coat.

Do you know whose national animal the zebra is?

Check tomorrow for the answer.

Austria word search

B	I	H	C	U	X	Q	B	C	Q	U	W	X	G	C
A	O	G	D	Q	G	S	J	P	Q	C	I	W	L	I
P	S	A	L	Z	B	E	R	G	M	Q	E	J	W	S
F	E	B	U	N	A	D	O	O	K	N	N	V	M	U
E	W	A	C	H	A	U	V	A	L	L	E	Y	M	M
L	R	B	U	Z	P	N	E	T	O	Y	R	Y	I	F
S	S	C	H	O	N	B	R	U	N	N	S	L	N	O
T	G	R	U	B	S	B	A	H	S	Z	C	S	N	D
R	E	G	G	E	N	E	Z	R	A	W	H	C	S	N
U	W	Y	V	I	E	N	N	A	T	Q	N	H	B	U
D	S	K	I	I	N	G	L	Y	R	T	I	U	R	O
E	T	R	O	T	R	E	H	C	A	S	T	B	U	S
L	L	A	B	T	O	O	F	Q	Z	I	Z	E	C	T
D	A	R	T	H	M	W	H	K	O	H	E	R	K	G
B	Q	B	S	W	Y	E	U	Q	M	Z	L	T	K	Z

SEE if you can find these words. They are hidden horizontally, vertically and diagonally, forwards and backwards.

APFELSTRUDEL
DANUBE
FOOTBALL
HABSBURG
INNSBRUCK
MOZART
SACHERTORTE
SALZBERG

SCHONBRUNN
SCHUBERT
SCHWARZENEGGER
SKIING
SOUNDOFMUSIC
VIENNA
WACHAUVALLEY
WIENERSCHNITZEL

ANSWERS 23 SEP

Pub quiz: 1 Spencer Street Station, 2 South Australia, 3 1999, 4 Indian Airlines, 5 Blackcomb and Whistler, 6 Warsaw, 7 O'ahu, 8 b) 11 timezones, 9 Orlando, 10 Canada, France, Germany, Italy, Japan, United Kingdom, United States, 11 Banda Aceh – (band + ah + arch + A [note])

Whose flag is this: Kosovo

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



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Travel Daily

Eco Tourism needs help

AUSTRALIA'S peak national body for nature-based tourism is calling on all state and territory leaders to lend further financial support to the struggling sector.

In an open letter to government composed this week, Ecotourism Australia claims the country is running the risk of having eco-tourism become "low quality" and severely devalued in the eyes of international and domestic tourists, unless they receive a much needed expanded support package.

"In Mar 2020, more than 90% of ECO Certified tourism businesses closed their doors and now, six months later, a third remain closed," the letter stated.

"Of those who are operating, many are doing so at unsustainable levels."

The letter also listed a range of demands from governments across the country that it believes is vital to keep the sector alive, these include: ongoing JobKeeper support that includes casual and seasonal workers, an expanded

grant system to cover fixed costs, regional, state and national programs that reward businesses for delivering high levels of service, an easing of interstate border restrictions across the board, and mental health counselling for SME tourism operators.

The letter from the peak body is also urging the Federal Government to create a national nature-based tourism strategy.

Ecotourism Australia warned that many of the country's natural attractions may fail to leverage the volume of tourism interest that it had pre-pandemic unless these demands are met.

"Imagine an Australia without trips to the Great Barrier Reef, guided walks through our National Parks, or tours that allow people to swim in the ocean with dolphins and whale sharks.

"Without increased and ongoing support these experiences could simply disappear or...devalue the Australian brand and reputation."

Avianca rescue plan

COLOMBIA'S Avianca Airlines has requested a bankruptcy court greenlight US\$2 billion in emergency funding in a bid to keep its operations alive.

The carrier filed for bankruptcy back in May (**TD** 12 May), and is now seeking a cash package that includes US\$1.2 billion kicked in from the Colombian Government and a US\$700m convertible loan.

The request follows a failed bid to raise cash and restructure backed by its loyalty program.

Vouching for spend

TASMANIA will be providing \$5 million to support a second release of the "Make Yourself at Home" Travel Voucher initiative, with the release to take place on 30 Sep.

The incentive for intrastate travel will be available for use until the end of Nov.

MEANWHILE, the NT's City of Palmerston and Litchfield Council will soon launch their business-boosting voucher scheme, supported by the NT Govt.

DAC, LHR p'ship

DUBAI Airports Company (DAC) and Heathrow Airport are looking to partner up on COVID-19 mitigation strategies.

Speaking yesterday at the World Aviation Festival Virtual, DAC CEO Paul Griffiths called for a convergence of COVID-19 control measures, including pre-flight testing, to make travel "more practical" and get the industry back on its feet, saying he would attempt to reach an agreement with Heathrow on the matter.

APPOINTMENTS



WELCOME to Industry Appointments, *Travel Daily's* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

Conventions & Incentives New Zealand has named **Ani Santos** as Communications & Projects Coordinator. He was most recently Sponsorship & Exhibition Coordinator of The Conference Company.

Travelport has appointed **Jennifer Catto** as its new Chief Marketing Officer. She joins the technology company, with her most recent position as Senior Vice President of Integrated Marketing at Evolve Media.

Laura Reddaway has taken on a new Conference & Events Sales Manager role with **Centrepiece Melbourne**. She joins the new events centre, located in the heart of Melbourne & Olympic Parks sports and entertainment precinct, from her previous role with Showtime Events.

World Tourism Association for Culture & Heritage has announced the appointment of **Nigel Fell** as Chief Commercial Officer, moving up from his current role as Advisor to the President & Chief Executive Officer

The **Spain Tourism Board** has appointed **Monica Sanchez** as its new Director in charge of Southeast Asia, Australia and New Zealand.

CWT Traveler Experience Group has announced details of its core leadership team including **Darren Toohey** as head of Sales, **Nick Vournakis** in charge of Customer Management, **Belinda Hindmarsh** who will lead Global Market Management & Development and **Chris Bowen** heading up the CWT Meetings & Events business.

Florence Rocca has taken a new role as Head of Public Relations Sydney at **Crown Resorts**. She was previously PR Manager at Destination NSW.

Vegas adults only

AMERICA'S city of lights is preparing to welcome its first adults only casino/resort, which is scheduled to open on 28 Oct.

The Circa Resort & Casino will feature a three-storey digital screen viewable throughout the gaming area, several restaurants, 777 rooms and multiple bars.

Circa will be the tallest hotel tower north of the Strip and the first resort built from the ground up in more than 40 years.

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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