

Flight Centre's first global campaign

FLIGHT Centre has launched its first ever global marketing campaign, with a video "open letter to travel" developed by the company's UK team aiming to inspire the world to travel again & "turn dreaming into planning".

See traveldaily.com.au/videos.

Alliance to fly from CBR

ALLIANCE Airlines has announced plans to launch a new Canberra-Sunshine Coast-Cairns service twice weekly from 23 Oct, the first of its kind for the carrier from the capital.

Flights will operate using Alliance's 100-seat Fokker 100 jet, with special introductory fares from Canberra to the Sunshine Coast now on sale from \$129 until next Fri, or all the way through to Cairns from \$249pp.

CBR Chief Executive Officer Stephen Byron lauded the new flights as being a "win-win" for everybody.

"We are so pleased to be partnering with Alliance Airlines who will offer great value fares,

providing Canberrans with access to a fantastic holiday destination and people from the Sunshine Coast an opportunity to experience all our region has to offer, as well as stimulating jobs and growing the air travel market," he said.

ACT Chief Minister Andrew Barr added that the new Alliance Airlines service was evidence of sensible border decisions starting to prevail across the country.

"I'm glad that common sense has prevailed in allowing Canberrans to holiday and visit friends and family in Queensland," he said.

Regular fares will lead in at \$169 to the Sunshine Coast and \$275 to Cairns.

Alliance hinted last week that it would look to add more routes and capacity in the coming months (**TD** 17 Sep).

Latest on Hawaii

CHECK out all of the latest updates on Hawaii for Aloha Fridays, including key details about COVID testing and Hawaii Tourism's new CEO - see **page 7**.

CX extends policy

CATHAY Pacific has extended its offer of unlimited changes for all new tickets purchased through until 31 Dec 2020.

Under the revised Fly (worry) Free booking policy travellers are able to alter travel plans up to a year after ticket purchase without the usual change fees applying.

Today's issue of TD

Travel Daily today has six pages of news including our PUZZLE page and a full page from **Hawaii Tourism Oceania**.

VA adds two years

VIRGIN Australia has automatically extended the validity of all tickets issued where the first travel coupon date is between 01 Jan and 31 Oct 2020, regardless of the ticketing date.

These tickets now have their validity extended to 731 days from the date of the first outbound flight on the ticket.

Agents wishing to extend ticket validity on tickets for travel outside those dates may exchange tickets to a travel date prior to 31 Oct 2020 to secure the two-year extension of validity.

VA has also updated its Conditional Credit Commercial Policy, with the new version valid for travel through to 21 Oct.

After that date Conditional Credits will be replaced with a new Future Flight Credit which will be valued at the base fare plus taxes excluding fees.

The full Future Flight Credit Commercial policy, which is part of the Bain Capital proposal for the purchase of the airline, will be published on 22 Oct, VA said.

Crystal 3.0 out

CRYSTAL Cruises has released the third iteration of its Crystal Clean COVID-19 safety plan, with the addition of COVID-19 testing for guests and crew and compulsory travel insurance.

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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



Norwegian steps up

NORWEGIAN Cruise Line (NCL) has received more than 500 registrations for its new Walk for Wellness Challenge in less than a week after its launch (**TD** 21 Sep).

In fact it took just two hours from its announcement for the first 100 to sign up and claim their bonus T-shirt - with NCL then doubling the number of giveaways due to their popularity.

The walking initiative takes place from 06-31 Oct, using a free mobile phone app to encourage travel partners to get active and track their steps while journeying around an interactive world map.

Registrations are still open, with the challenge overlapping with World Mental Health Day on 10 Oct - sign up at trade.ncl.com.

NEW 2022 CRUISES AVAILABLE NOW

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HURTIGRUTEN





SLK fast-tracks local push

SEALINK Travel Group (SLK) has accelerated the rollout of its new group-wide consumer-facing Brilliant Travels brand (**TD** 13 Nov 2019) as part of an initiative to boost its domestic market share.

The SLK annual report released today notes the immediate focus for the company's Marine and Tourism division is to navigate the business around COVID-19 restrictions and "maximise all revenue opportunities".

"With domestic Australian travel being the key market for the next 12 months, SeaLink is well placed to capture good market share of this competitive market due to its unique island destinations," the report notes.

The Brilliant Travels website allows for the promotion of all of SeaLink's tourism products under a single brand, with the company saying this "will open national marketing and cross selling opportunities for all of our island

destinations and tourism".

"The development of tailored products will target new markets who would normally have travelled overseas, and all marketing activities around the Group will be focused on driving local business," SeaLink said.

The company noted that its Marine and Tourism division was already well on the way to rebuilding its revenue base from domestic travel, but said ongoing border closures will limit the ability to return to previous levels.

"In particular we foresee an ongoing depressed demand for Sydney Harbour Cruises, touring on Kangaroo Island and Captain Cook Cruises on the Swan River in Perth," the report said.

SLK's Brilliant Travels website invites consumers to register for exclusive member offers and discounts and early notification of "Brilliant" deals and packages.

Regent busts record

REGENT Cruises says it has shattered previous sales open day booking records, this week selling out all Penthouse Suites and above on its 2023 World Cruise within hours of them becoming available on 23 Sep.

Reservations this time around were double those for the 2022 voyage, with CEO Jason Montague saying he was delighted with the response, particularly given the "unprecedented public health challenges we are currently navigating".

Regent's 2023 World Cruise is the line's longest since 2011, with *Seven Seas Mariner* to spend 143 nights exploring 72 ports of call in South America, the Pacific, Australia, Southeast Asia, the Indian subcontinent, the Middle East, Africa and Spain.

A few suite categories remain available with fares ranging from \$102,980 to \$280,000 per person.



Window Seat

WITH South Australia recently opening its borders to New South Wales (**TD** 22 Sep) and expecting a flood of tourists, the Outback Communities Authority has funded a campaign to educate travellers about the "Aussie Travel Code".

Seeking to answer the big questions, such as what to do when someone is pulled over on the side of the road, and the dangers of "flying poo spiders", the cheeky signs show outback rookies just what types people like 'round these parts' - **HERE**.



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Travel Daily

NEWS ON THE FLY



Should AFTA be renamed AFTBGCC?

OPINION

*This opinion piece was sent in by a very concerned **Travel Daily** reader from an agency, which until this week was a loyal AFTA member - and who wishes to remain anonymous.*

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

PERHAPS AFTA should be renamed to AFTBGCC – Australian Federation of Travel Buying Groups, Consortia and Consolidators?

Who and what do they really represent?

How is it that within the space of about a month, Webjet became an AFTA member, ATAS accredited AND managed to get a vacant seat on the AFTA board of directors?

Why did AFTA dismiss CATO's discussion paper known as "ATAS & Consumer Protection Reform Proposal" seemingly out of hand? – [the paper] seems like a whole load of common sense to me!

Did the recent AFTA board re-election take place without the scrutiny of its real members – us "traditional" travel agents or did I just not receive my voting paper?

Travel Daily tells us that "votes were received from 848 of the total 1050 votes available under the AFTA constitution" and reading the next couple of sentences in that article it is apparent that more than

800 votes went to each of the incumbent board members.

Who did the voting on our behalf?

All this has taken place during

“
The first we are hearing about these incredibly important issues is via *Travel Daily*!
What else haven't we been told?
Our guess is we'll just have to keep reading *Travel Daily* to find out!
”

the worst period in the history of our industry – at a time when each of us is pre-occupied with our own survival in one shape, form or another and wanting to come out intact on the other side – oh yes, and still dealing with refunds!

You could hardly say that the AFTA board has been transparent with us – its so called "members"

– there has been no consultation with us and the first we are hearing about these incredibly important issues is via **Travel Daily**!

What else haven't we been told? Our guess is we'll just have to keep reading **Travel Daily** to find out!

For AFTA's National Mobilisation program – and government support – we are truly grateful as this will help us get through the short-term but we really do now need to focus on the future and to do that we need an AFTA that is truly representative of all of us travel agents AND as part of the much larger ecosystem called the travel industry.

We do now need the various silos of our industry to come together and we do need transparency from those that say they represent OUR business interests.

My gut feeling is the AFTA board is representing the business interests of the organisations they individually represent and this no longer includes us.

UK removes Denmark, Iceland

TRAVELLERS entering the United Kingdom from Denmark and Iceland after this Sat will be forced to quarantine for 14 days, after the UK Foreign and Commonwealth Office removed the countries from their list of "safe travel corridor" nations.

British Transport Secretary Grant Shapps cited increasing cases of COVID-19 in the countries, with similar changes implemented for arrivals from Slovakia and Curacao.

UA COVID tests

UNITED Airlines has launched a pilot COVID-19 testing program for customers travelling from San Francisco to Hawaii.

Effective 15 Oct, customers on UA flights to HNL will have the option to take a rapid test at the airport, or a self-collected mail-in test ahead of their trip in line with new Hawaii Government test requirements which mean those travellers who return a negative result are not required to quarantine.

IATA, UNOCT deal

THE International Air Transport Association (IATA) and the United Nations Office of Counter-Terrorism (UNOCT) have signed a memorandum of understanding to strengthen cooperation on countering terrorist travel.

The pact covers the Countering Terrorist Travel Program to build capabilities to detect terrorists and serious criminals by using advance passenger information, passenger name record (PNR) and other data, in accordance with relevant privacy laws.

New normal A-Rosa

A-ROSA River Cruises has released a new video to showcase the normality of life on board in a post-COVID world.

The short video highlights various elements of the experience including pre-departure checks, embarkation protocols, dining, excursions and more, with the aim of helping trade partners to give clients confidence to book a future European river cruise.

The video is now online at traveldaily.com.au/videos.

Do you listen to *Travel Daily - News on the Fly* to catch up on the news?

Use the podcast to update our listeners with your company's news.

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CORPORATE UPDATE

"Slow but steady" recovery

THE latest iteration of Flight Centre Travel Group's global *State of the Market* study (**TD 22 Sep**) has found that 50% of corporate travel clients across the world already have employees travelling or making bookings to travel in the near future.

The study conducted by FCM's 4th Dimension consulting arm consisted of in-depth interviews last month with 250 of FCM's multinational large scale clients, as well as Corporate Traveller and Flight Centre Business Travel SME customers across 60 countries.

The combined results of the ongoing research between Apr and Aug this year shows more than 90% of businesses indicated plans to travel domestically as well as to short-haul international destinations within three months of governments reopening borders and lifting restrictions.

However, the number of trips taken is likely to be lower, with only a quarter of businesses planning to return to their pre-COVID-19 levels for domestic travel during 2021.

Before the virus, the average number of business trips annually per traveller was six to eight, with the results showing this is likely to halve through until 2023.

Clients also still have long-haul travel plans on hold indefinitely, with businesses in Australia, China, New Zealand and the USA less likely to have long haul international plans for next year.

29% of respondents from China said they did not expect to travel



FCM TRAVEL SOLUTIONS CORPORATE TRAVELLER FLIGHT CENTRE BUSINESS TRAVEL

long-haul, compared to 22% of respondents in NZ, 16% in Australia and 7% in the USA.

The industries which have continued to travel or recommenced travel the fastest were mining and wholesale, followed closely by construction and food service businesses.

Flight Centre Travel Group MD Australia James Kavanagh said the results showed the ongoing shifts in the business travel landscape.

"While it's positive to see such a high percentage of companies that have recommenced travel, it is clear that uncertainty will remain for some time."

The report estimated a 23% cut in estimated corporate travel budgets in 2021, with more than a quarter of clients surveyed reporting a significant financial impact due to COVID-19.

The full report is available for download at fcmtravel.com.

BCD restructure

BCD Travel has revamped its global business structure, including the appointment of Greg O'Neil as President of Asia-Pacific, Middle East, Africa and global network.

O'Neil has been BCD's Asia-Pacific President since 2009, with the expansion of his responsibilities seeing the departure of Stewart Harvey, the company's current head for Europe, Middle East and Africa.

Mike Walley will lead a newly combined Europe, UK & Ireland division, reporting along with O'Neil to BCD CEO John Snyder.

QF rejigs teams

QANTAS has confirmed the closure of its dedicated team serving top level Platinum One frequent flyers, with a new VIP Service Team to instead provide "a single point of contact for flight bookings, disruption management and special assistance", for designated high status travellers including Chairman's Lounge members.



Talent concerns

EMPLOYERS currently focused on their survival are being advised to treat stood-down employees like customers, in the hope that they may be willing to come back once demand returns.

Helene Taylor, well known to the industry as the founder of the Force For Good Hub, has an extensive background in recruitment and is very concerned that the travel sector is headed for a talent shortage crisis when the industry is ready to gear up again.

"We can't assume that stood down employees will return to the industry," she said, with many who have been stood down now already having new, secure jobs alongside fears that travel will never be stable again," she said.

Taylor recommends a strategy of setting up ongoing touch points with past employees keeping your relationship strong, just as with customers and clients.

"Imagine in a year from now if the borders open and the industry takes off with a bang, the industry is going to need that talent to cope with growth" - see her video plea by **CLICKING HERE**.

US corporate flat

THERE was little recovery in the US corporate market last month, with US TMCs reporting total bookings in Aug are still down 90% year-on-year, according to Airlines Reporting Corp.

The gradual reopening of the US economy saw total Aug ticket sales by US agencies almost double to US\$751m for the month, versus US\$387m in Jul.

CWT appointments

CWT has announced the team who will lead its newly formed RoomIt & Commercial business unit (**TD 04 Sep**) which is being headed by Patrick Andersen.

Strategy and marketing is being led by Erica Antony, while all trade air, ground and hotel supplier partnerships will be consolidated under the leadership of Brian Mogler, along with CWT's travel management, data and air solutions offering.

Derek Sharp will oversee the RoomIt specialist hotel distribution business, while Vince Chirico assumes responsibility for bringing in new partners to the CWT platform.



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

Check out our daily puzzle page.



Travel Daily

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.

L	T	P
L	A	G
I	H	M

Good – 15 words
Very good – 22 words
Excellent – 30 words

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

Funnies Flashback



WE'VE trawled through the **TD** Window Seat archives to give you a blast from the past. Here's some gems from 06 Dec 2013:

NOVOTEL properties around the world could feature moving walls and electric floors as soon as the year 2020 if a team of Kiwi students have their way.

Over 300 students in the AsiaPacific region were invited to come up with what the Novotel brand could offer in the future.

Many ideas centred around innovative technology, green sustainable initiatives such as new smartphone apps, rooftop gardens and piezoelectric floors.

An Indian team also envisaged a concept known as "NOVA", which stands for Novotel Own Virtual Assistant and will incorporate voice recognition technology to run everything in the hotel.

WEST Palm Beach in Florida has this week kicked off the festive season by unveiling a massive 10m-high Christmas tree.

However unlike the traditional style, the destination is highlighting its natural features by making the remarkable edifice out of sand.

ANSWERS 24 SEP

Know your brands: 1 Football Federation Australia, 2 Australia Post, 3 World Wildlife Fund, 4 Versace

Where in the world: Palacio de Bellas Artes, Ciudad de México, Mexico

Whose animal is this: Zebra - Botswana

Pub quiz

1. A failed Canadian bid for the 1968 Winter Olympics resulted in the creation of which popular ski resort?
2. In which city was Martin Luther King Jr assassinated in 1968?
3. Which five carriers founded the Oneworld airline alliance?
4. Crown Resorts founder James Packer is the part-owner of which NRL team?
5. New Virgin Australia owner Bain Capital is also the majority owner of which cruise line?
6. In which decade did Vanuatu achieve independence?
 - a) 1960s
 - b) 1970s
 - c) 1980s
7. The Giant Swing is a religious structure in which city?
8. The Asian fishing village of Edo grew into which modern-day city?
9. What heritage-listed site is found at the end of Boundary Street, Brisbane?
10. Mount Kilimanjaro, Africa's highest mountain, is located in which country?

Whose flag is this?



THE flag of this country originally looked a bit different, with a red horizontal stripe in the centre of each blue stripe.

It was then later changed to equal horizontal stripes of blue, white and red.

The country was recognised as independent in 1828 and the flag chosen at that point combined a

symbol of Argentina with the US flag's blue stripes.

The number of blue stripes was then later reduced from nine to four to create the flag that you see today.

The fun little sun face is known as the Sun of May.

Do you know whose flag this is? Check Mon for the answer.

QF carts sold out

ATTENTION all aircraft aficionados, Qantas just sold 1,000 of its 747 galley carts to the public for under a \$1,000, selling out in less than 24 hours.

The chance to be part of aviation history arrived following the retirement of the carrier's Boeing 747 fleet earlier this year, with carts fully stocked with wine, Tim Tams, pyjamas and an exclusive-to-Qantas First class Sheridan throw.

"There has been huge demand for Qantas 747 memorabilia and Frequent Flyers have expressed keen interest to convert the bespoke in-flight trolley into everything from lamp stands to storage units," said Qantas Executive Manager of Product and Service Phil Capps.

WA keen for travel

CLOSE to two thirds of Western Australians have changed their travel plans due to COVID-19, swapping an interstate or international holiday for an intrastate trip, according to a new survey conducted by the Royal Automobile Club of Western Australia (RAC).

The questionnaire of 600 of its members also revealed 65% were planning a trip in WA over the next three months, while more than half had already taken a short-haul holiday since the easing of travel restrictions.

"For Sep/Oct, bookings are up 35% and for Dec and Jan, we're predicting an almost 40% increase," said RAC Executive General Manager Tourism Tony Pickworth.

TRAVEL SPECIALS

WELCOME to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to specials@traveldaily.com.au

Sunday brunch is available at Songbird at **The Ritz-Carlton Perth**. Launching 04 Oct, the new brunch concept offers the finest Western Australian cuisine and free flowing beverages, leading in at just \$145 per person. For full details, see www.songbirdbar.com.au.

Intrepid Travel is currently offering 40% off Antarctica cruises. Valid for a select range of 2021/2022 voyages to the continent, the deal ends 30 Sep - **CLICK HERE** to book.

Book an AFL Grand Final weekend stay with **Accor** and earn special discount rates leading in from \$235 per night for a minimum two-night stay at Mantra South Bank. The offer is valid for a number of locations across the city, visit all.accor.com to book.

Boutique cruise line Star Clippers has released savings on new triple cruise packages in 2022 through **Cruise Traveller**, saving up to \$8,380 per couple. The offer includes three back-to-back cruises on the Aegean and Mediterranean. To book, visit www.CruiseTraveller.com.au/starclipper2022, or call Cruise Traveller on 1800 507 777.

HLO Carlingford pleads case



HELLOWORLD Carlingford was recently lobbying the area's Member of Parliament Julie Owens, pleading the travel industry's case for greater government assistance.

The travel agency's Manager Phillip Boniface and owner Angie Arathoon (**pictured**) addressed Owens via a Zoom call, informing the MP of the ongoing challenges they face in light of COVID-19 and travel restrictions.

In what was noted to be a "very

cordial" discussion, the two stressed the industry was the first to be affected and will be the last to recover, adding its collective passion, dedication and love.

"Our clients love us and we love them, we have built long lasting relationships," Boniface said.

"It would be a shame to let all the years of hard work dwindle away but we are a resilient lot and want to get to the other side," he added.

Govts should pay

INTERNATIONAL Air Transport Association (IATA) Chief Executive Officer Alexandre de Juniac has called on governments around the world to be responsible for funding pre-flight COVID-19 tests.

Speaking at the World Aviation Festival, de Juniac said the widespread adoption of testing at departure points would not only protect the public, but could also provide the confidence required for travel to recover quickly.

Very keen on clean

DAILY disinfection in hotels is the key component to get Aussies travelling again, according to a recent study from Agoda.

Overall, it was the daily disinfection of rooms taking out the top-ranking concern for travellers, but Australians, along with Saudi Arabia, Taiwan, Thailand and the US, were more concerned about the disinfection of the hotel's "general areas", providing them with the most impetus to book a future stay.

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

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Aloha Friday

HAWAII TOURISM
OCEANIA

Hawai'i to Start the Pre-travel Testing Program for Travellers

State of Hawai'i's pre-travel testing program will start on October 15, 2020. This will give travellers arriving from out of state an alternative to the 14-day mandatory self-quarantine. Hawai'i's visitor industry has established protocols to ensure the safety of residents and workforce, while also welcoming back pre-tested guests safely. For more details on the current situation [click here](#).

UNCOVER THE ONCE IN A LIFETIME EXPERIENCES ACROSS THE HAWAIIAN ISLANDS

From riding ATV's through Jurassic scenery to night snorkelling with sea creatures, discover Hawai'i's once in a lifetime experiences.



Mountain Tubing on Kaua'i

Tubing through rainforests: For a unique view of Kaua'i, visitors can go mountain tubing through the irrigation system of a historical sugar plantation. Throughout the winding ride down the mountainside, travellers will take an in-depth look at the underbelly of Kaua'i's tranquil forests.



Kualoa Ranch, O'ahu

Ride through Jurassic Park: Travellers can put the pedal to the metal on O'ahu, as they drive ATV's through the Jurassic landscapes of Kualoa Ranch. Having been the backdrop to countless blockbusters including Jurassic Park, Kualoa Ranch offers 4000 acres of jaw-dropping views amongst phenomenal scenery.

See the sunrise from a dormant volcano:

Catch the most breathtaking sunrise atop Haleakala Summit on Maui. Early risers will delight at the pitch-black wake up call, before driving up Haleakala's summit to take in the view.

Explore the tallest sea cliffs in the world:

Just by looking at the island of Moloka'i, the rugged and untouched landscapes begin to tell a story. Travellers can opt to ride a mule down the steep mountainside, taking in the scenic views of Moloka'i's forests and dense environment.

Scuba dive under lava tubes: Home to unparalleled diving experiences, seasoned scuba divers can spend countless hours exploring Lana'i's depths. The most popular spot for diving is the Lana'i Cathedrals, formed from enormous underwater lava tubes.



Manta Ray Night Snorkel, Hawai'i

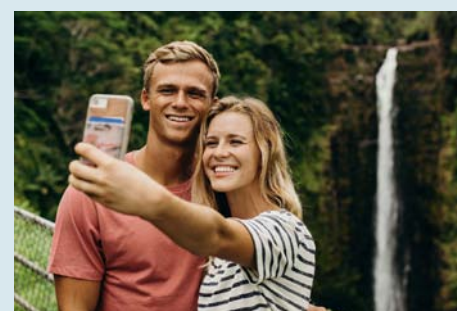
Snorkel with majestic manta rays:

On the Island of Hawai'i, visitors can discover what lies within the depths of the ocean by night time snorkelling with Manta Rays. In search for plankton, these gentle giants emerge from the deep at night, performing an aquatic masterpiece for snorkellers as they swim and twirl.



HTA Appoints John De Fries

Hawaii Tourism Authority (HTA) has appointed John De Fries as the new president and CEO. De Fries is the first Native Hawaiian to serve as HTA's president and CEO. He has more than 40 years of professional experience in the tourism and resort development industries. His recent visitor industry experience includes serving as executive director of the Native Hawaiian Hospitality Association. De Fries has been a part of rare gatherings in Hawaii that highlight opportunities for leadership in sustainable living, human rights, and embracing native intelligence.



Picture yourself in Hawai'i for a chance to WIN!

Have you visited the Hawaiian Islands on a famil or a holiday? Share your favourite Hawai'i memories for a chance to win a \$100 visa gift card! Simply email us a beautiful photo you have taken while on the Hawaiian Islands and describe it in 25 words or less. To enter, email info@hawaiiitourism.com.au via your company email address. The winner will be announced next month on Aloha Friday 2nd October.