

TNZ appoints CEO

TOURISM New Zealand (TNZ) has made its interim CEO Rene de Monchy permanent in the role following the departure of Stephen England-Hall in Oct last year (**TD** 29 Oct 2020).

“Rene has been an instrumental member of the Tourism New Zealand Executive Team for over five years and has done a fantastic job as interim CEO over the past few months during a uniquely challenging time for the sector and the organisation,” said Tourism New Zealand Board Chair Jamie Tuuta.

“Rene is a strong advocate for working with government and the sector to ensure that it enriches Aotearoa and this will be particularly important as borders start to open,” he added.

The timing of the appointment coincides with a predicted uptick in tourism for the country, with a surge of Australian bookings noted following the announcement of a two-way trans-Tasman bubble this week.

JTB launch NZ trips

JTB Australia has introduced several New Zealand packages following the green light given to a trans-Tasman bubble.

Highlights of the new tours include a five-day North Island Self-drive adventure priced from \$654ppts, which includes five days of car rental and dinner at Mitai Maori Village.

Agents receive 5% commission on all tours - call 1300 739 330.

Flight Centre shake up

A RESTRUCTURE of Flight Centre’s independent brands has seen the departure of Travel Partners’ General Manager Kate Cameron after close to 2.5 years with the business.

A spokesperson for Flight Centre this morning confirmed Astrid Richardson has had her role expanded to manage all of the company’s independent brands, which includes the Travel Associates at Home, Travel Partners and Flight Centre Independent divisions.

“Flight Centre Travel Group is investing significantly in this division as part of its transformation post-COVID,” the company said.

“The Independent Division is now re-emerging with new technology, differentiated

packaged products and a connected home for all travel entrepreneurs to work together to rebuild their businesses across all brands.”

Richardson has been with the FCTG business in a GM role for close to a decade, and has at various times throughout her tenure managed some of the company’s corporate brands such as Corporate Traveller, FCM Travel and Flight Centre Business Travel.

The outgoing Kate Cameron has been in the travel industry for close to 20 years and before joining Travel Partners was the National Sales Manager for Helloworld Business Travel for close to five years.

Virgin ditches US

VIRGIN Voyages will offer a one-off Summer Soiree Series in the United Kingdom in Aug, swapping its debut in the United States for Virgin founder Richard Branson’s homeland.

Across three weeks, flagship *Scarlet Lady* will sail the country’s southern coast on six “short and sweet” staycation-style sailings, made up of a three-night Long Weekender voyage, a four-night Summer WeekDaze trip, or a back-to-back seven-day trip for British citizens.

Today’s issue of TD

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

Vale Joe (Jo) Vella

TRAVEL industry stalwart Joe Vella has passed away this week after battling major health issues over a lengthy period.

Vella spent more than 40 years in the travel sector, most recently as Platinum Travel Corporation Director and partner.

He and his wife Sonya also opened one of the first Jetset Retail offices in Hawthorn.

Vella’s funeral will be held on Wed 14 Apr 12.30pm (AEST) at Le Pine Funerals Burwood in Victoria - and those wishing to attend are also welcome to watch via live stream **HERE**.

Emirates extends

EMIRATES has extended its flexible booking policy, allowing pax holding tickets issued before 30 Sep 2020 for travel by 31 Dec 2021 to rebook anytime within the next 36 months.

EK has also extended its COVID insurance cover beyond 31 Mar.

Drive
OUTBACK
QUEENSLAND

THERE'S MORE
TO EXPLORE
IN QUEENSLAND'S
BACKYARD

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*Conditions apply.



Air NZ delays cash

A **PLANNED** capital raising by Air New Zealand has been deferred to later this year, allowing more time to assess the impacts of recent developments on the airline's path to recovery.

The carrier intends to reassess an equity capital raise in Sep which it said would give more time to assess market conditions.

The NZ Government has also agreed to extend and renegotiate the loan facility to ensure Air New Zealand has sufficient liquidity through to the capital raise.

MEANWHILE, the outcome of Air New Zealand's review into its gas turbines business identified a range of effective controls, as well as key areas where processes could be improved.

Govt defends ban

LIBERTYWORKS' ongoing challenge to Australia's outbound travel ban (**TD** 18 Dec 2020) poses threats to Australian biosecurity laws, the Coalition has warned.

The think tank is arguing Health Minister Greg Hunt has no legal authority to impose a ban on citizens leaving the country, however the government this week told the Federal Court the claim ignores the "emergency" context of the COVID-19 pandemic and if successful, would mean a "proverbial truck is driven through the Act".

Como is calming

COMO Hotels & Resorts has rolled out a collection of "meaningful and restorative experiences" across its portfolio of 15 hotels and resorts.

The luxury brand's selection of bookable experiences will include a Muay Thai class in Phuket and diving excursions in the Maldives.

The collection will also be available at COMO Shambhala Estate, opening next month, with experiences such as a Water Spring Blessing, Water Purification Tour, and an Ubud cultural tour and immersion.

Domestic rebound in sight

DOMESTIC overnight trips in Australia are forecast to grow to 113 million by the end of 2021 and to 134 million trips by 2023, a 14% increase on 2019, according to findings in the *Deloitte Access Economics Tourism and Hotel Market Outlook* report.

The outlook is a welcome boost for the local hotel and travel sector which saw interstate travel decimated by 65% from 2019 to 2020, representing a decline of 45 million domestic overnight trips and resulting in a loss of around \$85 billion in visitor spend.

While the forecast provides some much needed confidence for the sector, Deloitte National Tourism Leader Adele Labine-Romain cautioned the rate of recovery will be contingent on a wide range of factors.

"The post-COVID recovery for Australian tourism will depend on local and global economic conditions, ongoing government responses to managing the

health crisis, travel restrictions and consumer confidence and behaviour," she said.

"There is evidence of recovery for the domestic travel sector through the first quarter of 2021 via pent-up demand following the travel restrictions experience in 2020, and with encouragement by tourism agencies across the country to holiday in Australia."

The report's outlook for international travel however was not as optimistic, forecasting the segment will not reach pre-COVID levels until sometime in 2023.

Meanwhile the hotel sector has demonstrated some welcome green shoots, the report contends, with more than 5,000 new hotel rooms added to the market in 2020 and a potential 32,000 new rooms likely to be created by 2022.

If demand matches the rise in capacity, it would be a big boost to the battered accommodation sector which saw hotel occupancy plunge to a low of 45% in 2020, a decline of almost 30 points on the previous year.

Air traffic's Feb fall

THE negative air passenger demand trend has continued into Feb, the International Air Transport Association has noted.

Concerningly, demand for air travel in Feb (measured in revenue passenger kilometres) was down 74.7% when compared to Feb 2019, and was also worse than the 72.2% decline recorded in Jan 2021 when compared to Jan 2019.

AFTA backs Tassie

THE Australian Federation of Travel Agents has welcomed this week's introduction of the \$1 million Tasmanian Travel Agent Support Package (**TD** 06 Apr).

"This is welcome support for travel agents in Tasmania who play such an important part in the state's tourism economy, and in supporting consumers whose travel plans have been impacted by COVID-19," the body said.



IT WAS the image that launched a thousand theories, two 747 jumbo jets spotted on Google Maps in Malaysia which led to a fury of discussion on Reddit this week as users speculated as to why the pair of planes would be "abandoned" in a remote grassy area.

The discovery follows a recent Google Maps sighting in a Libyan desert, where parts of a jumbo jet were spotted.

Cyber sleuths claim the parts could have belonged to late Palestinian leader Yasser Arafat, whose private jet crashed in 1992 during a sandstorm, an event the leader remarkably survived after being found 12 hours later.



Catch up on the news of the week



Travel Daily

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CORPORATE UPDATE

We're being left behind

CORPORATE Travel Management Chief Executive Officer Jamie Pherous believes the sluggish rate of Australia's vaccine rollout is delaying the recovery of the country's business travel sector.

Speaking with *The Australian* this week, Pherous claimed the faster vaccine programs overseas in countries like the United States and the United Kingdom were leaving Australia behind and giving businesses overseas a competitive advantage over Australian companies.

"If you are vaccinated in the UK and the US you can travel for business without any quarantine, if Australia continues to be closed down - we will miss the boat," Pherous argued.

"[The Federal Government] has to stop trying to be nice to everyone and tell people how to get the vaccinations done.

"We need to get a good percentage of the population vaccinated to make it work."

The calls from Corporate

Travel Management's chief follows mounting criticism of the Morrison Government's vaccine rollout strategy, which has failed to keep pace with slated targets put forward at the start of the vaccine program.

The delays have been exacerbated by issues with the AstraZeneca vaccine, with the government this week issuing an advisement for under 50s not to take the vaccine due to instances of blood clotting in rare cases.

Federal Labor leader Anthony Albanese today accused the government of putting all of its eggs in one basket.

"It's very clear that Scott Morrison has got this wrong, the rollout of the vaccine is a debacle," Albanese said.

MEANWHILE a new report from Deloitte tracking Australia's travel recovery has suggested corporate travel will be a key pillar of the industry's rebound.

"The corporate travel segment will clearly be critical in terms of the recovery," said Deloitte's National Tourism Leader Adele Labine-Romain.

"Markets where corporate travellers represent a relatively larger share of demand will face significant challenges, particularly as so many businesses big and small have settled into people connecting via technology."

Air NZ back to biz

AIR New Zealand has announced the addition of more Business class seat capacity and more business-timed flights as it caters for a returning demand for corporate travel in New Zealand.

The carrier said that business travel volumes had now recovered to 90% of what they were before the health crisis struck, and was in the process of reemploying more crew and deploying its larger A321 aircraft across the network to accommodate the upswing.

Uber for Business appoints new head

UBER for Business has appointed a new Global Head, with the former Regional General Manager for Australia and New Zealand Susan Anderson stepping into the position.

"After a year in which Uber for Business launched new, timely solutions to best meet businesses where they were, I'll be bringing my global leadership expertise, both from within Uber and across other global organisations, to continue Uber for Business' mission: bringing the best of Uber's innovations and solutions to organisations of all sizes around the globe," she said.

"I'm excited to usher Uber for Business into yet another unprecedented phase for companies around the world," Anderson added.



We're back together



CORPORATE Traveller Australia's Victorian and Tasmanian teams recently hosted their first customer event in Melbourne in over a year.

The travel agency's clients had an opportunity to network and gain insights into returning back to business travel safely, and were also offered a taste of the newly

opened five-star Next Hotel. **Pictured** are joyful attendees with Corporate Traveller Victoria & Tasmania General Manager Askin Ercek (far left).

Shangri-La coverage

SHANGRI-LA Hotels & Resorts will offer coronavirus medical coverage at no additional charge for international travellers staying at its Asia-Pacific locations.

The insurance program will be available at 21 properties across Australia, Hong Kong, Japan and Southeast Asia.

To be introduced in phases from this month, the move builds on the Shangri-La Cares commitment, as it seeks to provide further assurance and peace of mind for its guests.

"At Shangri-La, it is in our nature to look after people, to anticipate their needs and go above and beyond to ensure they have a memorable, safe and joyful experience," said Chief Executive Officer Lim Beng Chee.

"With global vaccination programmes and discussions of international borders relaxing gaining some momentum, we anticipate more people will soon be looking to safely travel".

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Icon under a microscope



THIS landmark is iconic and easily recognisable when you see the whole picture, but can you identify it from this small portion of the image?

The largest of its kind in the world, this impressive structure

was built over 10 years starting in 70 AD.

Today substantial parts of it still remain standing, it has become an icon of the city it is in, and it appears on the country's version of the five-cent euro coin.

Test your knowledge

FOR travel, flying is a key part of our industry, and it's also full of symbols and acronyms.

Agents have to know airport codes, airline codes, airline liveries and more.

How well do you know the aviation industry? Do you know what airports these codes stand for, and what plane liveries are pictured?

AIRPORT CODES

1. CPT
2. ABZ
3. OAG
4. ABQ

2



AIRLINE LIVERIES

1



3



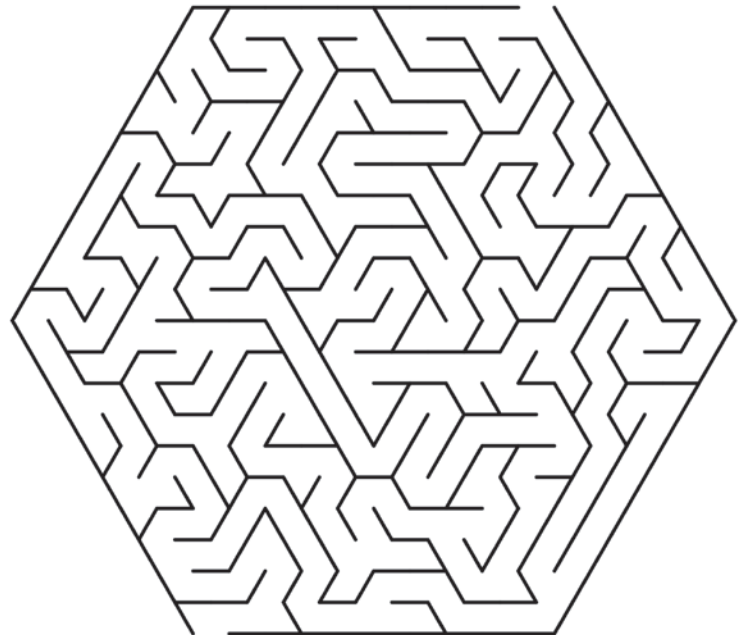
Pub quiz

1. Which street in London is known for its many traditional gentlemen's clubs?
2. In which city would you be able to visit Museum Island, known for its five cultural institutions?
3. Australia's Moorilla Estate winery shares its grounds with which landmark?
4. Which is the largest airline in Indonesia?
 - a) Lion Air
 - b) Garuda Indonesia
 - c) Sriwijaya Air
5. Grand Harbour and Marsamxett Harbour are located in which country?
6. Monastiraki is a flea market located in what city?
7. The Great Southern train journey from Adelaide to Brisbane ends at which station?
8. You would fly into Faa'a International if you were flying to which island?
9. The Chief Executive of which European airline is known to be a highly rated pilot himself?
 - a) Eurowings
 - b) Easyjet
 - c) airBaltic
10. The Houtman Abrolhos is a chain of islands located in which country?

A-maze-ing

CAN you find your way through this maze?

Start at the top right and finish in the bottom left.



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ANSWERS 08 APR

Where in the world: Longreach, Queensland, Australia

Pub quiz: 1 Eromanga, 2 August, 3 Winton, 4 Quilpie, 5 Roma, 6 Mitchell, 7 Birdsville Races, 8 Longreach, 9 Blackall, 10 Nindigully

Know your brands: 1 Mount Isa Airport, 2 International Air Transport Association (IATA), 3 ASICS, 4 HSBC bank

Whose animal is this: Bengal tiger - Bangladesh and India



MAX variant ticked

THE United States' Federal Aviation Administration has approved the design of Boeing's 737-8200 - a variant of the MAX.

The manufacturer will now begin delivering the aircraft to Ryanair, which first ordered the model in 2014.

The airplane was the centre of speculation in 2019, when Boeing downplayed conjecture it was set to drop the MAX branding after a '737-8200' logo replaced the 737 MAX logo (**TD** 17 Jul 2019).

MEANWHILE, Japan Airlines (JAL) has retired its 13 Boeing 777s that contain P&W engines.

JAL planned to retire the model next year, but chose to do so now following the contained engine failure aboard United Airlines Flight 328 (**TD** 23 Feb).

Events speaker on

MELBOURNE Convention Bureau Chief Executive Officer Julia Swanson has been announced as part of an influential line up at this year's Victorian Tourism Conference.

To be held on 21 and 22 Apr at the Melbourne Convention and Exhibition Centre, the supply side of the industry will connect and collaborate on big picture ideas and practical advice on reigniting Victoria's struggling visitor economy in 2021, with discussions around "Shaping the future of Victorian tourism".

The Victorian Tourism Conference will be led by MC Holly Ransom - register and view the program **HERE**, and the lineup of keynote speakers and presenters **HERE**.

A meeting of the minds in WA



REPRESENTATIVES from the WA travel advisor community recently met with the Tourism Western Australia (TWA) team.

The meeting was initiated to recognise the value local travel advisors provide to domestic tourism, where their wealth of destination knowledge and ability to package and distribute quickly to travel-hungry consumers matches the need for a healthy and cohesive travel ecosystem.

Pictured are TWA Destination Marketing Specialist Melissa Forbes; TravelManagers Business Partnership Manager WA & SA Alison Banks; Global Travel Solutions Marketing, Communications & Operations Manager Jo-Anne Frances; Pier 21 Apartment Hotel Business Development Manager Christine Ross-Davies; TWA Executive Director Industry Aviation & Markets Carolyn Turnbull; Traveller's Choice GM Sales

Nicola Studwick; Jenny Franceschi from Kings Tours & Travel and Bonaventure Travel Managing Partner Isabelle Chu.

Nobody puts devil in the corner

TASMANIAN winery Devil's Corner has announced an expansion of its cellar door from Apr, with the growth to offer travellers a year-round destination with greater space and shelter.

The brand-new tasting area will be dedicated to immersive wine experiences, while a new underground cellar will be the home of wine & food masterclasses, private functions and exclusive events.

Long-term food partners The Fishers and Tombolo will expand their food offerings with fresh seafood and wood-fired pizzas.

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

Savings of up to \$1,600 per couple are available on **Viking's** 22-day Florence to Athens itinerary, including three nights in Tuscany, four nights in Greece, and the 15-day Cities of Antiquity & the Holy Land cruise. Starting from \$11,295 per person, for additional information, phone Viking on 138 747.

Swap snow for sand with **Q Explorer Tourism's** new adventure packages. The tour company is offering an alternative for those who have missed out on their annual snow holiday in the past year. These newly created packages will offer a third off the price of sand sport experiences until Sep - q-explorer.com.

Stay longer with **Rydges Hotels & Resorts**, and save up to 25%. Valid for bookings made up to 21 Apr, travellers staying one night can save 15%, those staying two or three nights get 20% off, and if you're staying four or more nights, 25%. For more information, visit rydges.com.

Discover New Zealand in 2021 and 2022 with **Evergreen Cruises & Tours** and save up to \$1,000 per couple. The earlybird saving is applicable to South Island tours only - call 1300 892 708 for more.

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