

EK Changi transit

EMIRATES has reactivated a partnership with Jetstar Asia that will see each airline's passengers seamlessly transit through Singapore's Changi Airport.

The reciprocal deal allows EK passengers to transfer to a Jetstar Asia flight in Singapore to connect with eight key South East Asian destinations such as Bangkok, Jakarta, Kuala Lumpur, Manila, Penang or Phnom Penh.

The cooperative agreement officially went live yesterday.

Singapore experts

CHANGI Airport Group, Singapore Airlines and Singapore Tourism Board are collaborating to ask agents how they would reimagine travel.

To find out more about the amazing destination of Singapore, become a Singapore specialist today by completing the online training modules on offer.

Complete all modules by 29 Oct to receive your Singapore travel specialist certificate and go into a draw to win an amazing trip to Singapore and more.

See **page seven** to register.

Savenio tweaks model

INDEPENDENT luxury agency network Savenio has announced an overhaul of its independent contractor model which it says will offer travel advisors greater flexibility in a changing market affected by COVID-19.

The realignment sees network members able to choose an affiliation option that best suits their business needs - with 85%, 95% or 100% commission models now on offer.

"Savenio has supported the success of its advisors for over the past seven years by offering a truly independent model allowing them to make the right choices for their business, from the itineraries they create for their clients to the service model they choose from us," Managing Director David Brandon said.

"We support our affiliates to sell product that matches their client's travel desires and that means they have the ability to direct their own business in the way they want," he added.

According to the company's website, monthly fees vary depending on the commission

model chosen, with advisors paying \$330 per month (inc GST) for 85% commission and \$660 a month (inc GST) for the 95% commission model.

Agents who turn over more than \$1.5m a year or write upwards of \$150,000 in commissions are able to apply for Savenio's 100% commission option.

Benefits of joining include leveraging the group's buying power and specialist support.

Brandon believes that once int'l travel returns, there is likely to be fewer travel advisors in the market and travellers will be seeking a higher quality of service, a demand that Savenio is "perfectly positioned for".

"Once...borders reopen we will see a massive realignment of our industry with fewer advisors and a demand for a higher level of client service," Brandon said.

"Now is the time for advisors to realign with the agencies they believe will be the best for their future business...and Savenio will be there to support them."

Advisors interested in joining the Savenio network can contact Managing Director David Brandon directly on 0429 831 400 or at david@savenio.com.au.

Study masks truth?

THE International Air Transport Association has poured cold water on a US Center for Disease Control (CDC) and Prevention study which found the risk of COVID transmission on flights is reduced when the middle seat is blocked out, stating the research failed to incorporate face masks.

"It's important to note that this laboratory study did not consider the significant risk-reduction impacts of the wearing of face masks by passengers and cabin staff," IATA said.

"The wearing of masks on flights has been airline policy for several months - many governments have made it a legal requirement."

New A&K collection

ABERCROMBIE & Kent (A&K) is introducing its new Insider collection of luxury weekend getaways.

The new series of short escapes offers an immersive discovery of some of Australia's inspiring art, epicurean delights and indigenous heritage.

With limited departures available on the collection of one-off departures, call 1300 851 800, or head to **page six**.

Today's issue of TD

Travel Daily today has five pages of news including our PUZZLE page plus full pages from:

- Abercrombie & Kent
- Singapore Travel Specialist



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News TRAVEL NETWORK CONSUMER TRENDS FORECAST

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News Corp Australia



The April issue of *travelBulletin* is out now. Read about how Qatar Airways has continued flying during COVID and discover the new destination of AlUla.

CLICK to read

4WD hire company fined

FORMER Directors of a 4WD hire company, whose target market were travellers seeking all-terrain road trips in Australia, have been fined in excess of \$1 million for breaches of the Australian Consumer Law.

Following court action initiated by the ACCC, Smart Corporation Pty Ltd, previously trading as Australian 4WD Hire, was found to have engaged in “unconscionable conduct”, which included making false or misleading representations to consumers in relation to insurance cover contained in its contract terms.

Australian 4WD Hire’s contracts included terms that allowed the company to slug customers up to \$500 each time they contravened dubious clauses, including driving at night outside of built up areas, driving above the speed limit, or when visibility was poor such as in fog or heavy rain.

The Court ruled the terms were “unfair” because, among multiple reasons, it authorised Australian 4WD Hire to deduct the entire amount of a client’s security bond for trivial breaches which could not have caused any loss or damage to the hired vehicle.

As a result of the findings, Smart Corporation, which is now in liquidation, has been ordered to pay penalties of \$870,000, in addition to individual fines for former directors Vitali Roesch and Maryna Kosukhina of \$179,000 and \$174,000 respectively for being “knowingly concerned” with the unscrupulous conduct.

The Court also lambasted the company for engaging in what it deemed to be “intimidating and threatening emails” which pledged to withhold at least \$500 of clients’ security deposits for what they claimed to be excessive vehicle wear, irrespective of any damage done to the vehicle.

Air NZ Midas touch

AIR New Zealand is calling on Qantas and Virgin Australia Gold or higher status members to sample its Airpoints Gold status for the next four months.

Qualifying travellers will be able to test out the benefits of being an Airpoints Gold tier member, gaining access to lounges, complimentary frequent flyer seating, priority check-in and boarding, priority baggage, additional carry on and checked baggage allowance - apply **HERE**.

Cruiseco’s new tune

CRUISECO has announced it will no longer wholesale Music Cruises next year, while this year’s Super Cruise has also been postponed until 09 Nov 2022.

The Helloworld-owned consortium said it couldn’t come to an agreement that also worked for Choose You Cruise (CYC), with CYC to now handle the postponed cruise - more details in **CW**.



Window Seat

ALTHOUGH the number of travellers in the skies has been significantly lower over the last 12 months, the same can’t be said for pax packing heat.

The United States Transportation Security Administration this week announced it discovered 3,262 firearms at airport checkpoints over the last year, far above the normal per capita average.

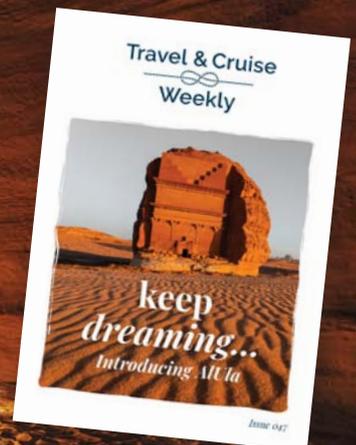
Alarming, 2020 saw a firearm bust for every 270 passengers screened in the United States, more than twice the rate of the previous year.

In response, the security agency is now running an awareness campaign aimed at discouraging Americans from taking weapons on flights - about time we say!

Inspire your clients to *keep dreaming*

Don’t miss this special edition...
Introducing AlUla

Travel & Cruise
Weekly



CORPORATE UPDATE

Zoom not enough: report

NEW data released by Collinson has found that 81% of business travellers have had their jobs negatively impacted by a lack of cross border travel, despite a rise in video conferencing.

The report exposed a number of ways businesses are still suffering as a result of the travel shutdown, with a third of respondents stating that not being able to see their clients face-to-face had adversely changed the way they conduct business.

One in three businesses also said travel restrictions had fundamentally made their company less productive, while 28% conceded they were no longer able to do their jobs efficiently as a result.

In Australia, the survey found that close to three quarters of Aussie business travellers find the prospect of corporate travel during COVID-19 more stressful than before the health crisis struck, which is up from the 54% in 2019 who told Collinson that travel had been more stressful than the previous five years.

Quarantine topped the list of reasons why travelling to meet clients in person was driving anxiety in the last 12 months, with Australia second only to Singapore when it came to not wanting to risk being caught up in mandatory isolation.

Close to two thirds of Aussie businesspeople admitted to being

negatively affected by a lack of person-to-person meetings, while 20% noted not being able to see their colleagues overseas had adversely changed the way they do business.

The report also showed that Australians are seeking seamless, contactless experiences at places like airports and hotels as a reason to reboot their corporate travel programs.

Smooth check-ins ranked highly with 43%, while quick security queues (45%) and automated airport experience (35%) also polled strongly.

Nearly 30% of Aussies stated they would pay for airport lounge access on business trips, believing it to be an important component to driving down stress, while a third noted they would pay for extra leg room in the air and 38% would be happy to pay for an extra seat next to them as added assurance against COVID.

Airlines bank on biz

QANTAS has announced the return of small- to medium-sized business travel in Australia was a major driver of yesterday's decision to ramp up capacity in the local market (**TD** 15 Apr).

"Corporate travel, including the small business segment, is now back to around 65% of pre-COVID levels and increasing month-on-month," said CEO Alan Joyce.

Qantas also confirmed it would reopen international lounges in Sydney, Melbourne and Brisbane when the trans-Tasman bubble starts on 19 Apr.

MEANWHILE, Virgin Australia yesterday moved to expand its number of key business routes through to Jun.

"Virgin Australia is strongly focused on its domestic recovery program, which includes delivering experiences guests love while providing great value for leisure travellers, corporates and SMEs," said Chief Executive Officer Jayne Hrdlicka.

ScoMo lists biz travel as exception

PRIME Minister Scott Morrison has listed business travel as one of several priority reasons to restart international travel.

Speaking at a forum in Perth yesterday, Morrison said fully vaccinated corporate travellers would be among the first tranche of travellers allowed to head overseas, signalling home isolation instead of hotel quarantine upon their return.



IHG's Japanese triple threat



IHG Hotels & Resorts is making an aggressive push on the Japanese market, announcing plans to rebrand three properties under its InterContinental, Crowne Plaza and Holiday Inn brands in the Appi region.

The trio of deals will see more than 1,000 rooms added to IHG's portfolio in Japan as part of an ongoing partnership with hotelier ANA Hotels.

The Appi region is renowned for its ski slopes, golf courses, sports clubs and hot springs, with IHG confident the increase in capacity will prove to be very popular with travellers all year round when the properties open before the end of the year.

Collectively, the hotels will offer 18 restaurants & bars, more than 3,000m² of meeting & conference

space, several retail outlets, and 10 health and recreation venues, including a 2,000m² luxury hot spring facility.

Pictured: A render of the IHG InterContinental Resort.

Pandaw biz sailings

PANDAW has revealed it is currently experiencing an increase in corporate bookings to be held on its ships as businesses around the world begin to organise some much needed face-to-face catch ups with staff and clients.

The cruise line said the flurry of recent requests was also being driven by the travel sector starting preparations for a return to international travel.

Interested parties looking to book business functions on Pandaw ships can **CLICK HERE**.

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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?

Despite this castle's ancient appearance, it was only built in

the 19th century as a private residence for royalty.

At the death of the king however, the residence was opened to the public and has inspired a number of castles in Disney movies.

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. DXB
2. TXL
3. MCY
4. CUN

2



AIRLINE LIVERIES

1



3

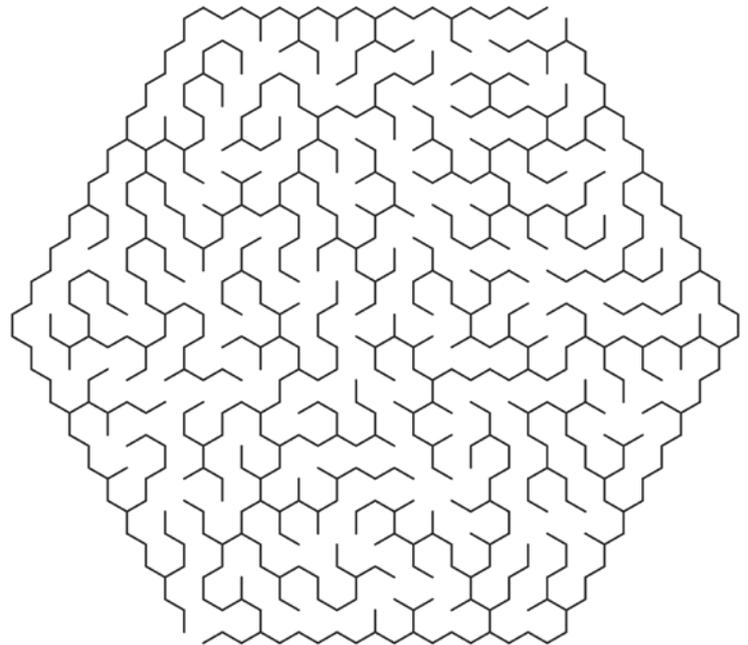


Pub quiz

1. What is the capital of Morocco?
2. Put these five most populous states in the US in order from largest to smallest: Florida, New York, California, Pennsylvania, Texas.
3. After London, which European city has the next-largest Jewish community?
4. Does Gold Coast Airport serve any international routes?
5. How many stations are there in the London Underground?
 - a) 170 stations
 - b) 270 stations
 - c) 370 stations
6. True or false: Montreal is located on mainland Canada?
7. Which American city is nicknamed the Bayou City?
8. Mount Lycabettus is the highest point in what city?
9. What is the largest national park in the United States?
10. The Yasawa Islands can be found 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 15 APR

Where in the world: Hokitaka Gorge, West Coast, New Zealand
 Know your brands: 1 PONANT, 2 Microsoft Teams, 3 ING Group, 4 Canterbury of New Zealand
 Whose animal is this: White stork - Lithuania and Poland

BA backs the A380

AT LEAST one major European airline is backing the under siege A380, with British Airways CEO Sean Doyle this week confirming the carrier very much has the up-to-853-passenger behemoth of the skies in its future plans.

"[The A380] works very well for British Airways, we do have a base for the A380, it's in our plans," Doyle said while speaking at a CAPA Live webinar this week.

"Even on the east coast of the United States, even into Miami we found the A380 worked very well," he added.

The comments follow Qantas CEO Alan Joyce's endorsement of the A380 this week, with the carrier's chief stating a preference to reactivate all of its A380s once there is requisite demand.

It's TIME to catch up



THE Travel Industry Mentor Experience (TIME) held its first networking event for 2021 in Adelaide on Wed night, with 30 attendees hearing from keynote

speaker, Bunnik Tours Managing Director Dennis Bunnik, who shared his insights on the state of the industry, as well as how best to deal with crisis fatigue and cope with the many business ripples caused by the pandemic.

Pictured: Marcello Buccella, HelloWorld Sefton Park; Peter Williams, Phil Hoffmann Travel; Angela Buccella, HelloWorld Sefton Park; Dennis Bunnik, Bunnik Tours; Michelle Ashcroft, Phil Hoffmann Travel; and Alicia Triggs, Journey Beyond.

Oceania incentive

OCEANIA Cruises is offering agents an upfront bonus commission when they introduce new travellers to the brand on departures in 2022 and 2023.

Advisors will receive the extra commission in the form of \$150 Visa gift cards, with the promo applying to bookings taken between 12-30 Apr when deposits are paid by 07 May.

WIN a daily Outback Queensland Prize Pack!

WIN a unique locally hand-crafted gift from Longreach and special 'Travel Agents Gift Pack'! A daily prize for the first person with both answers correct.

Whether you are looking for a family adventure, outdoors activities, quintessential Australian culture and history, or a quirky Outback event - Outback Queensland has it!

TO WIN: send your 2 x answers daily to Janis on email: traveltrade@outbackqueensland.com.au

Day 5 questions:

1. In what town would you find The Big Rig?
2. What cute Australian native marsupial can be seen at a key tourist attraction in Charleville?



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

Fares from \$33 are available through the Down Under Sale with **Jetstar Airways**. Flights to New Zealand are on offer through the sale, with prices to Brisbane starting at \$59, flights to Hamilton Island leading in at \$89, tickets to Perth priced from \$165, and Auckland fares leading in from \$195. View all the discounted fares on offer **HERE**.

Viking's deal of the week is an Iceland to Norway trip travelling across 17 days. Including a 13-day Iceland's Majestic Landscapes ocean cruise with two additional nights in Reykjavik and two nights in Oslo, the package starts from \$10,295 per person with savings of up to \$1,600 per couple. For additional information, call Viking on 138 747.

Book a Kimberley & West Coast Horizons by Private Jet tour with **Travel Directors**, with a saving of \$750 per person. The eight-day tour departs 18 May, priced at \$6,945 per person twin share until COB today. Call now on 1300 856 661.

Airmorth's Book Today Holiday Tomorrow sale is offering airfares from \$149 one-way. The sale ends next Fri for travel until 16 May, with flights between the Gold Coast and Townsville leading in at \$149 - **CLICK HERE**.

SA hotel milestone

THE first sod has been turned this week at the construction site of the 205-room Ramada by Wyndham Playford in Adelaide.

The \$70 million property will feature a swimming pool, gym, restaurant, sports bar and conference/meeting spaces.

Slated to open at the end of 2022, the hotel is the first for the Ramada by Wyndham brand in the state.

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

Introducing A&K's new Insider's collection of luxury weekend getaways.

Our new collection of short escapes offers the perfect immersive discovery of some of our country's most appealing and accessible regions. Whether your clients are drawn to inspiring art, epicurean delights or indigenous heritage, they'll find engaging encounters with local personalities, rare culinary and cultural events and privileged behind the scenes experiences on these exclusive small group escapes. With limited space available on these one-off departures, each escape is an introduction to inspiring individuals and passionate locals who provide a privileged insider's look at each place visited, revealing it in a way no one else can.

Call 1300 851 800 or visit www.abercrombiekent.com.au for more information.



Insider's Yarra Valley: A Weekend Escape

Uncover the Yarra Valley's artisanal delights and humbling history on a weekend escape. Experience indigenous traditions at inspiring Worawa College with Dr Lois Peeler, before guided discoveries of private art collections and rare dining experiences sure to delight.

Small group of up to 22 guests
Friday 21 – Sunday 23 May 2021
Accommodation: Chateau Yering Yarra Valley
3 days from \$2,130 p.p. twin share*



Insider's Melbourne: Art, Culture & Jazz

Join art historian and curator Kenneth Park on a revealing tour of Melbourne's art, culture, and iconic landmarks. A creative immersion, admire some of Australia's finest contemporary pieces, while meeting renowned collectors and creative collaborators.

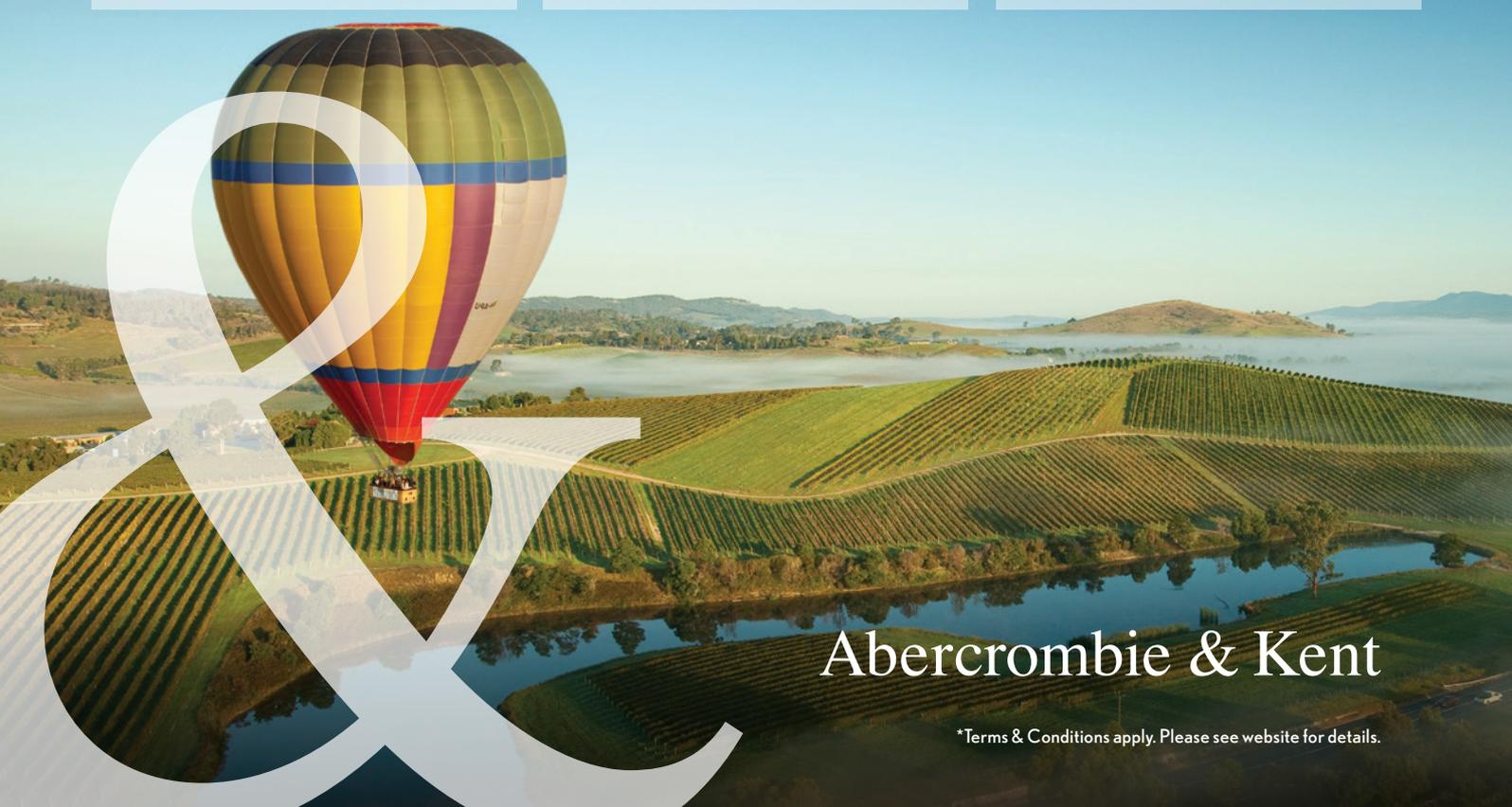
Small group of up to 24 guests
Friday 25 – Sunday 27 June 2021
Accommodation: Park Hyatt Melbourne
3 days from \$2,175 p.p. twin share*



Insider's Adelaide: Art, Wine & Heritage

Join the esteemed Kenneth Park on a discovery of Adelaide's art, history and epicurean delights. Discover renowned city galleries and private collections, craft your own blend in a celebrated vineyard and savour delectable dining experiences.

Small group of up to 18 guests
Friday 28 – Monday 31 May 2021
Accommodation: EOS by Skycity, Adelaide
4 days from \$2,400 p.p. twin share*



Abercrombie & Kent

*Terms & Conditions apply. Please see website for details.

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