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Today's issue of TD

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

Crown CEO exits

CROWN Resorts has announced the departure of its CEO Ken Barton with immediate effect, only days after refuting media reports that he would step down soon (TD 12 Feb).

Helen Coonan will assume the position of Executive Chairman on an interim basis while the Board starts a recruitment search to find a suitable replacement.

"Assuming the role of Executive Chairman is a decision I have not taken lightly but the Board feels it provides stability and certainty at this important time for the business," Coonan said.

Tucan creditors meeting

CREDITORS of the collapsed Tucan Travel Pty Ltd (TD 03 Feb) may receive payouts up to 10c in the dollar, with 258 customers owed a total of almost \$700,000 by the Australian/NZ operation.

The early estimates, subject to change, were revealed on Fri during the first formal creditors' meeting for the company which ceased trading earlier this month.

Administrator Andrew Barnden from accounting firm Rodgers Reidy said as well as the impacted consumers there were a number of trade creditors including travel agents, the company's landlord, the ATO and four staff who are owed various entitlements.

Tucan's UK parent company, which has also been placed into administration, has up to 700 more clients with forward bookings, who are being dealt with by a UK-based administrator.

Barnden said the onset of the

pandemic had impacted Tucan Travel significantly, and the company had insufficient funds to refund all customers because moneys had in turn been passed on to hotels and other operators in the various destinations where Tucan operated, and it had proved difficult to secure refunds from these suppliers due to their own COVID-19 financial issues.

During the meeting Don Beattie from MTA Travel asked Barnden if wording on the Tucan Travel website could be changed to refer customers who had booked via travel agents back to those agents, rather than suggesting their first course of action should be to seek a credit card chargeback.

However Barnden said he was required to clearly advise clients of their rights under the Australian Consumer Law.

"I don't want to be deemed to be misleading to consumers," he told Beattie.

The administrator also said there was some investigation to be done as to client moneys in relation to bookings via some agents such as Flight Centre which is understood to have held funds back, as well as Tour Radar which introduced a similar policy in Jun to minimise its own risk.

Further detail will be provided in the Tucan Travel Pty Ltd formal Second Creditors Meeting, which Barnden suggested would take place around 09-10 Mar.

Independent Event

EVENT Hospitality & Entertainment (EVENT) has launched a new brand called Independent by EVENT, designed exclusively for independently branded hotels in Australia & NZ.

The new division will offer affiliate and management solutions for independently branded hotels, with a number of properties already joining, including the Oval Hotel in Adelaide and the Victoria Hotel in Melbourne.

Hotels that join the independent portfolio will be categorised as either one of four groups; Luxe, Style, Classic or Comfort, and follows a similar move made by Radisson Hotel Group last year which launched an individual conversion brand to the market (TD 21 Oct 2020).

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Solomon cuts again

SOLOMON Airlines has been forced to suspend international passenger flights to 30 Oct, extending out beyond the previous air delay of 27 Mar.

"As governments around the world carefully manage the roll-out of the first COVID-19 vaccines and taking into account ongoing border restrictions, we must be realistic and hasten slowly," said the carrier's Commercial Manager Colin Sigimanu.

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Tasman bubble pops again

A **THREE-DAY** snap lockdown due to three NZ cases of COVID-19 has seen Australia temporarily close down its quarantine-free, one-way travel bubble with New Zealand.

Initially Australian authorities said they would not change the existing arrangements, but after an urgent meeting between Chief Medical Officer Paul Kelly with his counterparts in NSW, Qld and Vic yesterday it was decided that "all flights originating in New Zealand will be classified as Red Zone flights for an initial period of 72 hours from 12.01am on 15 Feb".

As a result, all people arriving on flights from New Zealand

within that three-day period will be required to undergo 14 days of supervised hotel quarantine.

The New Zealand cases are the country's first since late Jan.

The Auckland region has entered "Alert Level 3" while the rest of the country has been placed under "Alert Level 2" restrictions, with Air NZ suspending food and beverage service aboard domestic flights and closing its AKL lounges.

Customers with existing bookings between 15 Feb and 21 Feb who wish to rebook for travel before 07 Mar will have any fare difference waived, Air NZ said.

MEANWHILE the five-day lockdown of Vic has seen the state suspend all inbound international flights, as authorities there once again react to a hotel quarantine outbreak.

Royal may vaccinate

ROYAL Caribbean has indicated in a letter to staff that all crew members may be required to have a COVID-19 vaccination in order to board sailings in a bid to keep guests as safe as possible.

"So far, several vaccines have shown to be effective at preventing both mild and severe symptoms of COVID-19, and we intend to make them a key component of our healthy return to service," the letter stated.

"We expect vaccinations will be required for our crew as part of our plan for your return to working on our ships."

The line is yet to reveal a date for the likely policy and has not yet confirmed if passengers will be held to the same standard.

Kakadu Master Plan

THE final version of the Kakadu Tourism Master Plan has been released, detailing how tourism visitation and indigenous support can be enhanced over the next 10 years (**TD** 21 Oct 2020).

Projects will total \$276 million worth of investment, and include new visitor services hubs at Mary River, new eco lodging/safari camps/holiday parks, upgrades to campgrounds including the popular Maguk and Karnamarr visitor sites, and a World Heritage visitor centre to showcase Kakadu's cultural values.

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GET IN TOUCH

Will you surf my Valentine?



THE warm and fuzzy feelings of Valentine's Day had the crew aboard Royal Caribbean's *Quantum of the Seas* riding a wave of emotion over the weekend, especially for the loved up couple of Rose Serim and Johel Fonseca (**pictured**).

"We met on *Ovation of the Seas* in Oct 2017, our first date was on board *Ovation* at the speciality restaurant, Izumi - we've since been together for almost 3.5

years and in addition to *Ovation*, have been on *Spectrum of the Seas*, *Symphony of the Seas*, *Anthem of the Seas*, and now *Quantum of the Seas* together," Serim gushed.

Quantum is scheduled to arrive in Brisbane for her maiden Australian season for the 2021/22 summer and is currently offering three- and four-night Ocean Getaway sailings out of Singapore.

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Source: emma™ conducted by Ipsos, 12 months ending September 2020, Fused Nielsen Digital Panel calibrated to Digital Content Ratings, September 2020. All ppl 14+.



\$4 million for the rd

THE Northern Territory Government has announced \$4 million in funding to upgrade 35 remote roadhouses, wayside inns and caravan parks in a bid to incentivise future domestic travel.

Locations which have so far successfully landed funds include the Emerald Springs Roadhouse which will construct new family cabins, a children's playground and install a swimming pool.

Royal US 2022/23

ROYAL Caribbean has unveiled new 2022/23 sailings departing from New York City and Boston aboard *Adventure*, *Anthem* and *Voyager of the Seas*.

The cruises will range from four to 11 nights and visit multiple locations in the Caribbean, as well as various destinations in New England and Canada.

Sailing will depart between May 2022 and Apr 2023.

Tour Amigo offers free tech

TRAVEL agents and other distribution partners are being offered free integration services by Tour Amigo, allowing them to feature more than 5,500 multi-day touring products on white-labelled websites with live content, availability and booking capabilities.

Tour Amigo CEO Murray Decker said the impact of COVID on tourism had highlighted the need for operators to upgrade their technology, connections, software and APIs, and "now should be the time for investment from investors and company owners due to a rapid growth in demand for multi-day tours".

Decker said the sector was primed for a post-COVID boom, with just the last fortnight seeing a 185% uplift in bookings by some companies on the platform as global confidence in vaccine rollouts increases.

Brisbane-based Decker also

noted that when consumers search and book multi-day tours, they usually book the tour first and then add on flights, which will "drive high cart prices on major online travel agents and selling platforms due to the high value item of multi-day tours".

Tour Amigo's platform produces a unified API for all tour operators, aggregating feeds from a variety of sources to provide a single connection to its distribution partners.

The company's integration offer includes assistance from a developer, with Decker saying he believes the extended and multi-day tour segment will surpass other parts of the industry such as activities/experiences & cruise.

"This kind of technology has never been available before... after years of development Tour Amigo is ready to bring the multi-day tour industry online," he said.

More info at touramigo.com.



Window Seat

DESPITE the rise of online dating applications, romance isn't dead, according to Gen Y and Z travellers anyway.

In the lead-up to Valentine's Day, Contiki revealed some interesting findings, which the tour operator claims proves you can in fact find true love on one of its tours, as opposed to something more short-term.

Contiki's survey found a whopping 20% of past travellers had found love on their trips.

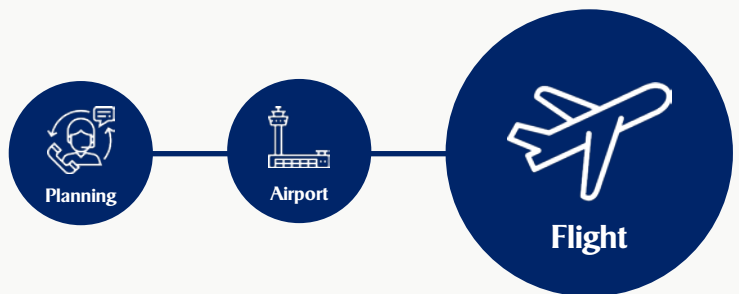
Almost 10% said it wasn't just a holiday romance either, but a love affair that lasted well after their holidays ended.

It is good news for Contiki, given 55% said they were still single, and thus, a perfect candidate for a future departure.



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Where in the world?



THIS combined palace and fortress was originally built in 889 AD, on top of the remains of a Roman fort.

It was then largely ignored until its ruins were renovated and rebuilt in the mid-13th century by the local Arabian ruler.

When the area was taken over by Christian rulers it was partially altered in the Renaissance style.

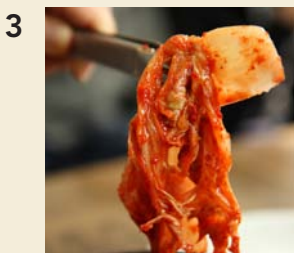
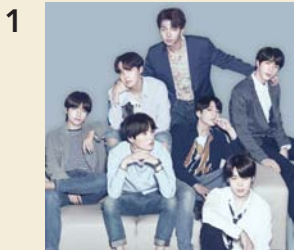
Today it is one of the country's major tourist attractions and displays some of the nation's most significant and well-known Islamic architecture, combined with 16th century and later Christian building and garden additions.

Do you know the name of this UNESCO World Heritage site and where in the world it is?

Pick the nation

COUNTRIES have unique geography, ethnicities and cultures which come together to often form very distinctive symbols.

Based off the four different symbols and famous faces, see if you can figure out which country they represent.



Sudoku

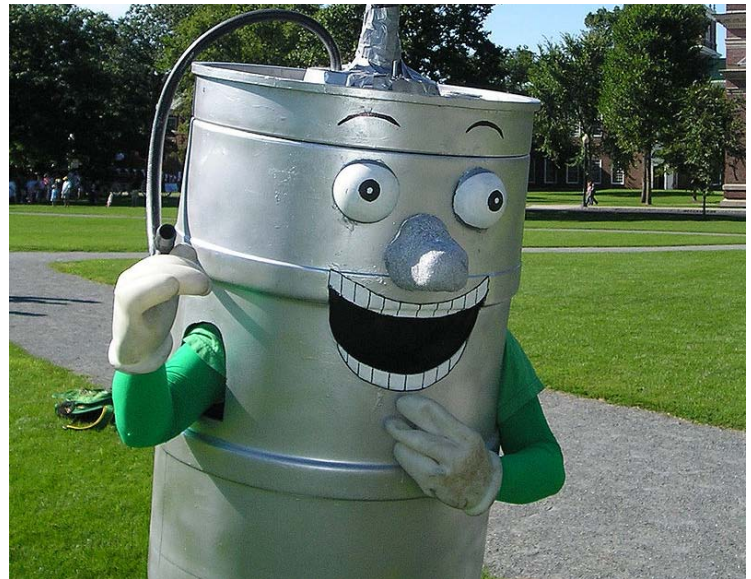
FIENDISH

THE aim of Sudoku is to complete the entire grid using the numbers 1-9. Each number can only be used once in each row, once in each column, and once in each of the 3x3 boxes.

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

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

Whose mascot is this?



IT IS odd to see such a prestigious institution roll out a beer keg as a mascot, but this team has been doing so since the abolition of its Native American mascot in 1971.

Keggy the Keg was controversial at first, not resonating with many of the upper-crust members of this team's benefactors, but has since become an ingrained part of their culture.

ANSWERS 12 FEB

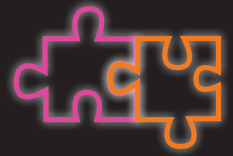
Test your airline knowledge: Airport codes - 1 Yangon, Myanmar, 2 Cairo, Egypt, 3 Broken Hill, Australia, 4 Reykjavik, Iceland, Airline liveries - 1 Alaska Airlines, 2 Air China, 3 LOT

Pub quiz: 1 India, 2 Lombardy, 3 Bhutan, 4 New York City, 5 Newcastle, 6 b) Nebraska, 7 Singapore Airlines, 8 Siem Reap, 9 Laos, Myanmar and Thailand, 10 Hong Kong Disneyland Resort

Icon under a microscope: Notre Dame Cathedral, Paris, France

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Travel Daily

2nd chance lunches

TOURISM Whitsundays has announced the addition of a second date for travellers to book a Long Lunch by Fish D'vine experience after the first date sold out like hot fish cakes.

The culinary tour starts off in Airlie Beach with a cruise through the Coral Sea, before enjoying some time on the Whitsundays where guests are served up fish, wine and champagne.

Tickets for the new 30 May departure can be bought [HERE](#).

Quarantine robot

AN AUSTRALIAN-BASED start-up company has developed a disinfectant robot capable of cleaning up hotels involved in COVID-19 quarantine programs.

August Robotics, backed by Atlassian's co-founders Mike Cannon-Brookes and Scott Farquhar, plans on launching the robot this month which uses UV light as its main weapon to detect and eliminate the virus, and could be used to clean hotels when there has been a close contact.

Like pilot, like daughter



WITH International Women's Week approaching soon in Mar, this photo from the cockpit of one of Skywest Airlines' jets is all the more stirring.

That's because Captain Suzy Garrett and first officer Donna are the first mother-daughter pairing in the carrier's history.

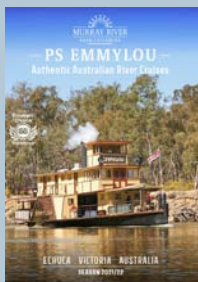
Suzy Garrett is no stranger to

firsts, having already being part of the first dozen female pilots recruited for Skywest more than 30 years ago.

Way to pilot your way through travel history guys.

BROCHURES

WELCOME to Brochures of the Week, *Travel Daily's* Monday feature. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to brochures@traveldaily.com.au.



Murray River Paddlesteamers 2021/22

Murray River Paddlesteamers has updated its 2021/22 brochure on board *PS Emmylou* to include revamped two- to six-night cruises. Highlights of the brochure include six-night cruises that now boast four onshore tours, with the option proving so popular in 2021 that an additional departure date has been added on 15 Nov. The brochure also features two-night Murray River Escape Departures that take passengers on visits to Perricoota Station, as well as an after dinner riverside campfire.



APT - Europe 2022

APT's new 2022 Europe brochure provides a range of travel styles, including river cruises, land or rail journeys, and small group tours which are limited to just 20 guests. Highlights of the brochure include the Magnificent Europe Luxury River Cruise, travelling for 15 days between Amsterdam and Budapest or vice versa. The program also details a number of new itineraries for the season, including the Emerald Ireland trip, and The Festive Spirit of

Switzerland journey, both of which also include the 15-day Magnificent Europe itinerary.

French eyes green

AIR France-KLM and French airport operator Groupe ADP have partnered with Airbus to manufacture a hydrogen-powered aircraft by 2035.

Hydrogen-powered flight is viewed by the French Govt as a major pillar of its carbon reduction strategy, with local reports indicating the country wants to transform the airports of Charles de Gaulle, Le Bourget and Orly into major hydrogen hubs.

The three companies have called for expressions of interest that first focus on the issues of hydrogen storage, transport and distribution.

AC cuts more routes

AIR Canada has announced the suspension of another 17 services until at least 30 Apr, as the carrier continues to keep up with new travel restrictions recently imposed by Canada's Govt.

International routes affected include Bogota (BOG), Dublin (DUB) and Sao Paulo (GRU), while the planned introduction of services to Dubai (DXB) and Hong Kong (HKG) have been delayed.

Canada has strengthened its stance to mitigate the spread of COVID-19 in recent weeks, postponing its local cruise season for another 12 months (**TD 08** Feb), as well as implementing a COVID test to be taken for all arrivals at their own expense and a mandatory three-day hotel quarantine period.

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

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