

Tokyo is winning!

AGENTS who complete the Tokyo Tourism Expert program before 31 Mar can score a range of prizes with a Tokyo flavour, with the final three modules now launched covering food, experiences & accommodation - register to learn more **HERE**.

Flight Centre targets growth

FLIGHT Centre Travel Group says it's well-placed for the recovery phase of the COVID-19 pandemic, with plans to "maintain and grow leisure market share through highly accessible leisure shop networks, supported by omni-channel offerings," according to the company's six monthly results update today (**TD** breaking news).

The rollout of vaccines is paving the way for a return to a degree of normality, with FCTG Leisure CEO Melanie Waters-Ryan saying there are "early signs that our strategies are gaining momentum" with rapid rebounds after the lifting of restrictions.

The opening of borders saw record daily online domestic volumes on the Flight Centre website, while the Ignite Holidays call centre had led the world by returning to profitability in Jan.

Flight Centre confirmed that its Topdeck and Back-Roads touring businesses are both in

hibernation, while the Avmin air charter division had seen a 50% uplift in sales with increased charter activity and "home quarantine services for VIPs".

Flight Centre's cost base had been reduced by 66%, with the monthly cash burn reduced to \$30 million in Dec.

TTV for the six months to 31 Dec 2020 was down 88% to \$1.5 billion, with the overall result for the period being a \$317m loss.

MD Graham Turner said "we have invested in key growth drivers and controlled the business' critical factors that should pave the way for a return to profitability," with a return to breakeven targeted by Dec 2021.

Marriott new CEO

MARRIOTT International has appointed Anthony Capuano as its new CEO and Stephanie Linnartz to the role of President.

The appointments follow the unexpected passing of former CEO Arne Sorenson (**TD** 17 Feb) - more updates on **page six**.

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Today's issue of TD

Travel Daily today has six pages of news including our **PUZZLE** page plus a full page from the **Tourism Authority of Thailand**.

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Qantas flags Oct reboot

QANTAS Chief Executive Alan Joyce has today revealed the carrier is preparing to restart international travel by Oct, believing Australia's vaccine rollout will be "effectively complete" by that time. Speaking today as the company released its six-monthly results to 31 Dec 2020 (*TD* breaking news), Joyce said the airline was still "on the right track" despite recording a \$1.47 billion loss and pushing back earlier predictions made in Jan that Qantas would be resuming international flights by Jul (*TD* 05 Jan).

Joyce said the new restart timeline was guided by a huge surge in COVID cases around the world, the emergence of new virulent strains of the disease and a shift from herd immunity as the threshold for opening borders to being fully vaccinated.

However, Qantas is still targeting Jul for a material increase in New

Zealand flights, Joyce clarified, conceding the COVID situation could change and so too would its relaunch forecast if needed.

The grim financial report released by the carrier earlier today showed Qantas' revenue had declined by \$6.9 billion for the six months to Dec 2020, as well as an Underlying Loss Before Tax of \$1.03 billion.

Bright spots however included a strong cash generation from its Qantas Loyalty division, while a restructuring program in place is on track to deliver \$600 million in cost benefits in FY21.

Joyce said the "stark" numbers were not surprising and insisted recovery was well in its sights.

"At the same time as managing the daily realities of this pandemic, we've also redesigned our business," Joyce said, whether that be new destinations, Project Sunrise or new domestic opportunities.

EK fee clarification

EMIRATES has advised that its new fee for travel agents booking flights through GDS platforms (*TD* 22 Feb) is applicable per sector, not per booking.

The new distribution surcharge becomes effective from 01 Jul for any bookings outside of the new NDC-enabled Emirates Partners platform, ranging from US\$14 to US\$25 per sector, depending on the distance involved.

20% QF saving

QANTAS yesterday released a special offer of 20% off fares for Platinum One Qantas Frequent Flyers, with the top-tier loyalty deals available through the Qantas Distribution Platform.

All travel agents who are participating in the Qantas Channel can access the offer for customers who are Platinum One members, with the offer available for bookings made through until 05 Mar 2021.

Air NZ COVID hit

AIR New Zealand has posted a NZ\$72 million statutory loss for the six months to 31 Dec 2020, representing a NZ\$173 million slide on the previous corresponding period.

The carrier also revealed that operating revenue fell by NZ\$1.78 billion to NZ\$1.23 billion, with its overall cash position also shrinking from NZ\$428m for the six-month period to Dec 2019, to just NZ\$174m as of Dec 2020.

Passenger movement also declined by more than half for the period to just over 4 million.

A&K Flinders trip

ABERCROMBIE & Kent (A&K) has launched a new Flinders Island active adventure.

The five-day escape reveals the important history of Flinders Island located NE of Tasmania, with expert local guides accompanying guests around its picturesque terrain - see [HERE](#).



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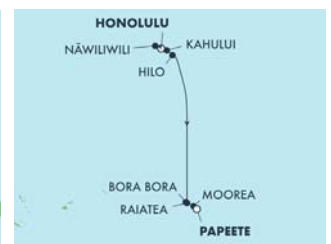
7-DAY SOUTH PACIFIC: BORA BORA, MOOREA & RAIATEA

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*Offer correct as at 24 February and is subject to change or withdrawal. Offer ends 31 March 2021 unless extended. For full terms and conditions click here.



Japan's twin appeal

THE Japanese cities of Kanazawa and Nagano City have teamed up to offer Australian and New Zealand travel agents a raft of new tools and incentives to help sell the destinations.

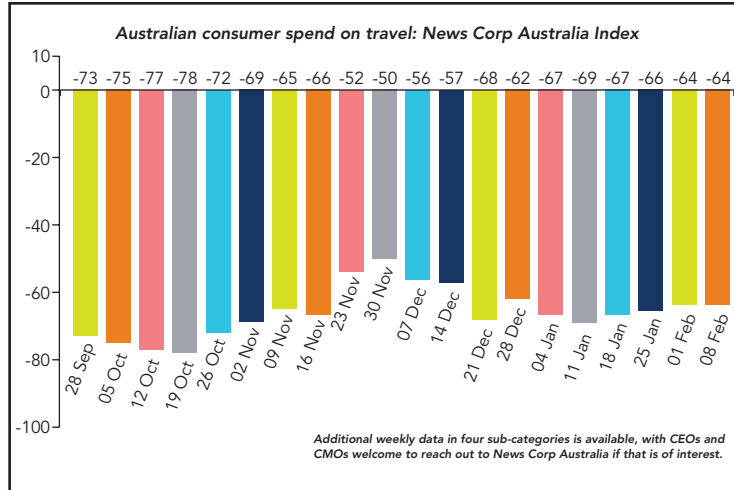
Both cities have released new agent sites featuring refreshed info on popular tourist attractions, maps and itineraries, as well as two new webinars for advisors to brush up on their knowledge of the cities.

The online sessions also come with the chance for six agents to win prizes valued at \$100 when they complete a short questionnaire following the completion of the webinars.

Access the new Kanazawa website **HERE**, and the refreshed Nagano City agent site **HERE**.

For further details on where to watch the two new educational videos, **CLICK HERE**, with the sessions to discuss the regions' many and varied landscapes, cuisines and customs.

Spend overcomes lockdown



EVEN with two days of Melbourne lockdown during the week beginning 08 Feb, overall travel spend continued to show signs of recovery, according to new figures from News Corp.

Consumers didn't react to the five-day lockdown with as much negativity as they did during border closures observed in 2020, News Corp's Head of Travel

Dwayne Birtles said, adding the start of the vaccine rollout may be insulating confidence.

"What drove this week to be on par with last week is customers are continuing to book with businesses for future travel, as consumer confidence is very clearly here for travel with the vaccine hitting our shores," Birtles observed.



Window Seat

IT HASN'T been the best of weeks for US presidential hopeful Ted Cruz, with the Texan Senator forced to defend taking his family on a holiday to the sunny Cancun in Mexico while his state freezes its way through a major energy crisis.

When it was discovered Cruz had escaped the sub-zero temperatures overseas, he initially denied being on holiday, insisting he was simply dropping off his wife and daughters.

However, being spotted sporting a large suitcase by waiting media did not bode well for his claims.



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Travel Daily



Catch up on the news of the week

[CLICK HERE TO LISTEN](#)

SYD's 2020 slide

PASSENGERS using Sydney Airport dropped by 74.7% in the 12 months to Dec 2020 when compared to 2019.

Only 11.24 million travellers were recorded for the year, with revenue for the major Aussie hub also plummeting by more than half to \$803.7 million.

Despite cutting operating expenses by almost a third to \$138.8 million, Sydney Airport still made a net loss after income tax of \$107.5 million, a decrease of 150% on the prior year.

The airport noted it was continuing to engage with key stakeholders including government and airlines to restore safe international travel as soon as possible.

Current safety initiatives to achieve this include separating passengers on the basis of risk, the implementation of red zone health screening and quarantine facilities and the scaling up of green zones for sanctioned travel.

Norwegian in full voice



NORWEGIAN Cruise Line last night hosted key industry partners to a very appropriate vocal performance at the Sydney Opera House.

The Choir Of Man, billed as the "ultimate feel-good show", opened last week and will continue through until 04 Apr - and has special importance to Norwegian because it is one of the very popular shows regularly staged on *Norwegian Encore* and *Norwegian Escape*.

The gathering was made even more special when the show's cast joined the Norwegian group for some post-performance libations at the nearby Opera Bar.

Guests were hosted by NCL VP APAC Ben Angell and Head of Sales ANZ Damian Borg, who told **TD** they were seeing a strong response to the company's marketing strategies, with 75% of recent bookings coming from "new to brand" customers.

They also reaffirmed the company's commitment to the travel trade in all its forms, with retail and wholesale channels continuing to be key - including a renewed wholesale relationship with Helloworld Travel Limited.

Norwegian Cruise Line has today released 2022 South Pacific itineraries aboard the all new *Norwegian Spirit* with departures ex Sydney, Honolulu and Papeete.

More details in today's issue of **Cruise Weekly**.

More cruise delays

SEVERAL of Carnival Corporation's brands have cancelled their Canada and Alaska cruises for the rest of the year.

Carnival Corporation brands Holland America Line, Princess Cruises and Seabourn Cruise Line have all revealed cuts in line with ongoing health regulations.

MEANWHILE Azamara has also revealed a delay to its global resumption of operations - more details in today's **Cruise Weekly**.

RCI agent comp

ROYAL Caribbean International (RCI) is hosting a travel partner competition which offers 30 family zoo passes up for grabs to celebrate the line's partnership with Taronga Zoo Sydney.

See RCI's Facebook group [HERE](#).

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Applications close 14 March 2021. Only successful candidates will be contacted. No agencies.

No high rollers pls

WESTERN Australia's Gaming and Wagering Commission has announced the banning of select high roller activity and junkets for Crown Perth in the wake of a company-wide review of Crown Resorts' compliance systems.

The move is targeting the premium gambling of table games with non-Australian patrons with whom Crown Perth has had an arrangement to pay the patron either a commission or provide accommodation.



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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



Whose flag is this?



THIS flag was officially adopted in 1957, and the colours are based on the nation's traditional coat of arms.

The green symbolises the country's mountains, the white for the rivers and the red

represents blood spilt in many battles.

Although the flag is a more recent adoption, the colours have been associated with the nation since the 13th century.

Do you know whose flag this is?

ANSWERS 24 FEB

Pub quiz: 1 British Columbia, Oregon and Washington, 2 Queens, 3 Bombay, 4 Ansett Australia, 5 Kurnell, 6 Mount Lofty Ranges, 7 Sacramento, 8 c) 55%, 9 Bucharest, 10 Amsterdam

Seen it at the movies: Pulp Fiction

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

Whose animal is this?



THE Gallic rooster has been this country's national animal for a long time.

It was initially associated with the nation in the Middle Ages, as an insult used for these people because their name in Latin was the same as the word for a rooster.

The rulers of the country however embraced the name and saw it as a strong Christian marker, becoming a symbol of the nation's Catholic state.

Today the bird is the nation's national mascot.

Do you know whose national bird this is?

Monaco word search

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

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

GRANDPRIX
PRINCIPALITY
FRENCHRIVIERA
MONEGASQUE
MONTAGEL
FONTVIELLE
PRINCERAINIER
PRINCESSGRACE

LARVOTTOBEACHES
GRIMALDIFORUM
MONTECARLO
MONABIKE
CAFEDEPARIS
CREPESUZETTE
CASINO

Hotel Indigo launches in ADL



IHG yesterday held a major event to launch its Hotel Indigo brand in Australia, in the lead-up to the debut of Hotel Indigo Adelaide Markets next Mon.

The Sydney gathering saw an enthusiastic Leanne Harwood, IHG MD Australasia, hail the brand with which she has been involved for some years.

She said the development of the property was one of the first deals she signed upon her return to Australia in 2018, and had also helped launch Indigo Hotels in Bangkok, Bali and Hakone.

"I get really passionate about this brand," she said, with 126 Indigo Hotels currently operating worldwide and another 99 in the pipeline.

The boutique brand "brings something unique to every neighbourhood it's located in," she said, with Indigo properties encompassing local communities and bringing them into the hotel.

Reflecting its South Australian heritage, Hotel Indigo Adelaide

Markets has created its own identity with a special "pink shorts" motif, based on the provocative outfit once sported by the flamboyant former SA Premier Don Dunstan.

The 145-room hotel opens next week adjacent to Adelaide Central Market, with public spaces mimicking the local environment and local producers championed in its restaurants.

Pictured at the launch are Tony Hart, Hotel Services Manager; Leanne Harwood, IHG; and the property's GM Thomas Zinn.

Amadeus inks AA

AMERICAN Airlines and Amadeus have renewed their content agreement, solidifying their plans to deliver NDC-enabled offers.

New content will equip travel advisors to purchase a Main Cabin Extra or Preferred Seat along with an additional checked bag, among other bonuses.

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MSC creative cruise

MSC Cruises and Creative Cruising have teamed up to offer a range of new Mediterranean fly-cruise packages in 2022.

The new sailings arrive with booking incentives for Aussie agents, including the ability to earn an upfront eGift Card reward of \$50 for every MSC Cruises 2022 sailing in the Mediterranean booked and deposited between 22 Feb and 05 Apr.

Advisors who book a 14-night Grand Mediterranean back to back voyage will receive a \$100 upfront reward, while clients will score \$100 of onboard credit per stateroom, per cruise on all sailings - call 1300 362 599 for further details.

Jayride green shoots

JAYRIDE has been significantly impacted in the second half of 2020 due to travel restrictions, witnessing a 65% decline in total revenue against the previous corresponding period.

However in its 2020-21 fiscal year first-half results, Jayride also reported some green shoots emerging, such as a recovery of 90% of previous volumes in the northern hemisphere, and improved cost-saving as a catalyst for its 76% improvement on pre-pandemic PCP operating profit/loss, prior to non-cash costs.

MD Rod Bishop said Jayride now had an opportunity to scale and increase market share as vaccinations roll out.

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.

Outrigger has named **Markus Krebs** as the General Manager of **Outrigger Reef Waikiki Beach Resort** in Honolulu. Krebs was most recently General Manager of the 400-room Waldorf Astoria Monarch Beach in California.

The **International Air Transport Association's** Chief Economist **Brian Pearce** will retire from the organisation in Jul. Pearce joined IATA in 2004, and has since built up the Association's evidence-based economic analysis capabilities. A recruitment process has been launched to find a successor in time for a smooth transition.

Michelle Hatch has taken on a new PR & Communications Manager role with **TripTech & the CamperMate App**. Hatch takes the newly created role, taking on responsibility for the company's corporate and brand communications strategy.

Norwegian Cruise Line has announced the appointment of **Vanessa Green** as Business Development Manager for New South Wales/ACT. Green has a strong travel industry background which has seen her work across well-known brands including Expedia and Flight Centre, and her most recent role at The Travel Corporation.

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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Travel Daily is part of the Business Publishing Group family of publications.

Produced each weekday since 1994, *Travel Daily* is Australia's leading travel industry publication.

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