

T H E G H A N

experience the extraordinary



We've partnered with Tourism Northern Territory to bring our guests a true Top End holiday with 6 nights in the NT including touring in Litchfield and an overnight stay in Kakadu National Park, plus a Darwin Harbour sunset dinner cruise. Guests will then board The Ghan for a 3-day journey into Australia's heartland, with a private Gold Service Twin Cabin and ensuite, all-inclusive dining and immersive Off Train Experiences in Katherine, Alice Springs and Manguri.

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JOURNEY BEYOND

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Ghan you feel it?

JOURNEY Beyond is inviting travellers to “experience the extraordinary” with its Top End Holiday, including The Ghan.

Partnering with Tourism NT, the itinerary includes six nights in the Top End, including a tour of Litchfield, an overnight stay in Kakadu National Park and a Darwin Harbour sunset cruise.

Guests will then board The Ghan for a three-day journey - see the **cover page** for more details.

FC appoints GM for Stage and Screen

ADAM Moon has been appointed the new General Manager Australia for Flight Centre's Stage and Screen, the division responsible for managing itineraries across the film, music and sports sectors.

Moon was most recently the National Operations Leader for Stage and Screen for the last six years, and takes over from travel veteran Gregory Lording, who recently retired after more than 30 years in the role.

“Adam has been instrumental in Stage and Screen's success, which boasts exceptionally high client retention, year-on-year growth and a low turnover of staff,” said GM Large Market and Specialist Brands Melissa Elf.

“We are excited to see what he will accomplish in his new leadership role,” she added.

More appointments on **page six**.

Suki is here for advisors

AGENTS in Australia and New Zealand are being offered a new way of saving time and becoming more efficient, with the launch of Suki in the local market today.

The cutting-edge content aggregation hub is targeting travel agents by offering unique search engine functionality designed to help them source the best travel options for clients from more than 10,000 tours internationally across land, river and ocean.

Suki was created by the founder of OTA Global Journeys, Campbell Harris, and is a one-stop shop for agents seeking nuanced travel product results from around the globe, searchable across a variety of key criteria including price, availability, location and trip type, info which gets updated multiple times a day thanks to Suki's sophisticated back-end tech.

Harris told **TD** the new platform offers both remote and bricks and mortar agents a valuable “add-on” to their workflow, assistance that can adapt to any booking platforms or CRM systems agents might already be using.

“Agents can continue to book their trips and cruises how ever

they book them now, they can continue to use the booking software or the CRM software they currently have because we know most agents already have that tech in place,” Harris said.

“Suki will also be able to join different tours together...there is a quotation system in-built as well but again, once that quote has been agreed to by the client, either by email or verbally, then the agent can put that quote into whatever system they are using, so we're not clipping a ticket anywhere...we are simply making those jobs agents do each day a whole lot easier,” he added.

The platform also offers a range of extra bells and whistles, such as discussion rooms where agents can share knowledge, trends on destinations, as well as a flexible palette of colours and logos so as to meet the needs of each individual user's business.

Suki is now free to sign up to and use until 30 Jun, at which time it will change to a subscription cost of only \$10 a month - check out the brand new Suki search engine **HERE**.

Today's issue of TD

Travel Daily today has six pages of news including our PUZZLE page plus a front full page from **Journey Beyond**.

Reaching for the Sky

APT has launched a new range of small ship cruises in Australian waters for the 2021/2022 season, boasting eight new voyages aboard *MS Caledonian Sky* in a solid boost for domestic cruising.

Sailings will explore a diverse range of Aussie locations, such as the Great Barrier Reef, Kangaroo Island, King Island, the Abrolhos Islands, as well as the east coast of Tasmania.

Highlights include a 15-day East Coast Discovery voyage, sailing from Cairns to Melbourne, with the \$16,396ppts price including 41 meals and onboard beverages.

APT's Domestic Peace of Mind Deposit Cover applies to all bookings made on the new suite of departures, allowing guests to pay an up-front fee of \$95 per person to postpone cruises up to 100 days prior to departure.

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

A TIME-ly reminder

THE Travel Industry Mentor Experience (TIME) is hosting a two-for-one offer, providing mentoring for two mentees for the price of one - see travelindustrymentor.com.au.

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Help us discover
chocolate
AROUND THE WORLD

In the lead up to Easter, submit your chocolate recipes from around the world for our weekly feature.

[CLICK HERE](#)

Travel Daily

Nothing for STA creditors

THE Administrators of the collapsed STA Travel Australia, Deloitte (**TD** 20 Aug 2020) have confirmed there is likely to be no funds available for distribution to creditors, with more than 37,000 consumers owed almost \$50m, according to the recently released Liquidators Statutory Report.

The company, which ceased trading on 21 Aug, had no major assets, having operated the STA brand under a licence from its Swiss parent which also provided all IT infrastructure.

Although the overall potential customer claims total \$48 million, Deloitte said that figure was likely to "materially decrease" because clients may have arranged a refund or credit with the relevant air and land supplier directly, and as such are not a creditors of STA.

In addition, those who complete a successful credit card chargeback are also no longer creditors.

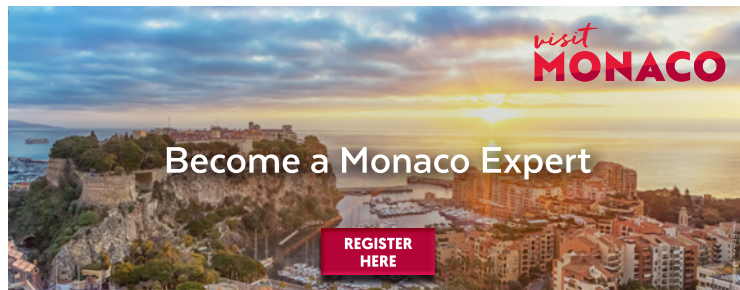
Other major liabilities of

the failed business include a \$14 million fine levied by the Australian Competition and Consumer Commission over STA's misleading MultiFLEX product (**TD** 24 Apr 2020), but "the ACCC has advised that it does not intend to claim in the liquidation of STA Travel," the report confirms.

Deloitte noted that as it is currently in control of the company it is "entitled and obligated to take all reasonable steps to recover debts due and payable," including refunds for cancelled travel booked by STA on behalf of its customers.

So far only \$1.2 million has been recovered, with the firm currently reconciling the payments.

Any customer distributions will be advised in Q1 2021 subject to a court process, with Deloitte noting that it had been a "complex and difficult reconciliation process, involving ...a substantial amount of work and time".



Australia lost \$7 billion over summer

COVID-19 clusters and subsequent border closures will cost the Australian tourism sector close to \$7 billion in lost revenue over the summer holiday period, according to new research commissioned by the Tourism and Transport Forum (TTF).

The grim figures compiled by tourism economists Stafford Strategy show \$6.8b in tourism spending will likely be leaked from 24 Dec to 31 Jan, with most of the damage being done by travel restrictions imposed on NSW and Sydney.

The research also reinforced the need for the Federal Government to extend the JobKeeper program for the travel sector, with forecasts around the lack of international visitors in 2021 and uncertainty over domestic borders likely leading to job losses in excess of 320,000 by Sep if no extension is agreed to.



Window Seat

IN A situation similar to that which played out in *The Terminal* (2004), a man has spent three months living in Chicago's O'Hare International.

However, this terminal tenant's situation differed from Tom Hanks' Viktor Navorski, in that he was a willing captive.

The man was arrested on the weekend after authorities discovered he had been living in O'Hare for three months, citing the fact he was too afraid to fly home due to coronavirus.

The man entered the airport on 19 Oct 2020 with the intent to fly home to California, but backed out of boarding.

He claimed he was able to survive by sourcing food from other passengers, before eventually being sprung by United Airlines employees.

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100m jobs return: WTTC

IN SOME much needed optimism for the industry, more than 100 million jobs could be restored globally in the travel and tourism sector by the end of year, the World Travel & Tourism Council (WTTC) predicts.

The industry body notes in its latest analysis that under a best case scenario, travel and tourism could recoup more than 111 million jobs, with this best case contingent on widespread vaccination programs and the swift adoption of test and trace systems from countries all over the world.

The most optimistic scenario would also need travel to start its recovery from Mar and see coherent coordination between the public and private sectors.

"Our latest research...shows there is definitely hope on the horizon for the global travel and tourism sector in the year ahead,"

said WTTC President & CEO Gloria Guevara.

"This projected outcome will come as a huge relief and be welcomed as the beginning of the long-awaited recovery, for a sector which has for so long suffered the brunt of hugely damaging travel restrictions."

However, under the WTTC's most conservative projections, travel and tourism would only restore 84 million jobs globally, and still have 25% fewer active positions than in 2019.

Under its worst case scenario, WTTC forecasts the start of the international travel recovery will be pushed back to Jul, with vaccines rolling out more gradually, which in turn would slow the pace of restrictions easing and depress booking confidence and demand.

EU travel solution?

THE International Air Transport Association (IATA) is urging support for a common European digital vaccination certificate.

The initiative was put forward by Greek Prime Minister Kyriakos Mitsotakis, and would enable those who are vaccinated to travel freely within Europe without coronavirus testing.

IATA sent an open letter to the European Commission and key policymakers across the EU calling on states to coordinate the policy, which would restore travel's economic and social benefits.

QQ links Nth Qld

ALLIANCE Airlines is commencing jet services between Cairns and Townsville from next Thu, linking north Queensland's two largest cities.

Flights will initially operate once a week in each direction, using Alliance's Fokker 100 jet aircraft.

The new service will be the only scheduled jet-operated flight servicing routes between Cairns and Townsville.

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

Check out our daily puzzle page.



Seychelles goes quarantine-free

THE Seychelles has announced it will scrap quarantine requirements for travellers in exchange for vaccination and testing in a bid to restart its ailing tourism economy.

Previously, visitors needed to isolate for 10 days upon arrival, but under the changes unveiled by The Seychelles Government this week, inbound travellers will need to present a negative COVID PCR test result taken 72 hours before travel and prove they have been vaccinated.

To be deemed vaccinated under the new system, travellers must receive two doses required to achieve satisfactory immunity to COVID, which must be sourced from any of the four following vaccines; Pfizer, AstraZeneca, Moderna or Janssen.

Travellers will also need to wait a minimum of two weeks after taking the second dose before travelling, as well as provide proof on entry via an "authentic certificate from their national health authority".

The new travel changes apply with immediate effect.

Top End top-up

GLOBUS family of brands has added a new departure date to its Contrasts of the Kimberley tour, leaving 19 Sep.

This itinerary is part of Globus' new collection of Australia and New Zealand tours, launched in Oct (**TD** 28 Oct 2020) and is priced from \$5,315.

The 10-day trip begins in Darwin and ends in Broome, and is close to selling out on all dates.

Globus is also offering 10% off its Australia and NZ itineraries for all 2021 bookings made before the end of the month, as well as complimentary SafetyNet Booking Protection, providing customers the option to cancel penalty-free up to 30 days prior to their trip, or to amend their holiday up to 24 hours in advance.



SUSTAINABILITY MATTERS

Today's Sustainability Matters is brought to you by PONANT



The PONANT Foundation continues its good work

PRESERVATION of ecosystems remains a major issue, especially

true today as climate change accelerates the disruption of many habitats. I am pleased to advise from personal experience an example of the PONANT Foundation commitment to sustainability, having witnessed an NGO Conservation International study into the behaviour of humpback whales in Antarctica during February 2020.

A Conservation International research team of 6 scientists from Australia and New Zealand, spent 3 weeks aboard *Le Boréal* collecting and analysing information for the scientific community. 60 whales were listed and 16 hours of underwater recordings made in order to help develop a better understanding of their songs and the significance to their feeding behaviour.

Just one example of more than 20 projects supported by the PONANT Foundation, this mission was carried out with the assistance of the Captain and naturalist experts on board and presented to passengers as part of their regular updates.

I encourage you to watch this great video showcasing the great work and accomplishments of Conservation International and the PONANT Foundation in Antarctica. Click [here](#).

Deb Corbett
General Manager Sales & Marketing Asia Pacific



Letters to the editor...

WE continue to receive lots of industry feedback from the front page opinion piece on the comments of Professor Brendan Murphy (*TD* 19 Jan) with more of your contributions printed below. Thanks to everyone for your input - it's great to see how much you all care. More tomorrow.

Got something to share? Let us know via email to feedback@traveldaily.com.au. (contributions are edited for length).

Get the mojo back!

OPINION

Cathy Drew is a travel consultant at Inspiration Cruise & Travel.

THE ARTICLE sent me into the depths of depression. I have spent \$3,500 in training this past year (yes, I signed up in Feb 2020 not realising how bad it would really get) and lost income because I have been able to sell hardly any travel.

I had hopes of being able to sell something for the last half of 2021, but he has just dashed all that!!!!

Talk about being ultra conservative! We need to do something to get the travel industry going, even if it's only to NZ and the South Pacific islands, let alone our own states in Australia. People are just wanting to get out there and travel but hearing this sort of demoralising talk, what hope have we got.

There are ways of testing and ongoing protocols that can keep this virus at bay. Look what the cruise lines have been able to do in Europe and now Singapore.

Let's get some mojo back into the tourism industry instead of bleeding it dry!

It's common sense...

OPINION

David Matthews is the owner of Discovery Travel in Darlington, NSW.

I JUST don't understand all the industry rhetoric surrounding Brendan Murphy's comments about 2021 border closures!

Anyone with a moral stance and common sense would realise this to be the case.

Personally, I have been telling my clients not to book any international travel until Apr/May for departures at least Oct/Nov onwards when we have a clearer understanding of how the vaccine and international travel will work.

Yes - reliant on international travel but I changed my business model to include mostly small group domestic travel.

Not just agents...

OPINION

Iolanthe Fitzgerald is from Kingfisher Tours in WA's Kimberley region.

INTERESTING that Bill Shorten's comments were regarding bailing out travel agents - what will those agents do if they don't have any tourism product to sell?

I hope I will be proven wrong

OPINION

Adrienne Wittemann is the MD of Trendsetter Travel & Cruise.

SO LONG as we continue to see results from surveys such as that by Roy Morgan (*TD* 18 Jan) indicating that a huge majority of Australians support lockdown, I personally believe a 2021 return overseas travel is sadly unlikely.

The states, apart from NSW, can't be bothered/are unwilling/are incapable of discerning real risk from actual risk, and competently managing spot fires.

If people cannot trust that travel to the next state is "safe", with or without a lockdown, it beggars belief that they will be trusting enough to fly internationally, where most countries are in worse disarray.

Speaking realistically, the

government will simply use this and similar surveys to maintain its position that we are being locked up for our own good.

NZ possibly, you think? The sentiment there is no different to here. Interestingly, the Ardern Government announced last week that it would bring in 1,000 students, starting with 300 in Apr.

Given that announcement (but none about Australian tourists), the stated policy of eradication of COVID-19 over suppression and the inability of this country to come up with a unified management approach, I warrant we cannot look forward, any time soon, to any meaningful opening of borders between Australia and New Zealand.

I hope I will be proven wrong on all counts!

Travel Daily

Thursday 21st January 2021

Put pressure on states

OPINION

Simon Bernardi is Managing Partner of Australia and Beyond Holidays.



WHILST Australia has done well to control the coronavirus as a nation by closing the national borders, many of the gains and potential economic upside of this for the tourism sector have been lost through state government border closures and arbitrary decisions by state jurisdictions.

These have been out of step with the national plan and medical advice in many cases.

In 2019, tourism in Australia accounted for 3.1% of the national GDP, contributing \$60.8 billion to the Australian economy.

Of this, 26% came from international visitors to Australia while 74% came from domestic tourism.

With the announcement of delays in international tourism restarting, key to our industry's survival will be a viable domestic tourism market.

This requires support for not only tourism operators, hotels etc but also for travel agents and wholesalers that provide channels for consumers to book these suppliers.

In some states and territories well-intentioned voucher campaigns have been released, but few if any allow fulfilment via Australian travel agents.

In many cases this is a double hit for agents as it spends state revenue to support some parts of the industry whilst devaluing the role of travel agents and it artificially distorts the market.

The Federal Government has provided much of the assistance to the travel industry to date

and hopefully more in the form of extended JobKeeper for the future.

The Federal Government has also provided a national plan for classifications of hot zones etc so there is a road map out.

In contrast, state governments have caused most of the negative impact to the travel industry (by arbitrarily closing borders against the national health advice) but have provided little support to the industry, and in particular, to retail and wholesale travel agents.

Is there a case for a portion of past tourism GST revenue to be used as a calculation for redistribution to build a

“
Key to our industry's survival will be a viable domestic tourism market
”

national fund to support tourism nationally including the Australian-based distribution channels?

This would see the states share some of the cost of their decisions.

The fund could provide more money from states that have closed borders against national health advice.

We really need to have a national shared approach to a situation caused by state jurisdictions (e.g. closing borders in QLD/SA against the national health advice retards businesses nationally not just in those states).

Make no mistake, we need a national plan that does not compromise COVID-19 safeguards. Many states have proven their inability to follow health guidelines in relation to their borders, wreaking havoc on many industries nationally.

It is important for all travel agents to contact their local state representatives to see how their respective governments will assist travel agents and wholesalers in their states in order to survive into the future.

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 country was part of a region ruled by others but became independent in 1823.

The newly-independent region's flag was blue and white stripes, with the national coat of arms in the centre and even after the five countries that made up the federation became independent,

this nation continued to use the original flag.

There were a few other flags introduced and quickly replaced through civil war and other interventions but the old flag was the only one which stuck and became official in 1908.

Do you know whose flag this is?

ANSWERS 20 JAN

Pub quiz: 1 Hispaniola, 2 a) Lombok, Indonesia, 3 b) Sao Paulo 4 Sydney Opera House, 5 Tasmania, by about two-thirds, 6 Australia, 7 Darwin, 8 Dawes Point and Millers Point, 9 Shorter, 10 Gulf of Corinth and Ionian Sea

Seen it at the movies: Nightcrawler

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

Whose animal is this?



THE Arabian camel, normally known as the dromedary, has only one hump and is the tallest of the three species of camel.

The dromedary hasn't occurred naturally in the wild for nearly 2,000 years and was first domesticated in the Arabian Peninsula or in Somalia around 5,000 years ago.

The species originally inhabited arid regions, particularly the Sahara Desert.

These camels are well-suited

to long desert journeys and can carry a large amount of cargo.

The camel's significance for this nation during its war of independence with Ethiopia led to it becoming the national animal, with the dromedary able to carry loads of 200kg for more than 10 hours a day.

Today they are used for transport, as well as ploughing, driving oil mills, & producing milk.

Do you know whose animal the camel is?

New Year word search

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

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

AULDLANGSYNE
BEGINNING
CALENDAR
CELEBRATION
COUNTDOWN
FAMILY
FIREWORKS
FRIENDS

JANUARY
MIDNIGHT
NEWYEAR
PARTY
RESOLUTIONS
SINGING
SYDNEYTOHOBART
TOAST

Sunshine Coast shines through



INTRASTATE travel is booming for the Sunshine Coast during the COVID-19 pandemic, according to the latest National Visitor Survey.

Covering the 01 Jul to 30 Sep quarter, the majority of which saw Queensland's border closed to New South Wales, Victoria, and South Australia, the Sunshine Coast saw a 39.7% increase in intrastate visitors compared to the same period last year.

While overall visitor numbers were down, the Sunshine Coast recorded the lowest decrease of all Qld regions, declining just 3.7% during the challenging period.

Newly appointed Visit Sunshine Coast Chief Executive Officer Matt Stoeckel (**pictured**) said the policy of targeting the intrastate market had insulated the region from the worst of the COVID-19 pandemic's impact.

"With over three million residents within a 300 kilometre radius of the Sunshine Coast,

the region switched its strategy and focused on targeting this significant drive market to alleviate the declines from interstate and international sources," Stoeckel explained.

The tourism body chief also noted the Sunshine Coast's new "For Real" branding was "right on point", having been developed through research into the desires of Australian travellers.

Anna dunks Katter

KATTER'S Australian Party Leader Bob Katter has touted Dunk Island as a potential quarantine facility, a proposal quickly quashed by Queensland Premier Annastacia Palaszczuk.

Katter yesterday proposed the former resort be refitted as a quarantine facility, after a plan by Mayfair 101 to resurrect tourism to Dunk stalled when it failed to meet repayment obligations.

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VISIT FLANDERS



Japan confident of going for gold

THE Summer Olympics in Tokyo will go ahead despite the ongoing challenges posed by COVID-19, Japanese Prime Minister Yoshihide Suga told local media this week.

The PM said that holding the delayed Olympics would be a sign of "victory against the coronavirus", despite the fact most Japanese citizens think Tokyo 2020 either will not or should not go ahead, according to various media polls.

"We will have full anti-infection measures in place and proceed with preparation with a determination to achieve the Games that can deliver hope... throughout the world," Suga said.

Biden blocks Trump calls to ease bans

THE newly inaugurated President of the United States, Joe Biden, will block his predecessor's final decree in office that lifted travel bans on Europe and Brazil.

Handed down on his final day, Donald Trump declared the ban would end on 26 Jan, six days after Biden assumed office.

However, just minutes after the order, a spokesperson for Biden said "on the advice of our medical team, the administration does not intend to lift these restrictions."

"In fact, we plan to strengthen public health measures around int'l travel in order to further mitigate the spread of COVID-19."

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.

Linkd Tourism has named **Michael Cassis** as its General Manager of the business's local operations. Despite his promotion, Cassis will retain his responsibilities for Kanazawa City, Nagano City, Oklahoma Tourism & Recreation and Visit Gifu.

Business Events Industry Aotearoa has appointed **Jeanette Stanton** as its new Events Project Manager. She rejoins BEIA following six years as Auckland Convention Bureau's Marketing & Business Events Services Manager.

Kate Sorensen has taken on a new General Manager Sales & Revenue role with **AAT Kings Group**. She joins the newly created position with responsibilities for domestic and international sales across AAT Kings, Down Under Tours, Inspiring Journeys and SEIT Outback Australia.

United Airlines has announced the promotion of **Tommy Lindblad** to be Marketing Manager Asia-Pacific. Lindblad previously enjoyed responsibility for Australia, as well as New Zealand, Singapore and Tahiti, but will now focus on the entire APAC. Before joining UA some years ago, he was Norwegian Air Shuttle's Marketing Manager.

For confidential tip offs, connect with *Travel Daily* via our secure WhatsApp service on +61 2 8007 6760 or click **HERE**

Travel Daily

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