

Vale Larry Adler



THE travel community is mourning the death earlier this month of FBI Travel's long-time financial controller Larry Adler.

He became ill with a brain tumour almost two years ago, stepping down after an amazing 24 years in the role - during which he oversaw the finances of the growing company - and met and married co-worker Michelle.

The first FBI Travel wedding was followed by two children, with the couple continuing to work together until Larry's retirement.

Adler loved music, was scrupulously honest, and a great friend to all that got to know him, said co-worker Danny Engelman.

"Larry built an incredible network of people in and out of the industry who loved him dearly and whose friendships he cherished all the way to the end," Engelman added, with the FBI team standing by Michelle in her grief to help remember the "man that helped create and shape the company we have today".

ACCC steps up advice

THE Australian Competition and Consumer Commission (ACCC) has updated its advice for travel consumers, providing additional information to help manage holiday expectations around COVID travel restrictions.

The advice includes what consumers should know about cancellations made via third-party booking sites, namely that customers need to seek a refund via the site directly in the event of bookings falling through due to government restrictions.

New ACCC guidance also includes what travellers should do before making any bookings, such as checking the individual terms and conditions for each brand's website to see if refunds apply to their travel dates, specifically highlighting the need to check for any "force majeure clause", i.e. what happens if the booking cannot proceed for reasons outside of both the customer's and the business's control, such as snap border restrictions.

The industry watchdog also warns consumers to be wary of businesses selling "risk free" or "100% refund guarantee" deals, claiming these "may misrepresent" their right to claim a refund for cancelled travel.

AFTA has welcomed the new range of consumer advice, citing increased dialogue between the industry body and the ACCC as one of the drivers for the new

suite of recommendations.

"Following a presentation to ACCC in Nov 2020, AFTA presented a detailed paper with some suggestions to the ACCC," said CEO Darren Rudd.

"We are very pleased to see the ACCC have now updated their website with key additions that will assist travel agents by providing consumers with a more balanced and realistic approach to manage their travel, particularly in terms of refunds."

See the full list of advice [HERE](#).

MEANWHILE AFTA will host an interactive webinar for members with the ACCC Deputy Chair Delia Rickard in either Feb or Mar.

NZ bubble popped

THE Australian Government has temporarily suspended inbound quarantine-free travel from New Zealand after a woman tested positive in Auckland to the more virulent South African COVID strain last week.

Health Minister Greg Hunt said that travellers arriving in Australia are required to go into mandatory hotel quarantine out of an "abundance of caution" while more is learned about the extent of the transmission.

Hunt added that any person who arrived in Australia on or since 14 Jan will need to get a COVID test and self-isolate until they receive a negative result.

Today's issue of TD

Travel Daily today has six pages of exciting travel news including our PUZZLE page plus a full back page from Norway-headquartered cruise line Hurtigruten.

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NORTHERN TERRITORY

We won't make it: report

A NEW national survey of the travel sector conducted by Small Business Australia has found that only one in 10 travel agents are likely to survive beyond 01 Apr without a renewed government assistance package.

The study of more than 40,000 people in the local industry also found that 65% of independent travel agents had missed out on any funding in the government's first round of support.

Small Business Australia Executive Director Bill Lang told News Limited the results presented a very scary picture for the future of the sector.

"We are talking here of some 2,600 businesses going out of business, some 30,000 plus jobs lost and the extinction of an entire industry, many of which were good trading and successful businesses pre-pandemic, who have through no fault of their own will be sent to the wall by

govt health policy, inaction and incompetence," Lang said.

Lang also joined the chorus of travel industry leaders calling for more targeted government assistance to help stem the economic bleeding.

"Immediate action from the Prime Minister down to the Treasurer and Minister Tourism and Travel Dan Tehan is required to sort this mess, you cannot have a policy that bans international travel for the entirety of 2021 and then offer limited or no support to an industry that cannot trade under the rules you have created to keep the nation safe."

Viking's Nile style

VIKING has announced a new Nile River ship debuting next year.

Named *Viking Aton*, the under-construction ship is scheduled to depart in Sep 2022, sailing the Pharaohs & Pyramids itinerary.

2021's AIME is off

TALK2 Media & Events has reluctantly made the decision to cancel the Asia Pacific Incentives and Meetings Event (AIME) for 2021, citing concerns around COVID-19 as the reason.

"It's difficult to predict if border closures will be required to slow the spread of future outbreaks," Talk2 said in a statement.

"We cannot in good conscience stage an event that devalues the quality of experience or accessibility of AIME in delivering meaningful interactions for exhibitors and visitors."

More details in the next issue of **Business Events News**.

Biden plays it safe

US PRESIDENT Joe Biden has mandated masks be worn at airports, on maritime vessels and trains when travelling from state to state, as well as a need for inbound travellers to produce a negative test prior to departure.

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MTA Advisor Julie Evans

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Window Seat

EVEN the most cavalier pilots tend to balk at the prospect of flying a plane without a door, but it seems at least one airman didn't seem to mind too much.

A plane door (pictured) was the cause of blocked traffic in Gloucestershire in the UK recently, a normally integral item jettisoned from a light aircraft flying overhead.

"Unusual debris...if the owner would like to come forward to collect it, please get in touch," local law enforcement tweeted.



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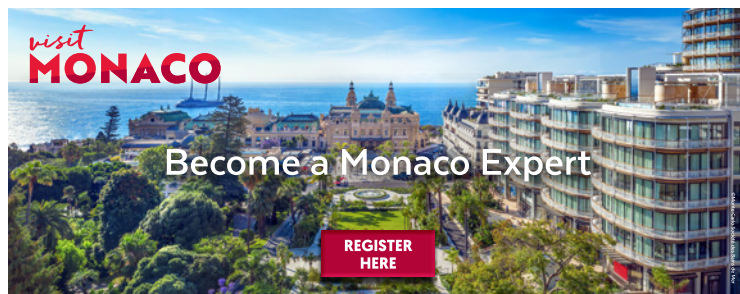


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On all four cylinders

ONLY days after announcing its acquisition of the Azamara brand from Royal Caribbean Group (**TD** 20 Jan), Sycamore Partners has unveiled plans to add a fourth ship to the fleet from 2022.

The company confirmed the vessel is Carnival Corp's *Pacific Princess* which was sold just last week (**TD** 22 Jan), and will join its trio of existing ships.

The former *Pacific Princess* will undergo a full refurbishment before being rebadged to a yet-to-be-named Azamara vessel, which will sail a range of European itineraries next year.

"The addition of this ship is an important milestone and reflects Sycamore Partners' commitment to supporting Azamara in its next phase of growth," said Sycamore Partners Managing Director Stefan Kaluzny.

When sailing with Princess Cruises, the ship had a passenger capacity of 688 people, similar in size to Azamara's ships.

Tourism support flagged

AUSTRALIA'S new Minister for Trade, Tourism and Investment, Dan Tehan, has confirmed the Federal Government is considering the introduction of a new targeted package for the battered tourism industry.

Citing the likelihood that international travel would be off the cards for between nine and 12 months during a group interview with Aussie journalists, Tehan acknowledged the sector continued to face a very challenging period of trade, and that there was a fear among businesses that they would struggle to survive when the JobKeeper assistance package runs out at the end of Mar.

"I've already been engaging heavily with the tourism industry to listen to their concerns and also to get thoughts, ideas and feedback from them as to how the government may be able to assist them while we wait for

international tourism to come back online," the Minister told *The Guardian Australia*.

While Tehan said it was too early to detail the size and scope of any potential support package, he did confirm PM Scott Morrison had not ruled out the prospect of a targeted tourism package.

MEANWHILE the Minister has confirmed that travel agents have so far received in excess of \$30 million as part of its COVID-19 Consumer Travel Support Program support package (**TD** breaking news Fri).

Tehan said that so far more than 800 agents had received payments since its launch in Dec, with a further 1,500 applications currently being processed.

"I encourage all travel agents who haven't applied yet to go online and start an application," Tehan noted, citing 2,500 eligible SMEs with turnover below \$500k who have not yet applied.

Australia Day honours tourism

A NUMBER of prominent travel and tourism advocates were recognised in the Australia Day honours list this year, including Canberra Airport MD Stephen Byron, who was heralded for his contributions to the country's tourism and aviation sectors.

Also in the spotlight was Christina Miller for her contribution to boosting visitation to Katherine in the NT, as well as travel stalwart Allan Williams, who was recognised for his lengthy contribution to Australia's tourism sector, including stints as a senior exec with Qantas, Chair of the Australian Tourism Marketing Council of North America, Canberra Convention Bureau and the Tourism Industry Council of the ACT.

Rex Brown was also given a posthumous OAM for his contribution to the Wye River's tourism industry.

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The sector needs to stay strong, together

OPINION

Anthony Goldman
is the joint
Managing Director
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I WOKE up on Australia Day 2021 with my heart racing and mind turning. With colleagues and I adding a 'Save the Travel Industry' frame to our Facebook photos over the last 24 hours, it dawned on me how absurd that thought even is.

An industry that employs many, many tens of thousands of employees – from travel agents, tour operators, wholesalers, airlines, accommodation staff to hotel operators - is on its knees.

In the case of travel agents, let's face it.

A majority of Aussies book

domestic travel direct. They always have. Same language, currency and time zone. Easy.

Whilst we can add value and knowledge, many clients are book direct so as "not to disturb us with the small stuff". Please disturb us. It's as much a mental challenge as a financial challenge.

Nearly 12 months of this pandemic and inconsistent border rulings has worn us down. Travel agents across the country have lost money, energy, and some would say passion. Although I do hear the cheers around our office and Zoom calls when people share bookings they have made - like winning the lottery.

The mental challenge exists for both consumers and travel and tourism folk. Many clients have

lost confidence. "Why should I book now? The borders will screw up the plans anyway"; "I'll wait until closer to the time in case I can't get there". There is no doubt booking a one-week

Australian holiday now is more complicated than when we booked two-week Italy escapes for our clients.

We need to find ways to stay positive. We are the best industry in the world.

In fact, we bring the world to people. We need to use this time

to recalibrate business, focus on our future teams – and somehow stay afloat. We need to hibernate as much as possible whilst keeping our businesses on life support. For those with corporate business, it will recover as soon as domestic borders ease up. It will

“We need to use this time to recalibrate business, focus on our future teams and...stay afloat”

ramp up as our customers are sick of Zoom and need to physically connect with work colleagues.

Travel agency owners should not be afraid to assist staff to find another two-three day/week job for the next nine to 12 months.

We have had some success with this and will continue to assist staff where we can in this area.

AFTA and other industry bodies have done a great job. The professional lobbying behind the scenes will net further results.

They have to. We need the bureaucrats and politicians to stop making stupid remarks in the media that further suppress sentiment – and let 2021, the vaccine roll-out and other factors play out. So, keep strong, continue to speak to your local member of parliament, and together, we will make it out of this cluster bomb. We need to be in this together. Because we love this industry too much. Really.

Klook raises millions

TRAVEL booking platform Klook has raised US\$200 million in Series E funding that will be used primarily to develop and roll out its merchant SaaS solutions.

Recent digital tools launched by Klook include a contact tracing system, modules to better plan trips to tourist attractions and instant video stream technology.

"We are setting out to reimagine the next digital leap for the experiences sector which has traditionally been fragmented with offline practices or legacy systems that do not truly address the realities of a post-COVID world," the company said.

Boeing flags target

BOEING has stepped up its commitment to sustainability, revealing a new target to have its commercial fleet certified to fly on 100% sustainable aviation fuels by the year 2030.

Tassie top of mind

IN AN encouraging sign for Australia's struggling domestic travel sector, Tourism Tasmania has rolled out its Come Down for Air campaign in NSW and Queensland, a push designed to keep the state top-of-mind for future interstate travellers.

The extended \$2.35 million marketing campaign will run until 30 Jun, promoting holidays to Tasmania as "a moment of calm" from the troubles of modern life.

Destination highlights of the campaign will include Tassie's Maria Island, Franklin, Evandale and King Island.

"The ads are designed to remind mainland Australians that Tasmania can offer a welcome break from the stresses of modern life and it's the perfect place to 'come down for air'," Tourism Tasmania stated.

NSW and Qld join Victoria, South Australia and New Zealand as targets of the marketing push.

Perth hotel promo

WESTERN Australia has ramped up its intrastate travel incentives, offering \$200 off mid-week hotel stays for state residents as part of its Stay, Play and Save promotion.

The deal is valid on more than 80 hotels and is available until 19 Feb for travel up until 30 Apr.

Air NZ faces COVID

AIR New Zealand is now requiring passengers wear face masks on all international flights to and from New Zealand to help protect against the potential spread of coronavirus.

"As COVID-19 cases around the world continue to rise, particularly with new variant strains, we've put this requirement in place to further ensure the safety of our customers, aircrew and broader New Zealand," said Chief Operational Integrity and Safety Officer David Morgan.

Bali travel updates

INDONESIA has announced the extension of border bans to tourists through to 08 Feb, including the popular Aussie holiday destination of Bali.

MEANWHILE destination management company Pacto has opened a new office headquarters in Bali.

East-West reunion

A SPECIAL reunion party for the now defunct East-West Airlines will be held on Sat 06 Mar, with a lunch cruise to be held in Sydney.

Contact "Captain" Craig Owens for more info on 0479 021 733.

UA vaccine policy

UNITED Airlines has revealed plans to mandate all of its staff receive the COVID-19 vaccine.

"I recognise it's controversial but I think it's the right thing to do for UA," said CEO Scott Kirby.

Pub quiz

1. 'The Last Frontier' refers to which American state?
2. Which Asian city boasts a church called St. Joseph's Cathedral?
3. 70% of Botswana is in which desert?
 - a) Sahara Desert
 - b) Kalahari Desert
 - c) Namib Desert
4. Mount Olympus is the highest mountain in which country?
5. Which neighbourhood in Sydney's northern suburbs has played host to Vivid installations in the past?
6. Is the population of Doha over or under 1 million people?
7. If people from Sydney are Sydneysiders and people from Melbourne are Melbournians, what is the word for people from Tokyo?
8. What structure occupies the entirety of Bennelong Point?
9. Which is the busiest passenger port (including cruise ship and ferry passengers) in Europe?
 - a) Helsinki, Finland
 - b) Calais, France
 - c) Dover, UK
10. Lake Ginninderra is located in which Australian capital city?

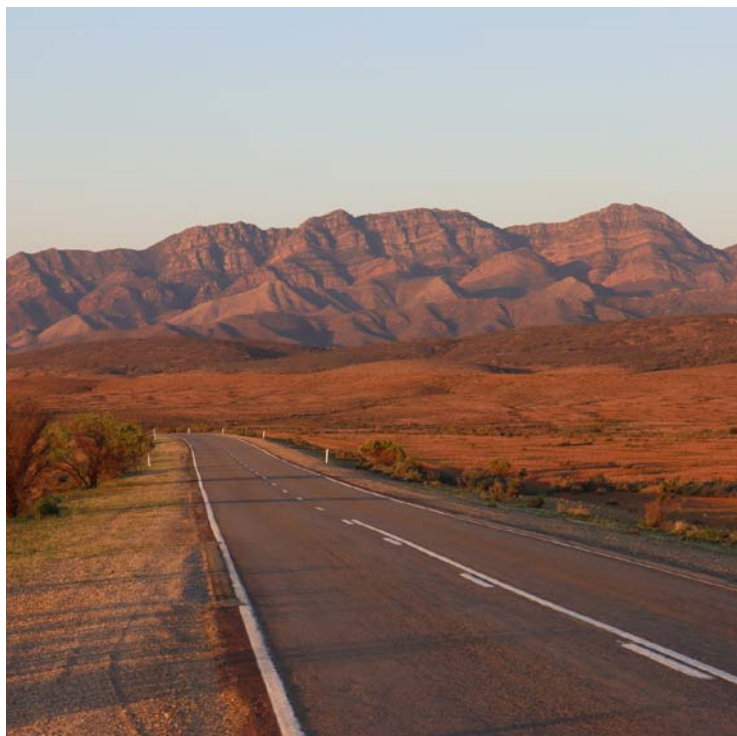
Sudoku

DIABOLICAL

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

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

Seen it at the movies



THE beauty and awe of South Australia's outback is on full display in this very popular thriller/horror feature released in 2005.

Almost the entire feature was shot in the state, from some brief coastal beach scenes early on, to its vast outback wilderness.

In this fictional story however, the isolation of South Australia's outback becomes the main characters' primary vulnerability, as they are relentlessly pursued by a homicidal maniac in a red pickup truck by the name of Mick Taylor.

Can you name the film?

Funnies Flashback



WE'VE trawled through the **TD** Window Seat archives to give you a blast from the past. Here's some gems from 23 May 2014:

THIS is a little awkward.

SNCF, the operator of France's high-speed rail network, has realised that some new trains it has on order are too wide to fit on many of the country's railway platforms.

According to Le Canard Enchaîné, more than 1,300 platforms - or about 15% of stations nationwide - will have to be "trimmed" to allow the wider trains to pass through.

In a radio interview about the controversy, a spokesman for the rail network owner RFF (Réseau Ferré de France) admitted "it's as if you bought a Ferrari and when you come to park it in your garage you realise your garage isn't exactly the right size for a Ferrari because you didn't have a Ferrari before."

ANSWERS 22 JAN

Test your airline knowledge: Airport codes - 1 O'Hare International, Chicago, USA, 2 Cairns, Australia, 3 Budapest, Hungary, 4 Denpasar-Bali, Indonesia, Airline liveries - 1 Delta Air Lines, 2 Bangkok Airways, 3 Ukraine International Airlines

Pub quiz: 1 Sumatra, 2 Switzerland is twice as large, 3 The Big Dipper, 4 Ho Chi Minh City, 5 Invercargill, 6 Kuala Lumpur, 7 Botswana, 8 Japan, 9 15th century, 10 Brazil

Icon under a microscope: Grand Canyon, Arizona, USA

Vaccine approved

IN A significant shot in the arm for the travel sector, The Therapeutic Goods Administration (TGA) has formally approved Pfizer's COVID-19 vaccine for use in Australia.

The decision will see the vaccine commence rolling out from late next month, the first of any COVID jab to officially get the stamp of approval from the TGA, with two doses required 21 days apart to achieve satisfactory immunity from COVID-19.

Doubts over MAX?

A WHISTLEBLOWER who used to hold a senior position within Boeing's manufacturing division claims the troubled 737 MAX should not recommence flights.

Ed Pierson has authored a new report which raises "serious doubts" over the safety of the aircraft, making claims that there were plausible accident scenarios not addressed in the accident investigations presented to The Federal Aviation Administration - see the full report [HERE](#).

ACCOMMODATION

WELCOME to Accommodation Updates, *Travel Daily's* Wed feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to accomupdates@traveldaily.com.au.



A new Whale Shark Encounter is on offer at **Raffles Maldives Meradhoo Resort**. Inviting marine enthusiasts to the reefs of the Gaafu Alifu Atoll, the new experience will take guests out on a traditional Dhoni fishing vessel across the Indian Ocean to meet the spotted sharks, which are up to 12 metres in length. Guests can expect to encounter up to three sharks, with the in-house Marine Biologist on hand to help guests get acquainted with the creatures.



Hyatt Hotels Corporation has opened its first hotel in the Cambodian capital, **Hyatt Regency Phnom Penh**, offering 274 rooms. The new opening is the largest international hotel in the city, and also provides 43 residential-style suites in the heart of Phnom Penh's cultural and business district, Daun Penh. The hotel is a 30-minute drive from the airport and within a short walking distance to the Royal Palace, National Museum and the riverside.



Four Points by Sheraton Phuket Patong Beach Resort, which just opened, is billing itself as a new destination for "stylish staycations and day breaks". The beachfront resort is positioned in North Patong, with guests able to choose from a variety of contemporary rooms and suites, including Pool Access options and Family Suites, which offer colourful kids' rooms with boat-shaped beds and targeted amenities.



Rex keeps it simple



AS THE countdown to its launch of services between Sydney and Melbourne draws closer, Regional Express (Rex) has unveiled what its staff on the new routes will be wearing (**pictured**).

Describing the uniforms as "simple yet elegant", the carrier said the look would stand apart from rival airlines which tend to outsource the design of staff apparel, opting instead to create the look in-house.

"We are very proud that our uniforms are not designed by any famous designer," said Rex's National Flight Attendant

Manager, Donna Griffith.

"This fresh new look is intended to contemporise Rex's signature country hospitality.

"This is who we are, this is what we do, this is why we are one of the most successful airlines in the world," she added.

Rex will introduce the east coast services between Sydney and Melbourne on 01 Mar, with fares leading in at \$79 per person.

MEANWHILE Rex was the only Australian airline to perform a flyby of Sydney Harbour to commemorate Australia Day, showing off its new livery.

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