

Today's issue of TD

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

Domestic border restrictions ease

WITH a sustained period of low COVID cases reported across the country, the majority of domestic border restrictions in place are finally beginning to ease.

Queensland has confirmed it will reopen to all of NSW from Mon, 01 Feb, with Premier Annastacia Palaszczuk calling on the state's residents to book a holiday north of the border.

"I want to encourage anyone in NSW who is thinking about having a holiday [to] come up to Queensland," she said.

Meanwhile the Victorian Govt has indicated the vast majority of "orange zones" in NSW would soon change to green, paving the way for interstate travel with virtually all of the state, while SA stated it would open the border with all parts of NSW from Sun.

The flagged easing of border restrictions is welcome news for the travel industry which has suffered three-month lows in booking sentiment, according to the latest figures from News Corp (TD yesterday).

MEANWHILE, Sydney Airport has marked the occasion by offering 15% off parking rates when vehicles enter the lot before 31 Mar.

Pre-book by **CLICKING HERE** and using the code "SUMMER2021".

Get job, no quarantine

WITH vaccines starting to roll out around the world, The International Air Transport Association (IATA) is now calling on the World Health Organization (WHO) to declare international travel safe for those who get vaccinated - eliminating the need to quarantine on arrival.

Viewed as a major impediment to overseas travel, IATA believes quarantine should be scrapped once people have had the two shots from the medically sanctioned vaccines, and that the WHO's support would see governments around the world make the changes sooner.

"We can say whatever we want, what we do need is for the WHO to come out and say the same thing, so that it becomes a universal acceptance that once you're vaccinated you should not have to go through any of these hoops," IATA's Senior Vice President for Passenger Matters

Nick Careen said in a briefing reported by Bloomberg.

Careen also indicated that acknowledgment from the WHO would add further weight and legitimacy to the development and implementation of IATA's digital travel pass.

"We have been suggesting this for months," Careen said, adding that the WHO "needs a fire lit underneath it" to get the travel pass rolling out sooner than later.

"Even then, there's no guarantee that every government will adopt the standard right away," he added.

The IATA Travel Pass Initiative offers air travellers up-to-date info on what tests/vaccines they are required to travel, the ability to share results, and info on where they can get tested, with carriers such as Singapore Airlines having already commenced trialling the new health passport technology this year (TD 04 Jan).

Australia extends NZ travel ban

DFAT has confirmed the suspension of the safe travel zone allowing quarantine-free travel from New Zealand to Australia has been extended until 2pm (AEDT) on Sunday 31 Jan.

Any arrivals to New Zealand, excluding Australia, Antarctica and select Pacific Islands, will need to provide written evidence of a negative COVID-19 test taken 72 hours prior to departure.

Gobsmacked by the bleak assessment

COMMENTING on a recent survey conducted by Small Business Australia which made damning forecasts about the future of Aussie agents (TD 27 Jan), the group's Director Bill Lang said he was "gobsmacked" by the data returned by the travel sector.

Lang told TD that despite being aware travel was being hit hard by the pandemic, he was shocked about the extent of the issue.

"It was like kicking a hornet's nest and we were inundated by owners of independent travel agents who are on the brink of bankruptcy, many very successful businesses pre-COVID who have not earned a cent since Feb 2020," Lang said.

"This is incredibly serious, these are mum and dad business owners who...through no fault of their own are facing economic oblivion...there is no question that it is the responsibility of govt to support these businesses."

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Show me the money: Qld

FOLLOWING a visit this week with tourism operators to discuss how COVID has impacted their bottom line, Qld Premier Annastacia Palaszczuk has called on Prime Minister Scott Morrison to extend JobKeeper for tourism businesses “doing it tough”.

“It would be a mistake to take it away completely before international borders are able to reopen safely,” Palaszczuk said.

“Regions such as Cairns, the Whitsundays and the Gold Coast are the worst hit,” she added.

The Sunshine State’s Tourism Minister Stirling Hinchcliffe echoed the Premier’s call for a targeted extension of support, stating that the Federal Government now needs to replace the “bluntforce tool” it used for the nation-wide JobKeeper program, and exchange it for “tools that are finer grained” in order to meet the needs of the tourism sector

which has been particularly exposed to the shutdown of international borders.

“I would encourage Scott Morrison...to work closely with us and with the tourism industry here in Queensland, to respond to the needs as we go forward and maintain the great tourism industry we have here,” Hinchcliffe said.

MEANWHILE Federal Shadow Treasurer Jim Chalmers has also called on the Federal Govt to “follow through” on pledges to fund a tailored support package of the tourism sector and its surrounding industries.

“The very clear message...is that there is no substitute for targeted JobKeeper support...there’s a lot of cynicism and I think it’s deserved,” Chalmers said.

“There’s a lot of fear, not just from the tourism industry...but also from those businesses that support the tourism industry”.

SIA plots Phuket

SINGAPORE Airlines will fly Boeing 737-800 NG routes to Phuket twice-weekly from Mar.

The new route is part of SilkAir’s integration with its parent airline, with more of airline’s routes to be transferred as Singapore receives more 737-800 NG aircraft.

New Azamara Chair

SYCAMORE Partners has appointed Orlando Ashford to be the new Executive Chairman of its recently acquired Azamara cruise brand (**TD** 20 Jan).

Ashford will formally assume the role at some stage during Q1 this year, coinciding with the official completion of the company’s purchase.

“Orlando will bring perspective that will support expansion of the brand while maintaining and growing the unique programming and itineraries beloved by guests and travel industry partners,” said Sycamore’s MD Stefan Kaluzny.

TripADeal appoints

ONLINE travel agent TripADeal has formally announced the appointment of Matt Wolfenden to be its Chief Operating Officer.

Wolfenden has been promoted from the position of Head of Product, a role he held for close to 12 months, with TripADeal Founder Norm Black stating the decision was made due to Wolfenden’s ability to adapt during the pandemic.

“The way Matt adapted and rose to meet those challenges has been an absolute credit to him,” he said, adding domestic travel would continue to be a focus for TripADeal in 2021 with new tours and resort packages rolling out.

Chill out & register

A NEW Ponant cruise departing from Dunedin to explore the Ross Sea near Antarctica in 2022 is now open for pre-registration.

The sailing will go on sale early this year - register **HERE**.

A Qatar Airways advertisement featuring a Qatar Airways plane flying over a sea of clouds. The plane is white with 'QATAR' and 'القطرية' written on its side. The background is a soft, golden sunset or sunrise sky. The text 'Going places together' is prominently displayed in a large, white font. Below it, the text reads: 'We are now flying to Riyadh, Jeddah, and Dammam in Saudi Arabia; Dubai and Abu Dhabi in the UAE; and Cairo and Alexandria in Egypt, offering your clients seamless connectivity on our expanding global network.' Further down, it says: 'Your clients can plan ahead and change if they need with guaranteed flexibility*.' At the bottom, there is a small note: '* Terms and conditions apply. Applicable for tickets issued up to 30 April 2021.' The Qatar Airways logo and 'GOING PLACES TOGETHER' slogan are at the bottom right, along with the 'oneworld' logo.



Read about the change to Celebrity's pricing and what Aurora is doing to protect deposits in the December issue of *travelBulletin*.

travelBulletin



AA links Qld's NW

ALLIANCE Airlines is gearing up to launch new flights linking Brisbane and Townsville with the state's outback mining region of Cloncurry.

Brisbane to Cloncurry return services will operate once a week from \$350pp one way, while Townsville to Cloncurry and return will operate twice-weekly leading in at \$220pp one way.

It's All about eco tourism in Cairns

A NEW not-for-profit called Allabout Cairns has opened its doors with the intention of promoting ecologically responsible activities and tours in the north Queensland city.

The organisation is a co-operative formed by Barefoot Tours' Chelsea Handley and Barry Goes of Cairns Canyoning, advocating for a more united and sustainable approach to travel - visit **HERE** for more information.

CLIA cleans up its training

CRUISE Lines International Association (CLIA) Australasia has revealed the launch of its new training course for travel agents aimed at increasing the trade's understanding of the sector's new global health measures.

Offered through CLIA's re-certification elective for 2021, Cruise Dynamics, travel advisors are able to learn more about how the cruise sector has changed in response to the COVID-19 pandemic, as well as the various new health protocols created to underpin its future recovery and growth.

Initiatives from the industry include more rigorous screening, testing, distancing, and sanitation measures, all of which have been committed to by CLIA members.

CLIA travel agents who have renewed their membership for 2021 and hold any level of certificate (Accredited, Ambassador or Master) will need

to complete the Cruise Dynamics elective in order to renew their certificate for the coming year.

Cruise Dynamics 2021 is available to all CLIA agents, including those without accreditation, and is accessible **HERE** from today.

Airlines talk carbon

QANTAS has stepped up its commitment to reduce its carbon footprint, inking an agreement with BP to explore new ways to pursue its sustainability strategy.

The new partnership will examine a number of carbon reduction pathways, including sustainable fuels, renewable power, carbon management, as well as emerging technologies.

MEANWHILE Air New Zealand has backed the NZ Govt's decision to implement a biofuels mandate for the transport sector to reduce its carbon emissions.



Window Seat

WITH the travel sector facing so many complicated challenges that are keeping it grounded temporarily, it's reassuring to know that at least somewhere in the world there are companies starting to take off.

Hoversurf, a Russian urban air mobility company has started testing its new Hover drone taxi technology (**pictured**), which will aim to transport passengers from airports at a speed of up to 200km/hour and can cover up to 100km in one trip.



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CORPORATE UPDATE

Biz travel life sign: Airbus

IN AN encouraging indication the business travel space might finally be on a path to recovery, Airbus CEO Guillaume Faury has told German media that the attitude towards travel from businesses is starting to shift.

“At the beginning of the crisis, the business travellers stayed home, working remotely with digital systems,” he said.

“A year later things are changing, businesses are eager to fly again,” Faury added, stating that companies look to have stabilised to the point where Airbus may be able to take advantage of an increase in corporate travel later in the year.

Responding to industry assertions that most businesses will elect to keep their staff grounded over the longer term and opt instead to conduct business meetings virtually, Faury pushed back against the notion that the view was permanent, suggesting instead that there was growing evidence the COVID crisis had served to validate the need for face-to-face interactions.

“One year of crisis has made it very clear that travelling and meeting with your business partners is absolutely essential... so it will be back,” he insisted.

QR extends loyalty

QATAR Airways’ Privilege Club has announced it will extend its members current tier status through to the end of this year.

Designed to further honour the loyalty of members during challenging times, the extension applies to Silver, Gold and Platinum members whose tier is due to end this year, and have not earned enough Qpoints to retain the status, Chief Commercial Officer Thierry Antinori said.

The announcement follows news that Qatar will offer all passengers unlimited date changes and free refunds for tickets issued before 30 Apr for travel this year.

The Airbus chief’s comments follow a Global Business Travel Association (GBTA) study released last week which found business travel sentiment was starting to improve globally (**TD** 22 Jan).

But perhaps one of the biggest challenges facing the corporate travel sector will be the changing attitudes toward workplace proximity, highlighted in a recent survey conducted by freelancing marketplace Upwork.

The study noted that 27 million American workers had either moved or were planning to move away from big US cities, with 27% of the country’s workforce stating they would be working remotely for the rest of 2021.

MEANWHILE The American Hotel & Lodging Association painted an even bleaker picture of the industry, releasing new data which suggests business travel would not return to 2019 levels in the United States until at least 2023 or 2024.

The survey indicated business travel will be down 85% through to Apr when compared to 2019, and then will only tick upwards at a slow rate of growth.

Smith hails data

FCM General Manager Bonnie Smith has listed five ways data can shape corporate travel programs this year, believing it will continue to guide travel management companies as they navigate a post-COVID landscape.

Smith said data can inform future-focused travel management solutions, modernise travel & expenses management, assess risk & improve duty of care, deliver savings, and boost policy compliance with behavioural economics.

“Data helps us analyse risk, and track behaviour and trends,” Smith explained, as the role of the TMC evolving from travel advisor to “enterprise solution provider” continues.



How many guests are on a Viking Longship?

Head to the *Travel Daily Training Academy* to find the answer and learn more about this and other destinations.

Charting a path forward



DESPITE the controversial forecasts put forward by Health Department boss Brendan Murphy that Australia’s borders will remain mostly closed until 2022, cruise operator Hurtigruten has revealed its booking pipeline for the next 12 months paints a very different picture.

The line’s Managing Director of Asia Pacific Damian Perry said the positive sentiment had been largely driven by an appetite for cruisers to visit the remote continent of Antarctica.

“A strong base of resilient travellers who seek to achieve their ‘bucket list’ journey are viewing the ‘White Continent’

as hot property, [accounting for] nearly 80% of bookings in the last quarter of 2020,” he said.

“As we’re consolidating a number of years of clients under strict COVID-normal protocols at capped capacity, travellers will miss out if they don’t plan early,” Perry added.

To mark the strong interest, Hurtigruten has introduced its New Year Global Expedition Sale, offering a further \$1,500 off cabins for select departures in 2021/22/23 bound for Alaska, Canada, Greenland, Iceland, Northwest Passage and Norway.

Pictured: *MS Fram* exploring the majesty of Antarctica.

YEAR *in* REVIEW

2020



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Travel Daily

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?

This building is one of the tallest

hotels in the world, although 39% of its total height is made up of non-occupiable space.

The shape of the building is also a standout, designed to look like the sail of a ship.

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. SFO
2. AVV
3. STR
4. BOM

2



AIRLINE LIVERIES



3



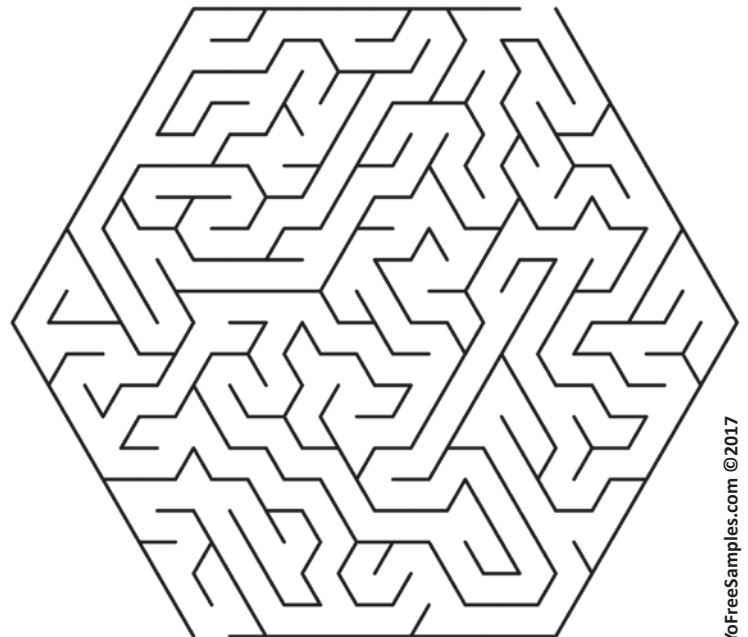
Pub quiz

1. Alberto Fujimori was leader of which country during the 1990s?
2. The Royal Botanic Garden Sydney is located at what Cove?
3. Athens has hosted two Summer Olympics, but how far apart were they?
4. The Casa Rosada is the executive mansion and office of what country's leader?
5. Arabic coffee originated in which country?
6. Baseball and what other sport is typically most closely associated with the Dominican Republic?
7. What is the most populous city in Taiwan?
8. What is the name of the narrow waterway connecting the Bass Strait and Port Phillip?
9. The Taj Mahal is famously made out of what kind of rock?
10. Gion is a festival which takes place annually in which city in Japan?

A-maze-ing

CAN you find your way through this maze?

Start at the top right corner and finish in the bottom left.



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ANSWERS 28 JAN

Where in the world: Château de Chantilly, Chantilly, France

Know your brands: 1 HCF, 2 WHO (World Health Organization), 3 Wahlburgers, 4 Gatorade

Whose animal is this: Brown bear - Finland



Hotel Council Aotearoa formed

HOTEL Council Aotearoa (HCA), a new hotel association, has emerged to push the agenda of the industry to the NZ Govt.

Committed to fighting for a greater share of political voice and industry recognition, HCA membership is expected to grow in the coming months.

HCA will be led by Strategic Director James Doolan, and has been working behind the scenes in New Zealand for some time, amassing an initial membership of more than 140 hotels, representing nearly 16,000 rooms across the country.

It has already signed a relationship agreement with Tourism Industry Aotearoa.

HAL Grand voyages

HOLLAND America Line's (HAL) 2022 and 2023 Grand Voyages are now open for booking.

Extended cruises of up to 127 days exploring six continents are available, with guests who book a full voyage to receive an Early Booking Bonus valued at up to US\$6,730 per person.

The season will see Holland America Line sail a 2022 Grand Africa Voyage, a 2023 Grand World Voyage and a 2023 Grand South America & Antarctica Voyage, all of which are now open for bookings.

Ranging from 71 to 127 days, these longer journeys all depart roundtrip from Fort Lauderdale, with memorable experiences for the season to include a visit to Antarctica.

BAILLIE Lodges has announced the acquisition of New Zealand's luxury Huka Lodge (pictured).

Joining Baillie's portfolio yesterday, the transaction comes after successful negotiations with The Huka Retreats' parent company, and the approval of NZ's Overseas Investment Office.

Huka is the second international lodge for the Australian-based Baillie, after Vancouver Island's Clayoquot Wilderness Lodge joined the brand late last year (TD 26 Nov 2020).

All staff will be retained, and they will continue to be led by General Manager Kerry Molloy.

Partnerships with local suppliers and operators will also remain unchanged, with Baillie intending to expand these relationships in line with its philosophy of promoting local produce, experiences and culture.

Baillie's growing portfolio of upscale lodges also includes Capella Lodge, Longitude 131°, and the currently under-renovation Silky Oaks Lodge, set to reopen to the public in Oct.

The company's flagship property, Southern Ocean Lodge

on Kangaroo Island, is going through a planned rebuild, after it was destroyed in the 2019–20 bushfire season (TD 06 Jan 2020).

Coffee clusters

THE popular BYO Coffee Cluster is now open to suppliers, amid a number of new and exciting changes to its Destination Webinars initiative.

Suppliers can now book into the 2021 BYO Coffee Cluster calendar, which was launched yesterday, as was a range of brand new webinar service kits, highlighting how suppliers can work with Destination Webinars to help keep the travel trade updated.

The season is due to kick off mid next month - email [HERE](#) for info.

WA funds rural orgs

MORE than \$20 million of funding from the WA State Govt has been locked in over five years to support rural tourism organisations in the state.

Funding to the state's five major rural tourism boards will be used to help promote future travel and tourism opportunities.

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

The Travel Corporation is offering a 20% discount on its trips departing late 2021 and all of 2022 as part of the operator's Global Take Off Sale. To take advantage of the promotion, bookings must be made before 28 Feb. Bookings can be held for only a \$99 deposit and are fully refundable when cancelled 30 days prior to departure. [CLICK HERE](#) for more details.

Up to a quarter off the price of 2021/2022 and 2022/2023 Antarctica cruises are currently on offer with **Intrepid**. Applicable itineraries include an 11-day Best of Antarctica sailing departing from Ushuaia in Argentina. Call 1300 309 395 for further information.

Broken Hill Outback Resort has introduced new deluxe package deals for its luxury cabins, offering a gourmet continental breakfast for two, king beds and spa baths, priced from \$255 per cabin. The deal applies to stays between 01 Apr and 30 Jun. Call 1300 679 688 for details.

TravelGlo is offering travellers savings of \$400 per couple when bookings are made on its eight-day Tassie Essentials tour for travel between now and Nov. The trip includes an expert driver and guide, most meals, as well as a cruise along the Gordon River. For more info, [CLICK HERE](#).

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

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