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Ponant Tropics out

PONANT Cruises has today released its 2022/23 A Taste of the Tropics program, including departures visiting the Kimberley, Indonesia, Melanesia, the Indian Ocean islands and Japan.

A total of 67 explorations are on offer, all with an emphasis on cultural discoveries and encounters with local populations.

More on the **cover page** as well as in today's **Cruise Weekly**.

EY verification

ETIHAD Airways has extended its "Verified to Fly" travel document initiative to routes right across its global network.

The service enables travellers to pre-validate their COVID-19 travel documents before arriving at the airport, meaning they can then enjoy fast-track check-in via a dedicated Verified to Fly desk.

Documents are submitted via the 'manage booking' section on the Eithad website.

Pandemic slams domestic

DOMESTIC overnight trips fell by 35% to 72.8 million and overnight spend dropped by 42% to \$45.7 billion for the year to Mar, figures released by Tourism Research Australia reveal.

Compared to the previous corresponding period, domestic overnight spend plummeted by \$33.1 billion, while 35% was also peeled off from the day spend category, which was down \$9.1 billion to \$16.7 billion.

However the picture looked slightly brighter on a quarterly comparison basis, with visitor nights increasing by 6% to 102.1 million for the three months to Mar when contrasted with Q1 2020, a period forced to contend with the start of the pandemic and bushfire impact.

Overnight spend for the latest quarter remained steady with the previous Mar 2020 quarter at \$17.9 billion, while overnight trips increased by 1% to 24.6

million during the same period.

One of the big winners for the period was intrastate travel, which due to intermittent domestic border closures saw Aussies switch to taking longer self-drive trips within their home state, with the share of intrastate overnight trips & spend jumping across all states and territories.

Nationally, the share of overnight intrastate trips increased from 67% to 84% for overnight trips and 44% to 72% for visitor spend.

On the flip side of the coin interstate travel was affected significantly, the biggest loser being WA which was dealt a 60% decrease in visitation for the three months to Mar in contrast to the Mar 2020 quarter.

Victoria also fared poorly, down 55% due to long restrictions, while NSW only dropped 19%, SA lost 17% and Qld was the biggest winner, only decreasing by 5%.

Today's issue of TD

Travel Daily today has six pages of news including **Business Events News** plus a front page from **PONANT** & full page from **Silversea Cruises**.

Silversea 15% dep

SILVERSEA Cruises is promoting its special 15% deposit offer, along with included roundtrip air, shore excursions and a 10% early booking bonus for reservations confirmed by 31 Aug.

More details on the **back page**.

Get in Quark agents

QUARK Expeditions is the latest addition to the Creative Cruising product portfolio, with the wholesaler celebrating with special client bonus savings of up to \$1000 per cabin plus US\$150 per person onboard credit - plus a \$200 gift card for agents who make deposited bookings in Jul.

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Club Med chief promoted

RACHAEL Harding has been named as Club Med's CEO of East, South Asia and Pacific (ESAP), as part of a series of promotions across the company's Asia-Pacific business.

Harding became Club Med's GM - Pacific almost exactly three years ago (**TD** 11 Jul 2018), with the new ESAP business coming into effect from today to provide an "extra layer of functional support to bolster the region".

She will now relocate to Shanghai and report directly to Club Med President, Henri Giscard D'Estaing, with responsibility for all ESAP

commercial markets and the objective of "driving an aggressive rebound while seeking new emerging market opportunities within the region".

Club Med said Harding's elevation was a response to the growth of the region prior to the pandemic, and consequent demand for domestic resorts over the last year, particularly in China.

Her local role will be taken by Michelle Davies, who has become Club Med GM Pacific after her previous role as the company's local Head of Marketing.

Prior to that Davies spent five years as Club Med Marketing Director for the UK & Nordics.

Harding said that with the Pacific still part of her remit she will ensure that this region is "fully supported with a louder voice on the global stage" to help fuel Club Med Pacific's ambition to return to its pre-pandemic double-digit growth levels.

"It's an exciting time for Club Med in the Pacific," she said, with the region being Club Med's top growth market in 2019 and the travel trade seen as "essential to our rebound strategy".

Google to phase out Reserve feature

GOOGLE has advised its tours & activities partners that it will phase out the Reserve with Google feature on Google Maps for tour bookings next month.

Reserve with Google allowed providers to implement a booking button directly from their Google business listings, meaning consumers could buy tickets without having to navigate to third party sites.

An update to partners last week confirmed that "Google is planning to officially turn off Reserve with Google for tours, activities and attractions on 01 Aug 2021...this means the Buy Tickets button will no longer appear after 31 Jul".

It's understood the platform will be replaced with a trial introduction of ticket booking links within Google search, which would take browsers through to supplier or OTA sites to purchase.

SIA stopover bonus

SINGAPORE Airlines has increased the travel agent BSP commission payable on all Singapore Stopover Holiday products from 5% to a hefty 20%.

Agents are able to claim the payment via BSP at the time of issuance of the associated EMD-S.

Full details of the program including associated hotels, extras and pricing are at SIA's trade site agent360.singaporeair.com.

Aeronology closes the GDS loop

MELBOURNE-BASED travel technology firm Aeronology has announced a new technology connection contract with Amadeus, giving it a full complement of connections alongside existing links to Sabre, Travelport and TravelSky.

CEO Russell Carstensen said the GDS relationship was the next step in its growth plans, allowing Aeronology's global corporate, OTA and leisure travel agents to book some of the world's largest carriers via a "direct, instant connection with Amadeus".

All bookings made on Aeronology via Amadeus are owned and controlled by the travel agent and will load directly into any mid-office platform, Carstensen added.

"The world is changing; the distribution market will never be the same," he said.

"What the COVID-19 pandemic has proven is nothing replaces human problem solving and customer care by a well-trained and productive travel advisor."

BP-QF status offer

QANTAS Frequent Flyer members can earn 50 status credits by filling up with BP fuel, under a limited offer which was announced this morning.

It's the first time BP has offered Qantas status credits as part of its loyalty program.

To receive the bonus consumers must join the BP Rewards program and then fill up or shop five times by 30 Sep, spending a minimum \$50 per visit.

Qantas Points are also earned on all eligible BP purchases.

ABS dropping provisional stats

THE Australian Bureau of Statistics (ABS) has confirmed it will no longer publish its monthly Provisional Overseas Travel Statistics figures.

The supplementary publication was launched in mid-Mar last year to help track the impact of the COVID-19 pandemic, and was in addition to the regular monthly Overseas Arrivals and Departures figures, providing an earlier indication of travel patterns closer to the end of each month.

In Apr the Australian Statistician, Dr David Gruen, announced changes to the statistical work program to appropriately measure the Australian economy and society from 01 Jul.

These included ending the Provisional Overseas Travel Statistics publication, meaning that from next month additional information will instead be included in Overseas Arrivals and Departures to "give an early indication of the total numbers of people coming into and leaving the country," the ABS said.

Yesterday Qld Deputy Premier Steven Miles incorrectly claimed the Government had ordered the ABS to stop publishing arrivals data for non-residents, alleging the move was a cover-up to hide the numbers of foreigners taking places in Australia's hotel quarantine program.

Gruen confirmed the decision to drop the provisional figures had been made internally by the ABS and "was not the result of a direction by government".

The ABS Overseas Arrivals and Departures figures will continue to be published as normal.



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Window Seat

SAFETY precautions went to the next level at an airport in Togo, Africa last month after an Ethiopian Airlines plane was struck by lightning.

The Boeing 787, which normally flies between NY and the country's capital Lomé, was slightly damaged, and underwent full checks prior to its planned return to service.

However, just to be sure, an additional layer of procedures were also implemented - in the form of a voodoo exorcism to appease the anger of Hiebiesso, the local "divinity of thunder".

"When lightning strikes, it is our duty, for the sake of people's security, to identify and purify the area struck by this natural phenomenon," said Togbe Assibio Nyagblondjor, a senior traditional priest.

Officials present for the arcane ceremony included Togo's Civil Aviation chief, Colonel Latta Gnama, who confirmed the exorcism was part of extensive measures to ensure the plane returned to service safely.

Back to normal by 2024?

THE majority of tourism experts interviewed for a new United Nations tourism report believe international volumes will not return to pre-pandemic levels until at least 2024.

The *COVID-19 and Tourism: An Update* report released overnight contends the main barriers to recovery in the sector remain a combination of travel restrictions, slow containment of the virus, low traveller confidence and a poor economic environment.

Total international losses could amount to between US\$1.7 trillion and US\$2.4 trillion by the end of 2021 alone, a dire forecast the report claims highlights the acute need to accelerate the global vaccine rollout.

In Australia and New Zealand, the study claims the combined GDP of both countries will shrink by 3.7% due to the tourism hit under a worst case scenario, with a 2.7% hit the best case option.

Modelling in the report also contends that by the end of the year Australia and NZ will lose up to 5.9% of unskilled workers in the tourism industry, as well as a close-to 5% reduction in wages.

The UN released a similar report 12 months ago to gauge the future impacts of global travel restrictions on the tourism sector

(*TD* 02 Jul 2020), estimating at the time an approximate US\$3.3 trillion loss in value, a figure that can now be viewed as "optimistic", with the report stating "few observers expected that international travel would still be very low after 12 months." So far in 2021, an average global decline of 88% has been recorded when compared to pre-pandemic levels, with the rest of the year looking fairly bleak as well, with the most flattering forecast still foreshadowing a loss of between US\$1.7 and US\$1.8 trillion when compared to 2020.

The report also put forward a range of policy suggestions to help get global tourism back on track, including the goal of vaccinating 40% of the global population by the year's end and 60% by mid-2022, and if achieved would greatly increase confidence in travellers who fear getting sick or stranded overseas.

Mitigating the socio-economic impacts on livelihoods is also viewed as imperative, with govts encouraged to be more strategic with support programs.

Local cruise pauses

CARNIVAL Corporation brands P&O Cruises Australia and Princess Cruises have extended their local cruising pause through to at least mid-Dec.

P&O has paused Australian cruise holidays through to 17 Dec, while Princess has cancelled through to 19 Dec.

Both cited "ongoing uncertainty" around a pathway to resume cruising in Australia, after Federal Minister for Health Greg Hunt extended the Human Biosecurity Emergency Period until 17 Sep (*TD* 11 Jun).

IATA labs push

THE International Air Transport Association (IATA) has launched a self-registration portal for its Travel Pass Lab Network, making it easier for coronavirus testing labs to join.

IATA's Lab Network provides a list of eligible locations around the globe so travellers can easily find a location for a coronavirus test prior to travel, with the newly launched portal providing a "one-stop-shop" for labs to self-register.

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Travel & Cruise Weekly

75 years of celebrity power



ONE of the United States' most iconic hotels is preparing to celebrate its 75th birthday next month, with the Hotel Bel-Air's storied celebrity history in the spotlight to mark the moment.

Back in the day, Hollywood star Grace Kelly frequented the LA-based hotel so regularly the property's owners at the time had a suite named after her, but Kelly was not the only big name visiting on a regular basis, with the likes of Elizabeth Taylor, Robert Wagner, Judy Garland, Bette Davis, Paul Newman, Robert Redford, and Audrey Hepburn all regular guests at the height of their collective fame.

"For the last 75 years, Hotel Bel-Air has attracted Hollywood A-listers and notables from around the world," the hotel's

GM Denise Flanders said.

"Marilyn Monroe did her last photo shoot at the hotel, Grace Kelly celebrated her Oscar win in one of our suites, Elizabeth Taylor lived at the hotel while she was married to Nicky Hilton...these stories go on and on."

To celebrate the milestone, the Hotel Bel-Air has released a series of archival photos showing what life was like for guests in the cocktail bar back in the day (**pictured**) for example, as well as various shots of the property's famous facade and pool areas.

The hotel is also going to host a series of events and specials on site to mark its history, from special afternoon teas to luxury wellness packages.

See more of the historical images on our FB page [HERE](#).

Keep up to date with Travel Daily on the go



Travel Daily



KI begins rebuilding

THE rebuild of Southern Ocean Lodge on Kangaroo Island has begun, after it was destroyed by bushfire (**TD** 06 Jan 2020).

A linchpin of Kangaroo Island's tourism industry, there are expectations it could reopen by 2023, with the addition of a new four-bedroom Owner's Cottage with dual key access, as well as a revamp of its rooms, & a new day spa with hot/cold plunge pools.

Much of Kangaroo Island was destroyed by bushfires, but its economy is rebounding strongly, with plans for the construction of at least three luxury boutique resorts by three separate owners.

CX adds capacity

DESPITE Hong Kong's Cathay Pacific slowly boosting capacity across its network in recent months, including five flights per week from SYD-HKG, the airline will only be at 30% of its pre-pandemic volumes by Q4 2021.

In positive news, the airline has revealed it expects demand to increase faster from Aug, fuelled predominantly by students travelling between China, the United States and Europe.

The carrier will boost capacity to about 10-20% of pre-pandemic capacity by next month, up from a stark 8% capacity in Jun.

NZ air challenges

THE New Zealand aviation sector is unlikely to regain any momentum for at least "the next few months" in line with a need for higher vaccination rates, according to Auckland Airport CEO Adrian Littlewood.

"As a result, international passenger numbers and those business lines linked to pax volumes, including retail and transport, may remain very subdued for the remainder of the calendar year," Littlewood added.

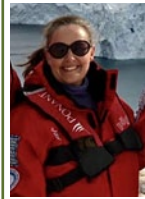
Auckland Airport is expected to make a loss after tax of between NZ\$35 and NZ\$55 million for the 2021 financial year.



SUSTAINABILITY MATTERS

Today's Sustainability Matters is brought to you by PONANT

PONANT Foundation supports aftercare homes for sick children.



This week I am delighted to announce that the PONANT Foundation has added a further important sustainability

project, this time supporting Buenos Aires-based Garrahan Foundation's ecological and educational project in Ushuaia, Tierra del Fuego.

By collecting and reselling aluminium cans and plastic bottle caps, the initiative is assisting to fund aftercare homes for sick children and their families, supporting the most disadvantaged and contributing to better waste management in the region simply by donating recyclable waste accumulated on board PONANT ships on their return from expedition voyages in Antarctica.

In 2020, a severely compromised Antarctic cruise season, PONANT collected and donated a symbolic four cubic metres of waste (aluminium cans, paper, plastic bottle tops) as its first contribution to the Garrahan Foundation, with a view to an ambitious long-term partnership.

Funds generated by the Foundation's recycling program are used to purchase and repair equipment at the Garrahan Paediatric Hospital, train health teams and help fund aftercare homes for sick children and their families. We hope that our procedure for sorting and reusing waste from cruise ships to Ushuaia will encourage other companies to follow suit.

Deb Corbett
General Manager Sales & Marketing Asia Pacific, PONANT



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TA REVIEWS STRATEGY

THE departure of long-time Business Events Australia chief Penny Lion (**TD** yesterday) is part of significant changes to Tourism Australia's (TA) activities within the sector, which become effective from today.

TA MD Phillipa Harrison said the reorganisation was necessitated by the ongoing impacts of the global pandemic on tourism.

"The past 18 months have been the most challenging that our industry has ever faced, and throughout the crisis we have continued to adapt our business operations to place resources where they are needed most," Harrison said, with the departure of Lion "among the most significant changes to the business".

Lion's tenure over the last decade has seen a number of key achievements, including consolidating Tourism Australia's approach to marketing Australia as a business events destination.

She has also overseen the implementation of the Business Events Bid Fund Program, the

Advance Program and the Business Events Boost Program, the launch of the Australia Next publication and the Australia Innovates video series.

Tourism Australia's international business events operations will remain in place to continue to build demand for future business, but the current distribution and partnerships will transition to reporting to Robin Mack, who has been promoted to Executive General Manager - Business Events Australia, alongside his existing commercial role within TA's executive team.

Business Events marketing will move to the organisation's wider marketing team led by Chief Marketing Officer Susan Coghill.

The change will see "greater integration of business events across the business, which Penny has always passionately advocated for," Harrison said.

Lion said the decision to leave had been difficult, saying working to grow the business events opportunity for Australia had been "such a great honour".

Get Local in Aug

THE highly anticipated Get Local expo will now take place on 24-25 Aug (**TD** 09 Sep 2020), after co-owners Donna Kessler and Gary Bender decided to move the event in light of the current COVID-19 lockdowns.

"We have always maintained that Get Local would be an in-person event and by moving it to Aug we are confident that it will happen," they said.

Get Local has already exceeded exhibitor participation levels and has a strong line-up of speakers - see getlocalexpo.com.au.

IMEX is now open

EVENTS Industry Council (EIC) has launched its IMEX America Hosted Buyer Programme, which will take place at Mandalay Bay in Las Vegas from 09-11 Nov.

Applications are open now, and as part of the experience, EIC Hosted Buyers will be able to enjoy exclusive content and sessions personally delivered by the Council, networking opportunities and full access to IMEX America.

In addition, successful applicants will receive complimentary accommodation support services and more.

IMEX America 2021 is expected to attract more than 3,500 exhibitors from 155 countries.

GC GOES BACK TO THE FUTURE



LAST week's This is Gold Coast business events gathering showcased some of the region's top venues, experiences and professional services to 26 delegates from across the country.

The delegation represented "companies and associations with the potential to generate more than \$14 million in future business events for the city," according to Destination Gold Coast CEO Patricia O'Callaghan.

Activities included a welcome lunch at Currumbin Wildlife Sanctuary, watching the sunset aboard YOT Club & a visit to the newly opened \$60m Gallery at

HOTA, Home Of The Arts.

Delegates were able to engage with more than 30 Gold Coast venues and specialist suppliers in a full day of meetings at the Gold Coast Convention and Exhibition Centre.

A highlight was the major event dinner hosted by Village Roadshow Theme Parks at Warner Bros. Movie World.

The retro celebration included appearances from 1980s favorites such as Pacman, cassette tapes, and Rubik's cubes, while even Batman (**pictured**) showed up to thrill the revellers.

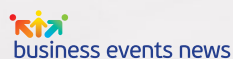
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KE biofuel tie-up

KOREAN Air has partnered with petroleum company Hyundai Oilbank to adopt the use of more sustainable aviation fuel (SAF).

The two have signed a Memorandum of Understanding regarding the manufacturing and usage of SAF, which will be made up of grains, plants, algae and animal fats.

SAF can reduce a flight's carbon emissions by up to 80%, however, it is also three times more expensive than current aviation fuel and lacks manufacturing infrastructure, with KE also hoping to further commercialise SAF through the new deal.

Nobu expanding

ASSET World Corporation and Nobu Hospitality have announced plans to expand the Nobu Hotels brand in Thailand.

The parties have signed a Memorandum of Understanding to open multiple Nobu Hotel locations, which will include Bangkok's first ever Nobu Restaurant, expected to open in time to serve as a spectacular New Year's countdown venue at the end of the year.

"Our strategy looking forward is to grow our brand with both regional and national partners," said Nobu Hospitality Chief Executive Officer Trevor Howell.

Coming over to meet Clover



THE Accommodation Association's New South Wales leaders recently met with City of Sydney Lord Mayor Clover Moore at the InterContinental to discuss her response to the pandemic.

Also on the agenda was Moore's election commitment to the

growth and recovery of the visitor economy, and her plans to revitalise downtown Sydney.

Pictured is the Accommodation Association NSW leadership team with Clover Moore (centre).

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.

Anantara Hotels, Resorts & Spas has named **Pascal Bertrand** as the General Manager of **Anantara Iko Mauritius Resort & Villas**. Bertrand brings more than 35 years of luxury hospitality experience to the role.

Tourism WA has appointed **Di Bain** as its new Chair. Bain has been a board member since May 2019 and is a current board member for Perth Zoo. Joining Bain on the board is **Janelle Marr**, as well as **Anneke Brown**, who until recently, was the General Manager of **COMO The Treasury** in Perth's State Buildings.

Courtney Iannuccilli has taken on a new Vice President of Global Marketing role with **Active Adventures**. Previously the Vice President of Global Marketing at Collette, Iannuccilli's new role for the Queenstown-based tourism company is based in Rhode Island. Iannuccilli will lead the active marketing team across various geographies and time zones, including the core team in New Zealand.

CaPTA Group has announced the appointment of **Colin Anderson** as General Manager of **Tropic Wings Cairns Tours & Charters**, and **Adam Pearen** as its Operations Manager - both newly created roles from what was previously one position. The move is representative of the current increasing demand and future vision for the company, which is now in its 40th year of operation.

Viking nears sellout

MANY of Viking's most popular ocean itineraries are already sold out for next year.

Travellers wanting to jump aboard sailings in 2022 or 2023 are encouraged to book now, with limited staterooms on remaining departures, such as the 15-day Viking Homelands.

The 15-day British Isles Explorer and the 15-day Iceland's Majestic Landscapes are all sold for next year, while only Jul 2022 remains for the 29-day Mediterranean's Iconic Shores voyage.

"While we may not be able to explore beyond our shores just yet, the rest of the world is starting to travel once again and Viking travellers across the globe are locking in their 2022 and 2023 voyages now so they don't miss out," said Viking's Managing Director ANZ Michelle Black.

Carnival HUB grows

CARNIVAL Cruise Line has expanded its HUB application to include additional functionality across food & beverage, health & safety, and spa and shore excursion booking capabilities.


Virtual queuing for onboard venues will also be part of the new HUB, as will dining check-in options for additional passengers and venues.

HUB was the first app to enable pizza and beer delivery, and the latest function will be expanded to include menus for all shipboard dining and beverage offerings, which will be available in a digital form using QR codes.

Guests will also be able to check-in to virtual queues for select locations on board, and will soon be able to reserve seats virtually for venues, and be alerted when it is time to arrive.

More new HUB features will be announced soon.

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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