

## TIME to be inspired

**THE** Travel Industry Mentor Experience (TIME) program is on the lookout for applicants to join its 43rd intake starting 08 Sep, the perfect time for a travel professional to develop their skills in time for the sector's rebound. Applications are due 16 Aug.

## Tucan Travel IP For Sale



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## New pax vax declaration

**THE** Department of Home Affairs has updated the Australia Travel Declaration which must be completed by all incoming passengers, with the addition of new details including COVID-19 vaccination status.

The new form requires arrivals to disclose whether they have ever had COVID-19, and in the event of a previous diagnosis passengers must say where and when they had the disease.

Passengers are asked about their vaccination history, including the date, location and brand of any COVID-19 inoculations, with the ABC citing Prime Minister Scott Morrison saying the information collected would be provided to the states and territories to assist them in determining how arrivals are managed in the future.

"The states will be in a position then potentially to look at how

they're managing quarantine operations in their state...to look at ways that vaccinated and non-vaccinated travellers can be treated in the quarantine program," the PM said.

"Obviously, those who are vaccinated have a much lower risk of infection than those who are not vaccinated," he added.

**MEANWHILE** requirements for outbound travel under the trans-Tasman Safe Travel Bubble arrangements have also changed in light of the current outbreak, with all passengers from Australia now required to have a negative COVID-19 pre-departure test within 72 hours of their flight.

NZ authorities have also paused quarantine-free travel from Vic and NSW until further notice, according to a Smartraveller update yesterday.

## Viking Mars for Oz

**VIKING** Cruises has announced that its new *Viking Mars*, which floated out overnight from the Fincantieri shipyard in Ancona, Italy, will cruise in Australasian waters in 2022/23.

The 930-passenger vessel will operate alongside *Viking Orion*, with Viking MD Australia/NZ Michelle Black saying she couldn't be more excited about the *Mars* deployment.

"It doubles our capacity and is a great sign of confidence by Viking in our region," Black said.

More in today's **Cruise Weekly**.

## Tradewinds arrest

**GOLDEN** Horizon, the brand new 330-passenger tall ship set to visit Australia this summer, has been arrested in Dover, UK over a financial dispute.

The vessel was originally built for Star Clippers, which is claiming millions of Euros from the Brodosplit shipyard in Croatia.

## Today's issue of TD

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

## Helloworld agency appoints liquidator

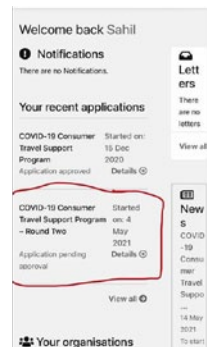
**DOCUMENTS** lodged with the Australian Securities and Investments Commission have confirmed the appointment of Domenico Calebretta from insolvency specialist firm Mackay Goodwin as the liquidator of a firm called Shayenglobal Pty Ltd.

Shayenglobal trades as Helloworld Travel Plenty Valley and Downunderhotels, with a meeting held on 06 Jul resolving that the company be wound up.

The Helloworld Travel Plenty Valley website is no longer active, but a Facebook page operated by the now defunct agency is full of comments from furious customers chasing refunds.

Interestingly, the page also includes images suggesting that the agency's application for support under the first round of the COVID-19 Consumer Travel Support Program (pictured) was approved, while a second round request lodged in May is pending.

It appears Director Sahil Nuhawan had been sending a screen shot of the agency's grant application status to clients seeking their money back, assuring them he was continuing to seek financial assistance from the government.



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**FRANCE MONTH**





## Win with Rockies

**THIS** week is the last chance to win a gift card, thanks to Colorado Tourism Office (CTO).

One \$200 Mastercard e-gift card and two \$100 gift cards are available for those who watch CTO's new webinar focused on the new Rocky Mountaineer rail journey coming to Colorado next month, as well as six five-minute videos designed to take travel advisors on a journey through national parks, road trip routes and signature outdoor experiences.

The prize draw closes at 5pm AEST 23 Jul - [CLICK HERE](#).

## Aussies primed for more travel: report

**AUSTRALIANS** plan on travelling more than they did in a pre-COVID world when restrictions finally ease, research by SiteMinder has found.

The survey showed that close to two thirds of Aussies hold a desire to either travel the same amount or more post-pandemic than they did in 2019, while only 1.59% said they would never travel again, down from around 8% noted this time last year.

Aussie travellers also indicated they want to spend more time in nature on their next trip, with responses increasing for holiday parks and camping sites, while 4% fewer Aussies wanted to spend time in a big hotel chain.

One in four travellers also said they will combine business and leisure on their next trip.

## TA optimistic on China

### EXCLUSIVE

**RESPONDING** to concerns that ongoing diplomatic tensions with China may adversely affect future visitor numbers, Tourism Australia has reassured the industry it is pursuing an "always on" approach to courting Chinese tourists.

"Tourism Australia continues to be very active in the China travel market, engaging consumers and the trade," a spokesperson for TA told *Travel Daily*.

"This 'always on' approach aims to ensure Australia remains top-of-mind for when travel between our nations resumes and we can move quickly to rebuild tourism from Australia's most significant tourism market," they added.

One of the ways TA aims to achieve this is through its Aussie Specialist online training program for travel agents, which it said continues to remain strong and active in China.

"It provides global frontline

## Jetstar Asia Phuket

**JETSTAR** Asia is gearing up to reboot services from Singapore to Phuket from 03 Sep in response to the Thai Government's "sandbox" tourism scheme.

The initiative allows vaccinated tourists to visit Phuket for a limited time if they are coming from low- & medium-risk nations.

Strong travel demand for Phuket holidays is expected from transit travellers connecting through Singapore's Changi Airport.

travel sellers and inbound tour operators in Australia with the knowledge to best sell our tourism offering," TA said.

"We also work closely with our airline partners such as Air China, China Southern and China Eastern to cooperatively market Australia and will be ready to activate recovery campaign activity with them as soon as travel resumes."

The reassurance comes as Edith Cowan University tourism expert Sam Huang told *ABC News* last week that Chinese tourists were unlikely to return to Australia in the same numbers as before the pandemic, due to ongoing diplomatic issues with the Asian powerhouse.

"I would say that would be a big barrier for our future tourism recovery, Chinese tourists will be influenced by some government directives," Huang observed.

A TA survey in May also found less than half of Chinese citizens believe Australia is a safe place to visit for a holiday, a sentiment that experts believe is a direct result of Chinese Govt messaging.

Chinese tourists generated a \$3.3b spend in Australia in 2019.

## CX A321neo debut

**CATHAY** Pacific's A321neo jets enter service from 04 Aug, with configurations on board featuring 190 Economy class seats and 12 across its revamped Business class option, boasting a hard-shell recliner "cocoon-like" seat.



## Window Seat

**MOST** fun runs are off the cards right now, but that has not deterred JTB Australia from pivoting to its Japanaroo 2021 virtual charity marathon.

The Run to Japan Close to You event will be held from 20 Aug to 05 Sep, with participants able to select from a five-kilometre solo fun run, or a 10-kilometre run (slightly less fun).

Participants can also choose where and when they hit the pavement, but must be signed up to the Runkeeper app to record their attempt.

Funds raised will be donated to the Beddown charity, which converts car parks into places for the homeless to sleep and eat - [CLICK HERE](#) for more info.

## CATO's Long hello

**CATO** has formally congratulated incoming AFTA CEO Dean Long (*TD* 15 Jul) on his new role, signalling a desire to collaborate with the industry body to drive the travel sector forward through the challenges posed by the pandemic.

"CATO has had a great working relationship with Dean during his previous tenure at AFTA and...we look forward to further strengthening this relationship to ensure a consistent industry approach," CATO Chairman Dennis Bunnik said.





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## CORPORATE UPDATE

### Flexibility focus: report

**CLOSE** to two thirds of businesses globally made changes to loosen their rail and air corporate travel policies between Oct 2020 and Feb 2021, according to new data from Expedia's business travel arm Egencia.

The most popular policy change during the period saw travel managers sanction business travellers to upgrade from Economy to Premium Economy seats in the air, or from Premium Economy to Business class, citing enhanced comfort and reduced health risks as the motivation.

Further policy changes from travel managers included allowing staff to reduce the number of advance purchase days required to help travellers navigate the rapidly evolving COVID-19 landscape, particularly as border restrictions pop up suddenly and health threats evolve.

Companies also stated they moved to provide employees with the flexibility to cancel flights at the last minute if needed where it was possible to do so.

With regard to rail travel, companies held similar views

to air travel, with cabin class and advance purchase policies topping the list of the most frequently adjusted policies.

The tweak, businesses claim, has allowed staff to book seats in more spacious Business class carriages to help with social distancing and also to buy tickets at a later date, providing travellers with more time to adapt to changes in government restrictions in the country they are arriving at for business.

Accounting for a fifth of all policy changes during the period applied to hotel bookings, with the most popular edit relating to hotel rate caps, indicating greater flexibility on hotel prices from hotel planners to allow for potential last-minute changes due to any COVID restrictions.

Around 40% of hotel-related policy changes included limiting the list of cities staff could travel to avoid corporate travel to emerging COVID hotspots.

"It's more evidence that duty of care is a top priority for companies," Egencia VP of Data Francisca Zanoquera said.



### Agents unite just in time



**TRAVELMANAGERS'** Victoria-based personal travel managers had a lot of stories to swap when they met up recently in Melbourne, as fate would have it, a catch up only days before the city was plunged back into a snap five-day lockdown.

The afternoon event of long-overdue laughter and hugs was organised by TravelManagers' Business Partnership Managers Kellie Browning and Despina Madden, with the duo elated to finally meet up with colleagues after having to postpone the event on three prior occasions due to COVID lockdowns.

"It was a case of fourth time

lucky and it was wonderful for everyone to finally be able to reconnect after so long apart," Browning said.

"We deliberately designed the afternoon as a very casual format - a bite to eat, a sip or two and a chinwag, but everyone was super happy to see each other."

**Pictured:** BPMs Kellie Browning (far left) and Despina Madden (far right) with PTMs Claire Crosby, Carli Hester and Justine Beekmans, alongside Ines Iniesta from Journey Beyond, and PTMs Wendy Clayton, Debbie Bean, Anita Coombs and Lisa King.

### CWT gets the msg

**CWT** has provided a recent snapshot of how many clients now use its messaging solution service, revealing more than 750 corporations in more than 110 countries are now engaging with the communications tool.

Launched in 2019, the service started with only 15 foundation customers, however the following year saw 300 clients adopt the product, a 50% increase on CWT's own program goals set for that year, with a further 425 companies signing up as of 30 Jun to actively engage the service.

The messaging solution provides B2B clients with 24/7 support services through a variety of channels, including Microsoft Teams and Facebook Workplace, with travel planners able to access real-time guidance.

### Flight Centre chooses Dentsu

**FLIGHT** Centre's Corporate Traveller and FCM Travel brands have chosen marketing agency Dentsu Queensland to handle their digital strategy in the Australian market and overseas.

The account will be managed by Dentsu's iProspect brand and see the agency support the brands in market with cross-channel strategy and investment.

"The iProspect team offer a blend of deep craft capability and passionate performance-driven strategic thinking which was exactly what we were looking for in a partner," Flight Centre's Corporate Digital Marketing Manager Bree Milkovic said.

"They're also a great group of people and a wonderful cultural fit for Flight Centre which is something that's very important for our business."

## Did you know?

Travel & Cruise Weekly's fortnightly consumer magazine called **Keep Dreaming** is specially designed for agents to send their clients - giving you a reason to reach out to your database.

Click here to view **Keep Dreaming** magazine

Click here for a toolkit to help you share it with clients



Travel & Cruise Weekly

## Icon under a microscope

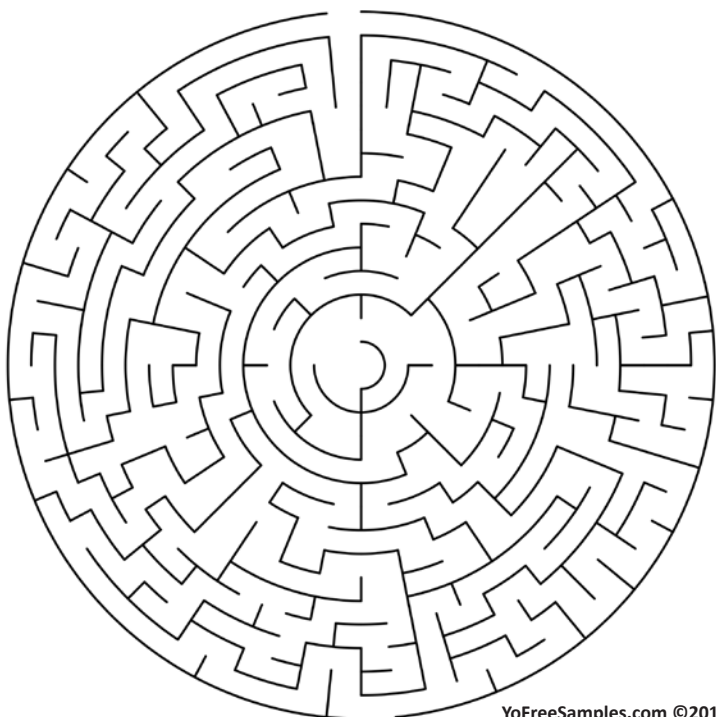


**THIS** landmark is iconic and easily recognisable when you see the whole picture, but can you identify it from this small portion of the image?

This attraction is one of the most famous in the city where it is located and stands at the juncture of twelve radiating avenues.

## A-maze-ing

**CAN** you find your way through this maze?  
Start at the top and finish at the bottom.



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## Did you know?

Travel & Cruise Weekly's fortnightly consumer magazine called *Keep Dreaming* is specially designed for agents to send their clients.



## Funnies Flashback



**WE'VE** trawled through the **TD** Window Seat archives to give you a blast from the past. Here's some gems from 12 Sep 2014:

**SOCIAL** media has taken a Dutch woman on a virtual holiday as part of an experiment in which she convinced her family and friends she was taking the overseas trip of a lifetime.

Twenty-five year-old Zilla van den Born used Photoshop to manipulate images which she then posted on Facebook after telling her loved ones she was going on a five week trip to Cambodia, Laos and Thailand.

She posted photos of food she ordered from Asian restaurants in Amsterdam and called her family via Skype while "away" even though she actually didn't ever leave the Netherlands.

It was part of a university project which aimed to highlight how social media does not always represent real life.

Apparently her family is still a little raw about the deception, particularly her mother who had been worried about her while she was "overseas".

## World Snake Day



**SNAKES** tend to get a bad rap, but for those who are fans of these slithering reptiles, today is the day to celebrate.

World Snake Day celebrates snakes and raises awareness about their conservation, with some snakes threatened by many of the same issues that other

wildlife face including habitat loss and climate change.

To commemorate the day you could buy a pet snake, but if that's a bit too much for you, consider watching a movie where snakes play a big role - suggestions of course include the classic *Snakes on a Plane*.

Icon under a microscope: Arc de Triomphe, Paris, France

ANSWERS 16 JUL

## Just another Degree in paradise



**THERE** aren't too many training colleges that offer five-star accommodation, indigenous smoking ceremony welcomes and amazing tropical surroundings, but that's just what attendees get at the newly constructed Hotel School Hayman Island.

The result of a partnership between resort owner Mulpha Australia and Southern Cross University, the hospitality training school is now taking applications for its next intake in Nov.

### Thai resort eyes Aug

**THAI** hotel operator Centara Hotels & Resorts has announced plans to open the Centara Reserve Samui in Aug, featuring 184 luxury rooms, pool suites and beach-front pool villas.

The luxurious property will also boast five dining venues, the world's first Reserve Spa Cenvaree, a fitness centre, a yoga pavillion, a children's zone, and a diverse range of event spaces.

For details on rates, see [HERE](#).

Attendees can complete an Associate Degree of International Hotel & Tourism Management and graduate from Southern Cross University, with the added benefit of getting real-world experience within the InterContinental Resort business.

Training sees students immersed in performance analysis with departmental managers who the University states are "instrumental in improving both functional roles and departmental performance".

**Pictured:** An indigenous elder from the Ngaro people welcomes a group touring the school.

### Tourism jobs drop

**TOURISM** jobs contracted by 4.1% in Jun when compared to the previous month, new figures released by Seek indicate.

While employment in industries like entertainment boomed, the number of tourism jobs shrank more than almost every vertical in Jun, beating home science.

Cruising Europe is one of the best ways to discover the continent - read more in the July issue of *travelBulletin*.

**travelBulletin**

**CLICK to read**

### ICC tweaks online

**THE** International Convention Centre (ICC) Sydney is offering an advanced interim solution in response to the needs of event organisers, who continue to meet virtually during the heavily restricted lockdown period.

The broadened facilities, known as ICC Sydney Studios, have seen the expansion of the Centre's existing virtual event and broadcast spaces, which now encompasses three purpose-built virtual event areas, allowing organisers and presenters to make full use of recording, live streaming and digital solutions.

For further details about ICC Sydney's range of hybrid event solutions, [CLICK HERE](#).

### Win \$10k on travel

**MELBOURNE** Airport is supporting Victoria's vaccination push by offering incentives and prizes for those who get the jab.

Each month for the rest of the year, one fully vaccinated Victorian will receive \$10,000 to spend on travel.

To enter, travellers must submit proof of vaccination and an explanation about where they would like to fly to and why.

Winners will also benefit from VIP extras, such as valet parking, and every valid entry will also receive a code to redeem savings on parking at Melbourne Airport.

CEO Lyell Strambi said he hoped the competition would inspire travellers to get vaccinated.

## 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](mailto:specials@traveldaily.com.au)

An exclusive Celebrity Cruises \$100 onboard credit offer for every booking made and deposited before the end of the month is available through **Creative Cruising**. Alternatively, travellers can book a sailing departing 14 Jan 2023 with pricing starting from \$4,009 per person twin share, including a return airfare with Qantas, a two-night hotel stay in Auckland, private transfers, and a 12-night *Celebrity Eclipse* cruise. All main meals, port taxes and \$150 of onboard credit per cabin are included when booked and deposited before the end of the month. Call 1300 362 599.

New Zealand's **Otahuna Lodge** is offering a daffodil season package to coincide with the picture-perfect season change. Valid for stays from 15 Aug to 15 Sep and priced from NZ\$1,725 per night for a minimum two-night stay, each evening guests can enjoy pre-dinner drinks with canapes, followed by a four-course menu with a bottle of premium wine for two guests, and much more - email [HERE](#) for more information.

Book a last-minute cabin with **Murray River Paddlesteamers** and save 25%. Valid for cruises on 19, 22 and 30 Jul. Call 03 5482 5244.

Let the kids get rowdy at one of **Wild Luxury's** two properties and pay five nights to stay seven. Stay at either Calabash Bay Lodge or Crane Lodge between 01 Aug and 17 Dec to access the deal. Call 1300 086 042.

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

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