

## Today's issue of TD

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

## North to Alaska!

**CRUISE** lines are ramping up their operations between Seattle and Alaska, with Princess, Celebrity and Holland America all debuting new voyages on the weekend as they continue to return to US operations.

Holland America's *Nieuw Amsterdam*, Princess Cruises' *Majestic Princess* and Celebrity Cruises' *Celebrity Millennium* have all departed Seattle over the last few days, with the voyages some of the first to return in almost two years.

The cruises will bypass Canada because it currently has a ban on foreign shipping in place, but this will lift in Nov (TD 19 Jul) enabling the 2022 season to proceed.

## New insurance role

**WORLD** Travel Protection (WTP) has appointed security expert Paul Trotter as its new Security and Intelligence Lead.

Based at the firm's Brisbane Command Centre, Trotter joins WTP after recently returning from four years in Iraq working in business risk management and as a political advisor.

WTP GM of Global Security Services, Rodger Cook, said Trotter would "provide valuable insights for our clients looking to minimise the risk to their employees travelling for work".

## AFTA pleads for support

**THE** Australian Federation of Travel Agents has issued yet another urgent call for support for travel agents and industry businesses, with the combined flow-on of COVID border closures and restrictions making the need for help "even more compelling".

AFTA Chairman Tom Manwaring appeared on weekend TV shows reiterating the plea, estimating that 15,000 jobs had already been lost across the travel sector.

"Support measures anchored to jobs, like JobKeeper, are needed now more than ever given recovery is only going to happen when international travel becomes possible for most Australians," Manwaring said.

"Whichever way you dice it, Australia's travel agents and businesses are doing it tough, and it's definitely tougher than this time last year when JobKeeper provided structural support in protecting jobs.

"Right now every agent is 18 months into near zero income, and the lack of cash flow clashes with the ongoing business and payroll costs...we were the first

## Snowy hotel sales

**THE** Marritz Hotel in Perisher Valley, NSW has been put on the market by owner Mulpha Australia, with an estimated price tag of over \$5 million.

The European-style alpine hotel has capacity for 70 guests, and is being marketed through Colliers.

hit and will be the last to recover, and, without support, a tipping point on massive job losses is looming," the AFTA Chair added.

"JobKeeper provided a simple, equitable and meaningful solution to protect jobs."

A media release issued by AFTA quoted Perth's Bicton Travel MD Carole Smethurst as well as Glenn Checkley, MD of Brisbane-based Travelonline - notably both in cities not currently impacted by lockdowns, yet still suffering.

Both agency owners cited how they had pivoted to selling domestic travel which had now in turn been decimated by ongoing border closures and restrictions.

Smethurst noted that with the yo-yoing of state borders consumers are not confident in booking travel.

"We are in a worse state now than we were at this time last year - at least then we were receiving some government assistance," she said.

## Emirates goes MIA

**EMIRATES** has launched its first ever passenger flights between Dubai and Miami, with the inaugural service arriving in Florida at 11am yesterday.

Miami is EK's second port in the state, complementing existing services to Orlando and boosting its US network to 12 destinations and over 70 weekly services.

The new Miami flights will operate four times weekly.

## Air NZ crisis flights

**AIR** New Zealand has expanded capacity on special repatriation flights to enable Kiwis currently stuck in the NSW lockdown to return home.

Seats are restricted to the number of spaces available in managed isolation facilities (MIQ) rooms provided by the NZ govt.

NZ Prime Minister Jacinda Ardern has allowed a one-week window for an estimated 21,000 New Zealanders to return home under existing arrangements, after announcing a two-month suspension of the trans-Tasman Safe Travel Bubble (TD 23 Jul).

## Sigmund project

**A NEW** "free, open-source hub for the sharing of ideas and innovation" has launched, with the goal of fostering interconnectivity and finding new solutions for the challenges facing the travel industry today.

Dubbed the Sigmund Project, the online platform has been created by Los Angeles-based Allan Elliott Merschen who is a partner in travel and tourism marketing firm MMGY Global.

Merschen said Sigmund was open to anyone with ideas to advance the sector, from small entrepreneurs right through to multinationals.

The not-for-profit, foundation-funded online networking tool aims to connect innovators with other collaborators who can offer advice, tools, partnerships and paths forward - see [sgmnd.org](https://sgmnd.org).

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## Amadeus IBM integration

**TRAVEL** technology company Amadeus has announced the IBM Digital Health Pass has now been integrated into its health verification solution.

IBM's Health Pass offers travellers a secure digital alternative to paper vaccination cards or test results for COVID-19, with the Amadeus partnership enabling airlines to integrate the use of COVID-19 digital health credentials into its existing reservation and booking systems.

As passengers move through the online check-in process, Amadeus' Traveler ID for Safe Travel checks the health requirements of trips against the various regulations individual countries have in place, with users then able to access a secure COVID-19 digital credential by scanning paper documents or uploading a digital version from their mobile or desktop.

"The need to check COVID-19

health documentation is causing significant delays during the journey for airlines and other travel providers...the integration of IBM Digital Health Pass is designed to provide airlines with open technologies they can build into existing digital solutions," IBM said.

### France vaccine pass

**FRANCE'S** parliament has overnight approved a law that will require its citizens to obtain a virus passport if they want to undertake domestic travel.

French President Emmanuel Macron said the new laws were needed to protect the nation's vulnerable populations, with the "health pass" required to enter all restaurants, trains and planes.

The vaccine pass will only apply initially to adults, but will be rolled out to all persons over the age of 12 from 30 Sep.

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## NEXT up for Oceania

**OCEANIA** Cruises has debuted 16 new Europe and Tahiti cruises, which will take place early next year aboard *Nautica* and *Regatta*.

Both ships are soon to return from their drydocks, marking the completion of the US\$100 million+ OceaniaNEXT program, and will visit the French and Italian rivieras, the islands of Greece, the Holy Land, the Canary Islands and Tahiti.

## Viking mini-series

**TRAVEL** advisors are being reminded it is the final week to watch this month's Destination Webinars mini-series, in partnership with Viking.

The mini-series features four short, updates on river cruising, ocean voyages and expedition sailings, which can be accessed via the Destination Webinars' webinar library **HERE**.

By watching, agents can win a \$150 Viking Visa Card.



## Window Seat

**FANS** of Eric Clapton have probably not been left feeling 'Wonderful Tonight', after the English guitarist said he won't play at venues which require fans to prove they've been vaccinated against coronavirus.

His comments came after Prime Minister of the United Kingdom Boris Johnson said proof of full vaccination would be needed to gain entry to nightclubs and other venues in the country from Sep.

Clapton recently teamed up with fellow singer-songwriter Van Morrison to release a song criticising lockdowns and the wearing of masks.

Just in case you were wondering, the song is not too bad, but it's not quite the 'Sunshine of Your Love'.

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## \$2.4m tourism push

**THE** Qld Government has launched a new \$2.4 million tourism campaign designed to motivate intrastate travellers to enjoy some of the state's most popular tourist spots.

Qld's Tourism Minister Stirling Hinchliffe said the latest marketing efforts were the first step in a long-term strategy to support its tourism industry.

"In the short-term, this campaign is targeted at encouraging Queenslanders to support local tourism businesses...we know the continuing restrictions due to COVID are impacting our tourism industry, particularly those that are protecting us from the highly infectious Delta strain," he said.

The Days Like This campaign, which re-records the Van Morrison's classic using local artists, will be rolled out to other state markets down the track, as well as New Zealand when restrictions are eased.

## WA Bains the upper hand



**NEWLY** appointed Tourism WA Chair Di Bain (**TD** 01 Jul) was recently greeted by the entire office in Perth who warmly wished her luck on her future term at the industry body.

**Pictured** second from the front just behind Deputy Chair Manny Papadoulis, Bain is an elected member of the City of Perth, sits on the Perth Zoo Board, and also founded the media and marketing

agency Bain Media.

In her work as Chair, Bain will help revive the state's tourism economy during the tough COVID environment, an industry that accounts for more than 109,000 jobs and before the pandemic, contributed \$11 billion in visitor spend to the state.

In more artistic pursuits, Bain also helped to produce the Aussie film *Red Dog: True Blue*.

## Digital support need

**ADVANCING** digital tools to facilitate mobility are among the critical needs in rebuilding trust in the restart of travel, The World Tourism Organization (UNWTO) Secretary-General Zurab Pololikashvili believes.

The head of the UN's tourism arm also stated more effective inter-country communication regarding changing travel restrictions and an accelerated vaccine rollout will both prove pivotal if the international travel sector is to rebound faster than currently forecast.

The comments follow a recent report from UNWTO which found international tourism between Jan and May this year was down 85% on the same period in 2019.

Asia and the Pacific delivered even bleaker figures, down 95% on pre-pandemic volumes during the same period, while the global market recorded 460 million fewer overnight visitors compared to pre-COVID.



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## Where in the world?



**THIS** five-storey pumphouse no longer operates as part of a hydro-electric scheme as it was first designed to - today it is a luxury wilderness retreat.

The lake on which it is located is the southern hemisphere's deepest lake and was created when a glacier moved through the

landscape thousands of years ago.

The pumphouse now houses a small number of hotel rooms and offers the perfect place for travellers to relax, unwind and experience the beauty of the surrounding wilderness.

Do you know where in the world this is?

## Pub quiz

- Which Chicago skyscraper was formally known as, and is located at, 375 E. Wacker?
- Old Tom was quite famous in the New South Wales town of Eden; what kind of animal was he?
- What is the largest city located directly on the Canada-United States border?
- What American state is known as 'Dairyland'?
- What five American states border Ontario?
- The Esplanade Hotel, Luna Park and the Palais Theatre are all features of which Melbourne neighbourhood?
- Aircalin is the international airline of where?
- Norton Street is the main street of which inner-Sydney neighbourhood?
  - Newtown
  - Leichhardt
  - Marrickville
- Wilpena Pound is an amphitheatre of mountains located in which Australian state or territory?
- Hidden Valley Raceway is located in what Australian city?

## Sudoku

## DIABOLICAL

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

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

[www.sudokuoftheday.com](http://www.sudokuoftheday.com) – visit them and get a new Sudoku every day!

## Seen it at the movies



**ALTHOUGH** this movie is set on one Greek island, filming for it occurred across three different locations in Greece.

This idyllic beach on the island of Skopelos was one of the settings for the movie, with most of the outdoor scenes being

filmed on the island.

The star-studded cast were required to show off their singing talents for this jukebox musical comedy, some showing off previously hidden talents in this department.

Can you name the movie?

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

**ANSWERS 26 JUL**  
 Where in the world: Pumphouse Point, Lake St Clair, Tasmania  
 Pub quiz: 1 Vista Tower, 2 Killer Whale, 3 Detroit, 4 Wisconsin, 5 Michigan, Minnesota, New York, Ohio and Pennsylvania, 6 St. Kilda, 7 New Caledonia, 8 b) Leichhardt, 9 South Australia, 10 Darwin  
 Seen it at the movies: Mamma Mia



## MSC sustainability

MSC remains on track to meet or exceed the target for 40% improvement in emissions intensity by 2030, as detailed in its 2020 sustainability report.

The account focuses on how the cruise line navigated the challenges caused by the COVID-19 pandemic, adapted its operations, and prepared for the return of guests.

It also outlines how MSC's Health & Safety Protocol allowed for a safe resumption of sailing in the Western Mediterranean last Aug (TD 10 Aug 2020).

## Third time lucky

A THIRD round of Tasmanian travel vouchers valued at \$7.5 million is set to assist the state's tourism sector amid ongoing travel restrictions.

This year's Make Yourself at Home vouchers will look different from last year's, with Tasmanians needing to pre-register in a lottery-style system.

The first two rounds of vouchers last year, issued in Sep (TD 09 Sep 2020) and Oct (TD 02 Oct 2020), offered rebates of up to \$150 for accommodation and \$50 for tourism experiences.

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## Some choice words for agents



TRAVELLERS Choice agents were briefed about the group's response to the evolving COVID crisis at a virtual conference last week, with candid discussions covering the "nimble and highly-adaptive way" the company is fronting up to the challenge.

"Throughout this crisis, we have conducted straight-up conversations with our members about the challenges facing the retail travel sector," the company's Managing Director Christian Hunter said.

While conceding the business faces the daunting prospect of another 12 months of travel restrictions, Hunter said most Travellers Choice agents remain "remarkably positive, proactive and stoic" about their future in the embattled sector.

"One agent I think perfectly captured the general mindset when he said, 'we haven't come this far, to only come this far', our members are smart and successful independent agents who are determined to do whatever necessary to ensure they are around on the other side

of COVID," Hunter said.

"In the meantime, we will continue to support our agents by keeping them informed and, importantly, ensure they remain connected to each other, to our group and to the wider industry here and overseas."

Encouragingly, the virtual gathering was well attended with 80% of members tuning in to hear how the company is faring during the latest spate of lockdowns.

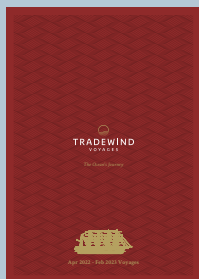
Looking to the future, Hunter leaned on the advice from a former world leader to spur his troops into pondering the opportunities that will be on offer in a post-COVID world.

"We will be encouraging them to follow Winston Churchill's advice and 'never let a good crisis go to waste', our industry will not be the same post-COVID and independent agents have a unique opportunity to think about how they want their business positioned when travel rebounds," Hunter said.

**Pictured:** Travellers Choice MD Christian Hunter alongside Chairman Trent Bartlett.

## BROCHURES

**WELCOME** to Brochures of the Week, *Travel Daily's* Monday feature. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to [brochures@traveldaily.com.au](mailto:brochures@traveldaily.com.au).



### Tradewind Voyages - The Ocean's Journey 2022-23

The adventure continues in 2022/23 aboard *Golden Horizon* with Tradewind Voyages, with 23 itineraries. From the North Pacific Collection, West Coast Americas Collection, South Pacific Collection and the Southern Hemisphere Collection, earlybird fares are now available for bookings made by the end of next month through Tradewind's Australian representative, Cruise Traveller. The brochure also details the ship, *Golden Horizon*, as well as life on board, such as the dining experience, choosing your cabin, the spa, getting active, bars, the boutique and library, and more.



### Wendy Wu Tours - 2022-23 Japan

Wendy Wu Tours has just released its 2022-23 Japan guide, which also includes Taiwan and South Korea. The interactive digital brochure features the tour operator's wide range of fully inclusive group tours, including its Classic range, covering the essential highlights of Japan, as well unique itineraries. Also featured are immersive Go Beyond tours, and dedicated solo departures on popular itineraries which feature additional inclusions, such as free chauffeur transfers and airport lounge passes, available in selected cities.

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