

Suffering from lockdown fatigue?

Let the humpback whales of Antarctica help you
escape to another realm with this short film
following nature's greatest marine mammals.



The PONANT Foundation has partnered with
Conservation International to study humpback
whales in Antarctica and better understand how
the variability of the Antarctic sea impacts them.

WATCH NOW

Whale you watch?

SUFFERING from lockdown fatigue?

Let the humpback whales of Antarctica help you escape to another realm with Ponant's short film - see the **cover page** for more details.

Today's issue of TD

Travel Daily today has five pages of news including **Business Events News** plus a front cover page from **Ponant**.

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Aeronology links to SQ

EXCLUSIVE

SINGAPORE Airlines is the latest carrier to become an NDC Direct Connect partner with Australian travel technology firm Aeronology, with the move giving travel agents access to SQ's comprehensive NDC inventory.

The addition is the result of about six month's work within Aeronology creating its range of NDC services, according to Aeronology co-founders Russell

Carstensen and Ahmed Fakhra.

"Despite the impact of COVID, Aeronology was able to connect with the Singapore Airlines team to create what is a unique travel advisor user experience," Carstensen told *Travel Daily*.

He said the Aeronology platform gave agents the ability to search, shop, book, ticket, rebook, reissue, revalidate, void and refund all NDC and GDS/ NDC transactions in a single screen, while the NDC connection enables Singapore Airlines to sell and showcase its products more effectively and with significant product differentiation.

Aeronology also plans to provide content from SQ's Scoot low-cost offshoot as part of its travel agent shopping application.

The addition of NDC direct connectivity with Singapore Airlines follows Aeronology's recent announcement of its new NDC connection to the Qantas Distribution Platform (*TD* 14 Jul).

New London hotel

EDWARDIAN Hotels will shortly showcase London's hottest new property, with the 06 Sep opening of The Londoner.

The 350-room Leicester Square urban retreat is located in the heart of the West End, and is described as the world's first "super boutique hotel".

The property will be featured in *Love Letters from Britain*, a new BBC series of short documentary-style films diving into the heart and heritage of British luxury, supported by the GREAT Britain & Northern Ireland Campaign.

Serko step-down

SERKO Limited yesterday announced Simon Botherway, who has been one of the company's independent Directors for over seven years, will step down at the Serko AGM in Aug.

Botherway had previously indicated his desire to step down in due course as part of the Board's succession plans, with Serko saying it expects to shortly confirm a replacement.

More industry moves on **page 5**.

The Travel Haven closure clarification

THE Travel Haven Pty Ltd was placed into members' voluntary liquidation (*TD* yesterday) as per the ASIC website.

Members' voluntary liquidation ensures an orderly wind-up and makes sure the directors avoid future liability.

The call by liquidator Matthew Kucianski for creditors to submit claims is simply a formality required under the legislation, with the company having discharged all its debts.

Travel Daily apologises for any confusion over yesterday's report.

What a Groote idea

AIRNORTH has announced that it will upgrade its daily flights between Darwin and Groote Eylandt in the Gulf of Carpentaria to jet services each Mon and Fri.

The move is effective 09 Aug, and will boost capacity by an extra 184 return seats per week.

Airnorth CEO Daniel Bowden said the move would give greater opportunity for connectivity to major hubs, with special fares on offer for the new jet frequencies.

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Source: nib Travel Brands Survey, May 2021, Australians comfort levels around travelling in a plane for up to 6 hours in the next 3 months.

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UnionPay/IATA deal

UNIONPAY yesterday announced a partnership with the International Air Transport Association (IATA) to give its cardholders broader access to purchasing air tickets online.

The partnership will launch multiple UnionPay payment products on the IATA Financial Gateway, and the financial services corporation's cardholders can now make reservations via all airline distribution channels.

Ponant's PRO tools

PONANT has launched a new social media toolkit for travel advisors, with tiles and content tools to help promote its upcoming luxury expeditions.

The downloadable files are available on the Ponant PRO area.

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Air workers must jab: QF

QANTAS has called for all aviation workers in Australia to be vaccinated through a nationally coordinated approach, warning that without one the aviation sector will end up with an unwanted "patchwork" of regulations and border rules.

"We understand there are a lot of complicating factors for our people - including access to the vaccine and those who don't want the vaccine or still have unanswered questions about it, but we need to find a path through those challenges if aviation is to return to normal," the carrier said this morning.

The call for government-mandated vaccinations for air passengers follows a consistent message from Qantas, with CEO Alan Joyce receiving a mixed reaction late last year when he advocated for a "no jab, no fly" policy (*TD* 25 Nov 2020).

MEANWHILE the call preceded a decision by Qantas this morning to rollout the International Air Transport Association (IATA)'s digital health pass when regular Qantas and Jetstar international flights resume (*TD* breaking news).

The carrier said the call to push ahead with IATA's health pass followed trials of several digital solutions on its international repatriation flights in recent months, with Qantas indicating the tool had proven itself to offer a "convenient and secure"

We can snow again!

VICTORIA'S Falls Creek and Hotham snowfields have reopened to the public this week after the state emerged from lockdown, a decision timed to perfection with both resorts receiving huge snowfalls.

All visitors will be required to return a negative COVID-19 test within 72 hours before visiting the resort, and masks are now mandatory at all times, including in indoor and outdoor areas.

method for customers to verify COVID test results and vaccination info with health officials and airline staff.

"A digital health pass will connect customers with COVID testing facilities, health authorities and airlines and enable...more travel bubbles," QF Group Chief Customer Officer Stephanie Tully said.

FBI on the move

FBI Travel has revealed it intends to relocate its office from Kooyong Rd to a new location at 125 Hawthorn Rd, Caulfield North, where the business stated it will "look forward to building the foundations for the travel agency of the future".

The Victorian agency said that despite the challenges posed by the pandemic it had been rewarding to work with travellers during the period of crisis.

"The months that followed [the start of the pandemic] were taken up with fighting on your behalf for refunds from hundreds of different suppliers overseas and with that too we have achieved some amazing successes," FBI Travel said this week.

"The stories we received from so many of you were heart-warming, and it was so great to hear about the achievements of the team on a human and personal level."

Colorado winners

HELEN Koroneos from Helloworld Niddrie, Maria Summers from Helloworld Ballina and Nada Kovac from Travel Associates have all walked away with MasterCard e-gift vouchers after participating in the Colorado Tourism Office's recent agent webinar series.

The six short videos about the US Rocky Mountain state are still online to view for advisors wishing to brush up on their knowledge - access them [HERE](#).

CAPA deferred

THE upcoming CAPA Centre for Aviation Australia Pacific Aviation Summit has been postponed until 07-08 Dec, due to the evolving COVID-19 border situation.

The event is set to take place at Sydney's Royal Randwick venue, with CAPA citing two recent surveys of its clientele in which 85% of respondents "urged us to return to live, in-person events".

By Dec "we expect a much larger proportion of the population will be vaccinated and we'll be able to meet in person, in a COVID-safe way," CAPA said in an update to the industry.

Key speakers have been locked in for the new dates, and the agenda will be adjusted to take into account the prevailing issues for 2022 - more **Business Events News** on [page four](#).



Travel Agent Survey

Last chance to be part of the recovery!

Survey closes Monday 2nd August

[Click for survey](#)

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1 of 5 VISA gift vouchers

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Window Seat

GIVEN the stringent COVID protocols in place across Australia's airports and airlines, it wasn't exactly the best look for *The Bachelor's* airline pilot beefcake Jimmy Nicholson to be spotted out and about not adhering to social distancing rules in Bondi recently.

Jimmy was snapped by the paparazzi kissing and hugging friends and moving about the beach's promenade in close proximity to a group of five.

Many users took to Instagram to vent their spleens about the reality TV star's public health faux pas, with one user slamming Jimmy, stating "and here is why Sydney will be in lockdown until Christmas."

While the show is still airing, Aussies are waiting with bated breath to find out if Jimmy falls in love with Flight Centre's Tahnee Leeson.



UK approves US and EU

FULLY vaccinated travellers from the United States and many countries in Europe will be allowed to enter the United Kingdom without the need for quarantine from next week.

The UK Government confirmed the standard 10-day isolation period will be scrapped for inbound travellers from the low-risk European nations and the US, if they have received both doses of a vaccine approved by the FDA in the US or by the European Medicines Agency.

Notably, the new changes will not apply to France as it is still labelled a high-risk zone for COVID-19 by the British Govt.

The decision followed criticism of the country's travel policies by British Airways this week, which claimed the UK was "falling

behind" its European neighbours like Germany, Greece, Portugal, Cyprus and Malta, which have been welcoming fully vaccinated travellers from the start of Jul.

The International Air Transport Association also welcomed the decision to recognise vaccinated travellers from the US and Europe, calling it a "positive, logical and long-overdue development".

While IATA said the move would help businesses reconnect in global markets, the body questioned why rules still do not yet apply to any traveller who has been fully vaccinated.

We're keen to travel

INTERNATIONAL students are willing to quarantine if it means starting their face-to-face education sooner, a new survey from student marketing and recruitment company IDP Connect claims.

More than three quarters of 4,300 students surveyed also said they want practical advice regarding the arrangement of quarantine accommodation and flights when they arrive.

"For parents of international students in particular, they want assurance there is adequate health care...for their child should they fall ill," IDP Education CEO Andrew Barkla said.

Whitsundays reboot

TOURISM Whitsundays has launched a new destination website, designed to be more responsive and feature better calls-to-action to convert enquiries into more bookings.

"Industry research has shown that those with a bright and easy to navigate website capture a larger slice of the market in the highly competitive domestic tourism sector," Whitsunday Regional Council Mayor Andrew Willcox said.

View the new site [HERE](#).

Silversea's new Moon

SILVERSEA Cruises has held a christening ceremony for its new *Silver Moon* vessel in the Greek port of Piraeus overnight.

The ship has been operating 10-day itineraries through the Greek Isles from Athens, with the company stating the ultra-luxury ship represents the sector's "strength and resilience".

Speaking aboard *Moon* this week, Royal Caribbean Group's CEO Richard Fain said he was proud of the efforts of the Silversea team during the pandemic, also heaping praise on travel agents around the world, labelling them his most trusted source of information about when the cruise line would restart - watch the video [HERE](#).

More info in today's *CW*.

The art of tourism

THE Federal Government has released the details of its new Regional Arts Tourism package, with millions of dollars allocated to encourage tourists to visit Australia's regional areas.

The details of the stimulus will see \$5 million fuel the creation of regional arts activities for tourists, \$2.4 million through the Festivals Australia program to grow the festivals program across regional Australia, and \$3 million towards the Culture, Heritage and Arts Regional Tourism program.

"Domestic arts tourists are high-value tourists, in 2018 the average overnight stay for an arts tourist was five nights, compared to three nights for any other reason," Deputy Chair of the Creative Economy Taskforce John Barrington said.

DL restarts Canada

DELTA Air Lines will add more than 1,000 seats to Canada's biggest markets from Sep - representing a 150% increase in capacity on previous volumes.

Canada recently confirmed it will reopen to fully vaccinated US travellers from 09 Aug.

Travel Daily

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MEETINGS 2021 SECURES NZ\$74M

ATTENDEES at last month's MEETINGS 2021 conference in Auckland provisionally secured bookings worth about NZ\$74 million over the two day event, with Business Events Industry Aotearoa (BEIA) hailing the sector's first post-COVID gathering as an "outstanding success".

The 25th anniversary of MEETINGS saw 150 exhibitors from 18 regions across NZ connect with 45 Australian and 100 Kiwi hosted buyers, as well as about 300 local day delegates.

The strong level of bookings secured reflected the strength of the NZ domestic business events market, according to BEIA CEO Lisa Hopkins, who said buyers were looking at local opportunities with events likely to stay on shore at this stage.

Participants in the 02-03 Jun event also participated in regional



familiarisation tours in the North and South Islands, with Hopkins saying the demand to meet in NZ shows "the future of travel, particularly relating to vaccines and travel passports, is just as critical to business events as it is to other visitor economy sectors".

She hailed the commitment and

dedication of the NZ business events industry, which ensured every buyer left feeling welcomed and appreciated.

"It was a...team effort," she said.

A video showcasing highlights of MEETINGS 2021 is online now at businessesnews.com.au/videos.

PCMA names new APAC MD

THE Professional Convention Management Association (PCMA) has appointed Florence (Flo) Chua as its new Managing Director for Asia-Pacific, taking over from Karen Bolinger who has been leading the organisation locally on a part-time consultancy basis for just over a year (*BEN* 28 Apr 2020).

Chua's new role is part of a "new and expanded leadership structure that reflects the association's continued transformation toward the global leader in the business events industry," according to PCMA's Chicago-based CEO Sherrif Karamat.

Bolinger will "continue to support PCMA in a consultancy capacity and handle specific projects," with her tenure hailed for expanding the association's brand across the region.

Other changes have seen Lucio Vaquero appointed PCMA Regional Director for LATAM, building on the organisation's presence in Mexico City, while Jaime Bennett has been promoted to become PCMA Regional Director EMEA.

EEAA urgent poll

THE Exhibition & Event Association of Australia has issued a callout for the industry to lodge responses to a special survey, to help plan upcoming online sessions which aim to give the industry "practical and immediate assistance".

EEAA will hold Organiser and Supplier Special Interest Group (SIG) sessions via Zoom from Aug, facilitated by an expert moderator.

"The SIGs will provide a forum to air and share your concerns, learnings and solutions, to workshop common topics, which will assist in developing policy recommendations to Government and ultimately direct how the industry recovers," according to an update from EEAA CEO Claudia Sagripanti yesterday.

The survey can be completed by [CLICKING HERE](#).

Hong Kong job encouragement

THE management company for the Hong Kong Convention and Exhibition Centre (HKCEC) has launched a Lucky Draw to encourage local residents to get vaccinated against COVID-19.

Prizes, valued at more than US\$64,000, include dining vouchers at the HKCEC's array of restaurants, with a grand prize of "year-round unlimited dinner buffets" for one person at the Congress Plus eatery.

To be eligible, participants must be Hong Kong residents who have received two vax doses on or before 31 Aug.

The organisation's MD Monica Lee-Muller said with enhanced safety measures in place HKCEC had welcomed over 830,000 visitors in just one week, from 14-20 Jul, with the promo aiming to help speed industry recovery.

Melb show off

THE pandemic has seen the Royal Melbourne Show cancelled for the second year running, with an estimated economic impact of \$244 million to the Vic economy.

The event had been planned to operate 23 Sep-03 Oct, with the 11-day run attracting about 450,000 visitors.

New Whitsundays virtual reality tours

BUSINESS events buyers can now experience the rich offerings of the Whitsundays region via a new virtual reality site inspection platform launched by Tourism Whitsundays.

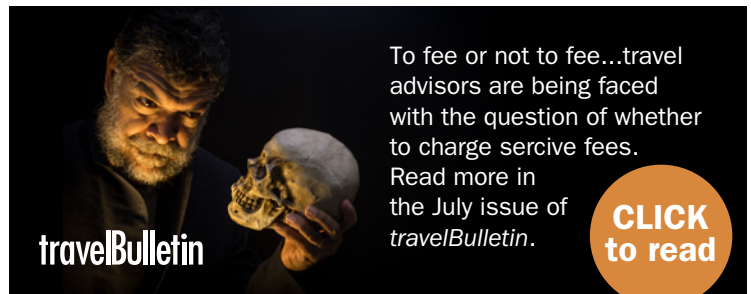
Funding received from Business Events Australia has seen the organisation partner with local operators to develop the tour, with headsets allowing users to immerse themselves in the destination and experience everything it has to offer - all guided by "Siri", aka the Australian voice artist behind

Apple's famous online assistant, Karen Jacobsen.

Tourism Whitsundays CEO Tash Wheeler said the platform featured Airlie Beach, Daydream Island Resort, the Reefsuites experience with Cruise Whitsundays and much more, with more content to be added in the coming months.

The six-minute inspections are tipped to keep the region front-of-mind for event planners.

To express interest in a Whitsundays virtual site inspection headset [CLICK HERE](#).



To fee or not to fee...travel advisors are being faced with the question of whether to charge service fees. Read more in the July issue of *travelBulletin*.

CLICK to read

Complete Norway

HURTIGRUTEN Norwegian Coastal Express' bestselling Complete Norway 2022/23 season is now available.

Starting from \$3,728 per person twin share, the 16-day self-guided Complete Norway tours showcases the country's highlights, while in search of the Northern Lights in winter, and the midnight sun during summer.

The journey will see travellers spend a night in Oslo, ride the Flam Line, spend a night in Flam, sail through the Aurlandsfjord to Gudvangen, enjoy an overnight stay in Bergen, and sailing the Classic Round Trip voyage.

Three-year ban

SAUDI Arabia is threatening a three-year travel ban for citizens who visit its "red list" states.

"Anyone who is proven to be involved will be subject to legal accountability and heavy penalties upon their return, and will be banned from travel for three years," an Interior Ministry official told Reuters.

Saudi Arabia has banned travel to or transit at a number of countries including Afghanistan, Argentina, Brazil, Egypt, Ethiopia, India, Indonesia, Lebanon, Pakistan, South Africa, Turkey, Vietnam and the United Arab Emirates.

AC flies in reinforcements



ON TUE night, Air Canada flew its first passenger flight from Australia since Apr 2020.

The Government of Canada chartered one of AC's Boeing 789s to transport 55 Australian firefighters (**pictured**) to Canada to assist with battling the wildfires raging in British

Columbia and Ontario.

The contingent will consist of personnel from the NSW Rural Fire Service, Fire & Rescue NSW, and NSW State Emergency Service.

The flight precedes Air Canada's planned restart of five weekly Sydney-Vancouver services from Dec, after Canada opens its borders to fully vaccinated foreigners from 07 Sep.

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.

Cathay Pacific has announced two senior leadership appointments, which will become effective from next month. **Lavinia Lau** will become Director Customer Travel, leading the Customer Travel business line that will be accountable for the customer travel experience design, as well as the passenger commercial functions that she has already been looking after. **Paul Smitton** will assume the role of Director Customer Lifestyle, leading the newly created Customer Lifestyle business line, which will be accountable for helping Cathay to become a premium lifestyle brand.

Marriott International's Career Development Program has facilitated four new first-time GM appointments. **Victoria Benevolenskaya** is GM of the Four Points by Sheraton, Sydney Central Park, **Mark Snell** will become GM at Courtyard by Marriott Brisbane South Bank, **Carolyn Smith** is the new GM, Courtyard by Marriott Melbourne Flagstaff Gardens, and **Karan Singh** has been named GM, Element Melbourne Richmond.

Independent Collection has announced the appointment of new General Managers for the properties recently added to the group. **Sam Farrington** will lead the teams across three properties at South Terrace, Adelaide, while **Andrea Donaghy** will step into the General Manager role at the newly branded Kennigo Hotel Brisbane.

Hyatt luxe growth

HYATT Hotels Corporation is meeting leisure travel demand by anticipating global growth among its luxury and lifestyle brands.

The company expects the Alila, Andaz, Caption by Hyatt, Hyatt Centric, Park Hyatt and Thompson Hotels will soon see sustained growth across the globe.

Responding to the forecast, more than 35 properties are expected to open across these brands through 2022, including eight that have already opened so far this year.

Hyatt will also focus on better safety protocols & unique food and beverage experiences.

Qld ups ad spend

TOURISM & Events Queensland (TEQ) has increased its advertising spend following Brisbane's win as the host city for the 2032 Summer Olympics.

According to digital marketing company Pathmatics, which launched in Australia last month, the digital and social spend of TEQ jumped significantly from Jun 2021 to Jul 2021.

Spend this month has more than tripled (\$299,400) when compared to Jan (\$91,200), Pathmatics found.

For confidential tip offs, connect with *Travel Daily* via our secure WhatsApp service on +61 2 8007 6760 or click **HERE**

