

## Vale Carey Howard

**THE** Australian travel community is this week mourning the death of Carey Howard from GHM Hotels & Resorts.

Howard will be remembered at a private family service, with industry colleagues remembering her as a charming, well-respected, loyal and generous person with a great sense of humour.

She will be sorely missed by the travel industry at large.

## Donut Day nears

**TODAY** is your final opportunity to get your entries in for this year's *Travel Daily* International Donut Day competition, with the highly anticipated annual celebration taking place tomorrow.

A dozen of the delicious treats are up for grabs for the best donut ditty - check out **page four** for more entries to inspire you.

## Vikings on the road

**VIKING** Cruises has been reconnecting with its travel partners and their clients across Australia in its latest Viking Explorer Sessions, with events in Sydney, Brisbane and Melbourne.

The roadshow resulted in multiple bookings including Viking's biggest sales day for Antarctica ever - see **page six**.

## Travel reform gets support

**LEGISLATION** aimed at ensuring refunds for Aussie travellers are guaranteed when plans are scuttled by external factors received bipartisan support in the Federal House of Representative last night.

Put forward by Liberal backbencher Kevin Andrews (**TD** 13 May), the new laws are designed to act as protection for both travellers and travel agents, with Andrews conceding that during the travel shutdown, advisors have often found themselves caught in the middle when it comes to refunds.

"There needs to be something in Australia, just as there is in some other countries overseas to ensure that both the consumer, and indirectly the travel agent, is protected," he said.

The legal reforms will guarantee consumers a right to a refund if the service they paid for hasn't been fulfilled due to external factors, establish mandatory trust accounts for all travel agents including OTAs, provide for transparent fee for service for travel agents with no hidden costs, and mandate that all supplier terms and conditions are provided to clients by agents.

But Australian Federation for Travel Agents (AFTA) Chair Tom

Manwaring yesterday pushed back on the need for further regulation, telling the ABC that agents were not the ones holding on to travellers' funds.

"What's not being taken up by what I've seen of the motion is that agents themselves are not the repositories of the cash, they're a selling point," he said.

AFTA added that Aussie agents have so far repatriated around \$7 billion worth of credits and refunds from verticals like airlines, hotels and tour operators of an estimated \$10 billion outstanding, and that their tireless work to secure the money must be recognised.

"The decision as to whether it's a refund or a credit is decided by the third party supplier's contract with consumers and not travel agents," AFTA Deputy Chair Christian Hunter said.

"The refund system was never designed to work in reverse at a scale that COVID has necessitated and so getting a decision out of suppliers and then resolution is taking significantly longer than pre-COVID," he added.

In his support for the reforms, the independent Federal Member for Clark in Tasmania, Andrew Wilkie, said the legislation was needed to ensure travel agents were not being "hung out to dry" by suppliers.

"The significant time it takes travel agents to help consumers obtain their refunds is not paid work for the travel agents, that's all against a backdrop of almost no lucrative international travel booking income for those businesses," he said.

## Air NZ appoints

**AIR** New Zealand has appointed Nikhil Ravishankar as its Chief Digital Officer, where he will be charged with spearheading the carrier's digital strategy, a key component of its recovery plan - more appointments on **page 5**.

## Experience Korea

**THE** borders may be closed, but that doesn't mean you can't have an exotic international experience courtesy of Korea Tourism Organization (KTO) Sydney Office.

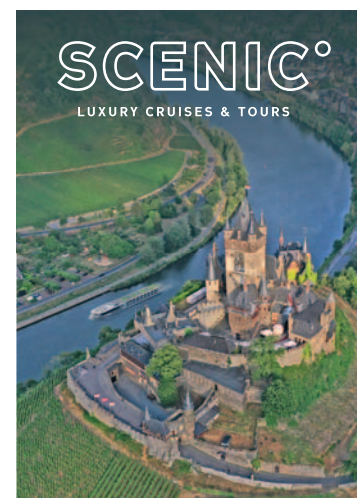
Registrations are now open for the special travel trade day on 17 Jun at Westfield Bondi Junction in Sydney, where industry partners will get special attention as part of the KTO's week-long Korea Pop-Up (**TD** yesterday).

South Korea's natural, cultural, culinary and historic aspects will be on show - see **page seven**.

## Today's issue of TD

*Travel Daily* today has five pages of news plus full pages:

- Viking Cruises
- Korea Tourism Organization



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## Scenic 2022 ERC

SCENIC has released its 2022 European River Cruise program, which will see the addition of an onboard Enrichment Manager to curate cabaret nights, cooking lessons, wine tastings and lectures aboard the company's fleet of Space Ships.

The new brochure features several new included Scenic Enrich experiences, such as exclusive access to Motorworld in Cologne as well as Bordeaux's Le Bassins de Lumieres.

Super Earlybird offers include fly free deals and there's a bonus 2% commission on offer for all new bookings made online via the ExpressBook system before 30 Jul.

A range of policies to give clients confidence to book are also in place - more details in today's issue of *Cruise Weekly*.

## eNett EFT shutdown

TRAVEL industry networks and suppliers are urgently scrambling to find a new cost-effective B2B payment solution, after eNett International advised of plans to close down its Electronic Funds Transfer (EFT) remittance system in just three month's time.

The company said it had recently conducted a business and technology review of the popular platform, saying "as this product has been in the industry for around 15 years, the technology has become outdated and requires significant investment".

"If we continue to maintain the system, it will drive substantial increases in costs, both internally and to our customers," eNett said.

The move comes less than six months after the finalised acquisition of eNett and sister company Optal by WEX (TD 18 Dec 2020) for US\$577 million - less than a third of the original price negotiated prior to the onset of the COVID-19 pandemic.

eNett was previously owned by Travelpart and a private equity

consortium, with the transaction initially priced at US\$1.7 billion when it was announced in Jan 2020, but then rejigged after legal action by the sellers who challenged an attempt by WEX to pull out of the deal amid the COVID-19 disruption.

A number of *Travel Daily* readers have advised that the closure is of significant concern, with the eNett system providing features enabling automatic reconciliation of payments.

"Without this platform, we will incur significant additional costs," one major operator told TD.

eNett has become the industry default payments platform for EFT B2B transfers, after its rival Moneydirect was closed down a decade ago by its then joint venture owners, Sabre and Amadeus (TD 05 Jul 2011).

In an update to suppliers yesterday the company confirmed the eNett platform would cease operating at 2pm on 31 Aug, apologising to its industry partners for "any inconvenience this may cause you".

## G'Day tees off

THE fast-growing G'Day Group has confirmed the acquisition of two golf courses, complementing its portfolio of accommodation including Discovery Parks, G'Day Parks, Lane Cove Holiday Park and the El Questro & King's Canyon Resorts recently bought from Delaware North (TD 23 Feb).

The latest move has seen the addition of McCracken Country Club in Victor Harbor, South Australia as well as Glenview Golf Course on the Sunshine Coast.

G'Day Group CEO Grant Wilckens said "golf tourism is such a big opportunity for Australia right now," with plans to evolve the properties to be "more family friendly, which will make them more commercially viable and deliver more to local tourism economies".

Join our virtual event

 **future of  
TRAVEL**

Discover what's next for the travel industry and dive into the minds of the 'new Australian traveller'

Keynote speakers include the Hon. Dan Tehan, Minister for Trade, Tourism and Investment, Alan Joyce, CEO QANTAS Group and a panel discussion.

**Streaming  
Wednesday June 9, 2021  
11:30am - 1:30pm AEST**

[REGISTER HERE](#)

*News Corp* Australia



## send us donut ditties to win

The best donut ditty, poem or song each week will be read out on our podcast and the best overall entry will win themselves a dozen donuts on International Donut Day on 4 June.

[Send your entries to donuts@traveldaily.com.au](mailto:donuts@traveldaily.com.au)



IT'S TIME FOR  
YOUR CLIENTS TO  
WANDER  
OUT  
YONDER  
IN WA

FIND OUT MORE AT  
[WESTERNAUSTRALIA.COM/  
WANDEROUTYONDER](http://WESTERNAUSTRALIA.COM/WANDEROUTYONDER)

PURNULULU  
NATIONAL PARK



## Window Seat

**THIS** is perhaps one of the only occasions you don't want to hear your Captain speaking.

A retired Southwest Airlines pilot has been sentenced to one year's probation after pleading guilty to showing his genitals to a female first officer and watching pornography during a flight from Philadelphia to Florida last year.

The court heard that Michael Haak waited until the plane reached a suitable altitude after take-off before taking off his own clothes and watching adult movies on his laptop.

The prosecution further allege that Haak engaged in inappropriate conduct in the cockpit, something the pilot claimed was intended to be "a consensual prank" that simply got out of hand.

"I never imagined it would turn into this in a thousand years," Haak said outside court.

Judge J Mark Coulson sentenced Haak to 12 months of unsupervised probation and a US\$5,000 fine for his actions, with Southwest ceasing all retirement benefits as a result.

A spokesperson for the airline said it "does not tolerate behavior of this nature and will take prompt action if such conduct is substantiated."

## Surviving the numbers

**THE** latest issue of *travelBulletin* is out now and features a comprehensive breakdown of how the travel and tourism sector is faring so far during the pandemic.

The *Travel Daily* Survival Survey canvassed the opinion of countless Aussies operating and working in the flagging industry, with the intriguing results shedding light on work satisfaction, how many businesses have been able to access support packages, membership to key industry bodies and how sales have been impacted by ongoing border restrictions.

The magazine also features a roundup on the collapsed Bestjet and what is left for creditors, an in-depth look at Qantas' decision to cut agent commissions and the fallout of cruising in the

## Have a longer lunch

**THE** Sydney Opera House has introduced a new dining experience called Taste of the House, an all-inclusive long lunch that gives diners the best menu chosen from the landmark's leading restaurants and bars.

The five-course, three-hour feast includes house-made salumi plate, braised Riverina lamb shoulder, seasonal wines to match with breads & dips, as well as a host of gluttonous chocolate desserts such as cake & mousse.



Kimberley after government protocols threw many sailings into disarray.

Those stories and a whole lot more are all there in the latest issue, so access the full online version by **CLICKING HERE**.

## Give back to nature

**NATURE-BASED** tour operators in NSW have been granted some financial relief from the State Government, with companies offered a one-off discount on licence fees to help support them recover from the bushfire crisis and the COVID-19 pandemic.

"Operators will be able to receive discounts on first-year licence fees and better overall value for money for longer term licences," NSW Environment Minister Matt Kean said.

Operators will be able to access the cheaper licence fees from 01 Jul this year as part of a broader support package for tourism businesses.

## Exodus appeals

**THE** Exodus Travels Foundation has launched an emergency appeal to provide aid to porters, guides and families affected by COVID-19 in Nepal and India.

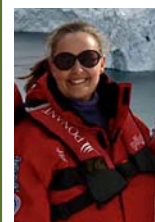
The company has so far raised more than \$20,000 in just over two weeks, with funds to go to providing food and health items.



## SUSTAINABILITY MATTERS

Today's Sustainability Matters is brought to you by **PONANT**

### World Environment Day matters



On 05 Jun, as the world focuses on our global environmental responsibilities and future sustainability,

at PONANT we have taken the opportunity to reiterate our long standing commitment to responsible sustainable tourism and the focus the company has had for over 30 years, with the release of "Our environmental commitments from A to Z".

A remarkable 150% offset of carbon emissions; sustainable development and collaboration with indigenous groups; fleet-wide 100% use of low emission high grade Low Sulphur Marine Gas Oil resulting in significant lowering of nitrous oxide and sulphur oxide outputs to levels 20 times less than regulations require .... "Our environmental commitments from A to Z" outlines plenty more accomplishments to date as well as current and future objectives. It is available here for all to read and download - and I invite you to explore more about how integral sustainability is to PONANT.

Important content for the way forward, our future on this planet, and how we choose to explore it.

**Deb Corbett**  
General Manager Sales & Marketing Asia Pacific, Ponant



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## Last chance to win donuts

THE most hotly anticipated day of the year, International Donut Day on 04 Jun, is almost upon us, which means that readers only have until COB today to submit their donut-themed songs, poems and ditties to be in the running to win a dozen doughies tomorrow. Below are another selection of entries we have received in our donut competition.

You can't beat them if you don't join them in submitting your entry, so make sure you do right away.

Send your poems and rhymes to [donuts@traveldaily.com.au](mailto:donuts@traveldaily.com.au).

If I was a donut  
I'd be eaten in the morning  
Eaten in evening,  
All over this land  
I'd be covered in sprinkles  
I'd be covered in icing

I'd give joy to all my  
brothers and my sisters  
All over this land

If I was cinnamon  
I'd be eaten in the morning  
If jam, I'd be dunked in  
coffee

All over this land  
I can be plain,  
I can be crunchy

I'd give joy to all my  
brothers and sisters  
All over this land.

If I didn't have a donut  
I'd have nothing in the morning  
Nothing in the evening  
My diet would be bland  
I'd be stuck with a biscuit  
I'd be sobbing in my coffee

I'd be on my own, no  
brothers or sisters  
All down the road at  
donut land

**Rob Warner, Clean Cruising**

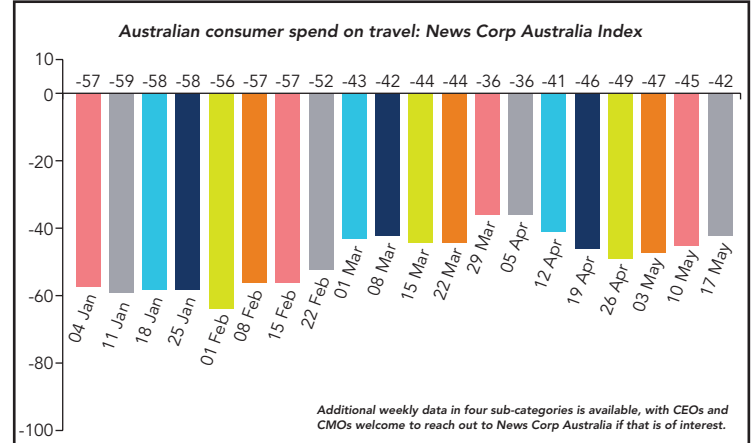
All types of doughnuts I'm constantly craving,  
All these extra calories...help me I need saving.  
Yeast, cake, frosted and glazed,  
So many combinations I'm always amazed.  
Whenever I'm in the mood and need something sweet,  
The doughnut is my go to, for my weekly treat.  
I could eat a whole box, that's my secret shame,  
But no! "I'll have a protein bar" is what I'll proclaim.  
So many toppings from candy or a sprinkle,  
When I look at them my eyes just twinkle.  
Chocolate, strawberry or maybe cream filled,  
I'll eat them at any temperature...hot or chilled.  
It's time to admit I can't control this doughnut obsession,  
I will apologise to my trainer for this indiscretion.  
It's time to go because I can't control it any longer,  
I'll go get a doughnut, the calories will make me stronger.

**Rachael O'Grady, Emirates**

I had a dream  
About a Krispy Kreme  
One day I found  
Something beautiful and round  
Covered in icing so pasty  
Oh yes it was tasty  
It was ever so sweet  
The perfect treat  
When I arose  
It was stuck to my nose  
It wasn't a dream  
It really was a Krispy Kreme!

**Shelley Hannay, American Express Global Business Travel**

## Pre-lockdown spend up



THERE was a "genuine sense of consumer optimism and a healthy dose of certainty" driving consumer travel spend behaviour in this week's News Corp Australia figures (pictured), which reflect the numbers from the week prior to the latest COVID-19 snap lockdown in Victoria.

News Corp Head of Travel, Dwayne Birtles, said Aussies were becoming resigned to the fact that they will need to get used to Australia and close-to-home international destinations for longer, with overall spending improving three points to now sit at 42% below the 2019 benchmark.

Birtles said this improvement was primarily driven by the Airline spend under \$500 category, up six points to now sit at -18%, driven by a price war between Qantas and Virgin Australia, which then in turn contributed to a four-point improvement in accommodation

### Onward itineraries

AZAMARA Cruises has unveiled the inaugural itineraries for its fourth ship, *Azamara Onward*, which will join the fleet in May next year with a maiden voyage from Monte Carlo to Venice.

The newly independent cruise line's CEO Carol Cabezas said the season would include 22 European itineraries from seven to 15 nights - [azamara.com](http://azamara.com).

sales for OTAs, sitting at -54%.

Cruise was the only category to drop this week, down two points to now sit at -68%.

Despite the somewhat positive results, Birtles warned that "unbeknownst to Australians, this week was on the eve of Melbourne facing its lockdown".

"With this, we'd expect to see an impact on most categories which will extend beyond the next week...we can only hope that Vic can get on top of the outbreak and the lockdown doesn't extend too aggressively since businesses need consumers spending with them," he said.

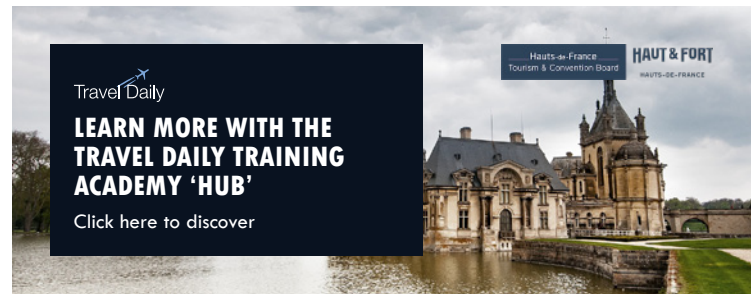
"Their survival depends on it."

### Indonesia opening

AUTHORITIES in Indonesia have said they expect to begin once again welcoming international visitors next month.

The partial reopening was announced during this week's Arabian Travel Market in Dubai, which also saw Indonesia's Ministry of Tourism sign a Memorandum of Understanding with Emirates Airlines.

Indonesian President Joko Widodo said the reopening plans would focus on Bali, Batam and Bintan, which would serve as "locomotive" regions to kickstart tourism for the whole country after a mass vaccination program for targeted groups including the travel and hospitality workforce.



## Norfolk is the cat's pyjamas



**MISSING** luggage failed to dampen the spirits of a posse of travel agents as they set about exploring Norfolk Island.

The group of 19 advisors were originally scheduled to travel from South Australia to Norfolk Island last year when COVID scuttled their plans, however this time everything went off without a hitch, until they realised their

bags had not travelled with them.

"Unfortunately, our bags missed a tight connection in Sydney," said Adelaide's Hastwell Travel and Cruise owner Trinity Hastwell.

"Then, as a result of dodgy weather and limited fuel, they ended up travelling to Brisbane twice and Auckland, before eventually landing in Norfolk two days later," she lamented.

But it was the friendly locals who came to the rescue, finding the group some comfortable "convict clothes" to wear (pictured), with the agents taking the minor mishap in their stride and enjoying a tour of Norfolk Island organised by Hastwell's colleague Vanessa Pellaschiar.

## AC on the nose

**A DECISION** by Canada's national airline to hand out more than C\$10 million in bonuses and stock awards has come in for some heavy criticism from the country's largest union.

The airline is currently negotiating a major bailout package with the Canadian Government and the timing of the bonuses has been labelled "morally bankrupt" by the Canadian Union Public Employees yesterday.

Under the terms of a proposed government bailout agreement, executive compensation must now be capped at C\$1 million a year until all loans are repaid.

## Welcome back guys

**A NUMBER** of countries have announced plans to open up their international borders to vaccinated tourists after long periods of closure due to the COVID-19 pandemic.

Some of the destinations include Ireland (19 Jul), Spain (07 Jun), Italy (mid-May) and Thailand (01 Jul).

## An ice time to sail

**SILVERSEA** Cruises announced a number of new voyages in Alaska and Iceland, departing in Jul.

*Silver Muse* will undertake round-trip voyages from Seattle followed by a series of 10- and 11-day itineraries, while *Silver Shadow* will embark on three round-trip voyages from Reykjavik to take in the best of Iceland.

Highlights from the line's Land of Fire and Ice include calls to Grundarfjordur, Isafjordur, Siglufjordur, Akureyri, Husavik, Seydisfjordur, and the island of Heimaey - the largest off the Icelandic coast.

Bookings before 31 Aug can be cancelled up to 30 days prior to departure without penalty.

## Travel exemptions

**MORE** than 150,000 overseas travel exceptions have been granted to travellers from Australia between 25 Mar and 17 May this year, according to the Home Affairs Department.

Responding to question in Parliament, Home Affairs Minister Karen Andrews confirmed that between Aug 2020 and May 2021, China was the number one travel destination with 13,691 exemptions, ahead of the United Kingdom with 11,827 and India registering 11,716.

The United States (9,847) and New Zealand were next on the list, with the primary reason to travel being compassionate grounds, study and business.

## 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.

Former Tourism Australia CEO **John O'Sullivan** has joined the board of **Tourism Tropical North Queensland**. He is currently the chief of Experience Co and brings with him a wealth of experience, including five years at the helm of Tourism Australia and a senior executive role at Events Queensland.

**Erik de Roos** has replaced Brent Hill as the Executive Director of Marketing at the **South Australian Tourism Commission**. de Roos was most recently the Chief Marketing Officer for San Remo Macaroni and before that held senior roles in the advertising sector.

Business travel technology company **HRS Group** has welcomed aboard **Kurt Knackstedt** as its new Chief Growth Officer, Payment Solutions. He arrives at the company from his role as CEO of Troovo, a company he founded which uses intelligent automation to simplify B2B-focused, transaction-heavy industries.

**Kelly Ryan** has been appointed to the key role of Head of Marketing at **Visit Sunshine Coast (VSC)**. Kelly arrives from Canberra where she supported the Canberra tourism industry in senior marketing roles including as Director of Strategy and Insights as well as Director of Marketing at VisitCanberra. VSC CEO Matt Stoeckel said that Kelly's success in Canberra held her in great stead to replicate the same passion for the marketing team on the Sunshine Coast.

# THE VIKINGS HAVE HIT THE ROAD!



Our latest Viking Explorer Sessions have been a huge success – both for us and our trade partners. Travel agents that attended with their clients in Sydney, Brisbane and Melbourne have walked away with multiple bookings. The sessions even resulted in our highest amount of Antarctica sales in one day. And with two more locations to go, there's still an opportunity for agents in the Gold Coast and Adelaide to secure some future bookings.

Trade partners were able to reconnect with their clients and the Viking team while also learning about our enhanced product offering for 2022 and beyond including eight new ships and exciting new destinations. Plus, clients were able to hear from our expert guest speakers who shared their experiences in our river and expedition sessions.

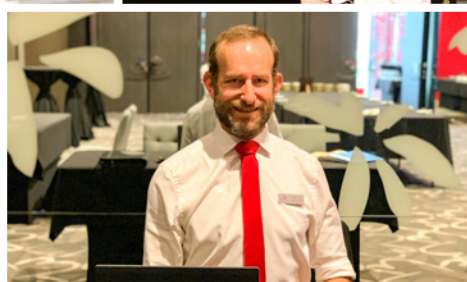
*"One of the couples I invited to the session just made a booking – the presentation re-assured them that now was a good time to start planning."*

– ROLAND KAUTZKY,  
TRAVEL ASSOCIATES TOORAK

Come and meet our friendly  
Cruise Consultants  
(clockwise) Victoria, Karl & Leanne

Expedition Specialist,  
David McGonigal

Viking Program Director,  
Caitlyn O'Dowd



Commercial Managers  
▲ Ramon Drew  
◀ Alister Burn

## Why should you attend our Explorer Sessions?

- Don't miss out, perfect opportunity for those clients who are ready to book – just \$500 pp deposit.
- Great training opportunity - we have back to back sessions covering river, ocean, and expedition cruising, so make a day of it and attend multiple sessions.
- Expert guest speakers - Program Director, Caitlyn O'Dowd, will speak at our river cruising session, while expedition specialist, David McGonigal, will share his experiences at the expedition cruising session.
- One-on-one consultations - sit with your clients while our Viking experts answer all their questions and will place any bookings back to your agency.
- Exclusive offer on the day - save \$100pp for itineraries 15-days or less or \$200pp for itineraries 16-days or more.

## Upcoming Sessions

**GOLD COAST**  
Thursday 10 June  
QT Gold Coast

**ADELAIDE**  
Wednesday 16 June  
Adelaide Convention Centre

[REGISTER HERE](#)



# Korea Pop Up in Sydney

To celebrate South Korea's 60th anniversary of diplomatic ties with Australia this year, Korea Tourism Organization (KTO) Sydney Office is opening a Korea Pop Up at Westfield Bondi Junction from Monday 14 June and Sunday 20 June. The Pop Up will highlight the depth of experiences available, from natural, cultural and historic aspects of South Korea to food and K-Culture.

Visit the Korea Pop Up and experience Korea in Sydney. The program will highlight:

**Hanbok AR (Augmented Reality) Display** – Hanbok, Korea's traditional clothing, has maintained its basic traditional features throughout Korea's 5,000-year history. Authentic wedding hanboks and various colourful hanboks, introduced in the television

program, Mr. Sunshine (the popular Korean drama which premiered exclusively on Netflix) will be showcased through AR technology.

**Nanta Virtual Show** – Nanta is a South Korean non-verbal comedy show integrating Korean traditional samulnori rhythm with comedy and drama in the kitchen. Since its debut in 1997, Nanta has earned international acclaim performing on Broadway and other famous venues worldwide.

**Taekwondo Performance** – Taekwondo is Korean traditional martial arts that teaches more than physical skills. It is a discipline that includes ways in which to enhance the spirit and life through training the mind and body.

**Instagrammable Korea** – Take your photo alongside the beautiful images

of Korea on display and share our Instagrammable Korea on your social media to receive a free photo print!

Other **cultural experience programs** such as hanbok craft making will also be offered to visitors.

## KOREA POP UP TRAVEL TRADE DAY

KTO Sydney will run Travel Trade Day on Thursday 17 June. On this day, travel agents and wholesalers will receive a special gift and meet the trade marketing coordinator of KTO Sydney. For those who can visit on 17 June, please [CLICK HERE](#) to complete the form by 7 June.