

Our Commitment to Sustainable Tourism

To celebrate **World Environment Day** on Saturday 5 June, we are proud to share how we practise sustainable tourism, leading the way in responsible travel with minimal impact and maximum preservation.

DISCOVER ►



Photographs: © PONANT Sylvain Aderot.

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 **PONANT**
YACHT CRUISES & EXPEDITIONS

Today's issue of TD

Travel Daily today has six pages of news including our PUZZLE page plus a front full page from Ponant.

Sustainable Ponant

PONANT Cruises is celebrating tomorrow's World Environment Day by sharing how it practices sustainable tourism, "leading the way in responsible travel with minimal impact and maximum preservation".

Learn more from the **front page** today's *Travel Daily*.

GC travel vouchers

THE Qld Government will issue 30,000 tourism vouchers to entice residents to take a Gold Coast holiday as part of the fourth stage of its Holiday Dollars program.

Each traveller has a chance of scoring a \$100 voucher, with Queenslanders having until 07 Jun to enter the draw to win.

Gold Coast operators can register to participate in the scheme at teq.queensland.com.

VA kicks Qld ahead

VIRGIN Australia has bolstered capacity on its routes to Townsville in the lead up to the National Rugby League's State of Origin match on 09 Jun.

The carrier has added a total of 4,000 seats, with seven extra services between Brisbane and Townsville and four more on the Sydney to Townsville route.

FCTG Independent surge

FLIGHT Centre Travel Group's (FCTG) Independent Division has grown by 40% so far during the pandemic, with the company investing heavily in the space by launching two new models complementing its existing Travel Partners brand.

Travel Partners has welcomed a number of additional members, alongside the expansion of independent models associated with its longstanding Flight Centre and Travel Associates operations.

The creation of Flight Centre Independent and Travel Associates at Home reflects the

group's confidence in the future of travel, "particularly for those in the independent space," said FCTG Independent Collective's chief Astrid Richardson.

She said the division had seen "consistent and continuous growth over the past eight months, with many independent contractors capitalising on the trust they have built with their customers over many years".

Richardson said the lower overheads of these consultants "set them in good stead to recover first out of this pandemic".

Myatt reappointed

RICK Myatt has returned to the Tourism, Travel and Hospitality Industry Reference Committee (IRC) of SkillsIQ, which provides advice to the Australian Industry and Skills Committee regarding the vocational training needs of the travel sector.

Myatt, who formerly led AFTA Education & Training and is now CEO of the Australian Travel Careers Council, said he was "very pleased to be able to contribute to the travel and tourism education & training policies once again on the IRC".

In 2019 Myatt was replaced on the IRC by AFTA's former Head of Strategy & Finance, Courtney Duddlestone (**TD** 03 Sep 2019), who is now no longer with the Federation.

Hotelbeds partners with Samoa

ACCOMMODATION aggregator Hotelbeds has inked an agreement with the Samoa Tourism Authority, aiming to boost inbound tourism from Australia and NZ to the Pacific island nation.

A campaign showcasing Samoa will be featured in Hotelbeds' two main distribution channels, Bedsonline which targets retail travel agencies, and the wholesale-focused Hotelbeds.

CX ups Oz capacity

CATHAY Pacific has resumed flights between Hong Kong and Brisbane and increased capacity on its Sydney and Melbourne routes this month.

The move follows a period of suspension of CX flights between Melbourne and Brisbane due to strict COVID-19 protocols implemented by the Hong Kong Government back in Feb.

UA supersonic plan

UNITED Airlines is reviving the notion of supersonic air travel, announcing an order for 15 Overture aircraft that are capable of flying at speeds of over 2,000km an hour.

The jets are manufactured by Boom Supersonic and will also help the carrier meet sustainability objectives, with the high-speed aircraft to run on 100% sustainable aviation fuel.

But travel on the supersonic planes is likely to be still a while away, UA said, with passenger flights scheduled for 2029, however when they enter service it will introduce flights from Newark to London in 3.5 hours.

CTM is recruiting!

Corporate Travel Management (CTM) is undergoing a recruitment drive, with a number of travel consultant roles available across Australia and New Zealand.

[FIND OUT MORE](#)



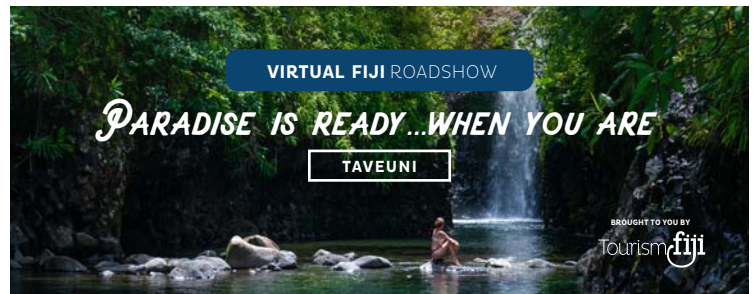
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Window Seat

JUST imagine the sales commissions for a moment! Sure, grabbing that slice of a high-end luxury cruise might make for some sweet earnings for agents, but perhaps it's time to look to the heavens and start to think bigger.

That's what multipurpose service provider Roman and Erica Inc just did, with the company boasting about booking a client on a \$50 million trip to dock on the International Space Station (ISS).

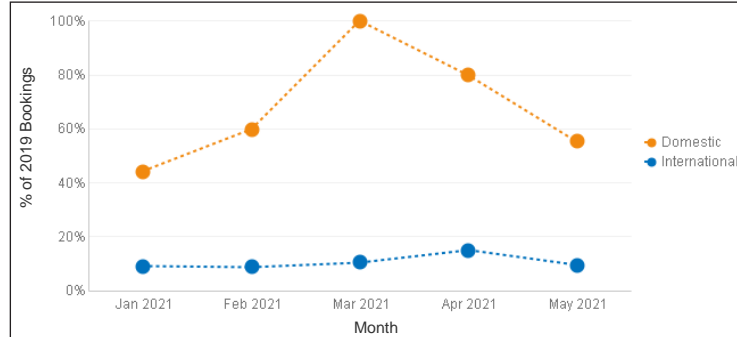
"We are essentially a mix between a really well connected concierge, a top level personal assistant and the most amazing luxury travel advisor," CEO Roman Chiporukha beamed.

But the company has only recently branched into being a travel agent to the stars, marketing future 10-day trips to Earth's orbit in a SpaceX travel capsule for around \$55 million, with travellers required to do four months worth of training before embarking.

While not mandatory, Roman and Erica recommend having a specific reason for the visit.

"You're checking into the ISS so it's not like you can go for a walk, take a dip in the pool...you want to occupy your time with something substantial," the company advised.

Travel agent bookings stall



THE latest data from the Resurg Agency Recovery Monitor (*TD 14 Apr*) confirms the stagnation of the travel market over the last two months, as bookings have faced the double whammy of the Government's about-face on the AstraZeneca vaccine rollout, followed by the Federal Budget expectations of no international flights until mid-2022.

The data, anonymously collated from the back office reservations systems of hundreds of Australian agencies, shows that after a mild recovery in Mar, both international and domestic booking numbers have stalled.

Resurg's Mark Jenkins has also noted that of the total forward bookings held by travel agents over the next two years - i.e. right through until May 2023 - a hefty 30% are domestic air transactions for departures this month.

Jenkins said the short-term horizon highlights just how limited the scope of consumer spending is, with travellers having a very short booking window amid ongoing border uncertainty.

Travel agents are also under pressure to profitably transact these domestic fares, with no commission payable meaning they must be able to charge for their time to ensure at least some revenue each month.

"The ability of agents to charge a fee that actually reflects time spent has once again become critical to survival," Jenkins said.

The figures also break out international forward departures for air, land and cruise suppliers, indicating that land bookings departing in May 2022 are currently sitting at just 1% of the 2019 base index level.

May 2022 international cruise forward bookings are at 5% of pre-COVID levels, the data shows.

For more detailed information contact Resurg on 02 9697 2239.

Vivid tickets on sale

TICKETS to 150 events taking place for Vivid Sydney 2021 have gone on sale, kicking off 06 Aug and running until 28 Aug.

Visit www.vividsydney.com.

The Princess of Asia

PRINCESS Cruises has announced its new Asia Cruises & Cruisetours Program for 2022/23, sailing its MedallionClass *Diamond Princess* to destinations in Malaysia, Thailand, Cambodia and Japan - voyages go on sale 16 Jun - more details in today's **CW**.

Join our virtual event

News TRAVEL NETWORK 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

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News Corp Australia



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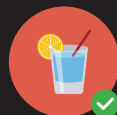
PORT CHARGES



TAXES & FEES



PRE- & POST-CRUISE EXTENSIONS



DRINKS PACKAGES*

*If booked prior to departures



CORPORATE UPDATE

Digital help on the way

FLIGHT Centre's Corporate Traveller has linked up with design company Komosion to provide small business with new resources to enhance their sales and digital marketing efforts.

The new tools include a short questionnaire that generates a suite of recommendations for business travel companies to improve revenue channels through marketing and sales practices, covering e-commerce, digital marketing, technical resources, social media, strategy and planning.

The expert advice takes into account a company's size, industry and COVID impact.

"We know it is a long road to recovery for businesses, but it is also a road that is full of

opportunity and potential," Corporate Traveller's General Manager, Australia Tom Walley enthused.

To help SMEs take advantage of the new tools, Corporate Traveller will be running a free online workshop on 08 Jun at 10am (AEST) - **CLICK HERE** to register.

CWT DL partnership

TRAVEL management platform CWT has partnered with Delta Air Lines to purchase the volume of sustainable aviation fuel needed to cover projected fuel usage of CWT's clients flying with DL on World Environment Day tomorrow.

"Actions speak louder than words, and we are delighted to further cement both our wide-reaching partnership with Delta and our commitment to responsible business, in such an innovative and public initiative," CWT's Chief Commercial Officer Patrick Andersen said.

MEANWHILE CWT has been granted a patent by the United States Patent and Trademark Office in, what the company states will "better refine and align accommodation options to business trip parameters".

The patent is aimed at building on the 2017 launch of its hotel distribution division RoomIt.

Private charter company closes

SYDNEY-BASED B2B jet and helicopter charter company Jetcorp Australia has gone into liquidation after more than 15 years of operation.

The company serviced all types of business travel clients, from corporates, politics, entertainment and tourism.

Former customers included Disney World, Hayman Island, Flight Centre and Qualia Resort.

Seeking an experienced travel consultant

Traveltoo, a boutique corporate travel agency located in North Sydney/ Crows Nest is seeking an experienced travel consultant.

This is a full-time role, with limited after-hours work also required. The ideal candidate will be:

- A multi-skilled international and domestic consultant with excellent customer service and client management skills
 - Experienced in using Travelport/Cross Check and Microsoft 365
 - An existing client following would be a distinct advantage
- Salary negotiable. Intended start date June 21.

If this sounds like the ideal job for you please **CLICK HERE** to email Neil Wood in the first instance.

traveltoo

Traveltoo is an equal opportunity employer.



Nothing like an Italian Opera



WITH Italy inching closer to being a viable international tourist destination again for Australians, there was quite a striking reminder in Sydney this week of the European nation's immense beauty and appeal.

The NSW Government made the decision to light up the sails of the Sydney Opera House to commemorate 75 years of modern Italy and the ongoing friendship the two countries continue to share.

The team at the Italian Chamber of Commerce and Industry in

Australia were on hand to take a happy snap (pictured).

Only last month, Italy further relaxed its borders to include select non-EU nations.

A warmer welcome

TOURISM Tasmania is giving away hundreds of colourful pairs of thermal "Loan Johns" to travellers visiting the state this winter, as part of its anti-ordinary Off Season winter campaign.

Visitors can pick up a free pair at Hobart & LST airports on 02 Jul.

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Dig deep into the results of Travel Daily Survival Survey and see how other travel businesses are coping in the June issue of *travelBulletin*.

CLICK to read

What do Australians want from travel now?

OPINION

Drew Bowering is the Senior Director Market Management APAC, for Expedia.



Got an opinion to share? Let us know in up to 400 words via email to feedback@traveldaily.com.au.

WE ALL know that over the last 12 months the travel industry has changed at an exponential rate. The entire industry was put on hold for almost the entirety of 2020, with the COVID-19 pandemic impacting the plans of travellers all around the world.

But, with a new year came new hope and new expectations for both domestic and international travel. For the first time in a long while, OTAs like Expedia Group began to see an increase in searches. Year-long lockdowns created pent-up demand with green shoots for the travel industry well and truly appearing.

Back home the first international travel bubble opened with New Zealand and, with whispers of more expected to be announced in the second half of 2021, Australia is slowly preparing to make plans for international travel to resume to some normality. So, as our industry continues to rebound, it is critical for us to know exactly what travellers want to ensure our tourism operators stand out to travellers when they plan their next adventure. Expedia Group has done a lot of research in this space, just last week releasing refreshed insights from over 16,000 people around the world - including those in Australia - to uncover exactly what travellers are feeling and how they intend to act. The great news is that travellers are increasingly becoming more comfortable with resuming their travel plans.

In fact, we've uncovered that Australians are willing to make some surprising sacrifices to fuel

what we're calling 'revenge travel' - that is, what they're willing to give up for a month in exchange for a holiday. Almost half (46%) of Australians are willing to go without online shopping, followed by watching sports (44%), social media (42%) and television (33%), as well as their favourite food and alcohol (27%).

When it comes to where Aussies want to travel, beach resorts and major cities come out on top, both at 46%. What's intriguing is the lack of those wanting to experience regional Australia this year. So, how to reconcile that? As the industry continues to rebound, competition for traveller's attention and share-of-wallet will be fierce.

With this, it's critical to be able to stand out from the crowd, so knowing what travellers want from their stay experience is important to understand.

Expedia has identified five key trends that tell us what travellers want from their accommodation during a trip.

- **Stay close to home.** When asked which they're likely to choose for their next holiday, travellers told us "a drivable destination somewhat close to home" was the top choice.

Australians indeed skewed higher with this sentiment and given the proximity of accessible destinations in driving distance from our major cities, it's not surprising. So, while we do see signals that people are looking to travel abroad, they are more likely to be longer term plans.

- **Longer stay.** Whether it's because they want to make up for lost vacation time or they

have flexibility in where they're working from, a longer stay was the second most popular choice. This could mean anything from adding on an extra night to extend a long weekend to a month-long stay at a vacation rental property.

- **Envision the stay.** The uncertainty of the past year means travellers are hungry for info to be able to book with confidence. From detailed property descriptions and amenity photos, to cancellation and cleanliness policies, savvy travellers require a variety of key details before booking a

“Australians are willing to make some surprising sacrifices to fuel what we're calling 'revenge travel'”

stay. Location remains critical to travellers, with our research showing it was the second most important factor after price when evaluating where to stay. Similarly, understanding the points of interest near a property was ranked the most important thing to know.

So how can you take action?

- **Encourage extended stays.** This is not new advice - we all know that longer lengths of stay have operational benefits, and typically come with longer lead times and so have revenue management benefits. But, now we know that more than ever travellers are wanting to stay for longer periods of time, so the question becomes more about how to stand out in the crowd to attract this valuable share of the market vs your competition. A first step to take is to be sure you are yielding for at least a rolling 365 days, with travellers showing a clear intent to plan their trips farther out in the booking window. Indeed, we've seen an

8% increase in advanced booking windows for recovered markets.

- **Be flexible.** It remains important to be flexible and to acknowledge that, understandably, travellers still have some hesitancy committing to future plans when the world has been hard to predict in the last year. We see that when searching for a property, Australian travellers filter by flexible or refundable cancellation policies over a third (37%) of the time, which ranks this filter as one of the top five most used, only just behind star rating and amenities. So far in 2021, we have found that almost all (95%) bookings are coming from refundable rate plans, with the most competitive being free cancellation up to 24-hours prior to check-in. The impact here is therefore clear and distinct - travellers are literally filtering out properties from sight who aren't offering competitive cancellation policies, and nearly all bookings are going to those who do. Be sure you're offering refundable rates, and easy-to-understand cancellation policies.

- **Showcase your property.** Photos and detailed property amenities are critically important to travellers when they are evaluating which property to book. The majority (91%) of Australian travellers believe it's important to see quality photos of amenities before they would book a property. The research showed that travellers want to see pictures of where they'll be staying overnight, with room and bathroom photos of most importance. Australians also want to see quality photos of key property amenities, like a pool, bar or a lobby. The optimal photo setup for your property is four varied photos per room, one of which must be the bathroom.

Properties that use unique photos per room type see an 11% higher on average conversion.

Know your brands

LOGOS are the main way that companies distinguish themselves, and some logos are so famous that you don't even need to see the company's name to know who it is.

See if you can identify these four logos.

1



2



3



4



Where in the world?



THIS otherworldly image was actually captured right here at home, in South Australia.

It is a world-renowned sinkhole and is perfect for divers and snorkellers due to its crystal clear water and incredible visibility.

In fact the sinkhole is the only one of its kind that also allows snorkellers, freedivers and Open Water certified scuba divers under the supervision of a guide.

Do you know the name of the site and what region in SA it's found?

Pub quiz

1. After the Edinburgh Fringe Festival where is the 2nd largest Fringe Festival in the world?
2. At what location in Adelaide is the WOMADelaide festival held?
3. Tasting Australia, the premier eating and drinking festival in Australia went for how many days in 2021?
4. In 1999 Adelaide first staged Australia's greatest cycling race, the Tour Down Under. In what year did it become the first event outside of Europe to join the prestigious UCI World Tour?
5. In 2022 Port Lincoln will host the 60th anniversary of which event that celebrates its renowned fishing industry?
6. Adelaide's newest annual event will be held in August this year celebrating innovation, music, art, technology, and light. What is the event called?
7. The National Pharmacies Christmas Pageant is the largest public parade in the Southern Hemisphere. In what decade was the event first held?
8. The Bridgestone World Solar Challenge is the world's leading global solar challenge with a journey of 3,000kms between which cities?
9. The Winter Reds festival celebrates red wine, rustic fare, and open fires. In which South Australian region is it held?

Whose animal is this?



THE Eurasian lynx is native to the country it is the national animal of, with around 15% of the species' global population calling this country home.

Unfortunately lynx numbers in the nation have been decreasing over the last few decades, and it has been made a protected animal in the country as a result

which has led to a stabilisation of numbers.

Lynxes are the third-most active predator in this European nation, and are well prepared for a life in the snow as well as warmer climates, living in hilly areas or mountain forests.

Do you know which country the lynx is the national animal of?

Today's puzzle page is brought to you by South Australian Tourism Commission



ANSWERS 04 JUN

Where in the world: Kilsby Sinkhole, South Australia
 Pub quiz: 1 Adelaide, 2 Botanic Park, 3 10 days, 5 2008, 6 Tunarama, 7 Illuminate Adelaide, 8 1930s - 1933, 9 Darwin & Adelaide, 10 Adelaide Hills
 Know your brands: 1 DreamWorks, 2 Accor, 3 Westpac, 4 AGL
 Whose animal is this: Lynx - Romania

Steggall wants plan

INDEPENDENT MP for Warringah, Zali Steggall, has called on the Federal Government to establish a clearer roadmap to resuming international travel.

In an address to the House of Representatives this week, Steggall said the fact the government had not yet established a coherent timeline for reopening the country's borders was causing hardship for families who have an indefinite wait to see loved ones overseas.

"We need to reopen, not all at once but in a gradual reopening so that sectors can survive, from travel agents to agriculture - so many areas," she said.

The Minister also called for the govt to construct expanded quarantine facilities and a create timeline for the vaccine rollout.

Wyndham adds lux

WYNDHAM Hotels & Resorts has added a new luxury brand to its global portfolio, unveiling the launch of Registry Collection Hotels in Cancun, Mexico.

The debut was introduced with the addition of the 144-room Grand Residences Riviera Cancun, featuring an oceanfront infinity pool, a full-service spa, a modern gym, kids' club and several gourmet restaurants.

Registry Collection Hotels aims to allow owners to maintain their independent spirit and brand individuality, while tapping into the global scale of Wyndham Hotels & Resorts and its loyalty program, with the flagship resort to be managed by the Royal Resorts group of companies.

The latest brand addition means Wyndham now has 21 in total.

Wine not see a little more?



THE first of eight famils exploring the best of Australia recently took place in the Apple Isle, with Cultural Attractions of Australia partnering with Tourism Australia to show a crew of lucky travel agents first-hand what to expect in Tasmania.

"We are hosting a select group of premium travel partners on a series of familiarisation trips across the country and showcasing some of our most inspiring experiences," Tourism Australia's General Manager, Experiences Karen Fitzgerald said. "The trips are invaluable when

it comes to educating travel planners on what Australia has to offer," she added.

The famil also took advisors to see some of the most culturally important sites in the state, from guided Aboriginal experiences, fishing adventures, wildlife journeys, to prestigious golf courses and luxury lodges.

Famils are running in the lead up to Australian Tourism Exchange's ATE21 live event, taking place between 06-09 Jun.

Pictured: Agents enjoying some of the best vineyards on offer in Tasmania.

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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

Chimu Adventures is currently offering 10% off the price of select Economy Wing and Economy No Wing Antarctica flights. The offer is available until 31 Jul, with flights offering travellers the chance to learn about the original polar explorers. More details [HERE](#).

Savings of up to 10% on **Big4 Holiday Parks** bookings are now on offer when travellers become a Perks+ member. Membership of the loyalty program also provides guests with a discount on every future stay and exclusive in-park perks. For more info, [CLICK HERE](#).

Vintage Rail Journeys has discounted twinette cabins for its upcoming North Coast Rail Tour departing 23 Jun. The return journey from Sydney to Brisbane has been reduced to \$3,995pp. Call 1300 421 422 for details.

MSC Cruises is offering savings of up to \$1,385ppts, which includes onboard drinks, for a sailing departing Copenhagen on 04 Sep 2022. The 17-night cruise will visit a range of popular destinations, including Helsinki, St Petersburg in Russia and Kiel in Germany. Call 1300 028 302.

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

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