

NZ extends scheme

THE New Zealand Government has announced an extension of its Consumer Travel Reimbursement Scheme (**TD** 08 Sep 2020) for six months, through until 31 Dec.

The scheme pays NZ-based travel agents 7.5% of the value of all cash refunds they are able to successfully recover for their clients, or 5% of the value of any credits secured or rebooked for international travel.

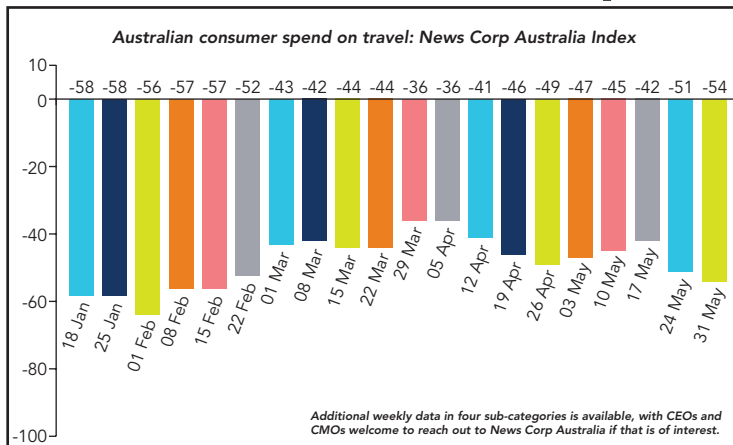
So far it has supported travel agencies and wholesalers to recoup NZ\$245m in refunds and \$190m in credits, with about \$20 million remaining in the \$47.2m funding pool for the scheme.

Emirates to Malta

EMIRATES will resume operations to Malta from 14 Jul, with a new thrice weekly service operating via Larnaca in Cyprus.

Malta reopened to tourists from the UAE on 01 Jun, with the boost lifting EK's European network to 34 destinations.

More lockdown impact



EXCLUSIVE

CLOSING down Australia's second most populated state continues to smash the travel industry, with this week's consumer travel spending figures from News Corp seeing drops across every sector.

Vic was shut down for the entire week of 31 May, and overall spending dropped three points to sit at -54% - the lowest level since

late Feb when the market began its path to recovery.

The biggest drop was in the Airline Spend under \$500 category, which plummeted 11 points and is now sitting at a three month low of -43%.

Cruise crashed nine points and is now sitting at -75%, while the Bricks and Mortar travel agency category continued its gradual decline and is now at -85%.

Next week's figures will include another four days of the lockdown followed by the 25km travel restriction for metro Melbourne which will have heavily hit Vic regional tourism.

News Corp Head of Travel, Dwayne Birtles, is now predicting a start to recovery in Jul.

Today's issue of TD

Travel Daily today has five pages of news including our PUZZLE page plus a full page from **Tourism Tasmania**.

SQ Canada GSA

SINGAPORE Airlines is moving to a GSA representation model in Canada, appointing Discover The World to take over sales and marketing there from 01 Jul.

The move coincides with the retirement of long-time SQ Sales Manager Canada, Les Kovacs.

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Abercrombie & Kent



Sabre GOPASS deal

SABRE Corporation has partnered with travel risk management platform GOPASS Global to help deliver biosecurity risk assessment capabilities to the global travel sector.

Integrated with Sabre's shopping APIs, GOPASS uses advanced analytics to provide a "quantifiable risk score" alongside each travel option, displaying the details to travel agents who are then able to better advise their clients on safe travel.

GOPASS Global CEO Mark Radford said the platform was powered by machine learning and artificial intelligence, giving travellers an end-to-end analysis of all aspects of their trip including arrival and exit restrictions, flight routes and transit, airports, airline, aircraft type, seat class and travel advice.

GOPASS also considers country conditions such as infection rates, government policy and data reliability, Sabre said.

Liquidation plan for Tucan

TUCAN Travel's liquidator now expects any payout to unsecured creditors to be about 10c in the dollar, with payments forecast to flow in mid to late Sep this year.

The tour operator, which ceased trading early this year (**TD** 03 Feb) owes just over \$780,000 to travel agents and their clients in Australia and New Zealand, but the collapse is further complicated by the company's intellectual property being "heavily intermingled" with that of its parent, Tucan UK, which is also no longer in operation.

Administrator Andrew Barnden from Rodgers Reidy last week issued a Statutory Report to Creditors in relation to Tucan's liquidation, which was voted on at a meeting held on 09 Mar.

The wind-up of the company saw Barnden named as liquidator, with this month's report confirming the collapse was due to the closure of international

borders and an inability to provide full refunds.

The liquidator continues to pursue a possible sale of intellectual property such as customer databases after receiving several enquiries, but Barnden said this required liaison with Tucan UK's administrators who had not provided him with any details regarding the valuation of the assets or any offers received in respect to the sale of the business.

Barnden said he had so far received 87 proofs of debt totalling \$499,659, while Tucan Travel Pty Ltd also acted as a guarantor for Tucan UK in respect to its bonding policy with ABTA and the UK Civil Aviation Authority's ATOL scheme.

The external administration has been so far estimated as costing \$136,000, with Barnden saying he expects the liquidation process to be completed in 6-12 months.

NZ bubble surge

OVERSEAS visitor arrivals to Australia leapt 172% in Apr, according to new figures from the Australian Bureau of Statistics which reflect the introduction of the quarantine-free travel bubble with New Zealand halfway through the month.

There were a total of 22,610 trips by foreign travellers during the month, while Australian resident returns from overseas increased 83.6% to 16,990 trips.

However Apr visitor arrivals were down 96.8% when compared with pre-COVID levels in Apr 2019.

New Zealand was the largest source country, accounting for 72% of all foreign arrivals into Australia during the month.

There were a total of 16,990 short term trips recorded by Australian residents returning from overseas, a decrease of 60 compared with Apr 2020 and down 98.1% on the pre-pandemic levels in Apr 2019.

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\$30m Travello tourism boost

TRAVEL experience company Travello is funding 600,000 \$50 vouchers as part of a major Holiday Cash Giveaway initiative, aiming to stimulate the market and support tourism operators.

The promotion launched this morning, and is applicable to over 1,000 travel experiences from across the country including Bridgeclimbs, food and wine tours and skydives - as well as tours of Kakadu National Park, diving with whale sharks in WA's Ningaloo

Travelpoort to cloud

TRAVELPORT has announced a new strategic long-term collaboration with cloud computing behemoth Amazon Web Services (AWS).

The pact will see Travelpoort migrate its global platform to AWS with the aim of creating a "simpler, smarter and better future for travel retailing".

Reef and scenic flights over the Barrier Reef and Uluru.

Travello, which recently raised \$6.5 million in capital from several high profile investors (**TD** 01 Jun), estimates the giveaway will put \$100 million directly into the pockets of tourism operators.

Founder Ryan Hanly noted the company was covering the entire cost of the voucher scheme, meaning participating tourism operators will still receive the full price for their services.

For more info on the offer see experiences.travelloapp.com.

New Abu Dhabi rep

THE Unique Tourism Collection has been appointed to represent the Department of Culture and Tourism Abu Dhabi in Australia.

Unique Tourism replaces The Walshe Group, which has held the Abu Dhabi account for almost six years (**TD** 06 Oct 2015).

SAA going private

THE South African Government has sold a 51% majority stake in South African Airways to an investor group, meaning no more taxpayer bailouts will be required.

SAA's operations have been mothballed since Sep last year, with the new equity partner, named Takatso, planning to relaunch flights as soon as possible - starting with domestic and then regional destinations followed by "carefully selected" international long-haul routes.

Takatso said it plans to eventually publicly list the carrier.

Lord Howe security

QANTAS is reminding travel agents that passengers travelling to Lord Howe Island are required to complete a biosecurity pre-departure form, as well as remove or declare any plant or animal matter they are carrying.

The newly updated declaration is available at lhib.nsw.gov.au.

Discover the results of Travel Daily's Survival Survey, bad news for Bestjet creditors and more in the June issue of *travelBulletin*.

travelBulletin

CLICK to read



Window Seat

SOMETIMES it seems like the extravagance of the ultra-wealthy knows no bounds, but let's hope they show some restraint this time.

A petition urging Amazon CEO Jeff Bezos to buy - and then eat - the Mona Lisa is gaining steam, with around 7,000 signatures.

The Change.org push suggests Bezos could buy the portrait from the Government of France - a solution oft-mooted to help dig the country out of debt.

However, rather than putting it on his wall, the petition urges the Amazon billionaire to consume it in a bizarre work of performance art, after he shells out what some suggest could be up to €50 billion for the work.

Better head to The Louvre and see it while you can.

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Pub quiz

1. What year did Quark Expeditions become the very first expedition company to take consumer travellers to the North Pole?
2. Where in the Arctic would you see Adelie penguins?
3. Are polar bears considered marine mammals or land mammals?
4. What is the least populated continent in the entire world?
5. What's the tallest of all penguins?
6. What's the name of Quark Expeditions' newest polar ship?
7. What's the maximum number of passengers on a Quark Expeditions vessel?
8. True or False? Quark Expeditions offers more off-ship adventure options than any other operator in the Polar Region.
9. How many quick-launching Zodiacs will be stationed onboard Quark Expeditions' *Ultramarine*?
10. What's the largest island in the Norwegian Arctic archipelago of Svalbard?

Unscramble

HOW many words can you make out of these nine letters? Every word needs to include the centre letter, have four letters or more and not be a proper noun or a plural. You can only use each letter once.

D	Y	I
T	R	M
O	R	O

Good – 14 words
Very good – 21 words
Excellent – 27 words

NOTE: We've used Chambers Dictionary to decide what words are acceptable.

ANSWERS 16 JUN
Pub quiz: 1 1991, 2 Nowhere in the Arctic. Penguins are found in the Antarctic, 3 Marine mammals. Polar bears depend on the ocean for their food and are excellent swimmers, 4 Antarctica, 5 The Emperor penguin, 6 Ultramarine, 7 199, Quark Expeditions' small polar ships never exceed 200 guests, 8 True, 9 20, 10 Spitsbergen
Know your brands: 1 Macpac, 2 TripAdvisor, 3 Storage King, 4 Starlight Children's Foundation
Unscramble: dirt, dirty, door, dorm, DORMITORY, dormy, dory, miry, moor, motor, rimy, riot, room, roomy, root, rort, rotor, tiro, torid, torr, torrid, trim, trio, trod, troy, tyro

Quark word search

D	T	C	I	T	C	R	A	R	A	T	N	M	Y	D
S	C	Q	E	R	U	T	N	E	V	D	A	E	J	N
M	F	A	N	G	M	M	L	R	J	H	X	N	V	A
L	P	F	A	J	D	O	G	O	E	H	Y	I	O	L
L	X	M	J	M	P	F	S	L	G	U	W	R	S	N
I	L	H	S	H	J	U	I	P	B	E	C	A	P	E
H	P	S	T	Y	G	C	A	X	P	X	A	M	I	E
W	D	R	Q	Q	O	Z	L	E	O	P	I	A	T	R
O	O	B	U	P	P	I	R	D	L	E	D	R	S	G
N	A	A	T	E	V	V	G	L	A	D	O	T	B	D
S	R	E	N	G	V	H	Z	R	R	I	Z	L	E	G
K	R	L	A	I	D	T	T	O	B	T	A	U	R	K
A	R	S	E	R	C	Q	B	W	E	I	M	W	G	T
R	F	U	M	I	L	E	L	N	A	O	S	H	E	W
C	I	T	C	R	A	T	N	A	R	N	Y	G	N	L

SEE if you can find these words. They are hidden horizontally, vertically and diagonally, forwards and backwards.

QUARK
EXPEDITION
ARCTIC
ANTARCTIC
ULTRAMARINE
POLARBEAR
ICE
ZODIAC

HELICOPTER
SPITSBERGEN
WORLDEXPLORER
NORTHPOLE
SNOWHILL
GREENLAND
ADVENTURE

Know your brands

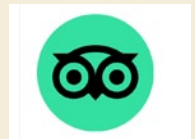
LOGOS are the main way that companies distinguish themselves, and some logos are so famous that you don't even need to see the company's name to know who it is.

See if you can identify these four logos.

1



2



3



4



Today's puzzle page is brought to you by Quark Expeditions



ATCC plots training review



THE Australian Travel Careers Council (ATCC) has announced a “rigorous review” of all travel and tourism related qualifications, with a view to ensuring the industry is able to deal with new challenges arising in the post-pandemic future.

ATCC CEO Rick Myatt, who’s **pictured** during a recent meeting with Federal Communications, Urban Infrastructure, Cities and the Arts Minister Paul Fletcher to discuss the travel sector’s current situation, said the review would be undertaken in partnership with the industry, as it develops new critical skills.

Myatt also confirmed plans to introduce a new formally structured training initiative focusing on network and cyber security risks and threats.

The program will be developed as a non-technical unit for practical, operational purposes focusing both on learners within educational institutions as well as people in the travel and tourism workforce already.

A fundamental awareness

of the subject matter will be included in the current SITIND001 curriculum ranging from high school to Certificate III students, while a higher tier will be structured as a freestanding elective unit for industry supervisors and managers.

It will provide a “comprehensive knowledge of understanding, preventing and operationally dealing with cyber security attacks,” Myatt said.

“As digital communications have become increasingly part of our professional landscapes, training for an awareness of risks at all levels of the workforce and the critical skills on how to deal with new & emerging cyber security threats will possibly avoid customer service disruptions and creates safer organisations.”

Myatt said the initiative would still need to go through several approval processes, including a broader industry consultation which will be held nationally over the next six months - for more details email rhnm Wyatt@travelcareerscouncil.com.au.

Canada forecast

DESTINATION Canada has released an updated tourism forecast, with expectations that a possible reopening of international borders in the coming months will lead to a “burst of pent-up travel demand from immunised residents of countries with low case counts”.

The organisation has also launched a new Canadian Packages Portal and a Travel Offers page aiming to connect local travellers with tour operators who have pivoted their products to a domestic market, to “ensure Canadians plan and book their next trip in Canada”.

IASC cargo request

THE International Air Services Commission (IASC) has confirmed an application from a company called Transpac Express for cargo capacity on routes between Australia and New Caledonia, Papua New Guinea, the Solomon Islands and Vanuatu.

The airline says it is currently negotiating access to an Airbus A321 converted freighter.

The IASC is now inviting other applications for cargo capacity on the Vanuatu, Solomon Islands, Papua New Guinea and France Route 3 (New Caledonia) routes, with the closing date for applications being 25 Jun.

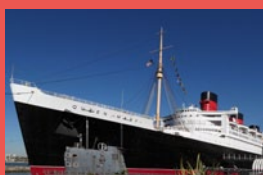
ACCOMMODATION

WELCOME to Accommodation Updates, *Travel Daily's* Wed feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to accomupdates@traveldaily.com.au.



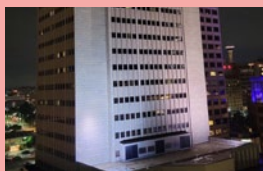
when it is completed as planned in 2024.

Four Seasons Hotels and Resorts has announced the development of a new property in Osaka, Japan in the city's Kinki precinct. The 175-room hotel will be part of the One Dojima Project, a 49-storey building which will be one of Osaka's largest



1971 but closed in May last year due to the pandemic. City officials will not allow it to reopen until the most urgent repairs are completed.

The 346-room **Queen Mary Hotel** in Long Beach, California may be saved after local authorities approved US\$500,000 in spending to rectify the grand old lady's most pressing problems. The 87-year-old ship has operated as a floating hotel since



strong convention and corporate travel market, being located just a few minutes from the Henry B. Gonzales Convention Center.

The former Wyndham San Antonio River Walk hotel is set to become the **InterContinental San Antonio** in early 2023 after a \$50 million overhaul. The 390-room property, which originally debuted as an office building in 1958, will cater to the city's

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