

## AGM next month

**THE** 44th Annual General Meeting of the Australian Federation of Travel Agents will be held in Sydney next month.

Notices convening the meeting were sent to AFTA members yesterday, with the gathering to take place at 10.30am on Tue 13 Jul at the offices of KPMG in Tower 3, International Towers, Level 38 in Barangaroo, Sydney.

Attendees must register by emailing [afta@afta.com.au](mailto:afta@afta.com.au).

## Silversea referrals

**SILVERSEA** Cruises is today highlighting its Sail with Us referral offer, under which clients who refer a new customer to the line receive savings of \$650 per suite - both for the referrer and the Silversea newbie.

Clients can apply for up to four Referral Savings, worth up to \$2,600, to their booking - more details on the [last page](#).

## APT last min deals

**APT** has released some very limited last-minute availability for upcoming Jun tours, due to late cancellations by clients resulting from new border restrictions.

Exclusive savings of up to \$4,000 per couple are on offer for tours including APT's signature Kimberley cruise and small group 4WD adventures.

The Kimberley Complete, Grand Kimberley Coast and Essence of the Kimberley are all on offer - more info on 1800 278 278.

## AFTA reports \$2.1m loss

### EXCLUSIVE

**THE** roller-coaster of the COVID-19 pandemic has severely impacted the finances of the Australian Federation of Travel Agents, which yesterday sent its annual report for the 12 months to 31 Mar 2021 to members.

The figures indicated an overall loss of \$2.13 million, while AFTA's nest-egg financial asset from the sale of its CBD offices at the peak of the commercial property boom (**TD** 20 Jul 2018) was reduced by over 60%, from \$4.9 million just before the pandemic to now be worth just \$1.8 million.

More than \$3.4 million was withdrawn from the fund, but the investment also earned \$293,000 during the year.

Major cash outflows included almost \$600,000 in redundancies and termination payments, \$450,000 in consultancy costs, \$150,000 in legal fees and over \$50,000 spent on entertainment.

The report also noted that the resignation of CEO Darren Rudd occurred on 01 Apr this year - after the 31 Mar reporting date - presumably meaning any of his termination payments will be included in the 2021/22 results.

Total salaries amounted to just under \$1 million, down from \$1.28m the prior year, with commensurate reductions in superannuation and payroll tax.

The suspension of ATAS and AFTA membership renewals saw fee income of just 33% of

pre-COVID levels, dropping from \$2.15 million in 2019/20 to \$668,000, while the Federation also received \$361,600 in government stimulus payments.

Practical support measures included over 80 webinars, the Micro Credentials Program and mental health initiatives.

Chairman Tom Manwaring from Express Travel Group said it had been "a year like no other of collaboration and pulling together for the greater good," with the effective shutdown of much of the sector due to the pandemic resulting in "a marketplace we could never have imagined".

Manwaring said the suspension of 2020 membership fees, while a difficult decision given the financial ramifications for AFTA, was the right move to support the industry.

He confirmed the reduction of the AFTA Secretariat in order to conserve operational costs, while continuing to deliver services.

"So while our balance sheet is diminished, it remains strong and AFTA is well placed to continue to provide support for the post-COVID rebuild," the Chair said.

More from the AFTA annual report on [page four](#).

### Today's issue of TD

**Travel Daily** today has six pages of news including our PUZZLE page, plus full pages:

- Tourism Tasmania
- Silversea Cruises

## Rex engine buy

**REX** Airlines has signed an agreement for the purchase of a CFM56 engine from MTU Aero Engines, with the carrier saying this will enhance its "existing capability in maintaining better aircraft supportability for our fleet of Boeing 737-800NG jets".

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

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

NINGALOO REEF

## NCL'S SUPER SALE

**\$250 OFF\***  
ALL CRUISES

**RECEIVE  
5 FREE  
OFFERS\***

[LEARN MORE](#)



Feel Free™

\*Conditions apply

HURRY, OFFER  
ENDS 30 JUNE

## \$80 billion tourism hit

**AUSTRALIA'S** tourism sector haemorrhaged close to \$80 billion in revenue in 2020, according to new figures prepared by Deloitte Access Economics for Tourism Australia.

The data showed there were 7.6 million fewer international arrivals to Australia during the COVID-impacted 12-month period, resulting in 45 million fewer domestic overnight trips and 84 million fewer day trips, compared to 2019.

While domestic tourism is currently helping to stem the bleeding from a lack of international travel, the report recommends Australian travellers "keep planning holidays" and book with flexibility in order to build the sector's confidence.

"Australians need to travel more like international tourists - stay longer, spend more, disperse to the regions, enjoy our cities, and enjoy the Australian

tourism experiences on offer in destinations," the report notes.

Australia has also been painted as particularly vulnerable to the cessation of international arrivals due to the country's reliance on high-yield tourists, i.e. those who spend above the global average.

The figures showed that international tourism spend accounts for nearly 15% of the value of Australia's total exports.

Deloitte's analysis also suggested regional economies have been significantly more affected than urban areas, with these regions employing twice the proportion of jobs in tourism compared to major cities.

While regional areas are only home to 31% of Australia's population, they account for 44% of the country's total tourism expenditure, as well as \$8,822 per capita spend, compared to close to half of that in the capital cities (\$4,749).

PENGUINS, WHALES, GLACIERS AND MORE!  
**EXPLORE ANTARCTICA IN 2021-22**

**Save up to 30%**

Plus 10% savings with full payment within 30 days of booking on select voyages

[LEARN MORE](#)

**Quark Expeditions**

### LE acquisition

**LUXURY** Escapes (LE) has today announced the purchase of Travelshoot, a company which connects travellers with trusted local photographers worldwide.

Founded in 2012 by Melbourne-based Sarah Pearce, Travelshoot will integrate with Luxury Escapes to give customers access to a professional photographer network in over 90 cities globally.

LE said the move was in line with its mission to sell "memorable travel experiences".

### Italy cuts quarantine

**AMERICAN** travellers can now enter Italy without quarantine, with the country adopting rules set out in the European Union's new Green Certificate system.

US arrivals must provide proof of vaccination, a certificate of COVID-19 recovery or a negative test taken within 48 hours of arrival, as well as complete an EU Digital Passenger Locator form.

### \$373m NSW boost

**THE** NSW Government has allocated \$373 million toward further stimulating the state's visitor economy.

Yesterday's 2021-22 State Budget delivered funding guarantees for several programs designed to supercharge the NSW visitor economy, including a new \$200 million State Significant Event Fund over four years to attract high-impact events to Sydney and regional areas.

The papers also showed money will be set aside for marketing activities to promote more visitation, as well as the promotion of existing domestic and international airline routes to Sydney and regional NSW.

"Our visitor economy is a significant contributor to our success...and we will continue pursuing our ambition to be the premier visitor economy of the Asia-Pacific region," NSW Tourism Minister Stuart Ayres said.

## RED CENTRE 'MATES RATES' SALE

SAVE UP TO **\$1000 OFF** NT NOW'S RED CENTRE PACKAGES

\* AGENT COMMISSIONABLE \*



**NT Now**

**RED CENTRE**  
NORTHERN  
TERRITORY

**Holidays** of Australia & the World



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

## Arizona incentives

**NEW** agent resources are now available from the Arizona Office of Tourism, including a six-page destination guide ([CLICK HERE](#)) which provides an overview of the state's five key regions and the best experiences.

Agents who watch the tourism body's new webinar series and complete a short questionnaire will also go into the draw to win one of two \$150 gift cards or seven \$50 runner-up gift cards - [CLICK HERE](#) for further details.

## Grander than before

**SEVEN** Seas *Grandeur* is the name of Regent Seven Seas Cruises' newest ship.

*Grandeur* will become the sixth member of the cruise line's fleet when she is delivered in the fourth quarter of 2023.

Among *Grandeur's* highlights will be a re-imagined signature Compass Rose restaurant.

More details in today's **CW**.

## VA to reward vaccinations

**VIRGIN** Australia has today announced an upcoming competition, offering millions of Velocity frequent flyer points plus Business class flights to vaccinated Australians.

Anticipated to open later this year "once all adults are eligible for vaccination," the VA-X & Win promo will come alongside a separate incentive encouraging VA staff to get a jab too.

A VA spokesperson said the carrier felt it had a responsibility to "use its voice in the community to encourage Australians to get vaccinated," with the overall winner set to become a Velocity Points millionaire.

"What the latest lockdown in Melbourne and the evolving situation in Sydney has taught us, is the sooner we can all get vaccinated, the sooner we can get on with our lives, without the constant fear and uncertainty that comes with lockdowns,

restrictions and closed borders."

A recent internal survey by VA found 65% of its flying crew and customer-facing airport workers had received one or two doses of a COVID-19 vaccine, or had been registered to be vaccinated.

When the competition opens entrants will be required to have received two doses of a COVID-19 vaccination - more information at [virginaustralia.com/vaxandwin](https://virginaustralia.com/vaxandwin).

## Skal joins WTTC

**SKAL** International has become an official member of the World Travel and Tourism Council (WTTC) Associate Community, authorising it to issue a "WTTC Safe Travels Stamp" for all Skal members who qualify for it.

The #SafeTravels initiative helps travellers recognise businesses and destinations which adopt WTTC's COVID-19 health and hygiene protocols.



## Window Seat

**AIRPORTS** are often a hive of activity, but rarely do they play host to a human birth.

But that's just what happened in Miami International Airport recently, when a mother gave birth to a baby girl (**pictured**) inside a restroom near Gate D43, having just arrived on an American Airlines flight from Chicago with her aunt before suddenly going into labour.

The girl was promptly called Mia in honour of the abbreviated title of the airport, and we're just a tad disappointed she was not born at Batman Airport, Turkey, dang!



# STOP DREAMING ABOUT NEW ZEALAND AND GO

Take a spin on the Marketing Hub for all new customisable content

The moment your clients have been dreaming about is finally here. The Trans-Tasman Quarantine Free Travel Zone is now open! Be one of the first to download the new campaign assets, add your branding and start selling New Zealand.

Be one of the first to make the New Zealand dream come true for your clients.

GO!

**100% PURE NEW ZEALAND**  
traveltrade.newzealand.com

## AFTA constitution review

**THE** Australian Federation of Travel Agents has confirmed plans to review its constitution “to ensure it is appropriate for our future,” according to the AFTA annual report for 2020/21.

AFTA Chairman Tom Manwaring wrote in the report: “we need to critically appraise our industry’s future to achieve the best outcome - including structure and a stronger share of voice”.

The review will look at the existing member categories within the constitution “to ensure the most equitable structure”.

Currently the constitution provides for Full, Allied, Non-Resident, Associate and Honorary

Life members - plus Concessional members who come under the umbrella of a head office or franchise network.

Only Full members are able to vote for the AFTA Board, with the constitution providing for Multi-Agency (head office) groups which are able to enrol their networks as Concessional members at reduced fees.

Full members are entitled to one vote, plus another vote for each of the first five of their additional locations and then a further vote for each multiple of three of the rest of its locations.

Last year’s AFTA annual general meeting (**TD** 23 Sep 2020)

reported on the outcome of the first contested Board election in more than a decade, with nominees Michelle Emerton from ATAC and TRAVLR’s Simon te Hennepe each only receiving about 50 votes - compared to more than 800 for re-elected directors from Helloworld, Flight Centre, Express Travel and Consolidated Travel.

Manwaring said AFTA looked forward to the participation of members in the review process.

### ATAS set for update

**THE** AFTA Travel Accreditation Scheme (ATAS) will undergo a makeover after being put into a “Monitor and Support Mode” to support travel agents in the early stages of the COVID-19 pandemic.

The AFTA annual report notes a review of the ATAS Charter will be “a focal point for the newly appointed CEO” of the Federation.

“The impact of COVID, consumer confidence, agency skills and the future needs within our industry will all play a part to ensure a fit for purpose accreditation scheme for the future,” the report said.

Currently the financial assessment criteria of the ATAS Charter along with the Solvency Definitions are suspended until further notice.

## Dowling contribution honoured



**ROSS** Dowling was last week named Emeritus Professor of Tourism at Western Australia’s Edith Cowan University, receiving a testimonial in person from Vice Chancellor Professor Steve Chapman (**pictured**).

The award was given in recognition of Dowling’s “distinguished academic contribution and leadership in the tourism field at Edith Cowan

University for more than two decades; and his considerable broader contributions to geotourism, ecotourism and cruise ship tourism in Western Australia, Australia and internationally”.

Dowling was the university’s first Professor of Tourism, having been appointed in 2003, and also became the Chair of Cruise Western Australia in 2012.

## Lobbying priority for AFTA

**THE** ban on international travel saw AFTA’s communication priorities shift to media profiling of the role of travel agents and businesses and the impact of the shutdown, as well as advocacy to secure Government support, according to the Federation’s annual report released yesterday.

The report noted a “ground-breaking national partnership with News Limited” which saw almost every one of its 120-odd newspapers profile a local agent.

In addition to direct lobbying of MPs at all levels, “we have successfully harnessed the passion, experiences and heartbreaking reality of our members as part of our National Mobilisation Program,” AFTA said.

The report cited “unprecedented results” from the campaign, including a direct briefing of 21 out of 24 Federal Cabinet Ministers as well as 15 in the Shadow Cabinet.

More than 100 lower house MPs raised the plight of travel agents in Parliament, along with about a third of Federal Senators, and over 60 parliamentary speeches were made on the challenges facing the sector.

“The outcome of AFTA’s

approach was hugely successful,” the Federation said, noting \$258m in “carved out support for our sector” via the COVID-19 Consumer Travel Support Program.

Other lobbying work has seen AFTA collaborate with other groups including IATA, CATO, CLIA, ATEC, ACCI and BCA, “in line with our belief that shared voices deliver greater outcomes”.

### Numbers to drop

**AFTA** says it expects to be advised of business closures over the Apr-Jun period seeing the number of members decline.

As at 31 Mar there were 1,351 AFTA/ATAS accredited entities, and 2,618 locations in total.

In the prior 12 months 40 ATAS participants voluntarily withdrew, while four ceased trading, 28 had their accreditation cancelled because they failed to renew, and eight were terminated for breaches of the ATAS Charter.

A total of 39 new ATAS members were accredited during the year, with the Federation saying “much of this support came from existing businesses grateful to AFTA for the support and government lobbying”.

## 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



## Whose flag is this



**THIS** country was once part of the Soviet Union, and after WWII members of the bloc altered their flags to bring in more national colours but this country was the last of those to do so.

Previous flags of this country had been red with the usual Soviet symbols above the name of the state, but in 1953 the nation added two horizontal stripes of white and red - white

for the cotton the country was famous for and green for agriculture.

When the country became independent in 1991 it was again slow to change the flag and only altered the Soviet symbols in the centre to the current crown with seven stars which represent unity among the different social classes in the nation.

Do you know whose flag this is?

ANSWERS 23 JUN  
Pub quiz: 1 Springbok, 2 Western Cape, 3 Kruger National Park, 4 Sardine Run, 5 Nine, 6 A bloot, 7 Barbeton Greenstone Belt (also known as the Makhomjwa Mountains), 8 Elephant, 9 True, 10 Bo-Kaap  
Where in the world: Blyde River Canyon, South Africa  
Know your brands: 1 Cancer Council Australia, 2 Hello Fresh, 3 Jim's Mowing, 4 South African Airways  
Whose flag is this: Tajikistan

## Where in the world



**LOCATED** in South Africa's Mpumalanga province, this canyon is the world's largest 'green canyon' and the third largest of its kind on earth.

Characterised by its lush foliage,

mountains, cliffs and fascinating flora and fauna, it is considered one of South Africa's most beautiful natural wonders.

Do you know the name of this canyon?

## Pub quiz

- Which animal is the national symbol of South Africa?
- Which province was Academy Award-winning documentary *My Octopus Teacher* filmed in?
- What is the largest game reserve in South Africa?
- What is the name of the annual migration spectacle that occurs every Jun/Jul along South Africa's east coast?
- How many provinces are there in South Africa?
- What do you call a group of hippos?
- Located in South Africa, what is the name of the oldest mountain range on earth?
- Rock Dassies are small, cute, furry mammals that can be found on Table Mountain. What is their closest living relative?
- South Africa has not one, but three capital cities - Pretoria, Johannesburg and Bloemfontein. True or False?
- Formerly known as the 'Malay Quarter', what is the name of the neighbourhood in Cape Town lined with vividly coloured houses?

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



**SOUTH AFRICAN TOURISM**

## Uniworld wraps up the road



**UNIWORLD** Boutique River Cruises finished up a roadshow of events with Gold Coast travel agents last week.

Uniworld Boutique River Cruises General Manager Alice Ager said the events were much needed after a period of lockdown.

"[The] last event for the week was with our Gold Coast agents and it was a blast," she said.

"We're having a lot of fun being back on the road," Ager added.

Ager is **pictured** second from the right with attending agents.

## Scarlet Lady nears belated debut

**RICHARD** Branson's cruise line is almost a reality after its planned debut in 2020 experienced major delays caused by the global health crisis.

Virgin Voyages' *Scarlet Lady* has recently arrived in the United Kingdom ahead of her first passenger sailings, a series of voyages around the UK.

At 110,000 tonnes, *Scarlet Lady* is the largest ship to have ever docked in Portsmouth.

## NSW bubble pops

**QUARANTINE-FREE** travel from New South Wales to New Zealand has been paused for 72 hours from 22 Jun after Sydney's Bondi COVID cluster spiked yesterday.

The suspension will apply to all of NSW except for travellers who have only been in Norfolk Island.

**MEANWHILE** Victoria has also blocked seven areas of Sydney from entering the state, with non-Victorian residents banned if they have stayed or travelled through the newly designated red zones.

The affected council regions include: the City of Sydney, Waverley, Woollahra, Bayside, Canada Bay, Inner West and Randwick.

In more heartening news, South Australia will open itself up to Greater Melbourne from this Fri, however travellers will still need to isolate on arrival until they get a day-one negative test result.

Visitors will also be prohibited from attending "high risk locations", such as major events like AFL matches played at the Adelaide Oval, or from visiting aged care facilities.

## We're travelling here

**TOURISM** Australia Chief Marketing Officer Susan Coghill has revealed the Holiday Here This Year campaign has had a strong impact on domestic travel confidence, *Mumbrella* reports.

"For our Epic Holidays advertisements we had over one million flight searches in the launch week, which was a 20% increase on pre-campaign benchmarks," Coghill said.

"City Escapes ads ranked one from 80," she added.

## VA reinstates Mel

**VIRGIN** Australia has announced plans to increase frequencies on key routes linking Melbourne with popular Queensland tourist spots, as the city emerges from a period of sustained lockdown.

Additional flights will be added in the coming days between Melbourne and Cairns, Melbourne and the Sunshine Coast, as well as Melbourne and the Gold Coast, in time for the busy school holiday period.

## 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](mailto:accomupdates@traveldaily.com.au).



Los Angeles has come to London with the introduction of the Polo Lounge at **The Dorchester**. Aiming to bring a taste of California to the UK capital, the famed LA restaurant, located at The Beverley Hills Hotel, will pop up at the rooftop restaurant located in the British capital during the northern summer. With views across Hyde Park and East London, the al fresco restaurant and lounge will be open daily for lunch and dinner during Jul and Aug.



Radisson Hotel Group will debut in a new African market with the signing of **Radisson Hotel Djibouti**, in partnership with Salaam Properties. The newbuild 144-room hotel is scheduled to open in 2024, at which point it will bring Radisson's East African portfolio to 18 hotels and more than 2,700 rooms. It will comprise not only of modern standard rooms and suites, but also have accessible rooms designed for wheelchair-bound guests.



**Melia Chiang Mai**, which is slated to open its doors in Q4 2021 will be a 260-key urban hotel towering over the Ping River and the bustling Chiang Mai Night Bazaar. Located in Thailand's mountainous north, Asset World Corporation will partner with the Spanish hotel group for the property. Melia Chiang Mai will be situated six kilometres from Chiang Mai International on the vibrant Charoen Prathet Road.

BINGE WATCH  
WITHOUT A  
SUBSCRIPTION

GET INVOLVED THIS WINTER

THE OFF  
SEASON

TASMANIA  
COME DOWN FOR AIR



 SILVERSEA®

SAIL WITH US

*For you, for friends, for travellers.*

## GET NEW CLIENTS WITH SILVERSEA'S REFERRAL PROGRAMME

Our loyal guests are our best advocates and can be your best lead for new clients. With our Sail with Us referral offer everyone wins. For a limited time, when your client refers a friend who has never sailed with Silversea, and they book a new voyage, they BOTH enjoy **\$650 savings** per suite. This, on top of our exclusive loyalty savings and current promotions, delivers an unrivalled value for our luxury cruise voyages. In addition, your client can apply up to 4 **Referral Savings of up to \$2,600** to their booking.

[CLICK HERE FOR MORE INFORMATION](#)

CONTACT YOUR SILVERSEA SALES MANAGER OR RESERVATIONS ON 1300 727 155 OR +61 2 9255 0600 | [SILVERSEA.COM/SAILWITHUS](https://www.silversea.com/sailwithus)

\*TERMS AND CONDITIONS APPLY. BOOK BY 31 AUGUST 2021.