



2022-2023

ADVENTURE REVEAL

SYDNEY & BRISBANE DEPARTURES

ON SALE NOW



 HOMEPORT

VISIT HOMEPORT FOR
INFORMATION AND ASSETS

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New Viking module

VIKING Cruises has today released the newest module in its "Warriors of Wisdom" online training program, part of the Travel Daily Training Academy.

Travel advisors who complete all modules by 30 Apr will go in the running to win a Visa gift card.

See training.traveldaily.com.au.



NEW 2021 CENTRAL AUSTRALIA

Adelaide to Darwin

15 Day Tour
Now Available
From \$6,745pp*



*Conditions apply

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NEW BROCHURE >

AFTA chargeback survey

AFTA is urging agency owners and managers to urgently complete a survey about the impact of credit card chargebacks on their businesses.

The move, flagged earlier this week (**TD** 23 Mar), follows a request from the Reserve Bank of Australia for "specific data to further assist in understanding the current situation for the travel industry".

Chargebacks have been a major issue for travel agents through the pandemic, with some clients going directly to their financial institutions to seek restitution rather than waiting for travel agents to assist them in repatriating refunds and credits.

In many cases agents are left as

the "meat in the sandwich," with moneys that have already been passed onto suppliers - or even in some cases refunded - taken out of agency accounts while the chargeback is investigated.

The confidential AFTA survey asks about agency turnover, the number and total value of chargeback claims received over the last 12 months, and any details of cases where customers have "double dipped" by receiving both the credit and the chargeback refund.

Agents are also asked about the risk of future chargebacks, by detailing bookings awaiting a refund or in credit that were paid for by client credit card.

AFTA is asking that the surveys be completed by 31 Mar, as part of its ongoing work behind the scenes with Treasury to "increase understanding of the significant and inappropriate strain that chargebacks place on the industry".

Complete the survey **HERE**.

Oita LEGO Bonsai!

KEITH Stanley (former Stella Travel chief and Japanese bonsai fanatic) eat your heart out!

Coveted LEGO Bonsai building kits are up for grabs, along with restaurant vouchers, as part of an incentive for travel advisors to complete the newly launched training modules on Japan's Oita prefecture - see **page eight**.

Today's issue of TD

TD today has seven pages of news including our PUZZLE page plus a front full page from **Royal Caribbean International** and full pages from:

- Oita City Tourist Association
- South Korea Tourism

RCI local sailings

ROYAL Caribbean International has opened sales for Sydney and Brisbane departures in 2022 and 2023, with the season including *Ovation of the Seas*, *Quantum of the Seas* and *Radiance of the Seas* sailing in local waters.

A total of 66 departures are on offer, ranging from two nights to 19 nights featuring ports around Australia as well as Fiji, New Zealand, Vanuatu and New Caledonia.

For more information and links to agent marketing collateral see the **cover page** of *Travel Daily*.

Korean delights

VISIT Korea is showcasing some of South Korea's stunning seasonal landscapes, with the destination offering something different all year round - from beaches to snow, autumn leaves, spring blossoms and more.

Check it out on our special South Korea product profile on the **last page** of today's **TD**.

Drive
OUTBACK
QUEENSLAND

THERE'S MORE TO EXPLORE IN QUEENSLAND'S BACKYARD

Download our new *Drive Outback Queensland Guide*:
outbackqueensland.com.au/
drive-outback-queensland

GOOD TO GO

Outback Queensland
Live Australia's story

DISCOVER ANTARCTICA SALE

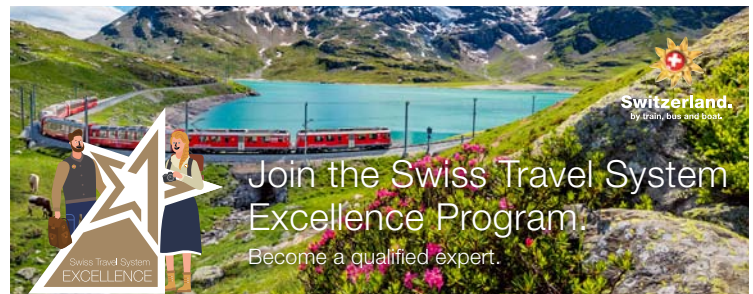
2021/22/23 Cruises

FROM \$7,999 Per Person Twin Share*

EXCLUSIVE OFFERS

*T&Cs Apply





Serko Booking Zeno rollout

LISTED travel technology provider Serko Limited yesterday announced what it is describing as an “important milestone in its partnership with Booking.com,” with the transition of existing Booking.com for Business customers to Serko’s platform based on its Zeno technology.

The move builds on the transformative deal between Serko and Booking.com announced 18 months ago (*TD* 24 Oct 2019), with the move of current clients to the new platform to be phased in as additional languages and regional content is added.

The majority of active Booking.com for Business customers are expected to be migrated within the next two to three months.

“This is an important milestone, not only in launching a highly scalable platform that caters to existing Booking.com for Business customers worldwide,

but marking the start of our vision to bring the connected trip experience to business travellers globally,” according to Serko CEO Darrin Grafton.

“The Serko and Booking.com teams have achieved this together under what could be considered one of the most trying years in the history of our industry, and to make this happen faster than expected is a credit to the amazing teamwork on both sides,” he said.

The new Zeno powered experience will see users able to book flights and ground transport in select markets initially, alongside Booking.com’s existing plethora of accommodation.

Grafton said revenue from the deal is not expected to be material in the 2021 financial year, but will be more significant to the company from 2022 with more details to be provided at Serko’s results release in May.

VA fare review

VIRGIN Australia this morning announced an upcoming review of its Business and Economy Class fare brands to “make a seat in Business Class more accessible than ever before”.

The move came alongside the introduction of new in-flight menus, including the removal of Economy Class snacks which are being replaced by a new “buy onboard” offering initially featuring a limited range of the most popular snack and beverage items, the carrier said.

The new Business Class menu “heralds a new era of flying for the relaunched Virgin Australia,” an announcement enthused, offering a range of hot meals, salads and Australian classics served with crockery, glassware and cutlery.

VA’s Business Class refresh has also seen crew retrained in new hospitality standards focused on customer engagement, with more time in the cabin with guests.

New Costa chief

CARNIVAL Corporation has promoted Mario Zanetti to become President of Costa Cruises, moving him up from his previous role as the brand’s Chief Commercial Officer which will now be filled by Roberto Alberti.

Both will be based in Costa’s headquarters in Genoa, Italy.

Costa was previously led on an interim basis by Michael Thamm, Group CEO of Costa Group and Carnival Asia, after a Jul reshuffle of Carnival Corp executive duties.

More appointments are on [pg 7](#).

Vail passes slashed

VAIL Resorts has reduced the price of all its North American season passes by 20%.

The “bold price reset” means the full Epic Pass is priced at US\$783, down from US\$979 last season, giving access to over 70 resorts worldwide incl Vail, Park City and Whistler Blackcomb as well as Perisher & Mt Hotham.



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- Features handcrafted accommodation and classic experiences designed to give guests a true sense of the Australian outback spirit.

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Oceans to Outback

16 days Melbourne > Melbourne
8 May, 21 Aug, 4 Sep, 28 Sep, 18 Nov

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DOWNLOAD
E-BROCHURE**

Outback Queensland Adventure

14 days Brisbane > Cairns
10 Jun, 13 and 26 Aug, 8 Sep

*T&C apply. Image: Destination NSW



US cruising push

THE American Society of Travel Advisors (ASTA) has joined Cruise Lines International Association (CLIA) in calling for the US Govt to allow cruising from American ports to resume by Jul this year.

The pressure is being applied following confirmation from the Centers for Disease Control that its current Conditional Sailing Order is expected to remain in effect until 01 Nov.

ASTA CEO Zane Kerby said “nearly every other form of human activity has been cleared for resumption...however inexplicably CDC keeps cruising suspended”.

CLIA noted that the CDC’s current order, issued almost five months ago, does not reflect the industry’s proven success in restarting in other parts of the world, with CEO Kelly Craighead saying cruise lines should be treated the same as other travel, tourism, hospitality and entertainment sectors.

Rex deploys “war chest”

THE new Regional Express (Rex) flights between Sydney and Canberra announced yesterday (**TD** breaking news) are being funded using a \$150 million “war chest” courtesy of the carrier’s private equity partner, PAG Asia (**TD** 22 Sep 2020) to help develop new domestic routes.

Rex Deputy Chairman, John Sharp, said “we will not be deterred in our goal of bringing safe, reliable air services at affordable fares to all major cities in Australia,” estimating that on the Sydney-Canberra route alone the new services will bring annual savings of up to \$100 million to commuters when traffic returns to pre-COVID levels.

“Rex’s affordable fares will greatly stimulate more business and leisure traffic between Sydney and the national capital as the industry continues to recover,” Sharp said.

The new services are scheduled

to commence on 19 Apr, with fares leading in at \$99 one way and initial frequencies of seven flights per day - building to ten if justified by demand.

“This will see the end of the monopoly on a route which had almost one million annual passengers pre-COVID, making this route large enough to sustain two competing carriers.

“At a time when many small businesses and households are still struggling to make ends meet, our fares will make a world of difference to the community that routinely sees one-way fares close to \$1,000 for this short sector,” Sharp said, accusing Qantas of “fare gouging”.

Canberra Airport CEO Stephen Byron welcomed the new Rex services, saying they would offer more choice to travellers, stimulate jobs and “grow the air travel market which is a win-win for us all”.

Bestjet meeting

THE Committee of Inspection for the collapsed Bestjet Travel Pty Ltd (**TD** 19 Dec 2018) has been invited to attend a meeting convened by Pilot Partners, the company’s administrators.

As well as receiving a progress report, attendees will be asked “to consider the past and future remuneration of the Special Purpose Liquidator” of Bestjet.

The Special Purpose Liquidator was appointed last Jul to adjudicate on a cross-claim from Bestjet’s sister company Wynyard Travel, which lodged an \$8.4 million proof of debt for services and tickets purchased on Bestjet’s behalf which were never paid for.

A&K getaways!

ABERCROMBIE & Kent has launched a new “Insider’s Collection” of luxury weekend getaways, including trips to the Yarra Valley and Adelaide - for more info call 03 9536 1800.

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OR CALL 1-800-754-500.

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*Up to \$500 credit based on airfare for two people. Prices in AUD. Offer excludes children aged 3-12 yrs. Offer applies to cruises 6nts or longer booked 23/03/2021 – 30/04/2021 departing 1/10/2021 – 24/04/2023 except Galapagos sailings. Cruise fare credit equals \$250 per person for cruises 6-nights or longer, on flights from Departing Gateway Cities only. Cancellation charges may apply, for full details visit [Celebrity Cruises at www.celebritycruises.com/au](http://www.celebritycruises.com/au).

CelebriTY X Cruises®
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The hottest ticket in the world



THERE wasn't a dry eye in the house at Sydney's Lyric Theatre at The Star last night, where Destination NSW hosted some industry partners for a performance of the highly anticipated musical *Hamilton*.

The success of the emotionally charged show is being keenly watched across the globe, with

envious theatregoers in New York, London and elsewhere also hoping for a return to normality.

Pictured prior to last night's show are, from left: Amanda Bolger from Qantas, with Shane McClelland, Destination NSW Acting GM Consumer Marketing and the organisation's Director of Public Relations, Kristy Meudell.



keep dreaming...

Inspiration for your clients' next escape

Travel & Cruise
Weekly

New Tassie sailings

SPIRIT of Tasmania has added additional overnight sailings across the Bass Strait in May and Jun, to allow holidaymakers more options for getting their car, caravan or motorhome to Tassie.

The new dates are 16, 23 and 30 May as well as 6, 13 and 27 Jun - see spiritoftasmania.com.au.

Travel Pass video

THE International Air Transport Association has released a new video explaining the capabilities and use of its IATA Travel Pass smartphone app.

The Association is already testing the system with more than 17 airlines around the world, with any passport and COVID-19 test or vaccination information in the system only stored within a user's mobile phone, rather than in a central database to obviate any privacy concerns.

See the explanatory video at traveldaily.com.au/videos.



Window Seat

GIVEN the annual response to *Travel Daily's* International Donut Day competitions, we just know this is going to be a hit with the travel industry.

Krispy Kreme in the USA is encouraging people to get a COVID-19 vaccination by offering them a free donut every day for a year.

From next Mon, any customer who presents at a participating Krispy Kreme location across America with a valid COVID-19 vaccination card will get one of those deliciously sticky Original Glazed donuts.

However a slight drawback is likely to be that once people start travelling again they might need wider seats because of the weight they've put on.

WE'LL TAKE YOU ON AN EPIC ADVENTURE

Have the greatest experiences in the great outdoors

One of New Zealand's biggest drawcards is its diverse landscapes. There are few places in the world where, within the space of one day, you can experience mountain vistas, ancient forests, volcanic landscapes and stunning coastlines. Our experienced guides will take your clients on a great outdoor adventure that they will remember for a lifetime.

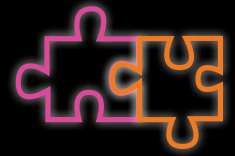
Inspire your clients to explore off the beaten track and go home feeling like they have experienced something truly unique.

[FIND OUT MORE](#)

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AMID THE DOOM
AND GLOOM?**

Check out our daily puzzle page.



Travel Daily

Qantas/AA deal approved

THE Australian Competition and Consumer Commission (ACCC) has formally re-authorised the trans-Pacific alliance between American Airlines and Qantas for a further five years.

The final determination follows an interim decision in favour of the pact earlier this month (**TD 01 Mar**), allowing Qantas and Jetstar to cooperate with AA on routes between Australia/NZ and the USA, Canada and Mexico.

ACCC Commissioner Stephen Ridgeway said “passengers travelling on trans-Pacific routes are likely to benefit through enhanced products and services, including a greater likelihood of increased capacity and new routes, increased connectivity and improved schedule choice”. “Loyalty program benefits and improved lounge access, cost

savings and efficiencies are also likely to be a result,” he added.

The wide-ranging authorisation allows the carriers to coordinate activities on marketing & sales, freight, pricing, scheduling, yield and inventory management, frequent flyer programs, lounges, joint procurement and product & service standards.

They are also permitted to collaborate on distribution strategies, including travel agency arrangements.

Ridgeway said while the extent to which public benefits are realised will be dependent on the rate of recovery in demand for trans-Pacific services once the pandemic crisis passes, “the alliance is unlikely to result in any significant public detriment”.

Treasures of Tahoe

NORTH Lake Tahoe in the USA has launched a Tahoe Treasures video series, alongside downloadable guides, insider tips and interactive content.

The region’s tourism chief Jeffrey Hentz said while travel is on hiatus it’s an ideal time for travel agents to upskill on the destination which is a “holiday treat all year round”.

See GoTahoeNorth.com.

MSC groups push

MSC Cruises is offering discounts of up to 30% on fares for group bookings, along with the flexibility to change names free of charge up to 90 days prior to cruise departure.

The MSC groups proposition also includes up to 40% savings on drinks packages, and an eight cabin minimum booking applies.

Do you feel Lucky?



THE inimitable Mark Luckey from Stuba finishes up from his role next week (**TD 01 Mar**) but he certainly isn’t going quietly.

Yesterday he had his final in-person meeting representing the accommodation platform, where he has been the local face of Stuba and its forerunner RoomsXML for over 13 years.

Well known for his colourful outfits, his catch-up with Michael Gazal from TravelManagers was no exception, with Luckey posting the photo above on social media.

As he reminded his followers, when you see someone looking like this, “you may not remember what they said, but you will remember what they wear”.

Vic opening up

VICTORIA is set to finally begin once again accepting international passenger arrivals, under a revamped hotel quarantine system which kicks off in two weeks’ time.

Acting Premier James Merlino confirmed the move this morning, along with a host of changes including returning travellers being tested four times and reduced room capacity for family groups.

COVID-19 PCR testing will be carried out on days zero, four, 12 and 14, with follow-ups two days after travellers leave quarantine and more tests on days 17 & 21.

The State Government also reiterated its commitment to the development of purpose-built quarantine accommodation, with ten sites currently under consideration, Merlino said.

New diving tour

CAIRNS-BASED Passions of Paradise has launched a new “citizen science tour” allowing experienced certified divers to join conservationists and researchers in assessing the health of the Great Barrier Reef.

CEO Scotty Garden said the Master Reef Guide trip will take groups of up to eight pax on the program each Fri, surveying reef locations to monitor the health of corals and marine life.

The fully inclusive one day Reef Tour and Eco Experience costs \$399pp - see passions.com.au.

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Tourism fiji

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NORTHERN TERRITORY

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* Famil includes an amazing experience on The Ghan. Terms and conditions apply.

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.



Whose animal is this?



MOST visitors to this nation come ready to see the llama, a close cousin of the country's national animal, the vicuna.

Vicuna live in alpine areas and their luxuriously soft wool has been prized by local royalty, as well as conquering kingdoms and even Hollywood.

Their wool is so expensive because vicuna can only be shorn every three years.

Vicuna are native to this country and are one of two wild camelids living on this continent, with the other dwelling at lower elevations.

Do you know whose national animal this is?

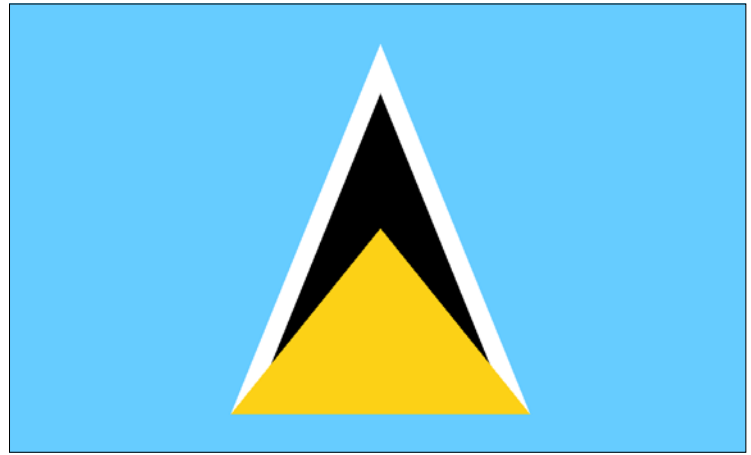
ANSWERS 24 MAR

Pub quiz: 1 Bally's, Caesar's Palace, Flamingo, Harrah's, the Linq, MGM Grand, Paris, Sahara and Westgate, 2 Pelham Bay Park, 3 Southwark and Tower Hamlets, 4 a) Currie, 5 1912, 6 c) Mexico, 7 Berlin, 8 Shenzhen, 9 Antwerp, 10 Venice

Seen it at the movies: Fool's Gold

9	1	3	7	2	6	8	4	5
7	6	4	8	1	5	3	2	9
2	8	5	3	4	9	7	1	6
5	4	7	1	3	2	9	6	8
1	3	9	6	5	8	2	7	4
8	2	6	9	7	4	1	5	3
3	9	1	5	6	7	4	8	2
6	7	2	4	8	3	5	9	1
4	5	8	2	9	1	6	3	7

Whose flag is this?



FOR most of its history under the rule of two different colonial powers, this country didn't have a particular flag to represent it.

In 1939 it was given a coat of arms which was also used as a badge on the general flag used by nations which were part of this country's colonies.

However when the nation became independent in 1967 this coat of arms wasn't used and

instead the country adopted this flag designed by a local artist.

The blue background reflects the Atlantic Ocean and Caribbean Sea which surrounds the island nation, while the black and white indicate harmony between the ethnicities that live in the country and the yellow is for the sunshine that the tropical island enjoys.

Do you know whose flag this is?

London word search

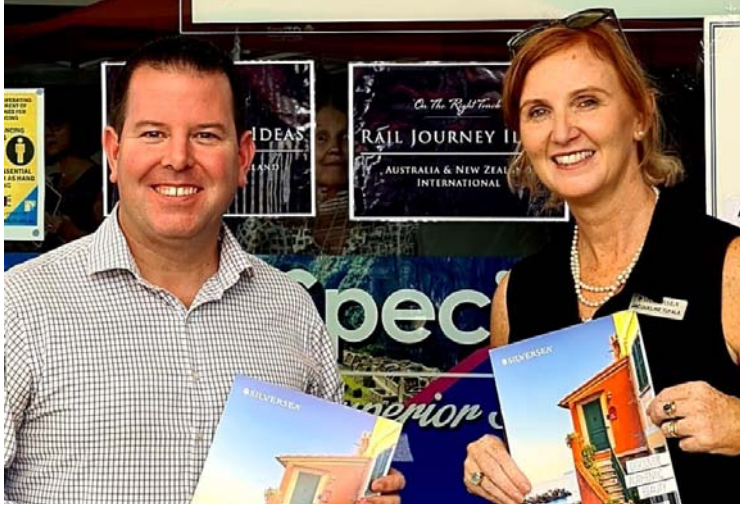
Z	B	N	S	J	C	H	E	L	S	E	A	F	C	P
D	R	R	B	R	I	C	K	L	A	N	E	C	J	V
Q	I	O	Z	T	O	H	D	I	F	E	E	S	P	V
E	T	X	R	K	H	Y	G	O	Q	D	A	G	V	Z
W	I	I	Y	M	A	H	G	N	I	K	C	U	B	H
E	S	T	E	K	R	A	M	H	G	U	O	R	O	B
S	H	W	Y	S	J	X	T	N	O	A	R	I	T	W
T	M	S	V	Y	T	U	B	E	Q	F	U	T	O	S
M	U	U	N	O	T	T	I	N	G	H	I	L	L	Z
I	S	X	Y	T	A	T	E	M	O	D	E	R	N	R
N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

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

NOTTINGHILL
BIGBEN
TUBE
BUCKINGHAM
WESTMINSTER
TOWEROFLONDON
HARRODS
KENSINGTON

TATEMODERN
BRITISHMUSEUM
BRICKLANE
WESTEND
THAMES
BOROUGHMARKET
CHELSEA

Travel Masters GC expo



GOLD Coast-based Travel Masters and The Travel Studio are well and truly on the front foot, yesterday welcoming a host of existing customers and new visitors to their inaugural travel expo.

Organised by joint Managing Directors Neil Kirby and Julie Marshall, the event featured participation from Australia & Beyond Holidays, Lady Elliot Island Eco Resort, Outback Queensland Tourism Association,

Fancy some yoga?

ABU Dhabi Tourism is inviting the industry to join a 30-minute "virtual yoga session" live from Louvre Abu Dhabi.

Set to take place at 8pm AEDT next Mon, there are 50 spots available for the Zoom webinar, broadcast directly from under the museum's spectacular dome, with the sea and sky as a dramatic backdrop.

To register **CLICK HERE**.

Silversea Cruises, Viking, and Wendy Wu Tours.

Kirby, **pictured** with Jacqui Tulafa from Silversea, told **Travel Daily** there were "many enquiries, leads and interest...and some fantastic bookings to cap the event off nicely".

RCI adds Bermuda

ROYAL Caribbean International (RCI) has announced a second ship deployment in the Americas, with *Vision of the Seas* to offer week-long cruises out of Bermuda to vaccinated adults, and children with a negative coronavirus test.

The itinerary includes a day at RCI's PerfectDay at CocoCay, with Chief Executive Officer Michael Bayley saying the Jun restart is "another step in our safe and measured return to sailing".

RCI has also announced cruises out of Nassau in the Bahamas, while sister brand Celebrity Cruises is also plotting a St. Maarten restart (**TD** 22 Mar).

UK agent closures

BRITISH travel giant TUI has announced the closure of 48 main street travel agency locations, due to "unprecedented pressure on the travel industry".

The move represents about 13% of TUI's retail footprint, and will impact 273 jobs.

Staff will be offered alternative roles at other locations, or within the group's home-based retail and contact centre teams.

"We want to be in the best position to provide excellent customer service, whether it's in a high street store, over the telephone or online," TUI said.

TUI posted a £500 million loss for the 2020 Oct-Dec quarter.

ILTM still virtual

INTERNATIONAL Luxury Travel Market (ILTM) Asia Pacific will continue in an online format this year, with ongoing COVID-19 pandemic challenges forcing the organisers to again postpone the face-to-face event until next year.

A virtual ILTM will be hosted online from 20-22 Jul, with Portfolio Director Alison Gilmore saying "while vaccine rollouts are going in the right direction towards international travel's recovery, it appears that Jul will still be too early for an in-person event of our size in Singapore".

The online event will deliver one-to-one meetings with "top luxury travel agents," Gilmore said.

Catch up on the news of the week

CLICK HERE TO LISTEN

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.

Langham Hospitality Group has named **John O'Shea** as the General Manager of **The Langham, Gold Coast**. O'Shea has more than 40 years' experience in pre-openings, hotel renovations, operations, and re-branding within the hospitality industry.

Hurtigruten has appointed **Anders Lindstrom** as its new Head of PR & Communications, the Americas. He joins Hurtigruten with 20 years of experience in the communications sector, with his most recent position as Director of Communications, North America for Norwegian Air Shuttle.

Jonathan Newbury has taken on a new Executive Vice President Asia Pacific position with **Preferred Hotels & Resorts**. He brings 30 years of international independent hotel experience to his new job, which carries the responsibility of driving the strategic direction and evolution of Preferred in Asia Pacific. Newbury will be based in Singapore.

Globus family of brands has announced the appointment of **Joyce Weir** as National Business Development Manager - MICE. Weir has more than 20 years experience in the tourism industry, and has been responsible for developing the groups and incentives market for companies such as Qantas Airways and Hawaiian Airlines.

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



Welcome to Oita

Japan's best hot spring hot spot

Discover Oita Prefecture with our newly launched training modules, and be in with a chance to WIN one of four \$200 Japanese restaurant vouchers or rare LEGO Bonsai building kits.

[Learn more](#)





Seasonal Highlights in South Korea

South Korea has four very distinct seasons that visually transform the country and colourful events that go with them. If you're chasing the autumnal leaves as they turn gold, red and orange, the magnificent cherry blossoms, if you are keen to enjoy the snowy mountain villages or test Busan's waves and relax by the beach - then planning is everything.

Spring: March-May

With the arrival of spring comes the cherry blossoms, with the sweet scent of cherry blossoms permeates the air in both the heart of the city and the quietest of rural villages.

Summer: June - August

As temperatures rise, people tend

to escape the heat by heading to the beach and being surrounded on three sides by water, there are plenty of beaches.

Autumn: September - November

As autumn is a season of harvest, festivals during this time of year offer plenty to eat and some of the most fascinating elements of Korean history, culture and arts.

Winter: December - February

Winter in South Korea provides the opportunity to hike spectacularly snow-capped mountains, camp under the glittery winter stars, and of course skiing and snowboarding, which are the highlight of winter sports.

JOIN OUR KOREA FRIENDSHIP SERIES

As part of South Korea's 60th anniversary of diplomatic ties with Australia, Korea Tourism Organization (KTO) Sydney Office will be hosting a series of conversations, with interesting Australians who all share a special link to the destination. Watch our first conversation with the Olympic gold medalist, Lydia Lassila on 30 March 6:00PM (AEDT) and win a return flight to Korea! Register [here](#).