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## Go wild in SA

**SOUTH** Australia's extraordinary array of wildlife encounters are one of many reasons to visit the state, with Langton Island on the Eyre Peninsula intriguingly featured on the **cover page** of today's *Travel Daily*.

## APT season still on

**APT** has assured the industry that the remainder of its 2021 Kimberley cruise season is still planned to operate, despite the cancellation of the first departure scheduled for 02 Jun due to difficulties in recruiting crew.

The *MS Caledonian Sky* voyage has also been impacted by "additional operational requirements by the State and Federal Governments," the firm said - see today's *Cruise Weekly*.



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## TTC opens DMC portfolio

**EXCLUSIVE**

**THE** Travel Corporation is opening up its global Destination Management Company (DMC) network to other travel businesses, allowing them to "white-label and tailor" the offerings in response to opportunities which have arisen during the pandemic.

TTC has 12 DMCs offering holidays, local experiences, corporate travel and ancillary services across Africa, Europe, the Americas and the South Pacific, some of which already operate as ground handlers for a number of significant travel brands.

The project is being overseen by Gavin Tollman, who now has the title of TTC President.

"During the uncertainty of the pandemic we spoke to a number of our partners who were looking for an operational solution with the quality, knowledge, infrastructure, consistency and financial resilience to deliver on the ground in a new post-pandemic world - but they were hitherto unaware of the depth and breadth of TTC's Destination Management portfolio," he said.

### Today's issue of TD

*Travel Daily* today has five pages of news including our PUZZLE page, a cover page from **South Australian Tourism Commission** plus full pages:

- Constellation Journeys
- AFTA Budget flyer

"They were excited when they realised we could provide that solution across multiple destinations worldwide."

A dedicated website has launched alongside a series of new tools showcasing the DMC offering, along with the financial strength that supports it.

"We hope to be able to present this hassle-free and risk-free opportunity to a wider range of leisure and corporate travel businesses," Tollman said.

More details at [dmc.ttc.com](http://dmc.ttc.com).

## AFTA Budget push

**EIGHT** members of the AFTA Board are in Canberra today to keep the pressure on politicians during this week's Federal Budget parliamentary sittings.

The Directors are volunteering their time to brief stakeholders across the political spectrum, with Chair Tom Manwaring saying the push includes an immediate focus on extending the agent grant program, along with additional ongoing support until international travel resumes.

AFTA is also pushing for a pathway to border openings and "greater recognition of the value of the travel agency distribution model and our service to the Australian community".

A flyer being used to brief the MPs is included on **page 7** of today's *TD*, and can also be downloaded by **CLICKING HERE**.

## Constellation cruise

**CONSTELLATION** Journeys is expanding its operations into cruising, today highlighting an upcoming Kimberley Coast Expedition which comes hot on the heels of its fully sold out domestic air tour (*TD* 14 Jan).

The new offering, in partnership with Coral Expeditions, is scheduled for 05-16 Sep with a maximum of 100 guests.

Constellation Journeys MD Dan Kotzmann said the response to the company's foray into domestic touring had been fantastic, with the recent trip taking 112 pampered guests on a privately chartered 737 to curated VIP experiences in Tas, SA, NT and Qld.

Limited cabins remain on the Broome-Darwin voyage - for details see **page six**.

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## Rex urges ACCC QF probe

**REGIONAL** Express has publicly called on the Australian Competition and Consumer Commission (ACCC) to “look at the plight of hundreds of thousands of Qantas passengers that have been chasing Qantas for months for a refund”.

In a statement issued yesterday, Rex Deputy Chairman John Sharp said Australian consumers should be protected from “unscrupulous practices such as advertising flights that have no realistic chance of materialising, simply to raise more cash”.

He claimed Qantas currently owes passengers over \$3 billion in refunds “and is using all means fair and foul to avoid returning the money because its free cash is only a tiny fraction of this obligation”.

Sharp accused QF of using its funds to instead finance activities such as launching new routes directly in competition with Rex - such as last week’s Melbourne-Burnie announcement (**TD 07** May) which is “a marginal route at the best of times and certainly not one which can be viably serviced by two operators”.

He welcomed comments by ACCC Chairman Rod Sims that the Commission was scrutinising capacity dumping on domestic and regional routes.

Sharp cited a “concerted effort by Qantas, Jetstar and Virgin” to increase MEL-SYD capacity by 80% in Mar, “clearly targeting” Rex’s new jet operations.

## AFTA adds director

AFTA has confirmed the appointment of David Greenland from Reed & Mackay as a director, filling the casual Board vacancy left by the untimely death of CT Partners GM Ian Edwards (**TD 05** Jan).

Chair Tom Manwaring said Greenland would be part of the six-strong cohort up for re-election at the Jul AFTA AGM.

A number of **Travel Daily** readers raised concerns about a lack of communication regarding the move, revealed in this month’s *travelBulletin* as part of a feature on what AFTA has been doing over the roller coaster of the last few months (**TD 06** May).

Australian Securities and Investments Commission filings obtained by **Travel Daily** confirm that Greenland became an AFTA Director on 30 Mar, the same week as the shock departure of the Federation’s former CEO Darren Rudd (**TD 01** Apr).



## Window Seat

**COVID-19** vaccinations may be the key to reviving tourism in Romania’s Carpathian mountains, where a team of health professionals have taken over Bran Castle - the inspiration for the classic Bram Stoker novel *Dracula*.

Free shots of the Pfizer immunisation are on offer - and after getting a “little prick” visitors also get to tour the spooky 14th century edifice and “see how people got jabbed 500 years ago” using medieval torture devices currently on show as part of an in-house exhibition - or perhaps by one of the famed bloodsucker’s fangs.

Organisers hope the two-for-one experience will help to lift visitation, as well as COVID-19 vaccination rates.

## Aurora + Virtuoso

**AURORA** Expeditions has joined Virtuoso’s Regional Preferred Partner Program in Asia-Pacific.

The pact “connects Aurora Expeditions with more than 1,500 elite Virtuoso luxury travel advisors,” said the cruise line’s CEO Monique Ponfoort.

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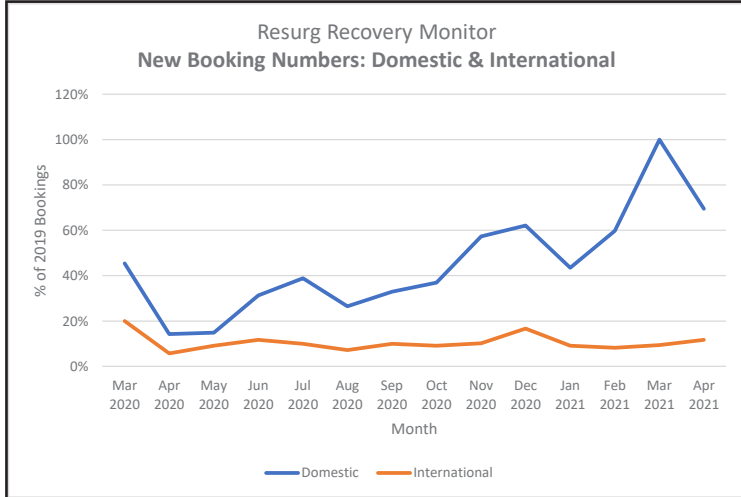
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## Agent bookings at 37%



**INITIAL** results from the new Resurg Agency Recovery Monitor (**TD 14 Apr**) indicate the massive ongoing impact of border closures on the travel sector, with overall booking numbers languishing at less than two fifths of previous levels in Apr.

The monitor (**pictured**), which anonymously collates data from the back office systems of a significant number of Australian travel retailers, clearly shows the stimulatory effect of the Government's domestic airfare push in Mar, when local flight bookings via agents surged to 100% of the 2019 benchmark.

That dropped back in Apr, while international bookings continue to hover at about 10% of previous levels before the pandemic.

Resurg CEO Mark Jenkins told **Travel Daily** the figures can also be broken down to provide

insight into booking numbers for individual segments such as air, cruise and land touring, with the aim of providing benchmarks for industry businesses to track their relative recovery from COVID-19.

Jenkins noted that prior to the Mar Government stimulus, the number of domestic air bookings via agents was sitting at about 50% of prior levels.

Similarly domestic cruise bookings via agents were sitting at close to 100% of prior levels in Mar as a number of operators launched their local seasons.

International cruise booking numbers also hit a "high" of 17% in Mar but slumped back to 7% of prior levels last month.

Jenkins said the monitor also showed strong forward int'l cruise departures for Jan 2022 as the "best month in the next two years" - [resurg.com.au](http://resurg.com.au).

## AFTA UPDATE

from the Australian Federation of Travel Agents

**THERE** are many avenues which AFTA continues to pursue on behalf of our members and the Australian travellers they support.

We continue to work closely with the Federal Government and are

very grateful for the ongoing engagement especially from Federal Tourism Minister Dan Tehan.

This week, eight AFTA Directors are Canberra-bound for the Budget sitting. Chair Tom Manwaring is being joined by Vice Chairs Christian Hunter and Graham Turner, and Directors David Greenland, David Padman, Laura Ruffles, David Smith and Jo Sully.

AFTA is making representations on behalf of our members across the political spectrum with Directors meeting with and attending functions being held by the Liberal, National and ALP Parties.

The focus runs across several key areas. From ongoing support both through an extension of the grants program and separately, through to the very critical need for a pathway plan



afta

AUSTRALIAN FEDERATION OF TRAVEL AGENTS

for international travel resumption including through travel corridors, we continue to bring in and work with other industry bodies.

Our message is clear – travel agents and the consumers we support need

ongoing help until international travel resumes. We also want greater recognition of the value of the travel agency distribution model and our service to the Australian community.

The list for our Canberra strategy sessions this week includes influential bodies such as the Business Council of Australia, the Australian Chamber of Commerce and Industry, Australian Airports Association, Minerals Council, Association of Australian Convention Bureaux as well as several embassy and diplomatic staff.

Our objective is to continue to build an alliance of support for sensible resumption of international and domestic travel in the COVID landscape.

Alongside this we also continue to work on the many other challenges including credit card chargebacks.

## Silversea appoints

**SILVERSEA** Cruises today announced the appointment of Julie Pratt as Sales Manager for Vic, SA and Tas.

With previous experience at STA, Virgin Australia, The Travel Corporation and Helloworld Travel, Pratt's new role is "in response to the strong appetite for cruising amongst Silversea's guests in Australia, as illustrated with sold-out voyages for popular departures next year, and a sold-out World Cruise 2023 with the highest participation of Aussie & Kiwi guests ever," Silversea said.

## Navitaire to cloud

**AIRLINE** reservation platform Navitaire has migrated its Digital Platform and NDC Gateway to the Microsoft Azure cloud framework.

The move by the Amadeus offshoot "creates a rich 'digital edge,'" allowing the applications to dynamically scale and serve the evolving needs of carriers.

Part of the Navitaire New Skies platform, the NDC Gateway is an integrated offer and order management system for airlines, while Digital Platform APIs allow customers to offer mobile, web, kiosk and wearable applications.



Travel Daily

## send us donut ditties to win

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

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

## 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.

R	E	V
U	L	N
T	O	E

Good – 18 words  
 Very good – 27 words  
 Excellent – 36 words

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

## Famous faces



**THERE** are three different faces that make up this picture.

They are a mixture of famous celebrities and travel names.

Can you figure out who the

eyes, nose and mouth in this picture belong to?

And don't worry if you can't guess them all, two out of three ain't bad!

### ANSWERS 10 MAY

Where in the world: Jungfrauoch, Switzerland

Pick the nation: China

Whose mascot is this: Wally the Green Monster - Boston Red Sox (baseball)

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

## Eyes on the pies



**PIES** can take many forms, as this recipe for spanokopita proves.

The spiral-shaped classic Greek pie is made using filo pastry and baked into flaky perfection.

This recipe comes from Wendy Ellis of Journey on Travel and is a plant-based version of the traditional

recipe, but you can make it the usual way by replacing the tofu with eggs and feta.

Send your pie recipes to [pie@traveldaily.com.au](mailto:pie@traveldaily.com.au).

xx *Jenny*

Jenny Piper  
 Owner,  
 Business  
 Publishing  
 Group

## Plant-based spanokopita

### INGREDIENTS

#### TOFU 'CHEESE'

- 300g firm tofu, pressed (to take out excess water)
- 100g firm silken tofu, drained
- 1 tsp salt (omit if using a salty feta)
- 4 tbsp lemon juice
- (If not plant based) 300g plus 1 or 2 eggs

#### PIE

- 600g fresh spinach
- 7 spring onions, sliced finely
- 4 small garlic cloves, chopped finely
- Zest of 1-2 lemons
- 15g mint, finely chopped
- 15g dill, finely chopped
- 15g flat leaf parsley, finely chopped
- ½ tsp ground nutmeg
- ½ tsp freshly ground black pepper
- ¼ cup nutritional yeast\* (omit if using feta)
- 10 - 15 sheets of filo pastry (depending on how many layers you want)
- 1 tbsp extra virgin olive oil, plus extra for brushing
- Nigella or sesame seeds, to garnish

### METHOD

Preheat oven to 180°C. Crumble the firm tofu into a large mixing bowl with a fork, mix in silken tofu (or feta & egg). Season with salt & lemon.

Wash the spinach and sauté in a large pot until the stalks have softened. Allow spinach to cool completely and then wring dry, making sure to get out as much as possible. Chop the spinach finely. On a low to medium heat add olive oil to a pan and cook spring onions and garlic until soft, add to cooked spinach. Add tofu mixture (or feta), zest, all herbs & spices and nutritional yeast (omit if using feta). Mix together really well. Taste and adjust seasoning if required.

Grease or spray with oil a round baking tin (25cm). To assemble the pie, clear a large area on your bench to make a long row of filo sheets joined together. Put a damp tea towel over filo sheets to prevent them from drying out. Remove one sheet of filo at a time with the long end in front of you. Then place another sheet to its right overlapping the ends by 5cm, then again (3 sheets overlapping). You should end up with a very long rectangle of filo sheets. Use a pastry brush to lightly brush the entire area with the oil. Repeat for a second and third layer.

Put a long snake of half the filling along the long edge of the pastry leaving a 5cm margin at the bottom, making the filling amount the same everywhere. Starting from the bottom, gently roll the pastry into a long snake. Gently coil the snake, seam down, and place in the greased baking tin. Repeat the assembly with another large rectangle of filo two sheets wide (rather than three). Put this new coil in the tin tucking its beginning onto the end of the first coil. Brush the filo with some more olive oil and sprinkle with nigella or sesame seeds (or both). Bake for about 40 minutes, until golden brown. Let it cool a little, cut and serve warm.

## Fly Me To The Moon

**QANTAS** Airways will fly a one-off "Supermoon Scenic Flight" later this month.

The 787 flight will offer a limited number of passengers a closer viewing of the giant-sized moon from an altitude of 43,000 feet.

The three-hour flight departing from Sydney will also coincide with a "blood moon" lunar eclipse, making it a rare double phenomenon.

Seats will go on sale at noon tomorrow priced from \$499.

## Planeterra Around the World challenge

**G ADVENTURES'** Planeterra charitable offshoot has launched the Around the World Challenge, following on from the success of its Trek Challenge.

Running from 17-26 May, the initiative encourages travel lovers to join the nonprofit organisation's movement to support community tourism enterprises as travel re-emerges post-pandemic.

Participants will be taking on the challenge to collectively travel the globe by walking, running, or cycling 40,087km - the distance around the equator - while aiming to raise US\$40,087.

Social media posts each day will highlight a new region, including videos from community tourism enterprises in locations such as Bolivia, India, Rwanda and more.

## Rosewood China

**ROSEWOOD** Hotels has announced the 2025 opening of Rosewood Hangzhou, marking the luxury hospitality brand's 17th hotel in Asia.

Located in the emerging Wangjiang New City in the heart of Hangzhou, the newbuild luxury hotel will occupy prime real estate within a progressive mixed-use development.

The hotel itself will sit in a standalone building totalling 25,000m<sup>2</sup> over 16 storeys.

Connected to two subway lines, the hotel will offer visitors access to many of the Hangzhou's key landmarks and lifestyle destinations including West Lake and Qianjiang New City.

## Aurora Expeditions talks trash



**AURORA** Expeditions' leadership team took part in Take 3 for the Sea's CEO Clean Up at Manly Beach in Sydney last Fri.

The event encourages Chief Executives, Directors and business owners to take time out of their schedules to clean up their local community, while fundraising to support Take 3's work to rid the world of plastic pollution through education and action.

"Initiatives such as Take 3

for the Sea's CEO Clean up are so important to show the small steps we can all make in our everyday life, can make an incredible difference for the ongoing protection of our planet and oceans," said Aurora CEO Monique Ponfoort, who is **pictured right** alongside her senior executive colleagues.

"If everyone picked up just three pieces of rubbish each day, the change can be remarkable."

## MONEY

**WELCOME** to Money, *TD's* Tue feature on what the Australian dollar is doing.

**AU\$1 = US\$0.781**

**THE** Australian dollar rallied to three-month highs overnight, but the move was short-lived, with American shares falling by the end of trading.

The AUDUSD ended down 0.2%, but the local currency was mixed in other markets, with the AUDEUR and AUDJPY exchange rates both flat.

The Aussie dollar was also crushed versus the British pound, with the pair down 1.3%.

*Wholesale rates this morning.*

US	\$0.781
UK	£0.553
NZ	\$1.070
Euro	€0.644
Japan	¥85.18
Thailand	฿24.19
China	¥4.972
South Africa	10.92
Canada	\$0.941
Crude oil	US\$68.32

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# SUPPORTING TRAVEL AGENTS SUPPORTS CONSUMERS

Australia's travel agents have already successfully secured the repatriation of \$7 Billion from suppliers (domestic and global airlines, tour operators, hotels, cruise operators etc) during COVID on behalf of Australian Consumers.

Travel Agents are navigating this credit and refund landscape on behalf of consumers, and doing so predominantly for nothing currently. If travel agents disappear, this burden will fall to government. It's highly specialised, complex and time-consuming.

Once borders reopen, more than ever, consumers will need experienced travel agents to navigate travel requirements and support them when clusters outbreak and borders snap shut.

**\$3 BILLION**

Estimated owed to Australian consumers in travel credits and refunds.



**\$7 BILLION**

Secured by agents for consumers.

## TRAVEL AGENTS NEEDED NOW MORE THAN EVER AND THIS NEED CONTINUES TO ESCALATE

- The support received has been appreciated but agents only get substantive income once international travel resumes.
- Domestic travel is great as a confidence reinforcement but negligible from a revenue perspective for agents.
- Travel agents are already online and have been successfully online for years.
- Consumers need agents more than ever. Without support, agents will close their doors, and consumers will be on their own to navigate credits and refunds.
- Agents work closely with and support DFAT's repatriation of Australians.
- Without Australian agents, when the borders open Australian consumers will be forced to offshore providers which will severely impact their consumer rights and the application of the Australian Consumer Law.
- Australians consumers need us now more than ever; our regional and metropolitan communities need us now more than ever but for us to be here, we need continued Government support until international travel is again possible.

**-90%**  
AGENT  
REVENUE

Agents have had negative 90% revenue since COVID hit and international travel was banned ie: since March 2020 (14+ months) effective income of nothing.

**70%**  
OF OVERSEAS  
BOOKINGS

70% of international travel booked by Australians is through a travel agent (in store and online).

**71%**  
FEMALE  
WORKFORCE

71% of our workforce are women, many of which are business owners.

**38%**  
INDUSTRY  
JOB LOSSES

40,000 people were employed in the travel sector pre-COVID (60% metro, 40% regional) – this is now around 25,000.