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## New WTTC CEO

THE World Travel & Tourism Council (WTTC) has announced the appointment of Julia Simpson as its next President & CEO.

Simpson, who is on the Board of British Airways, will take over from Gloria Guevara in Aug.

More appointments on **page 7**.

## Ibertours bids adios

**EXCLUSIVE**

**LONG-TIME** Spanish specialist wholesaler Ibertours has today announced its closure, with Director John Ford saying the difficult decision had been forced by the ongoing pandemic and uncertainty about borders.

Established in the early 1990s, Ibertours Travel had a strong

reputation and wide product range across Spain, Portugal and Morocco, offering in-depth creative and cultural trips.

Ibertours was also the Australasian representative for several Spanish suppliers including hoteliers and rail operators.

The ATAS-accredited company is a CATO and AFTA member.

“Our 30-year journey has been a long and enjoyable one, however the current circumstances, with great uncertainty and unpredictability along with continued border closures well into 2022 have brought us inevitably to the decision we have taken,” Ford told **TD** this morning.

He said he and his team, including daughter Fiona, had always tried to impart their passion for the Iberian triangle, offering creative in-depth itineraries to enrich their clients’ travel.

Having achieved this mission with the help of passionate staff, “we can now walk away with a high sense of achievement and pride,” he added, thanking “all of our wonderful friends in this great industry who interacted with us and supported our little company over the years”.

### Today’s issue of **TD**

**Travel Daily** today has seven pages of news including our **PUZZLE** page plus a front page from **Norwegian Cruise Line** and a special update from **Quark Expeditions**.

## Prima unveiled

**NORWEGIAN** Cruise Line (NCL) this morning revealed details of its brand new *Norwegian Prima* ship which will debut in Europe next year with groundbreaking innovations including three infinity pools and an expansive waterside Ocean Boulevard on Deck 8 (**TD** breaking news).

The 3,215-passenger vessel is the first in a new series for NCL, with another five sister ships planned for delivery in the subsequent years.

NCL CEO Harry Sommer said despite the current cruise pause, the company has continued with its newbuild program.

“In fact, we doubled down on our brand investment in order to deliver unforgettable guest experiences that go well beyond expectations,” he said.

*Prima* will boast more wide-open spaces, and “the highest staffing levels and space ratio of any new cruise ship in the contemporary and premium category,” Sommer said.

For more see the **cover page**.

## Quark’s new ship

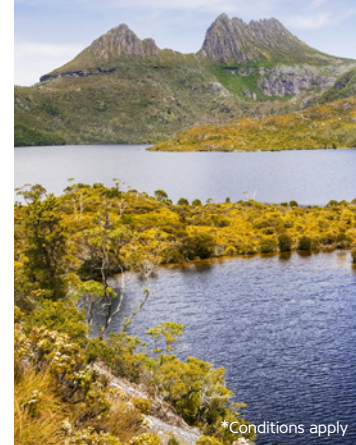
**QUARK** Expeditions is introducing its game-changing new *Ultramarine* to the industry, with the 199-passenger vessel with two helicopters and 20 Zodiacs promising a wide portfolio of off-ship adventure activities - see **page five**.

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## VA joins int'l push-back

VIRGIN Australia has deferred most of its short-haul international flying, including to Fiji and Indonesia, until at least Dec 2021, after this week's Federal Budget predicted a slower than anticipated opening of Australia's borders (**TD** yesterday).

The VA move follows yesterday's announcement by Qantas that it was also deferring its previously planned reintroduction of international flying from 31 Oct until 19 Dec (**TD** breaking news).

Virgin Australia said it would continue as planned for the introduction of Boeing 737 flights from Sydney and Brisbane to Queenstown in NZ from 18 Sep, as well as Melbourne-Queenstown effective 07 Dec.

However "because current demand for other New Zealand destinations remains subdued, Virgin Australia will defer them from sale alongside services to Vanuatu, Samoa and the Solomon

Islands for the time being," the carrier said this morning.

However while the international travel outlook remains uncertain, "domestic travel continues to go from strength to strength," VA said, with ongoing reviews of domestic flying to ensure the carrier is responding to growth opportunities within Australia.

VA Chief Strategy Officer, Alistair Hartley, said "while we know some Australians are itching to travel overseas, it is clear that international travel won't return to normal as quickly as first anticipated".

Yesterday Qantas said that despite pushing back its wider restart (excluding Tasman flights) it "remains optimistic that additional bubbles will open once Australia's vaccine rollout is complete to countries who, by then, are in a similar position, but it's difficult to predict which ones at this stage".

## Jetstar Group Bookings – AU Domestic Promotion

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## Date not in stone

WHILE the Federal Budget released this week delivered the deflating news of delayed international borders, former Minister for Tourism Simon Birmingham has cautioned that mid-2022 is not a resumption date cast in stone.

Speaking on *The Briefing* podcast this morning, the Minister said mid-2022 was not a formal government position.

"What's in the budget papers around borders opening should be seen very clearly as an assumption that informs the ultimate budget outcomes, it is not yet a decision of government - it could be earlier, it could be later," Birmingham said.

"We will follow the health advice as to when we reopen...we had to put a date in for budgeting purposes and our position is we want to open as soon as possible," he added.

The Govt is also pushing to open up green lanes before Jun 2022.



## Window Seat

SOME more Devonshire tea for the madame?

No, just the gardening gloves thank you Jeeves.

Left all by themselves without their precious attention, Britain's lords and ladies have been fending for themselves in their real-life Downtown Abbeys since the COVID-19 pandemic began and visitors dried up.

Restrictions have meant tourists have not been allowed to visit the United Kingdom's historic mansions, with many cleaners and gardeners having been forced to be let go, which has meant - gasp - the aristocracy had no choice but to lift a finger for themselves!

However, there have been reports of family members enjoying their new normality.



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## Shorter breaks in vogue

**NINE** out of 10 Australians are planning a long weekend domestic getaway this year, according to new research commissioned by Choice Hotels.

The study showed that Aussies were being motivated to travel primarily by the importance of mental wellbeing, a change of scenery, and to reunite with family and friends.

Close to three quarters of respondents said they would opt for intra-state travel over interstate trips, preferring road trips that take four hours or less.

Interestingly, the data also indicated that travel motivation varied widely on a state-by-state basis, with 80% of Victorians for example ranking mental health as the strongest reason to travel - the highest of any state.

Queensland and Western Australians are the most risk-averse states, with the Sunshine State citing health and safety as

the main factor affecting travel plans, while less than 40% of WA residents said they would travel interstate for a holiday.

Meanwhile 67% of NSW travellers indicated they were after an "experience-based break", while 69% of South Australians stated that sustainability was an important variable when booking trips, and Tasmanians cited seeing friends and family as the most important.

## Andrews calls for trust accounts

**LIBERAL** backbencher Kevin Andrews has called on the Federal Government to implement mandatory trust accounts for all travel agents, including OTAs, citing what he labelled "considerable difficulty" for travellers in obtaining refunds.

"While many travel agents have acted with integrity and fairness, some have not done so, the COVID-19 crisis has exposed the absence of consumer protections for Australian travellers," Andrews claimed in the House of Representatives yesterday.

Andrews also called for legislation that provides consumers with a right to a refund if the service they paid for hasn't been fulfilled due to external factors, as well as more transparency from agents to consumers regarding service fees and "hidden costs".

## BA jumps the queue

**BRITISH** Airways is trialing a new app which allows passengers to virtually queue at check-in by pre-booking their slot time before arriving at the airport.

The new Qmatic tech will be tested for three months on select departing from Heathrow's Terminal 5, with travellers involved in the trial to be sent notifications when it is time to check in and board their flight.



Travel Daily

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## REFRESHING NEW ZEALAND

This destination update is brought to you by  
Tourism New Zealand

### Refreshing New Zealand on a Road Trip to inspiration

By Andrew Waddel

**ROADIES** are one of the truly classic travel experiences. Family holiday, mates on the road or a famil, we've all been on a memorable road trip.

Growing up in Aotearoa New Zealand, I've enjoyed my fair share of roadies. For me, a great road trip is so much more than just getting from one destination to another. It's a journey that gets me closer to the essence of a place, whether it be through the locals I meet, the special moments of hospitality and the many hidden gems discovered along the way.

It goes without saying that New Zealand is a superb destination for road trips with the constantly unfolding range of landscapes and experiences that you encounter on every trip.

I've just been on a three-day roadie that took us from the urban delights of Christchurch to an alpine national park, discovering West Coast wilderness beaches, walking in an ancient tree top canopy, gliding down an historic waterway, soaking in a thermal wellness spa and eating out in a fabulous plant-based restaurant where you certainly wouldn't expect to find one.

Essentially, the road trip is the inspiration behind Tourism New Zealand's latest travel agent training programme designed to complement our new consumer campaign 'Stop Dreaming about New Zealand and Go'. With the campaign underway inspiring Australians to book those dream trips and come on over, we're now on a mission to reconnect, train and equip the travel industry with all they need to confidently inspire their clients and sell New Zealand.

For us, the Road Trip series of regional webinars (launching

9 June, then monthly) is a different hybrid approach to the webinar format, incorporating sparkling new video content shot specifically for the webinars, highlighting our country region by region and featuring fabulous incentive prizes, including flights to New Zealand for self-famil and regional gift baskets with products and merchandise.

These webinars are open to the Australian travel trade, and produced with travel agents in mind because we want to ensure they are as best prepared to sell New Zealand as they can be.

The content is a direct response to insights from our recent Australian Trade survey in which agents said that regional-focused content is most relevant for their work (84%), and that the content they find most engaging is around what's new (79%).

From the sub-tropical north to the deep south, the Road Trip series will visit each of New Zealand's 31 distinct regions to showcase their unique stories, landscapes and experiences.

The opening of the Trans-Tasman bubble has provided a unique travel opportunity for Australians, and we look forward to bringing it to life through the Road Trip Series. We're sure you'll find something special, you always do on a roadie.



# 100% PURE NEW ZEALAND





## Blue Lagoon suspends again

**BLUE** Lagoon Cruises Fiji has extended the suspension of all its cruise operations through to the end of Jul.

The line is requesting travel advisors to make contact with affected guests and advise them on rescheduling sailings.

Funds currently held for any guests who were due to travel will be held in credit for travel up until 31 Mar 2023.

## Tourism jobs spike

**TOURISM** & hospitality recorded its highest-ever job ad volume on Seek last month, continuing its very strong start to the year, with a 21.7% month-to-month increase.

“The COVID bounce back continues at pace, and particularly in small and medium-sized businesses,” said Managing Director ANZ Kendra Banks.

“Job ad volumes in the hospitality & tourism industry... are 16 times higher YOY”.

## Qld island sales

**THE** Whitsunday Islands appear to once again be hot property, with *The Australian* today confirming the sale of Long Island to an unnamed Sydney hotelier for around \$20 million.

A resort is expected to be developed on the island, located between Hamilton Island and Airlie Beach, which was originally developed by Contiki.

Long Island has remained vacant since a cyclone in 2016.

The report also hints at a potential sale of Daydream Island, with owner China Capital Investment Group hoping for about \$200 million.

## AK expansion

**ALASKA** Airlines is on a path to growth, today confirming orders for 17 new Embraer 175 regional jets and exercising options for 13 Boeing 737-9 MAX aircraft.

The newly minted oneworld member also announced non-stop flights to Belize City in Central America from the US West Coast.

## Over 3,000 CLIA emails already!



**THE** new “Ready Set Sail” lobbying campaign launched by Cruise Lines International Association (CLIA) this week (**TD** yesterday) has already seen more than 3,000 emails sent to the nation’s politicians pleading for a pathway to cruising resumption.

The strong response was revealed last night by CLIA Australasia MD Joel Katz at a Skål International Sydney meeting aboard Journey Beyond’s *Spirit of Migaloo* harbour vessel.

Katz, who is **pictured** with Skål Sydney President Melinda Brown from SkillsIQ, gave attendees an insight into the success of foreign cruise restarts, including

in Singapore where now more than 120,000 people have cruised since Oct last year with not a single confirmed positive COVID-19 case on board.

The UK cruise restart will kick off with a bang next week including two christening ceremonies, while at least 14 ships will sail in British waters in the following months as restrictions ease.

Katz encouraged the Skål members to add their voices to the campaign by signing up at [ReadySetSail.com.au](http://ReadySetSail.com.au) and easily generate a customisable email which is then automatically sent to local MPs and key federal and state ministers.

## We’re on the hunt... Advertising Operations and Social Media Coordinator

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Content produced in collaboration with Quark Expeditions

**QUARK** Expeditions, one of the global leaders in polar adventures, is gearing up for the inaugural voyage of its technologically advanced polar vessel, *Ultramarine*.

The 199-passenger ship is the first in the industry to be custom-built for polar expedition and will be equipped with two twin-engine helicopters, 20 quick-launching Zodiacs, advanced sustainability systems, superior onboard amenities and the largest portfolio of off-ship adventure activities in the industry.

According to Andrew White, President of Quark Expeditions, "*Ultramarine* is more than just a ship, it will be an unrivalled operational base for polar adventures.

"Every aspect of *Ultramarine* has been designed to get guests off the ship and deep into the polar wilderness better than

ever before.

"This new vessel - in the hands of the most experienced team in the industry - will allow us to create truly immersive off-ship adventures for our guests—such as heli-skiing, alpine kayaking and flightseeing - while providing them with a superior onboard experience," White said.

## Best time for a polar voyage

**DESPITE** the ongoing COVID-19 pandemic, now is actually the best time for a polar voyage thanks to Quark Expeditions' S.A.F.E. COVID policy.

The cruise line has spared no expense or effort in developing the policy, which includes state-of-the-art testing protocols incorporating the gold standard of rapid COVID-19 testing and an anytime cancellation and rebooking policy where guests can

rebook their cruise for any reason up to 30 days prior to departure.

The destinations that Quark Expeditions travels to are also naturally free from crowds meaning guests can enjoy socially-distanced expeditions in remote, wide-open spaces away from crowded and populated ports, and their experience won't be compromised with the cruise line's off-ship excursions remaining unaltered.

# Introducing Quark's game-changing ship



## Save 30% on polar trips

**NOW** is a perfect time for travellers to book their dream trip to the Arctic or Antarctic, with Quark Expeditions offering great savings.

Guests can save up to 30% on select voyages, and additional savings of up to 15% are available when they pay in full

at the time of the booking.

The trips will be on board Quark Expeditions' new game-changing polar vessel, *Ultramarine*, which will make its debut season in the Southern Hemisphere.

Book by 31 May to take advantage of the offer.



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## 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



**APPROXIMATELY** 500 million years ago this whole area was on the bottom of the ocean and over time rock and water erosion formed the incredible gorges, towering cliffs and a massive natural amphitheatre that you can explore today.

The road through this national park is best driven in a 4WD or at least a car with reasonable clearance as much of it is on unsealed roads.

Do you know in what national park in South Australia this photo was taken in?

## Whose animal is this?



**THE** Baird's tapir isn't the most beautiful national animal around and in fact is sometimes referred to by the less than flattering moniker of 'mountain cow' by the locals.

Also known as the Central American tapir, it is native to this

area and is the largest native land mammal in Central and South America.

It lives in the rainforests and jungles of this country and is mostly active at night.

Do you know whose national animal this is?

## Pub quiz

1. What island off the southern coast of Australia is often referred to as Australia's Galapagos?
2. Where in South Australia can you swim with sea lions, dolphins and great white sharks?
3. Where in South Australia can you get a prey's-eye view on a Lion 360 experience?
4. Where can you swim, feed and interact with southern bluefin tuna?
5. From Jun to Sep, what species of whale have their annual migration along the South Australian coastline?
6. What is the state faunal emblem for South Australia?
7. From May to Aug, the giant Australian cuttlefish gather in their thousands to mate and spawn metres off the shore of which town?
8. Temptation Sailing offers a swimming with dolphins experience off the coast of which Adelaide beach?
9. Wang Wang & Fu-Ni have resided in Adelaide Zoo since 2009 and is the only place in Australia that you can see this species of animal. What species are they?
10. What is the largest freshwater fish found in South Australia?

### ANSWERS 12 MAY

Pub quiz: 1 Ireland, 2 Aguas Calientes, 3 Hunter Mariners, 4 Grey crowned crane, 5 b) Fraser Island, 6 Aarhus, 7 Notting Hill, 8 Seattle, 9 Indiana Jones & the Last Crusade, 10 Qosqo

Seen it at the movies: The Martian

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

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



## Tony's shot is on target



**AIRASIA** Group Chief Executive Tony Fernandes received his first coronavirus vaccine on Tue in Malaysia (pictured).

Fernandes, who is no stranger to "shots on target", as owner of English soccer club Queens Park Rangers, said there are exciting times ahead for AirAsia, brimming with positivity regarding the

company's future.

"Vaccines are working and you only need to look to countries with significant progress in COVID-19 vaccinations, such as the United States, the United Kingdom and Israel, where there is a clear correlation between significantly less daily cases and vaccination," he said.

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All eyes are on pies!



## Chapter 11 for PAL?

**PHILIPPINE** Airlines (PAL) has confirmed it is working through a restructuring plan which is likely to involve filing for Chapter 11 bankruptcy protection.

The carrier said details will be forthcoming once they are finalised, but flights and operations will not be impacted.

## Free venue software

**VENUES** hit by the pandemic can now utilise the self-service, cloud-based MeetingPackage platform at no charge.

The system automates all meeting/event sales & operations, with no licensing fee applicable until it generates sufficient new business - [meetingpackage.com](http://meetingpackage.com).

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

**Princess Cruises** has announced a new sales team structure, with the creation of five new State Manager positions across Australia and a new National Manager role for NZ. The new Princess State Managers are **Jared Voss** (Vic/Tas), **Helen Mezzan** (Old), **Rachaelle Tyrrell** (NSW/ACT) and **Emma Pequin** (WA), with roles for SA/NT and NZ to be announced in due course. **David Craven** has been named as Key Account Manager, while **Elly Eves** has been named Sales Operations Specialist, working alongside **Jackie Schurmann** who moves into a Sales Specialist Role.

**CWT** has announced the appointment of **Courtney Mattson** as acting Chief Financial Officer. She moves from her former role within the business as Global Treasurer and Deputy CFO, while **Patrick Andersen** has been named President & Chief Commercial Officer, and **Nicklas Andreen** is now CWT's President and Chief Operating Officer. The moves follow the succession of **Michelle McKinney Frymire** to CEO.

**Julie Pratt** has taken a new role as **Silversea Cruises'** Sales Manager for Vic, SA and Tas. She was most recently with Helloworld Travel, after roles with STA, Virgin Australia and The Travel Corporation.

**Townsville Enterprise** has appointed **Claudia Brumme-Smith** as its new CEO, taking the role previously held by Patricia O'Callaghan.

**Craig Bonnar** has been named as the new Chief Executive of UK-based budget hotel chain **Travelodge**. He has been acting in the role for some months, having been promoted from the former Chief Operating Officer position he has held since 2017.

**Qantas** has confirmed that its State Manager for South Australia, **Anthony Penney** is relocating to Brisbane to become Qantas Regional Manager for Queensland, Papua New Guinea and the Solomon Islands.

**Swan Hellenic** has announced the recruitment of cultural expedition cruise pioneer **Pablo Brandeman** as expedition leader.

The **Pacific Asia Travel Association (PATA)** has announced the election of Maldives Minister of Tourism **Dr Abdulla Mausoom** and **Noredah Othman**, GM of the Sabah Tourism Board, to the PATA Executive Board.