

TD survival survey

IN THE wake of this week's Federal Budget expectations about international border openings, **TD** is today launching an industry-wide poll to obtain a snapshot of where travel and tourism is heading.

The confidential survey will take just a few minutes, and we are encouraging EVERYONE in the industry including business owners, as well as current and former staff to complete it.

As an incentive, five \$50 Visa Gift Cards are also up for grabs for those who complete the poll.

The results will be de-identified and used to create a powerful, real-time picture of where travel and tourism currently stand, with a view to assisting with Government lobbying and other industry support activities.

Do your bit to help by clicking the button below or going to traveldaily.com.au/survey.

Do the survey to WIN!

SATC makes change

THE South Australian Tourism Commission (SATC) has switched media accounts from GroupM's Wavemaker to Carat Adelaide, with the latter charged with expanding the state's Rewards Wonder tourism campaign.

The marketing push has been encouraging increased visitation to South Australia by offering "a little bit more" to travellers and highlighting the state's less explored locations.

CATO blasts budget limbo

THE Council of Australian Tour Operators (CATO) has called on the Federal Government to develop a clear roadmap for the safe opening of Australia's international borders, with this week's Federal Budget (**TD** 12 May) leaving the travel supply sector in limbo.

The organisation is also urging "revenue contingent government-issued loans for CATO members to ensure business survival," with current loan schemes through banks not working for the travel industry due to government and bank policies.

"CATO members represent the backbone of Australian outbound travel, and their expertise and skills are essential to enable Australians to travel safely when borders eventually reopen," said CATO MD Brett Jardine.

"It is crucial they are supported to ensure their survival, as the border closures are extended."

Jardine said CATO members had embraced the Government's stimulus to domestic travel, with about half of the operators now offering some local product.

"However the volumes are not sufficient to guarantee business survival," he said, adding that pivoting to domestic travel was not an option for the other 50% whose expertise focuses on providing safe travel and unique skills in specialist international destinations.

Jardine noted that pre-COVID the land supply sector had

"underpinned 40,000 travel industry jobs in Australia, playing an integral role in the success of aviation into and out of Australia.

"It is fully complementary to Australia's inbound tourism sector and delivers \$20 billion in economic impact," he claimed.

He also confirmed that CATO members were currently responsible for more than \$5 billion in future travel credits currently held with overseas suppliers.

"Without CATO members these funds could be lost, with devastating consequences for Australian travellers and the travel agency community," he said.

No cash for Crown

CROWN Resorts has agreed to make gaming in all of its casinos cashless and linked to a recognised financial institution in a bid to have its Barangaroo gaming licence reinstated.

Crown also came to an agreement with The NSW Independent Liquor & Gaming Authority regarding several matters, including the ceasing of all int'l junket operations, the payment of the Casino Supervisory Levy and to cover a portion of the Bergin Inquiry.

MEANWHILE The Star has also agreed to stop all international junkets and start phasing in cashless gaming using a card linked to identity and to a recognised financial institution.

Reopening support

A NEW poll commissioned by the Sydney Policy Lab has revealed 55% of Australians are in favour of a "careful reopening" of the country's borders once people are vaccinated and COVID-19 is under control.

The survey also found that more than half of Aussies supported the entry of international students once they are fully vaccinated and subject to university-provided quarantine, while 53% of respondents approved of the idea of fully vaccinated creative workers entering Australia when they were tasked with a major project.

Quest restructure

QUEST Apartment Hotels has appointed two senior executives to help position the business for a major expansion period.

The Ascott Limited serviced apartment subsidiary has recruited Dennis Tuan-Mu to the role of General Counsel and Kamal Atal as its new Chief Financial and Commercial Officer.

"We are evolving, growing, and advancing at a rapid pace, to get us to where we need to be, in what remains a complex landscape, we must have the best operators at the helm," said Ascott MD David Mansfield.

Today's issue of TD

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FIND OUT MORE

TNZ unveils agent expo

TOURISM New Zealand (TNZ) is gearing up to host its first Virtual Travel Expo for Australian travel agents to help the trade sell the destination more effectively.

The free event called Virtual Travel Expo '21 will see more than 300 local operators and accommodation providers offer advice and updates on a range of Kiwi products, as well as provide key resources, contacts, videos, and product manuals to help sell

New Zealand to Aussie travellers.

"Quarantine-free travel has reignited Australians' passion to explore new international experiences," said TNZ Head of Trade Sandra Etter.

"Our research shows 98% of Australian travellers are in favour of the trans-Tasman travel zone and 60% are hoping to travel in the next six months.

"We have created a free virtual expo for the travel industry to arm them with the most relevant and up-to-date information to successfully engage with their customers - 79% of agents are most engaged by content focused on what is new in the market," she added.

The virtual expo will take place on Wed 02 Jun from 11am to 3pm (AEST) - register to attend [HERE](#) by 31 May.

TNZ also recently unveiled a new marketing hub for agents (**TD** 01 Feb) offering a range of exciting new tools and collateral.

Travel challenges US border clamp

AN ALLIANCE of 23 American travel brands have teamed up to urge the US Government to rethink its closed international borders or risk doing permanent economic damage.

A letter sent to President Joe Biden outlines the priorities in rebooting international travel, including the urgent restoration of the US/UK travel corridor, as well as campaigning for the upcoming G7 summit to be the forum to seek commitments from other countries to create a suitable framework for reopening international travel.

"International travel...will hasten the economic recovery we all desire, we also can rebuild our leadership on the global stage, our position in the world and bring people back together again - one of the great benefits of travel," the letter stated.

Charging at change

HURTIGRUTEN has announced major upgrades to its fleet of Norwegian Coastal Express ships, an investment that will see the cruise line cut its CO2 emissions by more than 25%.

Vessels will be fitted with battery-hybrid power through the installation of new low-emission engines and large battery packs, with the goal of completing the upgrade by 2023.



Uniworld unveils WC

UNIWORLD Boutique River Cruises has unveiled the details of its upcoming Rivers of the World cruise for 2023, a 46-night trip calling at nine countries aboard five luxury "super ships".

Highlights include a visit to temples of Abu Simbel in Cairo and the Moulin Rouge in Paris, with prices starting from \$56,699 per person - more details [HERE](#).

InsideJapan event

INSIDEJAPAN has launched new virtual tours live from Japan, after a successful online tour of Kyoto at the end of Mar.

The new series will air from May through to Jun, starting with Tokyo's Asakusa district in mid-May, followed by the ancient capital of Nara and the foodie capital of Osaka in Jun.

There will also be a travel advisor-focused interactive event broadcasting from Brisbane and Tokyo on 18 May.

Sign up to attend [HERE](#).



Window Seat

THERE are plenty of iconic tourist landmarks to get you primed to travel again, but what about some of the world's lesser known oddities?

Take this double-decker outhouse at Cedar Lake in Michigan for example, an unusual two floors of toilet facilities for tourists to gawk at when travel is finally rebooted.

Our only advice, try not to use the bottom loo when the top loo is being used, lasting travel memories are fine but not smelly ones.



Travel Daily

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CORPORATE UPDATE

Maxim's Travelogix deal

SYDNEY-BASED Maxim's Travel has become the first travel management company in the Australian market to adopt the Travelogix platform.

Travelogix offers a suite of cloud-based solutions giving TMCs and travel managers immediate access to real-time travel management data, reports and analysis.

The new three-year agreement with Maxim's is effective immediately, with Travelogix saying the deal establishes it as "the travel tech innovator in a recovering Australian market".

Maxim's Travel MD Chris Goddard said with a wide array of options it was a "veritable minefield" to decide what was right for the Magellan affiliate.

"Ever changing times created unforeseeable issues in our suite of reports that we provided to clients, so it was imperative that we partnered with a

company that understood our requirements, worked with us to ensure our objectives were met, but just as importantly, provided us with a road map for future innovation," Goddard said.

Travelogix Director of Sales, Tahir Zia, said the Maxim's deal is an "example of our commitment to help with the recovery of business travel in the global TMC community".

The end of jetlag?

JETSETTING road warriors may soon be able to be on the top of their game no matter what time zone they arrive in, after US biotechnology company Blackrock Microsystems was awarded a US\$33 million contract by the Defence Advanced Research Projects Agency (DARPA) to develop a "wireless, fully implantable device that can shift the body's circadian clock".

The gadget will power what is described as a "living pharmacy" which automatically generates peptides giving the body "exactly what it needs at a precise time".

It's part of a collaboration with Northwestern University's Center for Sleep and Circadian Biology.

Initial applications are for the military and first responders, but it's expected the technology will ultimately become available to anyone who suffers negative effects from travelling long distances, or working long or irregular hours.

FCM signs SCU

FCM Travel has added Southern Cross University to its client roster, with the public academic institution having campuses at Lismore, Coffs Harbour and the Gold Coast.

Flight Centre's academic specialist division Campus Travel became part of FCM just over two years ago (*TD* 08 Apr 2019), seeing the retirement of the Campus Travel brand after 17 yrs.

Qantas Business Rewards reporting

QANTAS Business Rewards (QBR) customers can now access reports on any purchases linked to their company's account.

The monthly report, accessible via the QBR portal, can include flights, bags, seats and carbon offset purchases, along with any Qantas Hotels bookings and car hire purchased on qantas.com.

Flight credits and any reissue, change and cancellation fees are also itemised, as well as points redemptions, enabling clients to reconcile travel expenses and "track bookings against your business's travel policy," the company said.

QBR business travel reports become available on the 7th day of each month, and can be downloaded in both PDF and Excel formats.

Transaction data is stored for two years, with reports now available back to Dec 2020.

Send your pie recipes from around the world to pie@traveldaily.com.au

Travel Daily

All eyes are on pies!



Intrepid talks sustainability



INTREPID Travel Group CEO James Thornton, **pictured** centre with former Australian Small Business and Family Enterprise Ombudsman Kate Carnell and former ABC journalist and MC Zoe Daniel, was part of a panel discussion yesterday about prioritising the United Nations' Sustainable Development Goals (SDGs) as part of the economic recovery from the pandemic.

The occasion was the Making Global Goals Local Business conference at Melbourne's State

Library, convened by the United Nations Global Compact Network Australia, with Thornton saying the conversation "reinforced why the SDGs are not only vital for a sustainable future, they can also reduce inequalities, support a business culture and drive innovation".

Intrepid is a signatory to the UN Global Compact, a framework used to align company strategies with universal principles in the areas of human rights, labour, the environment and anti-corruption.

We're on the hunt...

Advertising Operations and Social Media Coordinator

Are you looking for a new role that offers a variety of responsibilities to keep your day invigorated?

The Business Publishing Group is the leader in B2B publications across travel, cruise, business events and pharmaceutical sectors and is after a team player to join our sales and marketing unit.

The role will require assistance with development of the daily editions, liaising with clients, social media activities as well as an assortment of other tasks – for which on the job training will be provided.

If you have a penchant for design, a keen eye for detail and a willingness to learn, this could be the role for you.

Candidates with customer service, travel industry experience, organisational skills and Adobe Suite proficiency would be highly desirable.

Applications close 21st May 2021.

Send your CV and covering letter to jobs@traveldaily.com.au



Icon under a microscope



THIS landmark is iconic and easily recognisable when you see the whole picture, but can you identify it from this small portion of the image?

This building is the most famous structure in a large sprawling

complex that includes a mosque, guest house and formal gardens.

The building itself is a mausoleum, and regarded by many as perhaps the best known example of stunning Mughal architecture.

Test your knowledge

FOR travel, flying is a key part of our industry, and it's also full of symbols and acronyms.

Agents have to know airport codes, airline codes, airline liveries and more.

How well do you know the aviation industry? Do you know what airports these codes stand for, and what plane liveries are pictured?

AIRPORT CODES

1. HND
2. ORK
3. PUG
4. IAH

2



AIRLINE LIVERIES

1



3

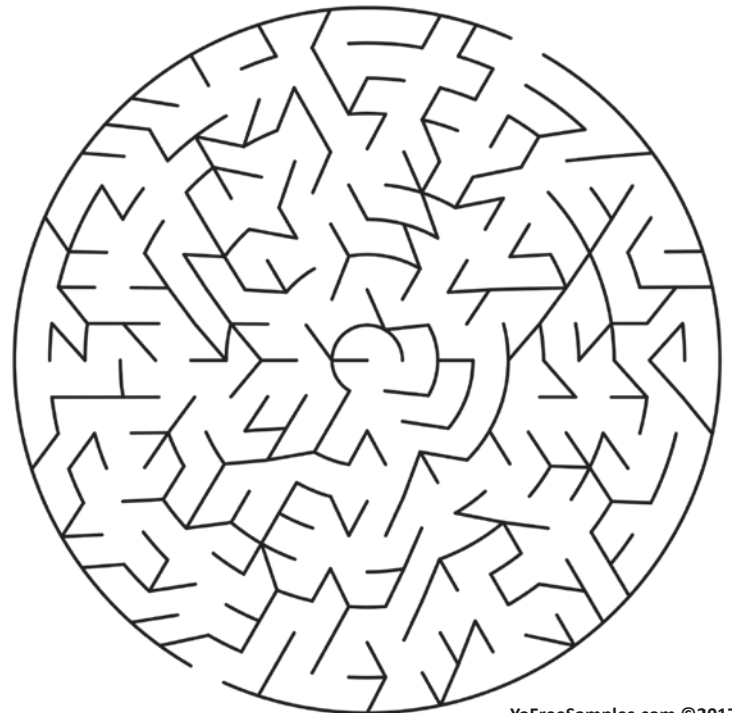


Pub quiz

1. Machu Picchu was built by which empire in the 15th century?
2. Queen Elizabeth National Park is located in which African country?
3. Speakers of what two other languages are able to understand Danish?
4. Baton Rouge is the capital of what American state?
5. Flying Blue is the frequent flyer program for which two airlines, which merged in 2003?
6. Which country has donated a Christmas tree to the United Kingdom each year since 1947, to be placed in Trafalgar Square?
7. Londinium, the precursor to London, was settled by the Romans in what century AD?
8. The Ain Dubai in the United Arab Emirates is the world's tallest what?
9. What Australian landmark is often nicknamed the Coathanger?
10. What is the most populous city in Israel?

A-maze-ing

CAN you find your way through this maze? Start at the top and finish at the bottom.



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ANSWERS 13 MAY

Where in the world: Bunyerro Valley, Flinders Ranges, South Australia

Pub quiz: 1 Kangaroo Island, 2 Port Lincoln on the Eyre Peninsula, 3 Monarto Safari Park, 4 Oceanic Victor on the Fleurieu Peninsula, 5 Southern Right Whales, 6 The Hairy nosed wombat, 7 Whyalla on the Eyre Peninsula, 8 Glenelg, 9 Giant Pandas, 10 Murray Cod

Know your brands: Know your brands: 1 Coral Expeditions, 2 Australian Tourism Export Council (ATEC), 3 Bupa, 4 Lindt

Whose animal is this: Baird's tapir - Belize



Accor Qld rebound

NEW figures from Accor show Queensland has recorded the fastest rate of tourism recovery over the past 12 months.

Accor noted that overall occupancy levels had increased from an average of 23% in Apr 2020 to 74% last Apr, with the state's average occupancy of 70% beating the 50% national average.

Whitsundays boon

WHITSUNDAY Coast Airport and Jetstar will add 434 more flights a year from 01 Jul.

The new services will include an increase to daily direct flights return to Melbourne, return flights direct to Sydney six days a week & more flights to Brisbane.

Quincy pops the cork



CELEBRATIONS were in full swing in Melbourne this week as TFE Hotels formally opened the doors of its new and colourful Quincy Hotel to the public.

Promoted as a vibrant fusion of Aussie lifestyle with the exotic sights and flavours of Southeast

Asia, the new property is also home to two stylish restaurants - Salted Egg and SingSong, both of which offer a range of South East Asian cuisine.

The hotel's General Manager Christian Price is **pictured** centre with the Quincy team marking the grand opening in Melbourne.

Air France in court

A PARIS court has ruled that Air France and Airbus will face trial for involuntary manslaughter regarding a crash that killed 228 people (**TD** 02 Jun 2009).

Flight AF447 was travelling from Rio de Janeiro to Paris when it plunged into the Atlantic Ocean, with a French investigation concluding in 2012 that a combination of malfunctioning pilot sensors, in addition to the pilots' inability to react to the plane stalling, ultimately led to the air disaster.

In Sep 2019, charges against both companies were dropped due to a lack of legal grounds to prosecute, however, this week the decision has been overturned by the French court and both companies will stand trial.

On this episode:
A bleak budget

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NEW EPISODE

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TRAVEL SPECIALS

WELCOME to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to specials@traveldaily.com.au

A saving of \$1,000 is available on bookings for four people with **Cruise Express' Opera** in the Outback Air Adventure. The all-inclusive itinerary will take guests on a flightseeing tour of desert destinations in three states and the NT aboard a private ATR72-500 twin-prop aircraft. The air tour will start in Melbourne on 16 Sep. Call Cruise Express on 1300 766 537.

Sydney Airport's early bird parking sale is in its final days. The airport is offering 20% off by entering code EARLY20 for parking booked for travel from Jun-Sep. Travellers can also cancel up to 24 hours before their entry time. Book now **HERE**.

Book a 21-night sailing on board **MSC Cruises' MSC Poesia** - the cruise line's cruise of the month. Save up to \$1,440 per person when booking this month - for further details, call 1300 028 302.

APT Travel Group's Winter Sale has arrived across the APT and Travelmarvel brands. Both companies are offering one-off savings of up to \$1,500 per couple, as well as solo traveller deals, on a selection of tours across Australia, as well as in New Zealand. Exclusive bonus offers will also be available to book until 18 May. **CLICK HERE** for details.

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



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