

Something for all

WHETHER you are interested in a relaxing spa experience, exploring ancient wisdom & traditional medicine, or immersing yourself in a lush, green forest, South Korea offers something for all travellers - see **page eight** for more information.

QF puts boot into agents

NEW cost-cutting measures unveiled by Qantas will see travel agents' front-end commissions on international tickets reduced from 5% to just 1% from Jul 2022 (**TD** breaking news).

Responding to the shock news, The Australian Federation of Travel Agents (AFTA) said it was "very disappointed" by Qantas' decision, with the industry group suggesting it was yet another blow agents will have to absorb.

"The reality is that the ongoing paralysis of international travel to and from Australia has hit travel agents and businesses extremely hard and this is another unwelcome blow," AFTA said in a statement.

Qantas tempered the news by confirming the trade would remain an important partner for the business and that it would work with agents on "broader revenue opportunities" in the future through technology.

Speaking this morning, CEO Alan Joyce said that the return of domestic travel had now put the company on a "more sustainable footing" for the future.

"The main driver is the rebound of domestic travel, which now looks like it will be bigger than it was pre-COVID, at least until international borders re-open," Joyce said.

Despite the enthusiasm for domestic, Qantas conceded it was forecasting a statutory loss before tax of more than \$2 billion for the full year 2021, and has formally revised the assumption for a phased return of material international flying from late Dec 2021 onwards.

Today's issue of TD

Travel Daily today has seven pages of news including our PUZZLE page and a product profile from Korea Tourism Organization.

AIA chief resigns

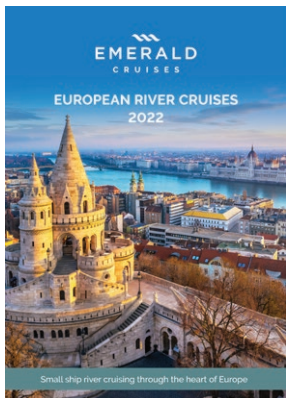
THE Chief Executive of the Auckland International Airport Adrian Littlewood will step down at the end of the year after nine months in the role.

Recruitment will canvass both external and internal candidates. More appointments on **page 7**.


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Virgin boosts domestic

VIRGIN Australia has unveiled a renewed expansion push on the domestic market, announcing 700 extra weekly flights across the airline's domestic network by Oct (**TD** breaking news).

The decision will see an extra 250 jobs created, and five new direct services between Sydney-Darwin, Sydney-Townsville, Adelaide-Cairns, Melbourne-Townsville and Perth-Cairns.

The busy "triangle" hub between Sydney, Melbourne and Brisbane will see the airline significantly ramp up frequencies, with 33 additional weekly flights to roll out between Sydney and Melbourne, an extra 24 between Sydney and Brisbane, and 23 more services between Melbourne and Brisbane.

VA also flagged a major boost in Queensland, with the state to see a 40% frequency bump on services to Brisbane, the Whitsunday Coast, Hamilton

Island, Cairns, Townsville, the Gold Coast and Sunshine Coast.

Tasmania will be another big beneficiary, with the carrier to implement an additional 50 weekly flights to Launceston and Hobart by Oct, equating to an increase of 38% on its existing flight current schedule.

"Growing confidence in the community, thanks to the vaccination rollout and domestic borders staying largely open, means the time is right for us to bring back jobs and put more aircraft in the skies," said VA's CEO Jayne Hrdlicka.

"We are so pleased to have turned a corner from the worst of the pandemic and to soon welcome 250...highly skilled individuals into the VA team.

"For our valued business customers, we are pleased to be offering more frequent services on our triangle routes between Sydney, Brisbane & Melbourne."



Intrepid's Qld deal

INTREPID Travel is gearing up to release seven new Queensland tours as part of a new strategic partnership with Tourism and Events Queensland (TEQ) and Tourism Australia.

The tour operator has teamed up with the tourism bodies to encourage Aussie travellers to book a trip in the Sunshine State.

Intrepid is also offering 10% off its entire Qld range for all new bookings made between 15 May and 30 Jun, for travel dates departing up to 30 Jun 2022.

Shangri-La covers

SHANGRI-LA Group will cover coronavirus medical expenses for international Australia-bound guests at no additional charge.

Guests staying at Shangri-La Sydney and Shangri-La The Marina, Cairns will receive coverage underwritten by AIG, which will include medical expenses up to US\$184,000.

EU makes steps

IN AN encouraging sign for international travel, European Union Ambassadors have this week agreed in principle on measures that will pave the way for vaccinated travellers from outside of the bloc to visit.

Under the terms of the agreement, vaccinated travellers would have to be fully vaccinated with EU-authorized shots, which includes the major supplies that Australia has already ordered, including Pfizer, Moderna and AstraZeneca.

MEANWHILE, new data from the International Air Transport Association (IATA) shows more than 20 countries have wholly or partially lifted restrictions for vaccinated travellers.

"IATA supports unrestricted access to travel for vaccinated travellers, in cases where vaccination is not possible, access to quarantine-free travel should be provided through free COVID-19 testing," IATA believes.



Aurora are now cruising directly from Australia to Antarctica.

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QATAR
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Why not join US?

BRAND USA is inviting agents to join them for a virtual meeting to learn about the country's latest initiatives, including Road Trippin'USA, GoUSA TV and the organisation's Insider Guides.

The session will also outline Brand USA's new suite of online resources, as well as how its Global Marketplace platform is connecting to trade partners in Australia and New Zealand.

Register by 26 May to join the webinar taking place 02 Jun at 10am AEST - [CLICK HERE](#) for info.

Brave new world...

THE latest Travel Community Hub initiative from Richard Taylor is a webinar series on "Selling Travel in 2021", which will take place at 1pm AEST tomorrow.

The session will feature personal stories from the coalface of the pandemic from three very different travel businesses - [CLICK HERE](#) for more information.

ATEC Korea training launch

THE Australian Tourism Export Council (ATEC) and Tourism Australia are inviting operators to register for the Korea Host 2021 national program.

The two organisations have partnered on the industry development program, which is delivered in three 90-minute modules, conveyed by global tourism marketing experts.

The interactive online learning program's first module is Market & Culture Ready, which provides a snapshot of the country's people, unique behaviours and attitudes.

A spotlight will also be shone on travel preferences and tips to incorporate this knowledge into bookings and sales.

Subsequent modules include Product & Service Ready, exploring key ways to develop products and experiences suitable for Korean visitors, as well as a module called Marketing & Trade Ready which will provide

tips on how to cultivate better Korean business relationships.

To find out more and register for the training, [CLICK HERE](#).

Norfolk support

THE Australian Government has "extended its engagement of Qantas" to deliver passenger and freight services for Norfolk Island through until the end of Aug.

Air NZ remains the long-term underwritten supplier of air services to NLK, but COVID-19 has impacted NZ's crewing arrangements and ability to deliver, meaning the extension of the current QF pact is "necessary to ensure the continuity of services to Norfolk Island," according to the destination's administrator, Eric Hutchinson.

The current passenger flight schedule will remain in place, with three QF flights per week from Brisbane and Sydney.



Window Seat

WELL the US Federal Aviation Administration has certainly got a load off its mind by suggesting airlines should consider putting passengers on the scales before they board planes to gain a more accurate weight reading.

The prominent American aviation body believes the practice could reduce aircraft instability and also create better fuel and power efficiency.

As it stands, most airlines have to estimate the weight of passengers, with rough calculations taking into account gender and time of the year.

For example, the European Aviation Safety Agency estimates a male business traveller in the winter to have a mean weight of 88.4kg, while male leisure travellers in the summer are listed as 81.6kg.



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SIA posts S\$4.3 billion loss

SINGAPORE Airlines has recorded a S\$4.3 billion net loss for the 12 months to 31 Mar, with the carrier labelling the period the “toughest in its history”.

The airline said the result was largely driven by both weaker operating performance and non-cash impairment charges, only partially offset by a S\$623 million increase in tax credit due to the higher net loss recorded.

Global travel restrictions meant the airline’s passenger traffic was down 97.9% on the previous year, with group revenue also plummeting by S\$12.16 billion year-on-year to S\$3.82 billion.

Overall group expenditure during the 12-month period was slashed by 60.2% from S\$9.58 billion to S\$6.33 billion.

On a positive note, cargo revenue managed to help lift the bottom line by increasing 38.8% year-on-year to S\$2.71 billion, fuelled by strong consumer

demand for pharmaceuticals, e-commerce and electronics.

The poor result has prompted SIA to undertake the issuance of the second tranche of mandatory convertible bonds, which will see approximately S\$6.2 billion in additional liquidity raised for business, which it said would provide further strength to the company’s financial foundation to navigate the crisis, and enable the carrier to make the necessary investments to secure its industry-leading position.

“This crisis is not over, while the growing pace of vaccinations has given us hope, new waves of infections around the world mean that restrictions on international travel largely remain in place,” said SIA Chairman Peter Seah.

MEANWHILE the airline has announced the appointment of Jeanette Wong to its Board as an independent Non-Executive Director, effective 01 Jun.

M Club in the works

MELBOURNE Marriott Hotel Docklands has announced plans to open the very first M Club in Australia, a residential-style lounge concept for Platinum or Titanium members with 24/7 access, complimentary catering, high-speed wi-fi, and quiet spaces to work or socialise.

The M Club dining area (pictured) offers guests live cooking in the morning and evening, a selection of light snacks throughout the day, and premium beverages and canapes during the evening.

To achieve Platinum Elite status and access the premium space, guests must make 50 stays in the brand’s hotels a year.

The hotel plans to open its doors to the public in Jun.



Forget TikTok, give me a holiday!

HOLIDAYS are clearly top-of-mind for Aussie travellers, with close to 40% suggesting they would give up social media for a month in order to take a leisure trip, according to a new Expedia study.

The survey of 16,000 people across eight countries, including Australia, also found that close to half of respondents would quit online shopping for one month if it meant taking a holiday, while 41% said they would ditch watching sport for a trip.

Further insights for Australian travellers showed when booking accommodation, 39% prefer to book with an online travel agent.

Aussies also place an emphasis on high-speed internet when embarking on a holiday, with 58% deeming it “essential”, while one in two travellers stated flexible cancellation policies were one of the most important aspects when planning a trip.

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Travel Daily

Wyndham Hotels signs on to Oracle

WYNDHAM Hotels & Resorts has opted to roll out Oracle's Hospitality OPERA Cloud Property Management (PMS) service to its hotels, allowing operators to run properties from anywhere in the world and afford staff the option of being more mobile on site.

Heritage adds ship

HERITAGE Expeditions has revealed it will add a new vessel to its fleet from May next year called *Heritage Adventurer*, formerly operating as Hapag Lloyd's *MS Hanseatic*.

The vessel will undergo a major refurbishment over the coming months before setting sail for her new owners, which will see the originally configured 184-passenger ship transformed to a reduced capacity of only 140 expeditioners to create a more "spacious, comfortable onboard experience and continuation of the exceptional, personalised expedition experience".

The ultimate iPod



AUSTRALIANS can't enjoy them just yet unfortunately, but British Airways has unveiled some new services that will make many lose some sleep with excitement.

The airline's new Forty Winks nap lounge has opened inside its First Lounge at Heathrow Airport, featuring stylish looking sleep pods (**pictured**).

Designed specifically for travellers to power nap, the

Pods boast "gravity-neutral" positioning, privacy visors, and timers to program the duration of each traveller's nap time.

"Our Forty Winks nap lounges will offer a dedicated rejuvenation space for customers as they return to the skies, all self-served via the Your Menu lounge app," said BA's Director of Brand and Customer Experience Tom Stevens.

"Beating jetlag and catching a snooze on the go has never been easier," he added.

BA will roll the pods out at London's Heathrow Terminal 5 and JFK Terminal 7 when global travel restrictions ease.

Big4 appoints CEO

BIG4 Holiday Parks has appointed former Virgin Australia Marketing Manager Sean Jenner as its new CEO, an experienced executive who is making the shift back from the health and fitness sector after being the Head of Marketing at tech start-up SWEAT.

"Sean's expertise ticked all the boxes we were seeking in our next CEO - he has extensive experience in strategy, marketing, digital and technology, and an impressive track record of delivering growth and innovation for leading brands," said BIG4's Chairman James Atkins.

The holiday park brand has been vocal about placing a greater emphasis on marketing digital solutions moving forward.

Jenner will start in early Jul.

Koh Samet reopens

THE Tourism Authority of Thailand has announced that the Thai island of Koh Samet has reopened to visitors following its closure on 27 Apr after several COVID cases were detected.

All visitors to the island have been asked by Thai authorities to strictly follow its COVID-19 rules, which include social distancing, mask wearing, handwashing, temperature testing and to use the health mobile app.

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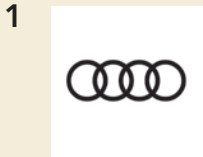
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Know your brands

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.



Where in the world?



NO IT'S not the Sahara Desert, though this area does share part of its name with that landmark.

This is a naturally occurring inland dunefield, around 2.5km² large, with the tallest dune 70m above sea level.

Travellers can enjoy cycling on the dunes on a fat bike, exploring in a buggy or on foot or toboggan or board down the sand dunes.

Do you know where in South Australia you could find this geologically significant site?

Pub quiz

1. What is the name of the stretch of water between Kangaroo Island and the Australian mainland?
2. What is the name of the National Park on Kangaroo Island that is host to the Remarkable Rocks and Admirals Arch?
3. What is the lowest point on Australia's mainland?
4. What is the name of the Salt Lake on the Eyre Peninsula that is often referred to as Watermelon Avenue due to a narrow road separating the pink lake from the blue & green lake?
5. What is the name of the group of natural hot springs on the western edge of the Simpson Desert in South Australia?
6. Where are the UNESCO World Heritage Listed caves located in South Australia?
7. How many locations in Australia are recognised by the International Dark-Sky Association as a Dark Sky Reserve?
8. There are 12 great walks of Australia that are recognised as signature experiences of Australia. How many are located in South Australia and what are they called?
9. What is the name of the river that runs through the Adelaide CBD?
10. Ikara, which means 'meeting place', is the traditional Adnyamathanha name of which natural amphitheatre in the Flinders Ranges?

Whose animal is this?



THE Eurasian oystercatcher is this island nation's national animal.

The birds leave the country's islands during the autumn and return during the warmer

spring - in fact their return is even celebrated annually during a festival called Grækarismessa held on 12 Mar.

Do you know whose national animal is the oystercatcher?

ANSWERS 19 MAY

Pub quiz: 1 London Inner Ring Road, 2 Dawes Point and Milsons Point, 3 a) Tel Aviv, 4 Allansford and Torquay, 5 b) Twice - 1972 and 1998, 6 Portugal, 7 The House of Lancaster and the House of York, 8 New Zealand, 9 Kuala Lumpur, 10 'Hollywood & Vine' (Hollywood Boulevard & Vine Street)

Seen it at the movies: Forrest Gump

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

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



Accor scores new deal



ACCOR has secured a three-year contract with the NRL to provide its players with accommodation services while travelling around the country to compete in matches.

NRL CEO Andrew Abdo said the deal represented an important reminder about the power of sport and the role it will play in the recovery of the country's struggling tourism industry.

"The return of sporting events will help our economy recover quickly and boost the common welfare of our regions and great cities," he said.

"People have been starved of live games, experiences and travel, and we know people are keen to reconnect.

"Teaming up with Accor and signing this deal signals our commitment to aiding our nation's rapid recovery - we cannot wait to welcome our fans back," Abdo added.

Pictured: Accor Pacific CEO Simon McGrath throwing a well disguised dummy alongside Australian Rugby League Commission Chair Peter V'landys and NRL Chief Executive Officer Andrew Abdo.



Travel Daily
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Viking Euro return

VIKING has announced today that it will restart its European river operations in Jul, offering select itineraries in Portugal, France and along the Rhine.

The return cruises are available for vaccinated guests only as part of the line's Welcome Back collection, with new European product including eight-day Amsterdam to Basel voyages, 10-day Lisbon to Porto sailings and eight-day roundtrip cruises from Paris which boast six guided tours of destinations such as Normandy, Rouen and Vernon.

The news follows the naming of Viking's newest ship *Venus* this week, now sailing her maiden voyage along England's coast.

Dungog Mtn plan

THE NSW Government and the Karuah Local Aboriginal Land Council have agreed to develop Dungog Mountain into a premier mountain biking tourism hub.

The deal will see the State Government make a \$650,000 investment to transform the site, located about an hour's drive from Newcastle, to include new bike tracks and repair existing trails, all while protecting nearby Aboriginal culture and heritage.

"The community will benefit from biking events, activities and workshops including a youth bike library, and the 'Girls Ride Into Tomorrow' program," said Minister for Regional Youth and Women Bronnie Taylor.

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.

Reflections Holiday Parks has named **Nick Baker** as its Chief Executive Officer. Baker was formerly the Chief Executive Officer of Triptech and CamperMate, and will now continue to position Reflections' group of 37 holiday parks as the leading provider of home-grown caravan and camping experiences.

Silversea Cruises has appointed **Charis Hildebrando** as its new Campaigns Manager Asia Pacific. She joins Silversea with more than a decade of travel industry experience, and will work closely with Marketing Director Liz Glover.

Change is afoot at **Quest Apartment Hotels**, with the company announcing a senior restructure. **Dennis Tuan-Mu** will step into the role of General Counsel and **Kamal Atal** will become Chief Financial and Commercial Officer. Together, the two bring more than four decades of experience with them to the company.

Swire Hotels has announced members of its hotel management team are stepping into new roles this year, including **Kristina Snaith-Lense**, who is now General Manager of Pacific Place Apartments and The Upper House. Additionally, **Olivier Dumonceaux**, former Executive Assistant Manager at The Temple House, has taken on the role of General Manager at The Opposite House.

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



Wellness Korea

Whether you are interested in a relaxing spa experience, exploring ancient wisdom and traditional medicine, immersing yourself in a lush green forest, or recharging with meditation, in South Korea there is something for everyone!

Beauty and spa fans should definitely consider a visit to the Sulwasoo Flagship Store in Seoul! Treat yourself to the popular "Intense Ginseng Journey." It is an intensive anti-aging program that combines the energy of ginseng and Sulwasoo's technique to revive youthful energy deep in the skin.

Another must is Spa Land Centum City, a huge spa facility that features hot spring water from a thousand meters underground, as part of its offering.

In traditional Korean medicine there is a belief that everybody is born with a certain physiology. Sasang physiology

divides people in four types and each type has its own health caring methods and lifestyle habits that go along with it. Spas such as Yeo Yong Guk, use over a hundred natural plants to develop personalised treatments based on individual physiology.

For those wanting to connect with Korea's stunning nature, the healing programs provided by Jeongnamjin Cypress Forest Woodland include yoga in the forest, meditation, and barefoot walking. Don't miss the Cypress Salt Sauna, a cave located on the highest point in the woodlands.

Still needing some healing and meditation? The Hanwha Resort Geoje Belvedere Wellness program follows the '3R' system. Refresh your body, relax your mind, reset your lifestyle.

The water workouts at the infinity pool are a must!

JOIN OUR KOREA FRIENDSHIP SERIES AND WIN!

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 final conversation with Sydney creative, Tara Whiteman, better known as @TaraMilkTea on 26 May 6:00PM (AEST) and win a return flight to Korea!

[CLICK HERE](#) to register.