

## Today's issue of TD

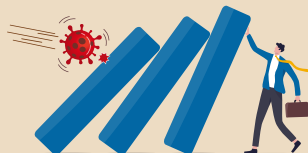
Travel Daily today has six pages of news including our PUZZLE page.

## APT delays to 31 Jul

APT Travel Group has advised that all international cruises and tours departing Australia have been pushed back until at least 31 Jul, excluding New Zealand.

The operator confirmed it will issue a Future Holiday Credit to all travellers affected by the suspended tours equal to the full amount paid for the booking.

Future credit is valid for travel on any APT Travel Group tour or cruise up until the end of 2023 across its APT, Travelmarvel, Botanica or TravelGlo brands, and can be used across multiple bookings if preferred.



## How are you surviving the current environment?

Let us know and help create a powerful, real-time picture of where our industry stands to assist with lobbying, plus go in the running to win one of five \$50 Visa gift cards.

[Click here to take the survey](#)

Travel Daily

Win a \$50 gift card

## QF comm cuts only in Oz

QANTAS' decision to reduce travel agent base commission on international flights (excluding trans-Tasman) from 5% to 1% (TD yesterday) only applies for QF tickets sold in Australia.

"No other offshore markets are changing," a QF spokesperson told TD, including New Zealand.

The move is part of QF's bid to reduce annual costs by \$1 billion as it emerges from the COVID-19 pandemic, with the commission reduction for Australian agents understood to amount to tens of millions of dollars in savings.

QF noted there were already many fare types sold by agents which are currently ineligible for base commission, including domestic and trans-Tasman tickets, corporate fares and group bookings.

"Qantas' changes to international commission are in line with global trends," the carrier said, pledging to "work with the agency community to develop ways to evolve their business models and grow again".

This will include collaborating with the Government and

industry as travel bubbles emerge and work on digital health passes "all of which will benefit the industry in accelerating sales when international travel resumes," QF said.

The carrier said it expects the change will also accelerate the trend towards a fee for service model, compensating travel agents for the "added value and bespoke services they provide customers beyond the logistics of booking, particularly for managing complex itineraries".

QF also committed to its ongoing program of technology investment in the NDC-based Qantas Distribution Platform to give agents access to a wider range of fares and products, including special offers for Frequent Flyers, new ancillary products and "dynamic commission opportunities".

Igor Kwiatkowski, QF Executive GM of Global Sales & Distribution, said "given the billions of dollars of extra debt and lost revenue due to COVID, these cost reductions are central to our recovery plan".

On this episode:  
A swift kick from Qantas

[CLICK HERE to listen.](#)

NEW EPISODE

## Still time to apply

APPLICATIONS are still being accepted to apply for our next Advertising Operations and Social Media Coordinator, with CVs needing to be in by COB on Mon.

See **page two** for more details and to be part of our cool crew.

## AFTA CEO role in high demand

AUSTRALIAN Federation of Travel Agents Chairman Tom Manwaring says the organisation has already seen a strong response to its recruitment campaign for a new CEO (TD 19 May).

He told TD this morning the Board was "enthused by the response," with a number of excellent quality candidates having already applied.

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**AUSTRALIA  
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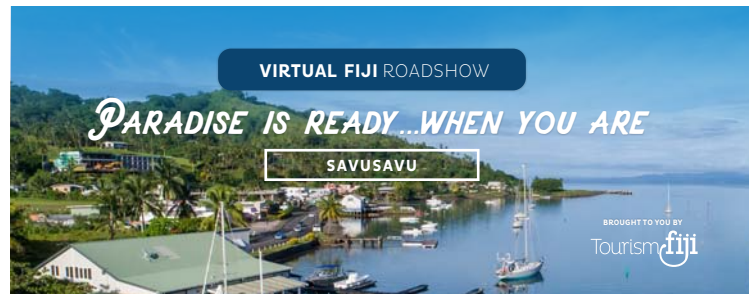
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## A plan for overseas travel

**THE** Australian Chamber of Commerce and Industry (ACCI) has released an updated strategy document detailing how Australia should reopen itself to international travel.

*Reopening Australia: Part Two* lays out a four-stage plan for government policy discussion, putting forward an overseas travel timetable based on risk factors attached to traveller vaccination, destination risk & how progressed Australia's vaccination program is.

"Australia is losing billions of dollars in international tourism... we need to explore the options in this proposal and have these discussions now," said acting ACCI CEO Jenny Lambert.

The proposed plan would see travellers, vaccinated or not, be able to travel quarantine-free with "low risk" nations once Australia's Phase 1a and 1b vaccination rollout was substantially complete, while vaccinated Aussies could travel

to "medium risk" countries at the same stage, but would have to quarantine on return in the form of home isolation or another government arrangement.

When Phase 2a is substantially complete, vaccinated travellers could head to medium risk nations, and even travel to high risk countries with quarantine arrangements on arrival home.

When most of the country has been vaccinated, Aussies who have had their jabs can travel anywhere in the world without restrictions, while unvaccinated Aussies would still need to quarantine on return when going to medium/high risk countries, and would be prohibited from travelling to very high risk places.

The report calculates travel risk on the basis of daily cases and test positivity rate, e.g. a low-risk country has less than 50 daily cases & a test positivity rate less than 4%, while high-risk nations have more than 100 daily cases & a test positivity rate of over 4%.

## Saving up to travel

**NEW** data compiled by the Australian Airports Association (AAA) has found that close to three quarters of Australians with extra savings plan on spending the funds on domestic travel.

Respondents listed visiting family and friends (48%), a leisure holiday (43%) and business travel (33%) as the primary reasons to book a flight this year.

However, the survey of 500 people also identified a worrying trend, with concerns about the risk of sudden border closures increasing in 2021, with 61% of Aussies indicating snap border restrictions was their biggest impediment to booking a trip, up from 52% in Dec 2020.

When it came to international travel, the report found close to 80% of travellers would like to see more international travel bubbles open up with countries where the "occurrence of COVID-19" is low.

"There is high-level support among the travelling public for a cautious and planned approach to broadening the scope for international travel," said AAA Chief Executive James Goodwin.



## Window Seat

**AMERICAN** singer Meat Loaf once said he "would do anything for love", but he probably wouldn't do that.

An American woman has returned to Seoul to remove a love lock she latched onto N Seoul Tower with her ex-boyfriend.

The woman documented the experience on video-sharing social networking service TikTok, which involved flying to Seoul from her home in Los Angeles, buying a pair of wire cutters, and riding the cable car to the top of the Tower, where she searched for more than half an hour to find the lock.

In the video, which has almost two million views, the woman admits the act was "petty", but maintains she "does not care what anyone says", which is only slightly cognitively dissonant, given she posted the experience on social media.

**CLICK HERE** to view.

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



## Do you have what it takes to lead AFTA?

The Australian Federation of Travel Agents (AFTA) is seeking an experienced business leader to perform the role of Chief Executive Officer. Reporting to the AFTA Board, this is a full-time position based in Sydney, with the need for interstate and some international travel (when allowed).

The CEO will have a major role in engaging and advocating at a strategic policy level with a range of key stakeholders and bodies including state and federal governments.

If you have proven experience as a CEO or in other senior leadership positions with five plus years in the travel industry, experience in advocacy and developing profitable strategies and demonstrated diplomacy and negotiation skills, this might be the role for you.

Applications close 2/6/21.

**Click here for a full job description and details on how to apply.**



## CORPORATE UPDATE

### Serko scales Zeno for Booking

**LISTED** corporate travel technology provider Serko Limited is now seeing an average of 1,300 small to medium business customers using its new Booking.com for Business platform each weekday, and expects this “rate of activation to significantly increase” in the next couple of months.

Booking.com took a 4.7% stake in Serko about two years ago (**TD** 24 Oct 2019), expanding the companies’ previous agreements to see Booking.com content integrated into Zeno and the development of the revamped Booking.com for Business system.

In an ASX update this week (**TD** 19 May), Serko confirmed the migration of business customers was almost complete, after a number of successful pilots throughout 2020.

The platform has had its language and user interface localised to enable a rollout in over 90 countries, as well as integrating “new flight and rail providers that support a connected trip offering in select markets,” Serko said.

With Booking.com customers switching to Serko’s offering,

the company is expecting a “materially positive impact on our revenue for the FY22 financial year,” but in the short term warned that COVID-19 continued to weigh on the sector.

“The rate of return to business travel will vary by region, the type of traveller (SME versus enterprise) and the type of trip i.e. domestic, regional, long-haul international,” said Serko CEO Darrin Grafton.

“The combination of these multiple factors makes predicting the rate of travel recovery very difficult,” he added, but noted “trends that favour the adoption of Serko’s travel and expense management solutions”.

He particularly highlighted lower staff numbers in TMC resellers, which was creating opportunities for automation and technology solutions.

### QF corp recovery

**QANTAS** this week reported increasing confidence from the business travel sector.

In a wide-ranging market update (**TD** yesterday) the carrier noted that “corporate travel, including the small business segment, continues to recovery and is now at 75% of pre-COVID levels”.

On top of that, leisure demand is also growing strongly, with “deferred international holidays converting into multiple domestic trips,” the carrier said.



### NZ action for Aussies



**STEVE** Bruce from Ngai Tahu Tourism is in Australia this week as part of a major delegation representing Queenstown tourism operators targeting the Australian market.

Bruce (**pictured**) is part of one of NZ’s largest travel businesses, operating a range of offerings including the iconic Shotover Jetboat operation, jetboats in Huka Falls, the Dark Sky Project at Tekapo and the impressive new All Blacks Experience in Auckland which features an inspiring and

probably scary haka encounter with the full NZ Rugby Team.

The visit is part of a key recovery initiative for NZ tourism, making the most of the trans-Tasman bubble to welcome Australian travellers as soon as possible to experience some of the country’s most amazing and exhilarating activities.

For more information on some of the Ngai Tahu Tourism products see [shotoverjet.com](http://shotoverjet.com), [darkskyproject.co.nz](http://darkskyproject.co.nz) and [experienceallblacks.com](http://experienceallblacks.com).

### TK chefs back in sky

**TURKISH** Airlines has announced the return of its “Flying Chef” service in Business class, after it was suspended last year due to the pandemic.

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Travel Daily

## Are we being too polite?

### OPINION

Andrew Mevissen is the owner of Peak PR.

Got an opinion to share? Let us know in up to 400 words via email to [feedback@traveldaily.com.au](mailto:feedback@traveldaily.com.au).



**THROUGHOUT** history, great, tumultuous, history-making change has often emerged from public revolt such as mass protests in the streets and the like. Perhaps the Australian travel industry and all industries feeding off it need to galvanise and hit the streets as opposed to polite letter campaigns and lobbying exercises which get ignored.

COVID hit our industry hardest and longest and Government support such as JobKeeper needs to be reinstated urgently to save businesses and jobs affected by the pandemic's lingering consequences on travel and cruising. Like cruise ships here,

### Pitcairn Is vax push

**THE** Pitcairn Islands are set to receive coronavirus vaccines for the entire population of its four volcanic southern Pacific islands.

With barely even 50 inhabitants, the Pitcairns have remained one of the few places on earth without coronavirus, however, the destination's visitor economy has also come to a standstill.

The Pitcairn's supply ship *Silver Supporter* left NZ to deliver the vaccines earlier this month.

In the meantime a "virtual tour" created early in the pandemic is helping prospective Pitcairn visitors keep their dreams alive - see [visitpitcairn.com.pn](http://visitpitcairn.com.pn).

our industry has been left high and dry. Our government is also lagging deplorably behind others on the phased introduction of cruising here.

Again, we perhaps need to march the streets to highlight more powerfully our industry's unfair and unfortunate plight. If we were farmers, support would come easily and readily but we don't appear to be a priority or

“ Perhaps we need to march the streets to highlight more powerfully our industry's unfair and unfortunate plight ”

a vote winner so it's imperative we show very visibly that countless livelihoods in the wider travel sector have been affected and are at stake. Mass vaccination is seen as the key to reopening borders so perhaps the travel industry can also help itself by promoting a higher uptake of COVID vaccines.

Many Australian are reluctant to line up for a vaccine but if they were told we could travel abroad sooner rather than later if we all vaxxed up, that reluctance could ebb. Basically, we need to up the ante on all fronts to reap meaningful action.

### Vic tourism boost

**THE** Victorian Government has allocated \$160 million in its latest budget to help restart the state's tourism economy.

Part of the funding includes \$8.9m to support visitor economy partnerships and drive more tourists to regional communities, while \$43 million will be injected into the state's Business Events Program to attract a strong pipeline of business events.

The government will also provide an unspecified amount of funding to support more tourism marketing opportunities, along with a \$10 million "distillery door" grants program.



## Sunshine makes smiles



### Qld/NSW ups links

**LINK** Airways has announced a number of new direct flight services connecting Brisbane and Sydney with regional areas in Queensland and NSW.

The new routes will be introduced from 30/31 May, and includes services Armidale to Brisbane, Coffs Harbour to Brisbane, Inverell to Sydney, Inverell to Brisbane/Sydney and Narrabri with Sydney.

Fares for the new routes lead in from \$159 one-way - call 1300 851 269 for details.

### 787s back on domestic for Jetstar

**JETSTAR** Airways' Boeing 787s are back after over a year, with the airline to operate the aircraft on its domestic routes.

Domestic travellers will not have access to in-flight entertainment on 787s, and there is no Business Class, with Business cabin seats being sold as Extra Legroom.

The oversized baggage max length is also 2.3 metres.

### TG plan approved

**THAI** Airways International's rescue plan has been approved by its creditors (**TD** 17 May).

More than 91% of creditors accepted Thai's proposed business restructuring plan, which will now go before the Central Bankruptcy Court.

**DONNY** Kwan from Flight Centre took home the major prize at the Visit Sunshine Coast/Tourism Noosa trade roadshow in Sydney this week.

Kwan, **pictured** with Visit Sunshine Coast's Emily Zinowki and Vyka Hutton from Tourism Noosa, was one of 150 travel folk who loved their first face-to-face industry event in quite a while!

### oneworld appoints Al Baker to Chair

**ONEWORLD** has named Qatar Airways Group Chief Executive Akbar Al Baker as its new Governing Board Chairman.

He succeeds Qantas Group Chief Executive Officer Alan Joyce, who has served in the role since Sep 2018 (**TD** 19 Sep 2018).

Al Baker is the longest-serving CEO of a oneworld member.

### Uniworld returns

**UNIWORLD** Boutique River Cruises is set to return to cruising on 20 Jun.

American and European guests will be the first to board the brand new *La Venezia* on 20 Jun in Italy, with the Milan, Venice & the Gems of Northern Italy itinerary to begin two days prior with a stay in Milan.

Cruises will restart in France shortly after, with the first departures for *Bon Voyage* on 27 Jun, *Joie de Vivre* on 04 Jul, and *Catherine* on 11 Jul.

## 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 structure was built for a specific event and at the time of

its construction was the tallest structure in the world.

It was never meant to be permanent, however it is still there today and attracts more visitors than any other paid tourist attraction in the world.

## 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. MAA
2. EDI
3. DRW
4. GIG

2



### AIRLINE LIVERIES

1



3

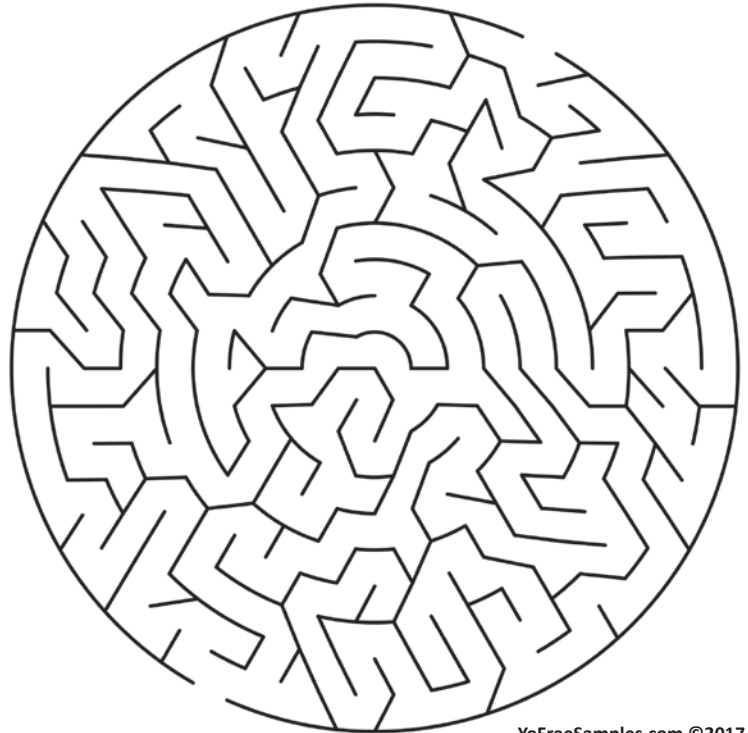


## Pub quiz

1. Big Ben was officially renamed what in 2012?
2. In what two cities were the Winter Olympics in Japan held, in 1972 and 1998?
3. Bob's and Bowen Peaks offer fantastic views over what alpine tourist town?
4. The Hollywood Sign used to have four extra letters – what were they?
5. Which of Thailand's major islands would you be able to find elephants on?
6. What is the largest town in Suffolk County, United Kingdom?
7. The entire Samoan island group, which includes American Samoa, was originally called what?
8. The Strand is located in which North Queensland city?
9. Is Albury closer to Canberra or Melbourne?
10. What American city is sometimes known as the City of Flowers?
  - a) Dallas, Texas
  - b) Salt Lake City, Utah
  - c) Seattle, Washington

## 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 20 MAY

Where in the world: Little Sahara, Kangaroo Island, South Australia

Pub quiz: 1 Backstairs Passage, 2 Flinders Chase National Park, 3 Lake Eyre, South Australia, 4 Lake MacDonnell, 5 Dalhousie Springs, 6 Naracoorte on the Limestone Coast, 7 1, located in the Murray River region in South Australia, 8 2, The Arkaba Walk and Murray River Walk, 9 River Torrens, 10 Wilpena Pound

Know your brands: 1 Audi, 2 AFTA, 3 AstraZeneca, 4 Michelin

Whose animal is this: Oystercatcher - Faroe Islands



## The Outback Spirit

**OUTBACK** Spirit has launched its 2022 season, its largest number of tours to date.

Departures for all the small group tour operator's itineraries next year are now available across destinations such as the Kimberley, Cape York, Arnhem Land, the Pilbara, Central Australia, outback Queensland, South Australia and Tasmania.

"Our itineraries bring guests to some of Australia's most pristine wilderness areas and provide exclusive access to sacred areas, particularly within Arnhem Land," said Journey Beyond Chief Operating Officer Luke Walker.

Adding more incentive, guests can currently save up to \$1,750pp when booking by 30 Jul.

## Rotty development

**WESTERN** Australian consortium Place Development Australia has been selected by the State Govt to redevelop Rottne Island's Lodge site.

The \$40 million proposal includes 94 rooms, a day spa, a restaurant, a beach lounge, a bar, a new pool and on-site staff accommodation, all contained across a combination of new and existing buildings.

The project is anticipated to start mid-2022, and will be formally completed in 2025.

The proposed design will be advertised for public comment prior to final consideration by the Rottne Island Authority, which originally called for expressions of interest in Mar 2020.

## Voyages scoops the pool



**VOYAGES** Indigenous Tourism Australia has taken out three major wins at the NT Hospitality Awards held in Darwin this week.

CEO Matthew Cameron-Smith proudly collected the gongs for Best Tourism Initiative - Ayers

Rock Resort, Best Superior Accommodation - Sails in the Desert Hotel and Apprentice/ Trainee of the Year - Marcellus Ah Kit - Sails Kitchen.

**Pictured:** Cameron-Smith collecting an award on the night.

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

Marriott Bonvoy members are able to earn double points per stay, enjoy daily breakfast, and can use credit across hotel facilities, with **Marriott International's** winter promotion Earn, Eat, Enjoy - Make Moments Count. The promotion launched yesterday and is valid for stays through to the end of the year - **CLICK HERE** to book now.

**Viking's** deal of the week takes travellers from Paris to the French Riviera. The 12-day cruise includes a 15-day France's Finest river cruise with three additional nights in Paris, and three nights in the Cote d'Azur. Packages start from \$8,595 per person with savings of up to \$5,200.

Discover Tasmania's off season with **AAT Kings** via the new four-day Tassie Winter Warmer itinerary. In celebration of its launch, AAT Kings is offering couples \$200 off the booking price, which includes all activities, meals, accommodation and on-ground transport. Prices for couples start from \$1,550 per person - **CLICK HERE**.

Small ships specialist **Cruise Traveller** is offering savings on Azamara's 2023 New Year's cruise, with complimentary flights and a saving of \$2,300 per couple when booking before Aug. The new 15-night Sydney Sparkles package begins on 20 Dec 2022 with a free flight to Perth, and a free night in a five-star hotel before boarding *Azamara Quest* for a 14-night voyage to Sydney NYE 2022 for a two-night stay.

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