

## Change fees waived

### MELBOURNE-BASED

wholesaler, Australia & NZ Travel Company, has confirmed it is not charging any fees for date changes, meaning agents can confidently book any products.

Manager Russ Masterton said "we have negotiated amazing pricing and contracts with all our suppliers for 2021 and 2022," and any reservations made in the next seven months can be changed to any date through to 30 Nov 2022 if the original booking is impacted by COVID-19 border closures.

"We simply can't go on this way...we need to give all our agents and their customers the confidence to book," he said.

"We want to help our agents remain positive and confident that they can still book and travel while we wait for people to be fully vaccinated," he added.

More info on 1300 168 910.

## Webjet gender goal

**WEBJET** is one of the first 10 signatories to a new gender balance initiative led by superannuation fund HESTA.

The HESTA 40:40 Vision aims to increase the proportion of women in senior leadership across Australia's largest listed firms to at least 40% by 2030.

## Today's issue of TD

**Travel Daily** today has six pages of news including our PUZZLE page and a full page from NoVacancy.

## Travel slips off rich list

**THE** COVID-19 pandemic has made its effects well and truly felt among the ranks of Australia's former travel millionaires, with a number of industry regulars missing from this year's *Australian Financial Review* Rich List of the top 200 most wealthy people in Australia.

Notable disappearances from the list include Flight Centre co-founders Graham Turner, Geoff Harris and Bill James, who were numbered 84, 85 and 86 in the list three years ago (**TD** 25 May 2018) with an estimated net worth of about \$860 million each.

This year's list, released this morning, ranges from resources magnate Gina Rinehart in top position with \$31.06 billion, through to software entrepreneur Douglas Clarke at \$590 million who is ranked 200.

The disappearance of the Flight Centre millionaires from the list confirms the significant slide in wealth across the sector as travel share prices plummeted.

The list three years ago also featured Corporate Travel Management founder Jamie

Pherous, ranked at number 141 in 2018 with \$586 million, but he is also no longer in the top 200.

In fact the only reappearance on this year's list from the travel sector is Consolidated Travel Group CEO Spiros Alysandratos, with a 2021 ranking of 132 and an \$827m net worth.

Commentary from the *AFR* suggests "the value of Consolidated Travel...has recovered in line with the broader travel sector from its 2020 trough".

"But 2021 is still a tough time to be dependent on providing wholesale ticketing services to travel agencies and foreign airlines," the article notes.

"Alysandratos himself would appear to be bearish on the travel sector, not only declining to participate in a capital raising for travel agency group Helloworld Travel last year, but also selling down his stake from 17% to 13%."

## SA voucher ballot

**THE** latest round of SA's Great State Voucher accommodation ballot opened this morning, with a limited number of vouchers worth up to \$100 also available for residents of other states.

Over 250 accom providers are participating - [southaustralia.com](http://southaustralia.com).

## Colorado webinars

**THE** Colorado Tourism Office and its local representative Linkd Tourism have announced a new webinar series for Aussie agents.

Kicking off live next Tue 01 Jun, the sessions will also offer prizes of \$700 worth of gift cards - for info and to register **CLICK HERE**.

## Dream HKG restart

**DREAM** Cruises will deploy its *Genting Dream* in Hong Kong next month, as part of a highly anticipated cruise bubble for local residents.

Two- and three-night Super Summer Seacations will be on offer aboard the 3,300 berth vessel, including themed departures such as a Japanese Festival in Aug/Sep and a Nordic Christmas in Nov/Dec.

The resumption will see about 70% of Genting Cruise Lines' capacity in operation, with Dream having already successfully resumed in Singapore & Taiwan.

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## Beyond thinks quick

**JOURNEY** Beyond has been forced to cut short a journey for 32 guests from Greater Melbourne on The Ghan this week due to unforeseen border closures enacted by SA & the NT.

The affected passengers were coached back to Adelaide to isolate where they were arranged overnight accommodation.

Future holiday credits have been allocated to those affected so that they can return to the rail journey at a later date.

## AHA calls for plan

**THE** Australian Hotels Association (AHA) National CEO Stephen Ferguson has called on state and federal governments to end the latest lockdown in Vic.

"We understand the public health orders are put in place to make Australians safe," he said.

"But the latest seven-day lockdown in Victoria highlights again that workers and businesses are stuck with no coordinated scheme in place to look after the welfare of businesses and workers financially impacted by the restrictions imposed."

Ferguson has also written a letter to govt leaders asking for a "coordinated" assistance package.

## AAL appoints Brock

**ADELAIDE** Airport (AAL) has appointed former Jetstar Chief Commercial Officer Lisa Brock as a Director, bringing 20 years' executive experience to the role.

## QF points for vaccination?

**QANTAS** Chief Customer Officer Stephanie Tully has revealed the carrier is considering handing out incentives in the form of vouchers and status credits to Australians who get vaccinated.

The airline has been vocal in its support for vaccinated travel, with CEO Alan Joyce suggesting the airline was receptive to the idea of "no jab, no fly" late last year (**TD** 24 Nov 2020).

One of the ideas reportedly under consideration would see Qantas offer 1,000 loyalty points to members who get the jab when they become eligible.

"Qantas is a big supporter of Australia's vaccine rollout because of what it means for public health, but also because it's the key to keeping our domestic borders open and safely restarting international travel as well," Tully said in a statement.

"As a large company that relies

on travel to put our people and planes back to work, we're obviously motivated to help with the national vaccine effort...we're still thinking through how this would work," she added.

Creating business incentives to get the COVID jab and push back against vaccine reticency is gaining momentum globally, with United Airlines recently offering its customers the chance to win free flights in a sweepstake if they get inoculated (**TD** 26 May).

**MEANWHILE** The Australian Medical Association (AMA) has called on the Federal Government to make vaccines mandatory for anyone travelling overseas.

"There's a good argument for vaccination to be mandatory for travel overseas...the priority should be to ensure access to vaccination prior to travel," AMA President Omar Khorshid told *The Guardian* this morning.

"We would support the National Cabinet discussing travel and quarantine arrangements for vaccinated travellers...to provide Australians with another positive reason to get vaccinated now," Khorshid added.

## Ponant Arctic open

**PONANT'S** inaugural Arctic voyages for *Le Commandant Charcot* next year have been released, and are open for sale.

Featuring cruises to the North Pole, the ship will sail for 15 nights on three departures from Jul to Aug 2022 from \$40,310 per person twin share, departing from Spitsbergen, Norway.

Passengers can also visit Nordaustlandet, located in Svalbard, on either a nine- or 11-day cruise - call 1300 737 178.

## Thredbo is "back"

**THREDBO** is asking Aussies to push boundaries with the return of Thredbo Backcountry Tours supported by The North Face.

Bookings are now open for the tours, as well as Snowshoe Tours and Thredbo Backcountry Passes.



## Window Seat

**SOMETIMES** it pays to be blissfully unaware of the imminent danger you are in.

Just ask the pilot of a Cessna plane who overshot his intended airport by more than 100 kilometres because he had fallen asleep at the controls.

The pilot who nodded off in the cockpit due to a combination of fatigue and mild hypoxia, an investigation found, was flying from Cairns to Redcliffe Airport but ended up on the Gold Coast instead.

Thankfully, air traffic control noticed the plane was not responding to communications and diverted other planes close to the Cessna 208B to seek a safer air space.

After more than 40 minutes without contact, communications with the sleepy pilot were eventually re-established and he landed safely at Gold Coast Airport, despite initially wanting to turn back and head for his intended destination of Redcliffe.

Landing on the Gold Coast by mistake, hey there are worse places to be forced to land.



## A&K's New AU/NZ Air & Group Journey collection.

### What you can sell today with current availability.

Join us for a destination update, including our new collection.

- > Australia 3rd June 1030am, or 8th June at 1200pm AEST
- > New Zealand 1st June 1030am, or 9th June 1200pm AEST

Click here to register for your preferred times.

## Abercrombie & Kent

# Travel Daily

## CORPORATE UPDATE

### FCTG SME rationalisation

**FLIGHT** Centre is merging its Corporate Traveller and Flight Centre Business Travel (FCBT) operations in several overseas markets, consolidating the SME corporate operations to “maximise investment in new technology, services and customer experience”.

The change applies in the UK, Canada and South Africa, but not in Australia and New Zealand where FCBT and Corporate Traveller continue to operate as standalone entities.

In the UK, Corporate Traveller launched in 1999 and now provides business travel services

to about 2,500 customers, transacting between £50,000 and £4 million annually, with 240 staff in 15 locations nationwide.

FCBT’s UK debut was in 2005, set up to meet increasing demand from Flight Centre leisure clients for personal business travel services and now has about 2,000 SME clients across the country served by 135 employees.

The merger will see FCBT customers and staff transition to Corporate Traveller, with Flight Centre Travel Group MD EMEA, Steve Norris, saying there are many synergies which meant it made “business sense to bring these two brands together so that we can focus on investing in our overall SME offering collectively to enrich the customer experience, as well as retain and grow market share in the post-COVID era”.

### TAG follows money

**TAG** has launched a dedicated new travel division specialising in the Investment Management Sector, which will sit alongside its existing Corporate, Touring, Events, Private Travel and Production operations.

### CWT onboarding

**CWT** has announced the successful implementation of a remodelled onboarding program for new clients.

Seamless integration of new customers is traditionally an industry-wide issue, according to CWT Head of Global Sales, Darren Toohey, with CWT’s processes involving both local and centralised resources to ensure consistency and key expertise.

### ITV appoints ATPI

**BRITISH** media company ITV has appointed ATPI as its sole travel management company, with the multi-year contract including travel logistics “with a keen eye on supporting the organisation to reach its sustainability targets”.

While the deal was done in the UK there is also a chunk of business for ATPI in Australia where ITV produces shows such as *The Chase*, *The Voice* and *I’m a Celebrity Get Me Out Of Here*.



**malaysia AIRLINES**

Booking group travel with Malaysia Airlines is now easier with MHgroupbooking

Register now and go into the draw to win Gift Vouchers up to \$500\*

Campaign Period: Now until 31 May 2021

\*T&C applies

### 7-Eleven flies high with VA



**VIRGIN** Australia and 7-Eleven yesterday launched their new partnership allowing Velocity members to earn points for fuel and convenience purchases.

The pact, which recently received interim authorisation from the Australian Consumer and Competition Commission (**TD 12 May**), saw drones fill the sky above Sydney’s domain, delivering free fuel vouchers, lunch for a month and coffee for a year to eager onlookers.

VA Group CEO Jayne Hrdlicka,

**pictured** with 7-Eleven MD Angus McKay, said the carrier was committed to giving Velocity members more value and more opportunities to earn points on their everyday spending.

To earn points, users must download the new My 7-Eleven app and link their Velocity account, and then scan their Velocity-linked My 7-Eleven My Card whenever they make a purchase at one of the company’s more than 700 outlets across Australia.



Travel Daily

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On this episode: The worst of Bestjet

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**NEW EPISODE**

Travel Daily

**NEWS ON THE FLY**

## Now it's time for donuts

**TODAY** we're bringing you a small selection of some of the entries to *Travel Daily's* donut ditty competition, to help inspire

I want to dive into a sea of donuts  
And eat them all on the way down  
If you ask me how I want to die  
In a sea of donuts I want to drown

You may think me kinda crazy  
But I dream of donuts all sugary and glazy  
That's all dream of day and night  
My pants are getting kinda tight

My headstone will most likely read  
On many donuts she loved to feed.  
But that's okay no need to woe  
Because I'm thinking "what a way to go"!!

**Fulvia Peregin, MTA Travel**

No travel right now is like a hole in my heart  
My suitcase is bare, no chance to depart  
But a sweet treat helps to heal that sad loss  
Like a donut iced with sugar or draped in fairy floss  
So now my heart feels ready for that brand new bright start

**Anonymous**

Roses are red,  
donuts are my favourite snack.  
This poem sucks,  
it probably won't get great feedback.

**Anonymous**

some of your own poems, songs and ditties.

Entrants to the competition will go into the running for the chance to win a box of a dozen the deep-fried delicious treats.

The competition is open for entries until 03 Jun with the grand winner awarded on International Donut Day on 04 Jun.

To be in with a chance of donut glory, send your entries to [donuts@traveldaily.com.au](mailto:donuts@traveldaily.com.au).

Deep fried from flour dough  
Deliciousness to savour,  
nice and slow  
The only thing that is so rough  
Is that there is NEVER enough!

To the donuts you succumb  
Eat every bite, down to the last crumb  
The sweet, fried dough is what you need  
Satisfaction is guaranteed!!

Deliciousness right to the soul  
The deep fried goodness,  
with the hole  
Chocolate, custard, jam or iced  
It is not too hard to be enticed!

**Justine Pielli, Flight Centre**

I'm hungry. I'm tired,  
In need of a treat.  
Something round.  
Something scrumptious.  
I spy something sweet!  
A donut will solve all my problems I'm sure!  
Something yum in my tum,  
and I'm happy once more!

**Anonymous**



## A date set for Docklands



**THE** highly anticipated the Melbourne Marriott Hotel Docklands will open its doors to the public from 17 Jun.

The five-star property will offer guests free high-speed wi-fi, a

### Viking Exp combos

**VIKING** Cruises has released three newly-created back-to-back expedition combination cruises, responding to a surge in clients booking the combos on their own.

The offerings include the 42-day Antarctica & the Americas Sojourn between Buenos Aires and New York, taking in the Antarctic, South America, the Brazilian coast and Caribbean priced from \$39,995pp departing in Mar 2022.

Also new is the 41-day From New York to Antarctica in Oct 2022 and the 24-day Caribbean & Brazil's Coastal Jewels which is priced from \$15,995 per person. More details on 138 747.

fitness centre, a rooftop infinity pool (**pictured**) & meeting rooms.

Accommodation is offered in either Deluxe, Premium or Star View categories, configured for king or double bed options.

The property will also be home to the country's first M Club, providing 24/7 luxury lounges for loyalty members serving up free catering and quiet spaces.

### IATA predicts 2023

**THE** International Air Transport Association (IATA) has flagged that the volume of global air passenger traffic will exceed pre-pandemic levels by 2023.

The industry body believes air traffic will only recover to 52% of pre-COVID levels by the end of this year, while the number should climb to 88% in 2022.

IATA added that despite the long-term impact of COVID, its data suggests the desire to travel globally remains strong.



## send us donut ditties to win

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

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

## 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?

These huge statues are

scattered around this island.

Carved from volcanic stone and on average standing 4 metres tall and weighing 14 tonnes, they were moved to specific places by the local people.

## 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. ADD
2. GVA
3. WYA
4. LGA

2



### AIRLINE LIVERIES

1



3



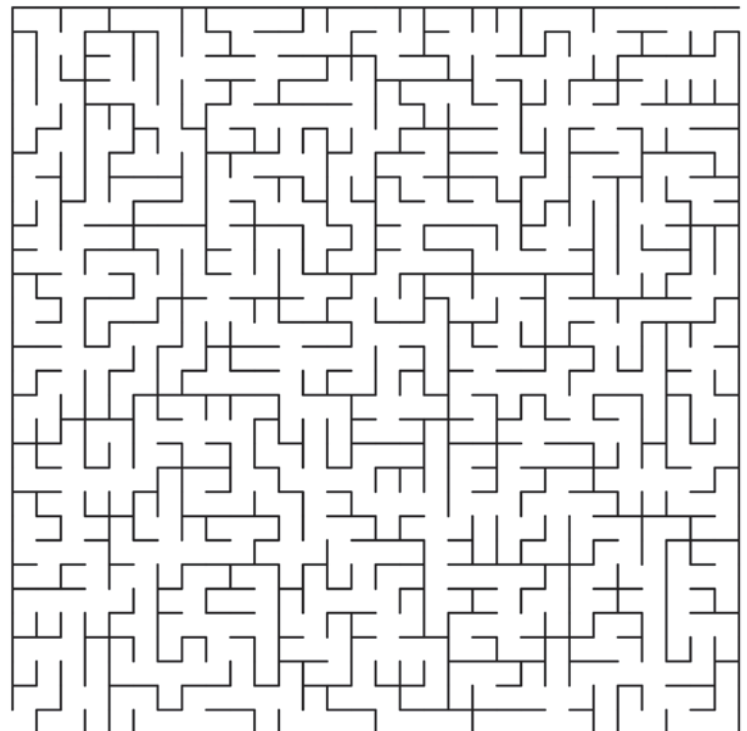
## Pub quiz

1. For how many blocks of Hollywood Boulevard does the Hollywood Walk of Fame extend for?
2. The United States has won by far the most Olympic medals at the Summer Games, at over two times more than the next country, but what nation has won the most medals at the Winter Games?
3. The Ross River flows through which North Queensland city?
4. As of 2016, a bidet was installed in roughly what percentage of Japanese households?
5. What is Australia's deepest lake?
6. Fiordland National Park is the largest national park of what country?
7. What Hong Kong attraction is located on reclaimed land in Penny's Bay?
8. Lizard Island is located in which sea within Australian waters?
9. The Noongar are Aboriginal Australian peoples who live in which region of the country?
10. The Strait of Otranto connects which two seas?

## A-maze-ing

**CAN** you find your way through this maze?

Start at the bottom and finish at the top.



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### ANSWERS 27 MAY

Where in the world: Two Hands Wines, Barossa, South Australia

Pub quiz: 1 Adelaide, 2 Haigh's Chocolates, 3 Japan, 4 Adelaide Oval, 5 The Moseley Beach Club, 6 Penfolds - Magill Estate Cellar Door, 7 Pirate Life, 8 Tarrantanyangga – meaning red kangaroo rock place, 9 19th century – 1870, 10 Hotel Indigo

Know your brands: 1 ASX (Australian Securities Exchange), 2 Firefox, 3 Quark Expeditions, 4 Subway

Whose animal is this: Frigate - Antigua and Barbuda



### Cable car update

**MORE** details about a proposed cable car development at Mt Wellington have been published in a planning report submitted to the Hobart City Council, revealing the attraction will boast a restaurant at the summit of the mountain if approved.

Only cable car ticket holders would be able to make a booking at the eatery, with a separate cafe to form part of the attraction, which the report states would attract 471,000 visitors a year.

The proposed cable car journey would run for 2.4km from the base station to the pinnacle centre transporting two cabins, each with a capacity of 80 people.

Public comment on the application closes on 22 Jun, with council members to consider the merits of the development in Jul.

### Fraser's China plan

**FRASERS** Hospitality is forging ahead with its expansion in China, building on the successful launch of Fraser Residence Chengdu mid-last year with seven hotels planned in the next four years.

The strong growth course will target "key Chinese gateway cities", Fraser's said.

### Wellness in the Hills

**THE** new Wellness Tourism Unearthed event is scheduled to be held in the Adelaide Hills from 02-03 Aug.

The one-and-a-half-day grassroots industry event is designed to engage and upskill the wellness and tourism industry, immerse attendees in the latest consumer wellness & travel insights, and offer tips to succeed in the sector.

## 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)

Savings of \$200 per couple are available on Tradewind Voyages' South Australia & Tasmania Adventure Cruise with Blue Mountains Extension when booking through **Cruise Traveller**. Deals are valid for those booking by the end of next month. Call Cruise Traveller on 1800 507 777, or **CLICK HERE** for more information.

A six-day Flash Sale from **Contiki** is offering 30% off 30 selected Europe trips, for departures until Oct 2022. Guests need only pay a \$99 deposit to lock in their day and price, with full payment not required until 45 days before departure. The Contiki Flash Sale ends 01 Jun, and for more information and to book, call 1300 CONTIKI.

Sail by night with the **Spirit of Tasmania** from \$99. Valid for trips each way, the offer is available for travel on selected night sailings from Melbourne to Devonport between Oct and Nov, and Devonport to Melbourne between Oct and Dec - **CLICK HERE** for details.

With record-high demand for Murray River cruises, **Murray River Paddlesteamers** has launched savings of up to 15% on select overnight cruises if booked by 30 Jun. Travellers can also access free wine and beer with dinner, as well as a beverage credit - call on 03 5482 5244.

**TFE Hotels'** new flagship property, A by Adina Sydney, (**TD 30 Apr**), last week officially opened its 1950s-style cocktail bar and restaurant, called Dean & Nancy on 22.

Situated on Level 22 of the 26-storey tower at 2 Hunter Street in Sydney's CBD, Dean & Nancy on 22 is the ideal place for an after-work drink, night out in the city or event venue.

Guests can expect a sophisticated cocktail experience, such as being delivered a pair of dice when ordering the Rolling A Double cocktail – and if you throw a double, you'll score a champagne upgrade.

The hotel's sky lobby sits 100 metres from ground level on Level 21 and is surrounded by a swimming pool and gym that offer city skyline views.

A by Adina describes its newest premium brand, featuring

194 apartments, as "Hotel Living", where guests choose to experience the best of both worlds, work and play.

Speaking at the media launch last night, A by Adina Sydney General Manager Amanda Cottome said, "A by Adina is a brand for a confident traveller, a traveller who enjoys incredible design, quality finishes and authentic and personalised hospitality."

**Pictured** celebrating the new hotel and bar are: Chris Sedgwick, COO TFE Hotels; Emma Sturgiss, Global Manager PR, Tourism Australia and Amanda Cottome, GM, A by Adina Sydney.

### GC to be on top?

**NEW** data from OTA Insight's newest product, Market Insight, predicts Cairns and the Gold Coast will be Australia's top tourism destinations this winter.

The new predictive market intelligence solution shows Queensland will be driving Australia's domestic tourism recovery for Aussies looking for a winter holiday escape.

Market Insight is also forecasting high traveller demand for the Gold Coast (increasing 13% week-over-week from 09 May), with hotels nearing maximum occupancy on some days over the winter months.

Throughout the school holiday period, 59% of hotels in the city will be unavailable.

### QR resumes Malaga

**QATAR** Airways is set to resume flights to Malaga from 02 Jul.

The resumption will see Qatar's Spain network return to pre-pandemic levels, with three destinations in total, including Barcelona and Madrid.

Qatar has also recently strengthened its presence in Spain through its expanded strategic partnership with Iberia, offering seamless connectivity across the Iberian Peninsula and Latin America.



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