

## NZ bubble update

AUSSIES who have visited Vic between 20-25 May will need a negative COVID test within three days of their departure to NZ under new NZ Government rules.

Anyone who has been in Victoria since 7.59pm (AEST) on 25 May is prohibited from entry.

## ATG probes cyber incident

**EXCLUSIVE**

APT Travel Group (ATG) has confirmed an investigation into a "cyber incident involving unauthorised access to our systems" which last week impacted the firm's reservation and communications IT platforms.

An update to industry partners late on Fri afternoon provided further details on the issue, with external cyber and forensic experts engaged to probe the intrusion and restore systems to operation safely and quickly.

Booking systems are now back up and running across all brands including APT, Travelmarvel, TravelGlo, Botanica and Captain's Choice, but access to servers has been restricted and at this stage delays in response are expected to continue for up to a week.

ATG said it had "not identified any activity to suggest there had been any specific incidents against any agent partners or other stakeholders," but urged agents to remain vigilant against potential phishing emails and other scam communications from organisations purporting to be from any of the group's brands.

"If you receive any suspicious emails, please immediately contact your IT team or contact

us via your BDM, and do not click on any link or document included in the email," the company said.

The investigation into the incident is also seeing ATG "assessing reports that a very small proportion of ATG data has been downloaded".

However "at this stage we are not aware of any wider misuse, dissemination or disclosure of this small subset of data," the company added, advising that if it finds any unauthorised access to customer data or personal information it will directly contact anyone affected.

"We have already taken steps to notify the relevant authorities of the incident, and we will work with law enforcement agencies and privacy regulators as required," the company said.

The issue has impacted ATG's ability to use its remote working systems and allow staff to transition back to being home-based during the current lockdown in Melbourne.

ATG said it appreciated the patience of the industry, with call systems not working as normal due to the issue and the group's reservations teams prioritising responses in relation to tours departing in the next two weeks.

Agents are urged to only call if they have urgent amendments for upcoming tours, or new bookings departing in the next month, with a special email address for non-urgent enquiries at [ATGReservations@outlook.com](mailto:ATGReservations@outlook.com).

## Lounges rebranded

MENZIES Aviation has partnered with Plaza Premium Group (PPG) to rebrand 13 of its executive lounges to be part of the PPG lounge network.

The refreshed lounges will be located in key airports across Europe, South Africa and NZ.

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NINGALOO REEF

### Today's issue of TD

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

Join our virtual event

**News TRAVEL NETWORK** **future of TRAVEL**

Discover what's next for the travel industry and dive into the minds of the 'new Australian traveller'

Keynote speakers include the Hon. Dan Tehan, Minister for Trade, Tourism and Investment, Alan Joyce, CEO QANTAS Group and a panel discussion.

**Streaming**  
**Wednesday June 9, 2021**  
**11:30am - 1:30pm AEST**

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*News Corp* Australia

## Jetstar Group Bookings – AU Domestic Promotion

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## White pivots to recruitment

**FORMER** Etihad Airways VP Eastern Region, Lindsay White, has become the MD of a new Aviation, Travel & Tourism division at executive recruitment firm Jivaro Recruitment Group.

Prior to a COVID-19 management restructure at Etihad last Oct, White managed a team of more than 120 with responsibility for all of the Abu Dhabi-based carrier's commercial activities in Australia, New Zealand, Japan, China, Hong Kong, Singapore, Indonesia, Malaysia, Thailand, Vietnam, the Philippines and South Korea.

Jivaro - very appropriately named after a South American headhunting tribe - was established 16 years ago and has a range of specialist divisions including Fashion & Retail, FMCG, Digital, Tech & Marketing and HR.

White's new Aviation & Travel operation includes former EY colleagues Sally Suleyman,

(also ex CX and HLO) as Head of Recruitment, and Lea Panagiotopoulos as Office Manager and EA to the CEO.

White told **TD** the operation had been created in readiness for a strong resumption of the airline and travel industry as the sector emerges from COVID-19.

"We're building the framework so we are ready, and there are some positive green shoots appearing already," he said.

Jivaro has offices in Sydney and Melbourne, with current industry roles available including an airport manager and GM retail.

See [jivaro.com.au](http://jivaro.com.au).

## JTB's \$1.2b loss

**JAPANESE** travel giant JTB has reported a ¥105.1 billion (A\$1.2b) loss for the year to 31 Mar.

Sales were down 71%, and the company said it would close 115 of its 480 Japanese retail outlets.

## AC links with Rocky

**AIR** Canada has forged a new partnership with Rocky Mountaineer which will see Aeroplan loyalty members able to earn points when they book a new rail journey.

Aeroplan members can now earn up to 20,000 bonus points for each eligible booking, with Elite Status 50K members able to take advantage of a complimentary upgrade to the GoldLeaf Service.

For more details, [CLICK HERE](#).

## Malaysia off radar

**A POSSIBLE** green lane between Australia and Malaysia is unlikely to happen anytime soon, with the country to go into a nation-wide lockdown from Jun following a surge in COVID cases.

Malaysia reported 8,290 new coronavirus cases on Fri, constituting a fourth straight day of record infections and bringing its total number to 549,514.

## QF mega prizes!

**MORE** details have been revealed by Qantas about its vaccine incentive scheme, with 10 mega prizes flagged including free travel for a family for a year.

CEO Alan Joyce made a number of media appearances this morning, confirming the plan would also see a tie-up with Accor, seeing vaccinated passengers able to score free points and accommodation.

A QF spokesperson said the program would launch in Jul through the Qantas App.

## Hawaiian cuts brand

**HAWAIIAN** Airlines has discontinued its Ohana by Hawaiian passenger service between Honolulu and the islands of Molokai and Lanai, citing significant costs associated with rebooting the brand.

Passenger services had been suspended since Mar 2020 following a slide in island travel.

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## Window Seat

**FOUR** in 10 Australians would rather go on a holiday with their dog than their partner, according to new research released by Camptoo.

The recreational vehicle sharing online booking platform said that given the surge in demand for Aussies to take their four-legged friends to the great outdoors, it was pertinent to know all of the best travel advice.

Tips include making sure to book at pet-friendly accommodation and dining venues, taking a leash pin that can be securely tethered to the ground so that doggies can't run away, and making sure pets are securely seated in transit in case of an accident.

Talk about some total "pawsome" holiday plans!

## Vault House reborn

**BERRIMA** Vault House has been refurbished to become a major tourism draw, with the site now offering guests three-bedroom accommodation known as The Courthope Residence.

A stay includes complimentary access to all membership facilities such as the restaurant and private dining rooms, as well as a concierge offering "without the formality and stiffness" of traditional services.

## Virtuoso board high above harbour



**LAST** week's Virtuoso Forum in Sydney (**TD** 24 May) saw the group's Regional Member Advisory Board gather atop the Four Seasons Hotel at the event's closing lunch which wrapped up two days of reconnection.

The event included an opening address by Tourism Australia MD Phillipa Harrison, reaffirming the organisation's commitment to its ongoing Virtuoso partnership saying "it's advisors who sell the full experience, and really make sure that people, when they go, they don't half-holiday, they have a whole holiday".

**Pictured** from left are Michael Londregan, Virtuoso; David Brandon, Savenio; Yvonne Verstandig, Trans World Travel; Michael Nolan, Bayview Travel; Melinda Gregor, Gregor & Lewis; Anna McMurtrie, Wentworth Travel; Sharyn Kitchener, Mosman Travel; and Anthony Goldman from Goldman Travel.



The forum's gala dinner last Mon also included the announcement of Claudia Rossi Hudson as the recipient of the group's 2021 Southern Cross Spirit Award.

It's only the second time the accolade has been awarded since its inception, with the announcement fittingly made by Bev Cohen from Wentworth Travel (**inset** with Virtuoso's Michael Londregan), as recognition of Rossi Hudson's "extraordinary service and contribution to Virtuoso over many years at both a regional and global level".

## Vic support package

**THE** Victorian Government has unveiled a \$250.7 million Circuit Breaker Business Support Package to assist businesses affected during the latest lockdown, including accommodation providers and event organisers. More details available **HERE**.

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## Abercrombie & Kent

## Where in the world?

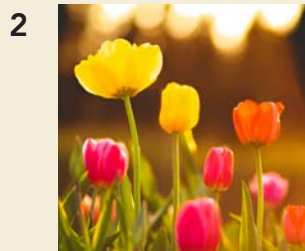


**THIS** huge lake is shared between two nations and is one of the largest in Western Europe and the biggest in one of the nations it is shared between. It is shaped like a crescent and surrounded by mountains on many sides, the lake is beautiful and covers around 580km<sup>2</sup> with

it measuring around 13km across at the widest point. The lake and one of the largest cities located on its shores, known for its banking, also share a name. Do you know what is the name of this large body of water and where it can be found?

## Pick the nation

**COUNTRIES** have unique geography, ethnicities and cultures which come together to often form very distinctive symbols. Based off the four different symbols and famous faces, see if you can figure out which country they represent.



## Sudoku

## FIENDISH

**THE** aim of Sudoku is to complete the entire grid using the numbers 1-9. Each number can only be used once in each row, once in each column, and once in each of the 3x3 boxes.

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

www.sudokuoftheday.com - visit them and get a new Sudoku every day!

## Whose mascot is this?



**THIS** Victoria-era railroad locomotive is built on a truck chassis, and is operated and maintained by student members of the on-campus Reamer Club. The Boilermaker special leads its team onto the field before each game to the tune of the school song, firing its train

whistle and smokestack as it goes, which is powered by a fire extinguisher. During the season, the Boilermaker Special's cow-catcher is affixed with caps sporting the logo of defeated teams. Whose mascot is this?

### ANSWERS 28 MAY

Icon under a microscope: Moai on Easter Island, Chile  
 Test your airline knowledge: Airport codes - 1 Addis Ababa, Ethiopia, 2 Geneva, Switzerland, 3 Whyalla, Australia, 4 La Guardia New York, United States  
 Airline liveries - 1 JetBlue Airways, 2 Tanzania Air, 3 Singapore Airlines  
 Pub quiz: 1 15, 2 Norway, 3 Townsville, 4 81%, 5 Lake St. Clair, 6 New Zealand, 7 Hong Kong Disneyland, 8 Coral Sea, 9 Southwestern Australia, 10 Adriatic Sea and Ionian Sea



### AF Helsinki return

**AIR** France has announced the return of nonstop flights to Helsinki after a 20-year absence.

The carrier said it would return to the service from 06 Jul all year round, operating four times weekly using an Airbus A319.

Previously, AF had a codeshare deal with Finnair on flights from Paris Charles de Gaulle.

AF added it was seeing an increased appetite for travel week-on-week, with European travel the strongest driver.

### Crystal to resume

**CRYSTAL** River Cruises has confirmed plans to resume sailings in Europe from 29 Aug following a decision by the European Union to allow entry for vaccinated travellers.

The line said that further details would be communicated soon and that it was currently assessing its ship deployment.

Cruises will relaunch with a stringent set of health protocols, including the mandatory vaccination of guests and crew.

**NOVOTEL** has announced it will be introducing four new design concepts to select locations around the world following a successful global pitch.

The range of new themes now available in the Accor subsidiary's repertoire have been launched to shift it from a standardised brand to a "hospitality leader in the mid-scale hotel space", with property owners and franchisees able to select for themselves which themes to adopt in order to suit their unique client markets.

The new designs include the homely and sustainable RF

Studio theme, contemporary metro, the Sundukovy Sisters aesthetic (**pictured**) combining business and pleasure, as well as Hypothesis, focusing on reducing waste of both space and time.

"Our goal is to achieve a signature hotel experience, without standardisation, from check-in to check-out – a major evolution for the brand and a leading approach in the mid-scale segment," said Accor's Senior VP of Design Damien Perrot.

Locations in Phuket and Mexico have already signed on to use the designs, with "many more" to roll out over the next two years.

## BROCHURES

**WELCOME** to Brochures of the Week, *Travel Daily's* Monday feature. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to [brochures@traveldaily.com.au](mailto:brochures@traveldaily.com.au).



#### Scenic - First Time Wonders

Providing a guide to river cruising, Scenic Luxury Cruises & Tours' First Time Wonders brochure provides tailored answers to all the questions a traveller new to river cruising may have. The brochure also aims to help match the best river cruise for each traveller, explaining why Scenic's river cruising is a great way to see the world, what guests can expect on board, and where the cruises visit. The brochure also expands on Scenic's all-

inclusive pricing model, and why travellers can be confident everything on board has been taken care of for the highest-quality experience and the best value



#### Contiki - 2021-23 Latin America

Contiki's new 2021-23 Latin America brochure details the brand's adoption of a new way of travelling, in the wake of the COVID-19 pandemic. The brand has much in store in Latin America in the coming years, including travel for good - how Contiki's trips "go local", with travellers supporting local communities on their adventures; and adventures off-road, from the salt flats of Bolivia to the peaks of Machu Picchu. In the brochure,

travellers will also explore how they can get in touch with their wild side, through hiking, off-grid accommodation and more.

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