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EXPEDITIONS

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TRAVELLERS can explore with National Geographic experts and photographers next year on a range of itineraries with Ponant.

Discover the cruise line's new 2022 expedition brochure and view next year's itineraries on the cover page of today's **TD**.

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NT Now

nib reboots insurance

AFTER announcing a pause in sales for its travel insurance products in Australia and New Zealand from 05 Oct (**TD** 28 Sep), nib has appointed a new underwriting partner that will see sales resume from mid-Nov.

Pacific International Insurance has been selected as the new underwriter for the insurance giant's travel coverage, replacing agreements with the AXA-owned XL Insurance Company SE, which was phased out in nib's quest to deliver appropriate costing that would set the business up for future growth opportunities.

Under the terms of the new agreement, nib stated there would not be any "major changes" to its range of travel insurance products, pricing, servicing or coverage.

The insurer's CEO Anna Gladman said the timing of the deal was a positive one, with travel starting to ramp up again

and its travel insurance division gearing up to receive a much-needed boost in interest.

"With many travellers starting to plan their next adventure as international and state travel restrictions begin to ease, the new partnership couldn't come at a better time," she said.

"We expect our travel insurance business to recover quickly...and build momentum."

Nib confirmed that its travel insurance would cover "some" COVID-19-related events such as medical expenses overseas, select cancellation scenarios, and quarantine costs in the event of a positive diagnosis while travelling overseas.

Today's issue of TD

Travel Daily today has seven pages of news, a front cover from **Ponant** plus a full page from **Abercrombie & Kent** and **TD's** Still Standing event.

A&K is on the hunt

ARE you ready to sell the dream with Abercrombie & Kent (A&K)?

The company is seeking dynamic professionals with a passion for extraordinary luxury travel to join its team.

Head to **page eight** to find out more about the advertised roles.



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Jan to Jun 2022 TREND FORECAST

Discover the key travel consumer trends shaping decision-making. For category insights for your brand contact your News Corp representative

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AFTA backs T&C transparency

THE Australian Federation of Travel Agents has welcomed confirmation from NSW Minister for Better Regulation, Kevin Anderson, that the state will introduce new information standards to outline key terms and conditions of travel contracts.

The move was flagged earlier this week (**TD** 10 Nov), with AFTA CEO Dean Long telling *Travel Daily* “we have been working really closely with them to develop an industry standard”.

Anderson said that with COVID-19 restrictions easing, “there’s never been a better time to ensure consumers are clear about what happens if they need to cancel or defer travel”.

The new information standard will clearly outline details relating to cancellations, refunds and credits, processing fees and any other important exclusions.

“These changes mean that customers will be fully informed

before they commit to a purchase helping them avoid an unexpected shock if they have to cancel or defer,” Anderson said.

The Minister noted that the standards are being developed in consultation with key industry players including AFTA.

The NSW Government has also launched a “Look Before You Book” campaign ([CLICK HERE](#)) to remind consumers to carefully consider terms and conditions when making travel plans.

Long congratulated the state government for its leadership on this issue, saying the issue was complicated because each hotel, airline, tour operator and cruise line has different T&Cs.

“Travel agents and businesses spend a lot of time helping clients through this...anything that can be done to assist with this process and remind consumers to read and consider the T&Cs is greatly appreciated,” he said.

AA skills challenge

THE Accommodation Association (AA) has launched a range of major initiatives to combat a significant skills shortage in the sector.

With job vacancies in the industry set to top 100,000, AA’s ongoing partnership with the Australian Government has seen the development of a platform to direct job seekers through training and opportunities aligned to their interests and to the vacancies available.

Aurora on the road

AURORA Expeditions is hosting a range of upcoming events between 23-25 Nov in the Gold Coast, Adelaide, Brisbane, Noosa, and Perth.

The events will provide information on Aurora’s Arctic, global and Antarctic program for 2022-2023, and will offer a Q&A sessions with expedition team members - [CLICK HERE](#).

Korea/Japan close

PRIME Minister Scott Morrison has said quarantine-free travel will soon be on the cards for Japan and South Korea.

As the national vaccination rate approaches 90%, Australians will soon be able to travel to the two popular Asian destinations under new travel bubble arrangements, set to be formalised within coming weeks.

Tickets going fast

DON’T forget to book your spot at the upcoming *Travel Daily* Still Standing Celebration, taking place on Tue 30 Nov in Sydney.

Open to anyone in the industry, past, present, and future, limited tickets are still available for the bargain price of just \$60 thanks to the generous support of the event’s sponsors.

Ticket sales will close next week so don’t miss out - for more details see the **last page** of *Travel Daily*.

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The Summit will take place on Tuesday 16 November, 2021 and is a free, three-hour online event featuring inspiring keynote speakers and informative education sessions. Aussie Specialists and distribution partners are invited to join this online community and attend.

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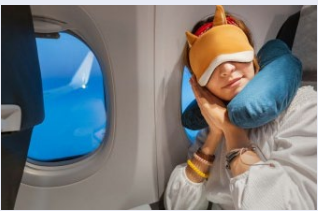
WITH so many of us preparing to take to the air again, it's worth reminding people about the most comfortable ways to take a flight.

Pillow expert Darren Nelson from Solace Sleep has recommended five travel hacks designed for passengers to get the best snooze on a plane.

Nelson suggests tight clothes can be one of the biggest enemies of sleep, recommending instead to suit up in loose-fitting pants and a jumper which can breathe.

A good quality eye mask and noise cancelling headphones are also seen as good ways to increase sleep quality, as well as packing a jacket or blanket to keep warm, a proven precursor to falling asleep faster.

A comfortable neck pillow is another important weapon in the fight against flight insomnia, Nelson says, while limiting screen time, no matter how great the selection of movies on offer, is another important way to condition your body for the best sleep possible.



States cash up tourism

THE Victorian Government has allocated \$100 million through its Regional Tourism Investment Fund to support the creation of new attractions focused on nature, epicurean, arts & culture, and First Peoples' experiences.

The latest funding round will deliver grants of up to \$10 million per project, with a minimum amount of \$150,000, and is seeking applications from private businesses, local and state government entities, incorporated associations, not-for-profits, Traditional Owner Corporations and Aboriginal organisations and groups.

Cash injections from the state's Regional Tourism Investment Fund has already seen \$46 million pumped into 30 small infrastructure projects, including several that are under construction such as upgrades to the cellar door at All Saints

Estate in Rutherglen and a redevelopment of Mt Buller's and Mt Stirling's mountain bike and walking trails.

MEANWHILE several Queensland regional tourism organisations have received a share of \$15 million in funding from the Qld Government over three years to spur on the state's visitor economy recovery plan.

Recipients include the Drive North Queensland campaign, Visit Sunshine Coast's mountain bike tourism push, Destination Gold Coast's Reunite in Paradise campaign, and Tourism Whitsundays' youth travel push.

Rex installs wi-fi

REX Airlines has started rolling out wi-fi options on board its fleet of Boeing 737-800NG aircraft, with four jets already equipped with Intelsat's 2Ku Wi-Fi system.

The airline's remaining two planes will be fitted with the wi-fi tech in the coming months, with Economy class pax able to access the service for free until 01 Dec, when a fee will be introduced.

Rex is also introducing new TV shows and movies through its in-flight entertainment system.

Amadeus links DL

DELTA Air Lines and Amadeus have signed a new global distribution agreement that will offer travellers a range of options via the Amadeus Travel Platform.

Under the deal, travel sellers will have access to Delta's products via an enhanced shopping display that features an expanded range of flight options.

Dorsett GC tunes in

THE Dorsett Gold Coast has been chosen as the accommodation partner for the Eurovision - Australia Decides 2022 event, hosting the artists and host Joel Creasey.

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APT links with Mint

MINT Payments has been appointed as an official payments partner for APT Travel Group.

The move will see brands including APT, Travelmarvel, Botanica, Captain's Choice and Antarctica Flights offer the MintEFT solution, with APT Travel Group GM Finance Glenda DeMarinis saying "we always ensure we do everything we can to offer the most seamless transactional process possible".

APT will integrate MintEFT into its reservation system via Mint's APIs to improve efficiencies.

The Lyall gears up

THE Brandman Agency has been appointed as PR representative for Melbourne's Lyall Hotel & Spa which is currently undergoing a makeover directed by owner Rowina Thomas (**TD** 15 Sep).

AY adding Haneda

FINNAIR will expand its Asian network to include Tokyo Haneda Airport from Mar next year, as its sixth destination in Japan.

AY is also adding non-stop flights from Helsinki to Busan in South Korea.

Did you know it? An industry poet!



EXPEDIA TAAP's Stuart Udy (pictured) is vying for the title of the Australian travel sector's poet laureate, with optimism around the restart of travel inspiring this stunning creative effort.

Send your poems, sonnets, limericks and other creative efforts to poetry@traveldaily.com.au.

There was movement in the market

*As the word was passed around
That the travel agents' world is coming back*

*With the borders creaking open
And the vaccines hitting home
We can see the bookings
growing down the track*

*There's a Fiji bubble booming
The US growing fast
And there's lots of interest
booking the old Dart.*

*Singapore is slinging
And romantic French are singing
Come stay with us you Aussies
with a heart.*

*Greeks are shouting Kalimera
Italians calling Cinque Terre
The world is ready for your next
adventure*

*So hold your heads up agents
Get your databases churning
TAAP has your back to bring on
your new venture!*

NCL info evening

NORWEGIAN Cruise Line will host an exclusive "virtual information evening" for travel agents and their clients next Wed 17 Nov at 6.30pm AEDT.

Hosted by VP for Asia Pacific, Ben Angell and the NCL team, the free online event targets both past guests and new-to-NCL cruisers, with a one hour session inspiring passengers to begin planning future cruise holidays.

The gathering will cover new itineraries, health & safety protocols, the new *Norwegian Prima* and the latest NCL offers.

Agents can share the registration link by **CLICKING HERE**, while a social media banner to promote the event is available for download **HERE**.

All attendees will be asked for details of their travel agent so leads can be passed on following the event, the company said.

Boeing MAX compo

BOEING has formally admitted responsibility for the Ethiopian Airlines 737 MAX crash in Mar 2019 which led to the extended grounding and re-engineering of the aircraft (**TD** 11 Mar 2019).

Documents filed in a Chicago court overnight will allow a compensation process to proceed, with the aircraft manufacturer reaching agreement with families of the victims of the tragedy.

The downing followed a similar crash in Oct 2018 of a Lion Air 737 MAX in Indonesia.

Lawyers described the ET deal as a "significant milestone for the families in their pursuit of justice," while the plane maker noted that "since the accidents, Boeing has made significant changes as a company, and to the design of the 737 MAX, to ensure that accidents like those never happen again".

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Kicking it big time with AIUla



THE first pair of limited-edition Adidas sneakers offered in the AIUla online training platform (**TD** 07 Sep) have found a home, after being won by Lisa Levido from Travel Associates Runaway Bay in Queensland.

After completing the training to learn about one of the world's hottest new destinations, Levido

was placed into the draw and won - luckily for her daughter (**pictured**) who is now 100% on fleek as she sports the funky athletic footwear.

The limited edition sneakers have been created by Saudi Arabian designer Arwa Al Banawi, with more pairs up for grabs for consultants who boost their knowledge of AIUla by undertaking the modules which are part of the **Travel Daily** Training Academy.

Sign up for free today at training.traveldaily.com.au.

QF launches Melbourne-Byron

QANTAS has today debuted direct flights from Melbourne to Ballina Byron Gateway Airport, with three weekly frequencies initially, increasing to daily over the peak summer holiday period.

QF Domestic and International CEO, Andrew David, said Byron Bay had been one of the most in-demand destinations for QF and JQ customers over the last year.

"These additional flights are coming at the right time for families who've spent a lot of time at home in recent months and are looking forward to getting out and exploring the best of Australia," David said.

Seabourn special

CREATIVE Cruising is promoting an exclusive US\$300 shipboard credit on Seabourn, in conjunction with the cruise line's launch of 2023 Europe.

The Double Cruise Sale Week offer is applicable on all sailings in the newly released program, but is not combinable with the current bonus offer of up to US\$130 per suite available on selected 2022 departures - more details on 1300 362 599.

Destinations! Drive visitation by educating advisors

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Travel Daily



Treetops opens

EXPERIENCE Co will this weekend open a new Treetops Adventure facility in the Sydney suburb of St Ives.

Visitors can enjoy a 2.5 hour session exploring eight different courses, with activities including 15 ziplines, 95 aerial obstacles, tight ropes and nets.

The park is the company's 15th location, with the opening following the recent acquisition of Trees Adventure by the ASX-listed company (**TD** 30 Sep).

The activities are also a great option for businesses wanting to do team building - for details see treetopsadventure.com.au.

Qatar Airways joins IATA CO2NNECT

QATAR Airways has become the first carrier to join the new IATA CO2NNECT program offering voluntary carbon offsetting for air cargo shipments.

Qatar Airways Cargo will provide a customised environmental solution for one of its key clients, freight forwarder Kuehne + Nagel, who will be the launch customer for the platform.

Earlier this month QR Cargo operated the first carbon-neutral air freight flights from Doha to Frankfurt, Liege, Paris and Zaragoza.

ANA Travelport deal

ALL Nippon Airways has signed a new agreement with Travelport, with the pact including the implementation of Travelport's Rich Content and Branding travel merchandising solution and an expanded content agreement.

ANA joins more than 300 airlines already using the solution, with the announcement also seeing the carrier name Travelport as a "Friendly Partner" in recognition of a "long and productive working relationship which has proven its value many times over," according to ANA VP of Marketing Strategy, Keiji Omae.

SIA narrows loss

SINGAPORE Airlines has released its results for the six months to 30 Sep, with the gradual recovery of international air travel seeing an overall net loss of SG\$2.63 billion.

The carrier said its traffic grew fivefold year-on-year to reach 32% of pre-COVID levels.

During the period six Boeing 737-MAX 8 aircraft were transferred from SilkAir into the SIA operating fleet, while a new Airbus A350 entered the fleet alongside the removal of the carrier's last Airbus A330.

SIA will reinstate Airbus A380 flights to London from 18 Nov and Sydney from 01 Dec, and overall passenger capacity is expected to reach 43% of 2019 levels by the end of the year.

"The SIA Group remains steadfast in its commitment to emerge stronger from the pandemic," the carrier said.

More Carnival canx

CARNIVAL Cruise Line this morning advised travel agents and their clients of a further extension to its local cruise pause, with Government inaction on a cruise restart forcing the suspension of *Carnival Splendor* and *Carnival Spirit* Australian departures until early Mar 2022 at this stage.

Carnival said "while we continue to make progress on our plan to return to service, there is still no certainty when cruise departures from Australia can resume".

More details in today's issue of **Cruise Weekly**.

New Fremantle site

THE City of Fremantle has launched a new tourism website complemented by a new THIS IS FREMANTLE annual holiday planner publication.

The site at visitfremantle.com.au is said to be more user-friendly and to have a "much better capacity to reflect the Fremantle brand values of sea, spirit and soul," said Mayor Hannah Fitzhardinge.

CORPORATE UPDATE

Corporate's slow return

BUSINESS travel is expected to be among the slowest segments to recover from the COVID-19 pandemic, with a new survey revealing low levels of confidence in a near-term corporate return.

The new *Asia Pacific Travel Recovery Report* compiled by CAPA Centre for Aviation and global airport services company Collinson collates responses from more than 400 senior travel industry executives, finding just 37% of respondents are now expecting a "full recovery" to 2019 levels by 2023.

While short-haul business and

corporate travel have made a cautious comeback in certain markets, there had been little movement in predictions between surveys conducted in Apr and Sep this year.

"In predicting travel in 2022, just over a third (35%) of respondents expect a 41-60% recovery to 2019 pre-pandemic levels of short-haul business travel, while 23% are more positive and expect to hit 61-80% of 2019 levels next year," the report summarises.

Just 8% of those polled are expecting 80% or higher levels of recovery next year globally.

"Long-haul business travel remains the furthest from reach...recovery to 2019 levels is expected to take longer than any of the other segments, with respondents becoming less confident in the timescale of segment recovery, due to travel restrictions remaining imposed far longer than previously anticipated," the report adds.

According to 86% of respondents, less than two thirds of the long-haul business travel market will return next year, while in Asia Pacific 30% of those polled believe the industry will not even reach 20% of 2019 levels in 2022.

The full report can be viewed online by **CLICKING HERE**.

QF adds Annature

QANTAS Business Rewards has added electronic document identity verification provider Annature as a partner for the Qantas Business Rewards scheme.

The system offers up to 20 QF Points per "envelope sent," with the platform allowing signatures to be requested instantly via SMS.

Other offers from the Qantas Business Rewards program this month include up to 500,000 bonus points for Live Eftpos devices, and up to 50,000 points for those signing up to use the Yak Pay payroll system.

FCM showcases its proprietary platform

FLIGHT Centre Travel Group's FCM has released a preview of its revamped global travel management platform, saying the system reflects the company's "accelerated investment in next-generation technology to address the future requirements of a multinational customer base that stretches over 100 countries".

The new platform reflects two years of work in collaboration with clients from different sectors and with varying sizes and budgets, according to FCM MD Marcus Eklund.

"As the world has changed, so have the challenges our clients face too...with geographically dispersed operations and a remote workforce the new norm, our travel management solution has been purposely designed for the digitally savvy workforce, offering a powerful suite of digital tools and dashboards that puts travel managers, arrangers and travellers firmly in control."

The integrated system allows choice of booking tool, duty of care suppliers and expense management platforms, and includes live chat with FCM's experienced team.

A video showcasing the system is at traveldaily.com.au/videos.

Did you know?

Travel & Cruise Weekly's fortnightly consumer magazine called *Keep Dreaming* is specially designed for agents to send their clients.



VA unveils new interior design



VIRGIN Australia has unveiled a new "aircraft interior design prototype" (pictured) including Business class seats with an extra recline of seven inches.

Two aircraft in the carrier's 737-800 fleet have already been fitted out with the new features as part of a trial, which may be incorporated in the design for future aircraft acquired as part of

VA's fleet expansion.

There are eight business class and 162 economy seats, with a "distinctive new horizontal rib design" and up the front there's a high-powered USB charging port and self-deployable non-slip cocktail tables.

In economy there's also a new seatback device holder and 40% extra legroom in Economy X.

Win a Balcony stateroom on the Azamara Onward Pre-Inaugural Cruise!

Azamara and Travel Daily are providing one travel agent and guest with the once-in-a-lifetime experience of sailing on the

5 Night Pre-Inaugural Cruise of *Azamara Onward*. Sailing from Barcelona to Monte Carlo and staying in a Balcony stateroom, this is a special sailing not to be missed.

Prize includes Balcony stateroom for 2 on the 5 night pre-inaugural cruise. Minor Prizes will be awarded each week of one x \$100 VISA e-gift card.

So get your entries in early. To enter please tell us in 25 words or less why you need to win an Azamara cruise in Europe? Creativity counts!

ENTER HERE



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The museum in the sky



TRAVELLERS now have the opportunity to discover the mysteries of the ancient civilisation of AIULA thanks to new museum flights launched by SAUDIA Airlines.

Operating between Riyadh and AIULA, the service allows passengers to see first-hand, glass enclosed artefacts discovered during archaeological digs from across the historic AIULA region.

Each piece is accompanied by an expert description of its history, with a Q&A session hosted by archaeologist Dr Rebecca Foote also on offer for those travellers wanting to dig even deeper.

SAUDIA's new in-flight entertainment system will also feature the option of viewing exclusive full length documentary called *Architects of Ancient Arabia*, revealing the origins of human civilisation in AIULA.

Australians can fly to Riyadh via a range of airlines and can apply for an e-visa before departing on

their flights.

All travellers must be fully vaccinated against COVID-19 to enter the country.

Pictured: SAUDIA's crew proudly display some ancient artefacts.

DoubleTree growth

THE DoubleTree by Hilton hotel brand has flagged plans to open 15 locations in South East Asia over the next couple of years in emerging tourism nations.

The pipeline will see two properties open in Malaysia in 2022 and 2023, as well as the DoubleTree by Hilton Jakarta Bintaro Jaya Xchange Indonesia in 2023 and the DoubleTree by Hilton Negombo Resort Sri Lanka in 2024.

Hilton currently operates 10 DoubleTree by Hilton hotels in SE Asia, including three opened over the last three months, with one location in Sri Lanka, one in Indonesia and one in Malaysia.

The first official interview with new AFTA CEO Dean Long, the disunited states of Australia and more in the November issue of *travelBulletin*.

travelBulletin

CLICK to read



Borders decimate Aug

INTERSTATE travel was significantly impacted by state border restrictions during Aug, with the latest figures from Tourism Research Australia showing that overnight trips were down 67% on the prior month.

Intrastate movement also suffered a downturn, albeit to a lesser extent, with overnight trips in Aug down by 23% on Jul.

When compared to pre-pandemic levels, Aug showed a wider gulf across key metrics than previous months, with overnight trips falling away by 60% on Aug 2019, while overnight spend plummeted by similar volumes, down by 59%.

The report showed that

domestic spend declined the most in NSW and Victoria.

NSW lost \$189 million between Mar and Aug 2021, while spend in Victoria leaked \$273 million during the same period.

The two states with the hardest border policies contributed the most to the national overnight spend figure, with Queensland accounting for 35% and Western Australia contributing 29% of the national figure, while the two largest states of NSW and Victoria delivered just 7% and 11% of the shares respectively.

The cumulative loss in interstate domestic overnight travel stood at \$40.6 billion in Aug, while total intrastate losses were \$4.7 billion.

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

Savings of 20% are available on Sydney to Hobart Yacht Race spectator cruises through **Captain Cook Cruises**. The lunch cruise, departing at 11.30am, is priced from \$179 per person (normally from \$245), and includes a choice of lunch and drink packages over two decks. For further information and bookings, **CLICK HERE**.

Sydney's **Crowne Plaza Sydney Darling Harbour, an IHG Hotel**, on Bathurst Street, is offering a QVB Shopping Spree deal, to help travellers get into the holiday shopping swing. The hotel has partnered with the iconic Queen Victoria Building to offer guests a \$100 shopping voucher with any stay through Jan. Accommodation rates start from \$269 per night - phone 02 9063 0100.

Savings from \$3,234 per couple, as well as up to \$350 per person in extra bonus value on suites is being offered by **Emerald Cruises** for select sailings in Europe in 2022. Bonus extras include an one night's accommodation, a free land tour or a drinks package. Call 1300 434 397.

MSC Cruises' Black Fri sale is offering a saving of up to 45% on selected seven-night departures next year between 02 Apr and 12 Nov. Commencing 25 Nov, the promotion will run until 03 Dec - 1300 028 302.

Got a confidential tip? Contact *Travel Daily* via our secure WhatsApp service on +61 2 8007 6760 or click **HERE**

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