

# Beyond the Polar Circle

A LIFE CHANGING JOURNEY TO ANTARCTICA  
WITH ANDREW DADDO



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## Today's issue of TD

*Travel Daily* today has six pages of news plus a front cover page and a photo page from **Ponant**, and a full page from **Viking Cruises**.

## Lots of TD prizes!

**ANTICIPATION** around the restart of travel has the industry slowly waking from hibernation, with a number of suppliers sponsoring *Travel Daily* competitions throughout the month of Oct.

**TD** readers will have the opportunity to win some great prizes, with the first cab off the rank today being a ticket on this year's NYE on the Harbour cruise courtesy of Rediscover Australia and Unique Cruises.

Simply send in a photo of your best New Year's celebration and a 25 words or less description of why it was so momentous, with runner-up prizes of \$100 and \$50 gift cards also on offer - for more details see **page four**.

## FCTG to challenge closures

**FLIGHT** Centre Travel Group may take legal action against the WA, Qld and Tas governments if they continue to prevaricate about the National Cabinet-approved plan for reopening at a full vaccination rate of 80%.

FCTG MD Graham Turner has told *The Australian* that the company would likely join with several other major tourism businesses in the court case if the recalcitrant jurisdictions do not make "reasonable" plans to open their borders for domestic travel.

An earlier case brought by Clive Palmer against the WA Government failed (**TD** 26 Aug 2020), but the High Court explicitly noted that its decision last year was based on the fact that at the time "there is no known vaccine...for a person who contracts COVID-19".

Turner said Flight Centre had received legal advice that made it reasonable to mount a challenge, with closed borders

currently costing the company an estimated \$800 million in sales.

"We expect the state premiers to have a plan and we expect it to be reasonable...if not, and the borders stay shut, we don't have a choice but to challenge," he said.

**MEANWHILE** there is widespread expectation that a National Cabinet meeting today will see Prime Minister Scott Morrison announce that the current Biosecurity Emergency Declaration which bans outbound travel and foreign cruise ships will be lifted in mid-Nov, about a month earlier than the currently flagged expiry date of 17 Dec.

## Nevada road trips

**THE** Australian travel industry is being invited to go on the road in Nevada, via a live "Neon to Nature & Death Valley Rally" session next Tue 05 Oct at 9am AEDT.

Registrations are now open for the free webinar, which is the first in a weekly series of seven taking place each Tue - **CLICK HERE**.

## Fresh Mint deal

**MINT** Payments has finalised its acquisition of payments gateway provider IPG Group, with the overall organisation to process 80 million transactions annually, worth more than \$2 billion.

Mint CEO Alex Teoh said IPG would complement its existing product offering, operating niche verticals in travel, ticketing, events, insurance and more.

## Ponant goes polar

**PONANT** has today formally launched *Beyond the Polar Circle*, a new documentary featuring the cruise company's celebrity ambassador, Andrew Daddo.

The 45-minute movie takes viewers on a polar voyage between South America and the Antarctic Peninsula, with GM Sales & Marketing, Deb Corbett, saying it's "perfectly timed for eager travellers to learn about the bucket list destination that is Antarctica, ahead of booking expeditions in 2022 and 2023".

"Antarctica is one of the most wondrous places on earth and Andrew has captured the journey and the true Ponant experience to perfection," she said.

"We're thrilled with the result and look forward to sharing it with the world," Corbett added, with the video showcased on the **cover page** as well as in Ponant's special photo feature on **page five**.

## Viking welcome back to the world

**VIKING** Cruises has today launched a Welcome Back to the World Sale, with offers on river, ocean and expedition cruises for sale through until 24 Dec.

Savings of up to \$8,000 per couple are available, and Viking has also extended its Risk Free Guarantee until 30 Nov, offering travellers the freedom to change plans up to 14 days before departure.

A full marketing kit is available - see the **last page** for details.

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WILDLIFE AND WILDER TALES.  
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Our webinars will give you everything you need to know to plan your client's ultimate Nevada Road Trip.

WEBINAR | Neon to Nature & Death Valley Rally: Tue 5 Oct, 9am AEDT



News Corp Australia

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SUDDENLY



## Wait longer with Qantas

A RECENT study conducted by CHOICE has found phone wait times for Qantas were much longer than rival Virgin Australia.

The consumer advocacy group found the average wait time on the phone to Qantas was 39 minutes 37 seconds (more than 50 minutes for calls after midday), whereas the standard time on hold to Virgin Australia was just over seven minutes.

The mystery shopper study was

### Stopover in Qatar

QATAR Airways has teamed up with Discover Qatar to launch a range of new stopover packages for fully vaccinated travellers, with prices starting from only US\$14 per person, per night.

The packages are themed to appeal to a diverse range of different markets, with experiences including desert safaris, luxury resorts, spas, fine dining, museum & gallery tours all catered for.

There are also packages created around the upcoming FIFA World Cup Qatar 2022, which Qatar will be hosting in Nov next year.

“As our passengers plan their journeys across our network of over 140 destinations, we hope this exciting opportunity enriches them with a combined experience of the World’s Best Airline and the country’s memorable warmth and touristic highlights,” Qatar Airways Group Chief Executive Akbar Al Baker said.

initiated on the back of traveller feedback which suggested some were “waiting several hours” to change bookings during the pandemic, and while CHOICE said its findings did not reflect times as poor as that, the group did conclude that airlines are expecting customers to wait on hold for far too long.

The worst time to call Qantas was found to be around 5pm, where customers were kept on hold for over an hour on average, while VA’s worst time was shown to be later in the evening, clocking its worst average time of 12 minutes.

Both airlines were found to be far more responsive in the mornings, with Qantas averaging a five-minute wait and VA getting back in only a couple of minutes.

In addition to the tardy call centre responses, TD readers continue to raise concerns about slow refunds from airlines, with QF among the worst offenders.

### ACA reschedules

ONGOING travel restrictions have forced the Australian Cruise Association to reschedule its annual conference from Nov this year to Sep 2022.

The event will still be held at The Ville Resort-Casino in Townsville, hosting a range of networking activities, as well as seeing what pre- and post- cruise touring options are on offer in the emerging Qld cruise destination.

## Let’s get going!

AUSSIES are keen to holiday as soon as restrictions lift, but need more flexibility for fear of plans changing, Google believes.

More than half (58%) of Australians say flexible booking and cancellation policies are a top consideration for choosing a travel brand, according to internal data from Google, while the search giant also claims travel companies aren’t being visible enough with flexible policies.

Google search insights also found that when states were not being hampered by lockdowns or restrictions in the first half of the year, search interest in domestic travel increased by an average of 72% across impacted states.

The phrase “can I travel” also peaked in Jun.

## WebBeds appoints

WEBJET’S B2B travel accommodation division WebBeds has appointed James Phillips to be its President for the Americas region.

The recruitment coincides with Webjet’s ambition to expand its high-growth potential WebBeds offering in the Americas, which includes large markets such as the United States, Canada, Mexico, Brazil and Argentina.

Phillips joins the company with over 25 years of travel experience, having previously worked with brands like Starwood Hotels, Hotelbeds and Connecticut’s venture capital arm on its travel portfolio.



## Window Seat

WELL it’s Oct folks and you know what that means, Halloween is coming with all of its tricking and treating and mindless carving of pumpkins.

But for Americans planning a spooky Airbnb trip, the opportunity is there to relive the 90s cult thriller *Scream* with one of its stars David Arquette.

For only US\$5, guests can stay for one night at a Northern California estate on either 27, 29 or 31 Oct, where they will be hosted by the ageing sheriff Dewey Riley (pictured), who will creepily walk them down a terrifying memory lane.

Highlights include a tour of the house to see all of the knife marks in the wall, the dedicated phone line for reaching Ghostface, the garage roller door where Dewey’s sister Tatum met her gruesome demise, and perhaps the best part, a movie marathon featuring all four *Scream* films (on VHS naturally).

The tour will help promote the latest movie in the franchise, *Scream*, launching in Jan 2022.



# Follow the Northern Lights

Up to \$1,400 Onboard Credit\*

\*Offer amount per cabin, twin share. T&Cs apply.

HURTIGRUTEN  
Norwegian Coastal Express

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## Hamilton CEO out

**HAMILTON** Island Enterprises has announced the retirement of its long-standing Chief Executive Officer Glenn Bourke.

After 14 years with the company, Bourke will step down by Jun 2022, with Hamilton Island praising him as instrumental in driving the destination's growth and development, as well as steering the business through unprecedented disruptions, such as Cyclone Debbie in 2017 and the COVID-19 pandemic.

A search for Bourke's replacement will kick off soon.

## Intrepid milestone

**INTREPID** Travel has reached a major fundraising milestone for its vaccine equity campaign, raising more than \$100,000 for UNICEF to help fund the delivery of COVID-19 vaccinations in lower-income destinations.

The money raised will allow over 20,000 people to be vaccinated against COVID-19, with 91% of Intrepid's trip leaders also receiving their first dose.

Intrepid is now increasing its ambition to raise more funds.

## Walk for Wellness kicks up its heels



**NORWEGIAN** Cruise Line's (NCL) second annual Walk for Wellness has kicked off today.

More than 1,000 participants have registered (**TD 08 Sep**), with NCL inviting them to utilise the hashtag #NCLWalk4Wellness to share their activities this month.

Because wellness means different things to different people, NCL is inviting participants to make time for mindful moments this month with the launch of its very first mindful colouring book for adults.

With the benefits of colouring-in well known, *Colour Your World* will allow participants to tap into the benefits of art to help improve mental wellness, including the ability to bring the mind to a meditative state by quieting restless thoughts.

*Colour Your World* is filled with illustrations showcasing some of the spectacular destinations which will be visited by *Norwegian Prima* as part of her inaugural sailing season.

Participants can download the colouring book from NCL's Marketing HQ.

The NCL team is **pictured** and a Spotify playlist, NCL Relax and Unwind, is also available by scanning the code **inset**.

## EK/SAA codeshare

**EMIRATES** and South African Airways (SAA) have reactivated their partnership to boost connectivity and expand customer options in Africa.

The partnership will be initially kicking off with a reciprocal commercial arrangement.

**MEANWHILE** rival Etihad has announced two new quarantine-free destinations to South Africa, with the carrier to begin flying to Johannesburg and Cape Town in South Africa from 25 Nov.

Both destinations will operate three times per week on Mon, Thu and Sat.

## MSC protocols

**MSC** Cruises has confirmed its 2021/22 winter health & safety protocols, with the cruise line to require guests to provide relevant documentation at embarkation in line with travel requirements.

Substantiation may include a negative test result, proof of vaccination and COVID insurance documentation.

Where proof of vaccination is required, this will apply to guests aged 12 years and above with a complete set of shots received more than 14 days before the start of the cruise.

MSC will also require a COVID insurance policy as a mandatory requirement for all guests.

The insurance must cover against COVID-19 related risks, ie cancellation, interruption, repatriation expenses, quarantine, medical assistance and hospitalisation, including in the case of being a close contact.

Guests who are fully vaccinated will be able to go ashore independently according to the specific country requirements.

## Delta slams Aug air

**THE** responses of governments around the world to the Delta variant have slammed Aug domestic travel demand, the International Air Transport Association (IATA) claims.

Total demand for air travel in Aug was down 56% compared to Aug 2019, which also marked a slowdown from Jul when demand was 53% below Jul 2019 levels.

IATA said this was entirely driven by domestic markets, which were down 32.2% compared to Aug 2019, a major deterioration from Jul 2021, when traffic was down 16.1% versus pre-pandemic.

## VA on sale from \$58

**VIRGIN** Australia is offering more than 750,000 seats on sale from \$58.

Key school holiday dates will feature on the 30 routes for sale from 4pm-11pm today.

AUSTRALIANS WILL BE ALLOWED TO TRAVEL WHEN WE REACH 80% OF THE POPULATION VACCINATED, SO LETS

#givetravelashot  
#letsgetto80

## GET INVOLVED!

- 1 Get vaccinated
- 2 Use the social media hashtags
- 3 Access our toolkit of assets



## CORPORATE UPDATE

### SMEs ditching DIY, says CT

**CORPORATE** Traveller (CT) says it's seen a strong trend from its SME customers to ditch their existing do-it-yourself model in favour of adopting a TMC.

The company said during Aug it won 47 new business clients, with a broad range of sectors added to an already strong SME portfolio.

"SMEs are the backbone of the Australian economy, and pent-up demand for them to travel as soon as our borders reopen is clear," said Corporate Traveller GM Australia Tom Walley.

"From the conversations I've had with prospects and current clients, they see this time as a window of opportunity to reset their travel plans and concentrate on what will provide the most

value going forward.

"Human interaction and support is right up there," Walley added.

He said while DIY travel works for some, in a post-pandemic world when borders reopen there will inevitably be rules and regulations to abide by.

"Who wants to do all their own research on different requirements when you can just pick up the phone to an expert?"

### Responsible CWT

**CWT** has published its Sep 2021 Responsible Business Report, covering the global TMC's key achievements in seven areas of Corporate Social Responsibility.

Key highlights include reiterating the company's support for the UN Global Compact Sustainable Development Goals, committing to define science-based targets to combat climate change, campaigning against human trafficking, caring for employee health and wellness, engaging with multiple community projects, and the launch of a Responsible Travel Consulting framework to help clients design more environmentally responsible travel programs.

View the report at [mycwt.com](http://mycwt.com).

### Amex EMEA role

**AMERICAN** Express Global Business Travel has appointed Daniel Beauchamp as its new Head of Consulting for the Europe, Middle East and Africa regions.

Beauchamp was previously the company's Director of Global Clients Management, and has more than 25 years of experience in the corporate travel sector with both GBT and HRG.

## Show us your best New Years Eve Photo!

Rediscover Australia and Unique Cruises are partnering with **Travel Daily** this month to offer readers the chance to win a ticket on the NYE Hits on the Harbour Cruise, as well as offering \$100 and \$50 gift vouchers for second and third prize by providing your best picture of your past New Years Eve celebrations.

This ticket gives you access to:

- 6 Hours Sydney Harbour Cruise on Journey Beyond Cruise Sydney's *Spirit of Migaloo*
- Continuous premium food from Doltone House
- Unlimited beverages including premium sparkling wines and beers - For more information on what is offered click here

To enter send a picture of your best New Years Eve along with, in 25 words or less, what made it so memorable.

Entries to [competitions@traveldaily.com.au](mailto:competitions@traveldaily.com.au).



## Destinations! Drive visitation by educating advisors

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### Know - not no!

**GOPASSPORT** has today launched the mobile version of its [KnownotNo.com](http://KnownotNo.com) travel restrictions alerting service.

With great anticipation around travel reopening, the site allows the checking of changing conditions around any trip simply by entering origin, destination and travel dates.

It gathers information from a host of sources about restrictions, hot spot areas, entry requirements and safety precautions, with a range of free and paid options ranging from simple research about a trip through to full coverage of bookings with live notifications.

The company also offers a full service option including research from an international travel advisor - [CLICK HERE](#) for pricing details and more info.

### Egencia adds AI hotel rate cap

**EGENCIA** has launched a new dynamic hotel rate cap feature, saying the enhancement uses artificial intelligence to automatically adjust caps for allowable hotel rates based on local market median pricing.

The new option was debuted at the Business Travel Show Europe in London this week, with travel managers able to activate the feature via the Egencia dashboard.

The tool gathers real-time hotel prices in each destination and then sets up a suitable nightly price cap for any traveller booking a room in that city.

Developed in-house by Egencia, the new tool has been piloted with 15 key clients in the USA, Canada and Germany, with the company saying it resulted in savings of about US\$20 per hotel booking.

Egencia is currently in the process of being taken over by American Express Global Business Travel, with the acquisition set to be finalised by the end of 2021.

### ATPI launches Halo



**THE** ATPI Group has announced the launch of a new division, with ATPI Halo described as "an incubator of new ideas and services focused around sustainability designed to support each of the existing client-focused business units around the world to grow and evolve".

Clients of ATPI Corporate Travel, Direct ATPI Global Travel, ATPI Marine & Energy, ATPI Sports Events, ATPI Corporate Events and ATPI Mining and Resources will all benefit from the new services, research and development from ATPI Halo "to ensure that approaches to business travel change for the better," said ATPI Group CEO Ian Sinderson.

"There has never been such an intense period of disruption, and with the establishment of ATPI Halo we are demonstrating to our clients that we are the right long term partner to navigate these unpredictable times," he said.

A key focus of ATPI Halo is to help clients reduce their impact on the environment across both travel and events, with new services including an accredited carbon offsetting program featuring more than 15 carbon credit projects in core markets.

### GBT joins council

**AMERICAN** Express Global Business Travel has become a member of the Global Sustainable Tourism Council, with the strategic partnership said to "bring more transparency and ease to the process of booking sustainable hotels".

The Council is a non-profit group created by United Nations agencies and conservation organisations to establish and manage global standards for sustainability in travel & tourism.

## Daddo goes beyond the Polar Circle

**IN EARLY 2019**, PONANT Ambassador, Andrew Daddo, set sail on a journey to the White Continent, Antarctica.

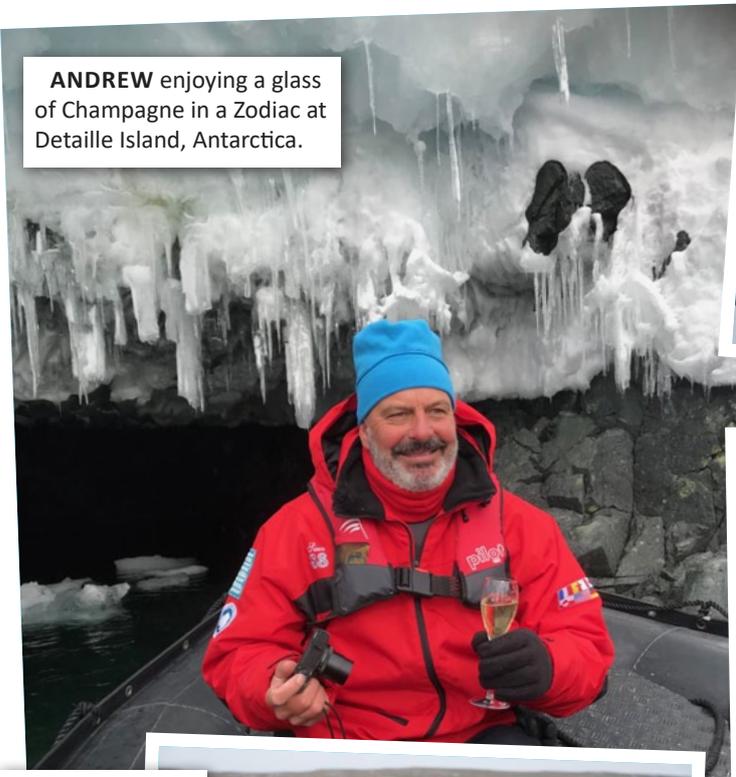
Captured in a compelling 45 minute documentary called *Beyond the Polar Circle*, Andrew shares his thoughts, conveying moments of anticipation and sheer awe as he travels on board *Le Boréal* to experience the exceptional, life-changing beauty of Antarctica on his inaugural PONANT luxury expedition.

Watch the full breathtaking documentary [HERE](#).



**I COULDN'T** imagine I'd love the penguins so much. I'm almost certain they were gossiping about my jacket.

**ANDREW** enjoying a glass of Champagne in a Zodiac at Detaille Island, Antarctica.



**NOT** everyone makes it beyond the Polar Circle. We were lucky (the first time for our expedition leader).



**THE PONANT** Expedition team was so knowledgeable, and always managed to create the best experience for us.



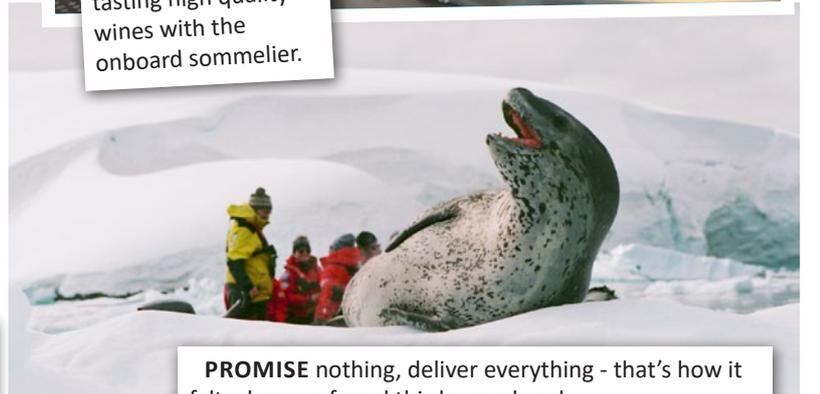
**A BEHIND-the-scenes** look. Here I am hard at work tasting high quality wines with the onboard sommelier.



**CAPTAIN** Colaris at the helm of a Zodiac in South Georgia.



**PROMISE** nothing, deliver everything - that's how it felt when we found this leopard seal.



## 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 is the tallest in the city and the second

tallest observation tower in the southern hemisphere.

The tower has had a number of names over the years and is a mainstay of the city's skyline, having been built in 1975.

Can you name this tower?

Answer: Sydney Tower Eye, Sydney, Australia

## EK smells the coffee

**FIRST** and Business class passengers flying with Emirates can now enjoy an expanded drinks & dessert menu which includes the iced Americano and the yummy Affogato dish.

The popular Italian treat is made by pouring a shot of hot espresso over vanilla ice cream, while the iced Americano is made by combining espresso with cold water instead of hot water.

EK serves up nearly 28 million cups of coffee in an average year.

## Outback penalties

**EVENTS** taking place in outback areas face unfairly priced insurance premiums, Queensland Tourism Industry Council CEO Daniel Gschwind argues.

"In some cases tourism activities and events, to insurance companies, are just a little bit messy and uncertain and they perhaps don't understand it fully," he told *ABC News*.

Gschwind is calling on the Fed Govt to establish insurance pools for activities such as events.



## Swan gets go ahead

**SWAN** Hellenic has been given the go ahead to depart on its cruises to Antarctica in 2021/2022, with the Argentine Government announcing the reopening of its borders.

To mark the green light, the expedition line has extended its return savings promotion until the end of next month, allowing guests access to 20% discounts and US\$300 of onboard spending money per person.

Departing from the homeport of Ushuaia, Swan Hellenic's maiden season of Antarctic cruises will take place aboard the purpose-designed new ice-class flagship *SH Minerva*.

To see what itineraries are available, [CLICK HERE](#).

## NT million dollar fish

**ONE** of the Top End's biggest tourism drawcards has kicked off today, with season seven of the Northern Territory's Million Dollar Fish competition now open.

Running until 31 Mar 2022, anglers have the chance of catching eight barramundi worth a collective \$1 million and 100 tagged fish worth a total of \$10,000, with every tagged catch also seeing an additional \$1,000 donated to a charity partner.

Those who enter will also go in the running to win lucky door prizes such as Shimano fishing combos and a range of Britz campervan getaways.

Tourism spend attributed to the fishing comp is worth more than \$7 million each year.

## 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)

**Club Med** is marking its 70+ anniversary, inviting travellers to re-celebrate missed milestones. The special promotion is for large groups through the Celebration Package, which offers extra free nights, champagne on arrival, a private welcome cocktail party and more. This offer is for travel dates through Jun 2023 - [CLICK HERE](#) for more info.

Savings of up to US\$2,000 per couple are available on a range of newly released 2023 river, lake, coastal and expedition cruises through the newly merged **American Queen Voyages** cruise brand. The American-based line also has as a zero deposit offer for bookings made by 31 Oct. Book through Cruise Traveller on 1800 507 777.

**MSC Cruises** is offering discounts of up to \$926 per person and three excursions on its Oct Cruise of the Month. The sailing departs Venice on 05 Nov 2022 over 11 nights, visiting Kotor in Montenegro, Mykonos & Santorini in Greece, and Bari & Venice in Italy. Call 1300 028 302 for info.

Save 40% on **Intrepid Travel's** six-day Red Centre Explorer tour departing 13 Oct. The trip is priced at \$1,995ppts, down from \$3,325ppts, with highlights including bush tucker dinners, and explorations of Kings Canyon and the Kata Tjuta National Park. [CLICK HERE](#).

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



# MARKETING TOOLKIT

Viking offers a comprehensive suite of marketing materials to support you, which are available from our Marketing Centre.



### Customisable Flyers

Personalise our itinerary flyers for river, ocean & expedition cruising with your own call to action.



**DOWNLOAD**

### Catalogue

Our new catalogue featuring our latest campaign offers in one easy location can be viewed online.



**VIEW ONLINE**

### Video For Social Media

Video is a powerful tool on social media and we have a selection of videos perfect for your Facebook or Instagram page.



**DOWNLOAD**

### Digital Assets

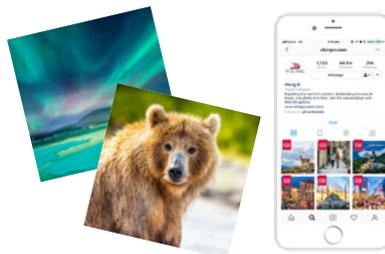
Select from a range of digital banners to be used as eDM headers or on your website.



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### Social Media

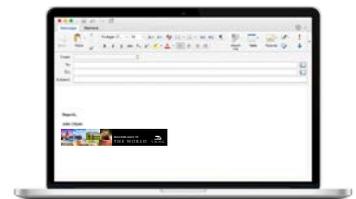
Select from a variety of social media tiles to promote specific itineraries or general Viking product on your Facebook or Instagram page.



**DOWNLOAD**

### Email Signature

Let your client's know you're a Viking expert by putting our email signature on the bottom of your emails.



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For more information contact your Commercial Manager or email [agents.anz@vikingcruises.com](mailto:agents.anz@vikingcruises.com)

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