



Justine Sealey
Ramsgate Travel Service

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Scouting for talent!

TRAVEL Daily wants to help our industry friends who are between jobs to get back in the game, with a new feature showcasing some of the great talent ready to go as the industry booms again amid increasing certainty around international border openings over recent days.

TD Travel Talent will highlight several candidates each week, so if you want to get onto the radar of companies looking to expand please send through your name, experience, last job, hopes for the future, expertise and availability.

Please also include a photo and send the information ASAP to traveltalent@traveldaily.com.au, with the first talent page to feature in **TD** this Thu 07 Oct.

QF, EK extend partnership

QANTAS and Emirates have announced plans to extend their existing partnership through until 2028, under an agreement signed yesterday in Boston by QF CEO Alan Joyce and EK President Tim Clark at the IATA AGM.

The carriers have existing regulatory approval to operate a joint business until Mar 2023, and will seek re-authorisation from the ACCC and other relevant bodies to "continue the core elements of the partnership including coordination of pricing, schedules, sales and tourism marketing on approved routes".

Joyce said the extended pact marks the continuation of one of the most significant bilateral

partnerships in aviation.

"The premise of our partnership with Emirates has always been that no airline can fly anywhere, but combined we can fly to most of the places our joint customers want to travel to," he said.

Clark said the deal also reflected EK's commitment to Australia.

"As borders reopen, we look forward to restoring our Australian flight schedules including our popular A380 services, and to welcoming customers to experience our best-in-class partnership for many more years to come," he said.

Since 2013 more than 13 million passengers have travelled on the joint EK/QF network, which together comprises more than 100 codeshare destinations.

As well as the proposed extension to 2028, the deal signed by Joyce and Clark includes an option to renew for another five years beyond that.

New CEO for AKL

AUCKLAND Airport has announced the appointment of Air NZ Chief Operating Officer, Carrie Hurihanganui, as its new CEO, replacing Adrian Littlewood who earlier this year announced his departure from AKL effective next month (**TD** 20 May).

Hurihanganui has been with Air NZ since 1999, starting her aviation career as a flight attendant before rising through the ranks over the last 22 years.

Burnes' plot sale of HLO head office

EXCLUSIVE

HELLOWORLD Travel Limited CEO Andrew Burnes and his wife, the company's Executive Director Cinzia Burnes, look set to sell the building which they currently lease to the company to house its South Melbourne headquarters.

Commercial real estate company JLL has been promoting the forthcoming sale of 179-185 Normanby Road South Melbourne, noting that it is a "Freestanding Office Building 100% Leased to an ASX-listed Tenant".

Also known as Laconia House, the property is described by JLL as "a long awaited opportunity ingrained in the fabric of Melbourne's city fringe" located in the city's most exciting development precinct.

The building is currently owned by Normanby Road Holdings Pty Limited (ATF 179 Normanby Road Trust), with the recent Helloworld Travel Limited annual report noting that Andrew and Cinzia Burnes are both directors of the company "which owns and leases to Helloworld Travel, the head office premises for the Group's operations".

Andrew and Cinzia Burnes bought the building in 2012, and in 2016 lodged a redevelopment proposal for the site involving a 40-storey tower complex.

Today's issue of TD

Travel Daily today has six pages of news.

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Quark Expeditions

NZ: no jab, no fly

AIR New Zealand has announced a vaccine mandate for international passengers, with CEO Greg Foran saying "we're getting ready to reconnect with the world, and letting customers know what they need to do to be ready to take off when we can".

Effective 01 Feb 2022 the airline will require customers travelling anywhere on its international network to be fully vaccinated.

"Being vaccinated against COVID-19 is the new reality of international travel - many of the destinations Kiwis want to visit are already closed to unvaccinated visitors," he said.

The requirement will apply to all Air NZ pax aged 18 and older arriving or departing NZ, while the carrier will also implement the IATA Travel Pass app.

SIA adds \$65 service fee

SINGAPORE Airlines has announced the introduction of a new \$65 "servicing fee" for any travel agent who asks for assistance via its Sales Operations centre, when the request could have been self-serviced via GDS, the SIA website or the carrier's AGENT360 trade platform.

The carrier will also impose the \$65 charge for any after hours servicing required via its 24-hour reservations and ticketing hotline.

Services will be strictly limited to immediate flight departures only, or urgent assistance that cannot be self-serviced.

"If you would like our Reservations & Ticketing Office to assist you for any urgent matters, that you can self-service through your GDS, AGENT360 or SIA website, a non-refundable

servicing fee of AUD\$65 will apply," the carrier advised its trade partners last Fri afternoon.

"This fee will be collected via credit card before servicing assistance will be provided," the update noted, while refund assistance and general enquiries will be "strictly declined, and you should contact your local Sales Operations team the next working day for assistance".

The new fee structure will apply from 01 Nov, with the carrier thanking its trade partners for their "continued support".

CWT seeks creditor protection

CORPORATE travel giant CWT has confirmed it will file for Chapter 11 bankruptcy protection, as part of a recapitalisation plan to give the company "substantial long-term liquidity".

The court-supervised process allows CWT to negotiate with creditors, with financial backers saying the plan will see business partners and suppliers paid in full.

The restructuring deal will see the company's US\$900 million debt substantially reduced, with a spokesperson confirming operations will continue as usual while the pact is implemented.

"We look forward to moving ahead as a fundamentally stronger company," the CWT spokesperson added.

First dose so close

NATIONAL VACCINATION UPDATE
5 October



AUSTRALIA is tantalisingly close to having 80% of its population with at least one dose of a COVID-19 vaccine, with the latest numbers from yesterday (**pictured**) indicating a first dose rate of 79.6%, while 56.9% of us are double-vaccinated.

Download the graph and other #givetravelashot collateral at traveldaily.com.au/givetravelashot.

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Skye Suites comp

SKYE Suites is collaborating with Channel 7's *Sydney Weekender* in a competition to help celebrate the end of the NSW lockdown.

Viewers will have the chance to win a two night getaway for 10 people at either the Sydney, Green Square or Parramatta properties, with a brunch courtesy of STIX Marrickville and a magnum of AIX Rose.

The show will air on Sun 17 Oct at 5.30pm in NSW and the ACT on Channel 7 and Prime, and be repeated a week later on 7TWO.

See skyesuites.com.au/packages.

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Aeronology inks ATPCO deal

AERONOLOGY today announced a new long-term partnership with ATPCO for the integration of Routehappy content into the Aeronology travel agency software platform.

All Routehappy content types will be featured, including UPAs (Universal Product Attributes) that comprise targeted messaging and visual content from airlines, along with UTAs (Universal Ticket Attributes) highlighting customer benefits and restrictions by fare type, as well as comparable features of the flight experience.

“By emphasising key retailing content in the booking flow, airlines can differentiate their offerings and travel advisors can increase airline sales and revenue by at least 20% on average,” said Aeronology CEO Russell Carstensen.

“It benefits all in the ecosystem, from airlines to travel agencies to passengers,” he said.

Aeronology will also look to implement a Next Generation Storefront application showcasing the content, displaying all airline products in a single view to allow consultants to showcase multiple options for their clients and upsell quickly and easily.

Carstensen said the Melbourne-based company aimed to give SME travel businesses in retail, cruise, corporate and wholesale a “level playing field to match the big global travel organisations in rich airfare content”.

ATPCO Head of Retailing Sales, Michael Schlesinger, said “with so many airlines investing heavily in product innovations, being able to showcase these features and amenities makes a huge difference to travel agents and passengers”.

“Working with Aeronology means more flight shoppers will see the right product and offer for them,” Schlesinger said.

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Let's get moving!

PRIME Minister Scott Morrison's announcement that overseas travel may resume from early next month (**TD** breaking news Fri) has met with positive reaction from the travel sector.

Morrison confirmed that fully vaccinated residents in states that reach 80% double doses of the vaccine will have access to overseas travel, with seven-day home isolation to replace hotel quarantine on offer for residents.

While AFTA Chair Tom Manwaring labelled the news “a brilliant first step”, he renewed calls for further government support for travel agents until travel returns to normal volumes.

Meanwhile Cruise Lines International Association (CLIA) Australasia Managing Director Joel Katz said the Federal Government's lack of action on cruising meant that Australians could soon be able to cruise overseas before they can sail in local waters.



Window Seat

VISITORS to Dubai's delayed 2020 United Arab Emirates World Expo will have the opportunity to take in the view of many attractions on display, but their vantage point is being slightly obstructed it seems when it comes to fine Italian art.

While Italy's contribution to the expo - a 3D printed exact replica of Michelangelo's Statue of David, is being met with huge fanfare, observers may have noted the statue is not bearing all of its charms, with a stage built around the monuments upper and lower parts to preserve its modesty.



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Qantas close to renewal

QANTAS has revealed it is in the final stages of a tender process to secure 100 new aircraft to enter the national carrier's domestic narrow-body fleet by 2034.

Plans will see the airline's Boeing 737-800s and Boeing 717s, currently comprising the bulk of its domestic jet operations, phased out from 2023 for newer aircraft, potentially from the Boeing 737 MAX and Airbus A320neo family, as well as the smaller Embraer E-Jet E2 family and the Airbus A220.

Key terms of the tender state that the new planes will need to improve or maintain the carrier's performance across safety, reliability, performance, sustainability and emissions reduction targets.

Qantas CEO Alan Joyce said choosing the right supplier will be a pivotal decision regarding the success of the company's future domestic operations.

"We're calling this Project Winton, after the birthplace of Qantas in outback Queensland,

because this is a foundational decision for the future of our domestic operations," Joyce said.

"Not only will these aircraft deliver a step change in reducing fuel burn and carbon emissions by up to around 15%, we're talking to each of the manufacturers about how we can accelerate the development and use of sustainable aviation fuels for our domestic flying."

The renewal plan, along with deliveries and payments, will be spread over the next 10 years, with Joyce adding that Qantas was in a strong position to secure the best possible deal at very good prices.

Final decisions on preferred suppliers of aircraft and engines are expected to be made by the end of 2021 followed by firm orders in mid-2022.

The tastiest picnics

THE Sunshine Coast's Tasty Tours is launching a new product, Tasty Picnics, in partnership with the Mantra Mooloolaba Beach.

The new product will deliver luxury, beachfront picnic experiences, with two sittings offered per day: brunch from 10am-1pm, and sunset from 3pm-6pm.

The three-hour packages include a door-to-door transfer service, personal waitstaff, and premium-quality grazing boards, including an assortment of cheese, dips, cold cuts and more.

Keep it simple: IATA

THE International Air Transport Association (IATA) is calling on countries around the world to streamline their COVID-19 travel protocols in a bid to accelerate the recovery of int'l travel.

Among the list of suggestions IATA released late last week is a plea to remove all barriers for vaccinated travellers, implementing stringent antigen testing regimes for those without access to vaccines to travel without quarantine, and governments subsidising the cost of testing so travel is not unfairly disincentivised.

Bali getting ready

INDONESIA has revealed plans to reopen international flights to Bali from 14 Oct for a select list of countries including New Zealand.

While Australia is not currently on the list due to its ongoing battle with case numbers, countries such as South Korea, China, Japan, and the United Arab Emirates will be allowed in to the popular resort town so long as they show proof of hotel bookings to undertake a mandatory eight-day quarantine.

Qantas is expected to restart flights to Bali from Mar or Apr next year.

Air NZ red flights

AIR New Zealand is adding more red flights between Australia and New Zealand in Jan.

In line with the New Zealand Government's latest release of managed isolation & quarantine today, Air New Zealand added 25 of the quarantine flights to its schedule, which are available to book now.



Wall Street Travel, an IATA agency established in 1988, is looking to add some experienced team members to rebuild as business slowly returns, currently working from offices in the inner west, with plans to expand and eventually relocate to the Sydney CBD our traditional home.

WST has traded throughout the pandemic at a subdued level; managing repatriations, family reunions and a bit of business travel. Our clients have traditionally been SME's, CEO's, high net worths that travel in the premium cabins, with primarily long haul complex itineraries. We do interesting work that requires engagement and the ability to actually sell to our clients.

Of recent years we have managed quite a few intergenerational family holidays to exotic destinations, and our CPD Conferencing subsidiary runs an annual ski conference in North America for professionals, business owners and their families.

Candidates must know how to sell, multi-task, work as part of a team and maybe have some following, you will need to be flexible and looking to thrive going forward.

Wall Street Travel is a business that believes its best days are still ahead. To make a confidential enquiry call MD Ben Caplan on 0419 277 747 or email ben_caplan@wallstreettravel.com.au.



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Branson swats another island



THE travel sector's human headline, Richard Branson, has debuted another luxury destination in the British Virgin Islands under the Virgin Limited Edition Portfolio brand.

Moskito Island (pictured) boasts two new upscale retreats, The Point and The Oasis estates, which are now available for exclusive group buyouts leading in at US\$17,500 per night during the low season, based on a four-night minimum stay at The Point Estate for up to 16 guests.

Prices include a dedicated estate manager, private chef services, a dedicated team of staff, all drinks, watersports, and a personalised itinerary from start to finish.

"When Richard purchased the

island in 2007, he was able to draw inspiration from his beloved Necker Island and instil some of the incredible designs and qualities that have made it the success it is today," Virgin Limited Edition MD Jon Brown said.

Highlights of The Oasis Estate include multiple bars including a swim-up pool bar, an expansive billiards and movie room, and rooftop deck with island views and floor-to-ceiling windows throughout the building.

Meanwhile the eight-room Point Estate boasts a large infinity pool, an open-air seaside dining pavilion and direct stair access to Manchioneel Beach.

Both estates join the existing Branson Estate on the island.

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
- 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.



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Travel Daily



AFTA UPDATE

from the Australian Federation of Travel Agents

THE road back to international travel is emerging. But the pent-up demand is somewhat offset by the lack of supply and the ongoing need to fully rebuild consumer confidence.

Now, more than ever our expertise, connections and

ability to find a way through the trickiest of challenges is needed by travelling Australians in a more complex travel space.

AFTA has a bucketload of testimonials coming in each and every day on the very real difference travel experts deliver in these times. We know you're increasingly being asked to provide answers to questions which are yet to be resolved. AFTA will continue to do what we can where we can to help members navigate the challenges of reopening.

The Association of British Travel Agents (ABTA) and the American Society of Travel Advisors (ASTA) have also done some research into shifting consumer reliance on travel agents.

ABTA's research shows that consumers are 20% more likely



afta

AUSTRALIAN FEDERATION OF TRAVEL AGENTS

now to use a travel professional than pre-COVID, with 40% citing the travel professional's up to date advice as the main reason. ABTA also found two very distinct types of traveller – those keen to return to familiar favourites and those looking to indulge in bucket list trips.

It's the same story in the US where the ASTA's research shows that among those who sometimes or rarely used a travel advisor pre-pandemic, nearly half (44%) now intend to use one. Not surprisingly, nearly all travellers (94%) who always/often used a travel adviser pre-pandemic, will keep doing so.

The expertise and benefits we bring to the table matters. Now more than ever. AFTA is proud to be amplifying the fact that without a travel agent, now more than ever, you really are on your own.

So let's keep the fight for ongoing support going. It matters for us and it matters for every travelling Australian.

Who's the most eco?

WEBJET has revealed Australia's most eco-friendly travellers are Generation X adventurers, who were found to be the most likely to opt for the sustainable route when finalising their travel plans.

To mark a year since the launch of Webjet's Sustainable Traveller program - a carbon-offset solution for travel launched in Sep 2020 (*TD* 04 Sep 2020), the company also revealed the most popular green route is Melbourne-Sydney.

The program has so far saved in carbon emissions the equivalent of 13,500 tonnes, or 3 million jumbo Toblerones.

AF receives A220s

AIRBUS has delivered the first of 60 A220s to Air France.

The largest order of its type from a European carrier, the aircraft was delivered from Airbus' final assembly line in Mirabel, Canada, and officially unveiled to the public during a ceremony held at Charles-De-Gaulle Airport.

The A220s will be operated on Air France's medium-haul network from the northern winter season.

Currently, Air France operates a fleet of 136 Airbus aircraft, and the airline is also renewing its long-haul fleet.

Did you know?

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



Triple the fun in NZ

ADVENTURE South NZ has expanded its range on New Zealand's South Island, with three new experiences.

With enquiries on the increase as adventure travellers look for safe options for their long-awaited international holiday, the additions include two new cycling tours and a kayaking and hiking adventure.

The additions range from seven to 12 days, and can be viewed at adventuresouth.co.nz.

MONEY

WELCOME to Money, *TD's* Tue feature on what the Australian dollar is doing.

AU\$1 = US\$0.727

AMERICAN shares have been hit again, but the Australian dollar was well supported overnight by a big rise in commodity prices.

Technology stocks were the hardest hit, with the Nasdaq down 2.1% overnight, and Facebook suffering its worst sell-off of the year.

The AUDUSD gained 0.3%, partly in thanks to oil prices up 2.3%.

Wholesale rates this morning.

US	\$0.727
UK	£0.534
NZ	\$1.039
Euro	€0.625
Japan	¥80.76
Thailand	฿24.43
China	¥4.641
South Africa	10.88
Canada	\$0.911
Crude oil	US\$78.49

Ponant welcomes *Le Commandant*

PONANT has launched *Le Commandant Charcot* during a ceremony late last month, attended by Anne Manipoud-Charcot, the great-granddaughter of French physician Jean-Baptiste Charcot, for whom the ship is named.

Also on hand were Ponant Chief Executive Officer Herve Gastinel and Captains Etienne Garcia and Patrick Marchesseau, with the ceremony taking place just a few weeks after *Le Commandant Charcot* reached the North Pole.

Bonjour COMO

COMO Hotels & Resorts has announced the expansion of its luxury portfolio with its first property in France next year.

Located in the heart of Burgundy, COMO Le Montrachet will provide unparalleled access to some of the region's most famous Grand Cru vineyards.

In collaboration with OLMA Luxury Holdings, COMO acquired the renowned Montrachet AOC, and will collaborate with designer Paola Navone to complement the historic 18th century property with contemporary touches.

Arranged across four heritage buildings, 31 rooms & suites will one-by-one be converted into chic sanctuaries.

With COMO's renowned emphasis on cuisine, guests of COMO Le Montrachet can expect exceptional dining options and exquisite wine experiences in one of France's most beautiful settings.

Famous faces



THERE are three different faces that make up this picture.

They are a mixture of famous celebrities and travel names.

Can you figure out who the eyes, nose and mouth in this

picture belong to?

And don't worry if you can't guess them all, two out of three ain't bad!

Answer: Eyes - Jacqui Walshe, Nose - Chrissy Teigen, Mouth - Adam Driver

Archibald tour

THE Archibald Prize 2021 rural tour has launched in the Gippsland Art Gallery this week.

The Sale gallery will be the only Victorian host for the tour, with the exhibition to be on display from 08 Oct to 21 Nov.

Tickets are priced at \$17 for adults, \$15 for seniors, \$11 for concession (card holders + students) and \$9 for children, offering 10% agent commission.

Tourism job surge

LAST month saw strong job growth for the hospitality and tourism sectors, surging 28.5% on the previous month.

The increase in tourism positions advertised has outperformed the national average of 6%, with the vast majority of new positions coming available in NSW as the state approaches the highly anticipated 80% double vaccination mark.

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