

Today's issue of TD

Travel Daily today has five pages of news including our PUZZLE page.

Love for Micro Cred

AUSTRALIAN Federation of Travel Agents (AFTA) CEO Darren Rudd believes the launch of its new AFTA Micro Credentials Program (**TD** 11 Aug) is being met with a "strong agent demand".

"The feedback so far from our AFTA/ATAS members is that our Micro Credentials Program is the perfect way to quickly and easily upskill & retrain and validate skills acquired on the job," Rudd said.

The program allows agents to learn in "short bursts" across 60 skill areas, such as workplace planning and social media - access the new program [HERE](#).

Get to know Darren Rudd

EXCLUSIVE

THE broader travel sector will be given an opportunity to engage with newly appointed AFTA CEO Darren Rudd next week, in an exclusive webinar jointly hosted by **Travel Daily** and The Travel Industry Hub (TTIH).

TD publisher Bruce Piper will interview Rudd next week, with the session to be broadcast live via the Zoom video platform.

Although the new CEO has been working closely with AFTA members, these unprecedented times have resulted in limited ability for suppliers and other travel stakeholders to meet him.

"It's an opportunity for the wider industry to understand more about both Darren and the organisation's current areas of focus," said Travel Industry Hub co-founder Richard Taylor.

The session marks the return of TTIH's webinar series which debuted in Mar under the

"Survive and Revive" banner, and is the first of a series of high profile interviews which will also feature CATO Chairman Dennis Bunnik and CLIA MD Joel Katz in the ensuing weeks.

Unlike previous sessions, the interviews will not be available for viewing by Facebook Live, instead requiring Zoom registration by **CLICKING HERE**.

The Rudd interview is scheduled for 1pm next Wed 19 Aug, and the industry is also invited to submit questions for discussion ahead of time to richard@thetravelindustryhub.com.au.

NZ COVID response

FOUR community COVID-19 cases have been detected in Auckland, New Zealand overnight, prompting the country's Prime Minister Jacinda Ardern to implement level three restrictions in the city for at least three days.

Ardern said the travel restrictions were needed to investigate the source of the infections, the first recorded in NZ in more than 100 days.

MEANWHILE Air New Zealand has reacted to the news by announcing its Auckland lounges and valet parking will close for the duration of the alert levels, as well as mandating its front-of-house staff and pilots to wear masks and gloves.

HKG startup airline

HONG Kong's Civil Aviation Department has confirmed it is considering an application for an Air Operator's Certificate from locally-based aviation startup, Greater Bay Airlines.

The proposed new budget airline is supported by Donghai Airlines founder and one of Hong Kong's richest men, Bill Wong Cho-bau, the *South China Morning Post* reports.

LUXURY TRAVEL **APT**

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Q: WHERE IN THE WORLD IS FLANDERS?

A: A fantastic region in Europe with gorgeous medieval art cities, history & culture, cycling, fries, beer, waffles, chocolate, fries, beers, waffles, chocolate, fries, beers (repeat).

[CLICK HERE TO LEARN MORE](#)

VISITFLANDERS

More cruise pauses

CARNIVAL Corporation brands Holland America Line (HAL), P&O Cruises UK and Seabourn Cruise Line have all announced the suspension of cruise operations through to at least Nov.

P&O UK's pause will extend to 12 Nov, while Seabourn will not sail until at least 25 Nov, and HAL is delayed until 15 Dec.

Seabourn also announced *Seabourn Ovation* would be out until at least 20 Dec, while *Seabourn Sojourn* has had all of its cruises through to the 2021 World Cruise cancelled, effectively pushing out voyages through to 24 May.

P&O UK has also cancelled two long voyages departing in Jan.

More details on story available in today's **Cruise Weekly**.

Something **BIG** is coming...



CLIA luxury focus

CRUISE Lines International Association (CLIA) will next month host an online Luxury Cruise Showcase, a forum to hear from major brands in the space regarding how they have been handling the challenges posed by the COVID-19 shutdown.

The industry association will interview key luxury cruise figures such as Crystal Cruises head Tom Wolber, Regent's Jason Montague, Silversea Cruises chief Roberto Martinoli, and Seabourn's Josh Leibowitz.

The session will take place between 14-17 Sep, with the interviews to be adjoined by a live panel session with Australasian regional directors who will provide a local perspective on how travel agents can best sell luxury cruises with confidence moving forward.

CLIA members can find out more and register via the Members Hub at cruising.org.au.

Botanica offers Oz trips

APT Travel Group's Botanica World Discoveries has launched new "homegrown highlights of Australia" tours, with trips allowing agents to satisfy clients' desire to travel closer to home.

The expanded touring portfolio initially includes an eight-day Norfolk Island History & Gardens trip led by ABC *Gardening Australia* presenter Sophie Thomson, with departures in Apr

Moss gathers more responsibilities

ROHAN Moss has been promoted to General Manager at Helloworld Travel Limited, expanding his remit to cover Travel Management Services for the company's government customers.

The new role complements his existing responsibility for HLO's AOT Hotels division.

and Oct 2021.

There's also an eight-day Murray River Red Gum and Gardens by Paddle Steamer in Apr, while Botanica is also developing a new Lord Howe Island tour as well as trips exploring Australia's autumn scenery in NSW and Tas along with Kangaroo Island and Flinders Ranges itineraries.

The tours are "carefully curated to pique the interest of gardeners and non-gardeners alike," said Botanica founder Judy Vanrenen, with visits to private gardens as well as iconic attractions along with art, music and gourmet experiences - botanica.travel.

AS codes SYD-LAX

THE Alaska Airlines AS code will be added to American Airlines' flights between Sydney and Los Angeles when they resume from late Mar 2021, according to GDS.



Window Seat

MASKS have become an essential piece of medical equipment for people travelling around on public transport or in high-traffic areas like supermarkets or shopping centres, but dentists around the world are cautioning against a spike in cases of "mask mouth".

The ailment associated with prolonged mask wearing can bring on symptoms such as bad breath, tooth decay and gum inflammation.

Obviously mask wearing is still actively encouraged among populations affected by COVID-19, however, dentists are encouraging people to make sure they consistently hydrate to combat the condition.

Mouth breathing brings on drier mouths, dentists claim, a precursor to mask mouth.



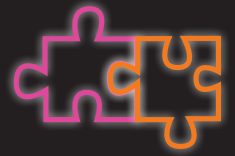
Expression of Interest in Marketing Representative Tender (Melbourne/Victoria Based)

The Singapore Tourism Board (STB) is seeking suitable parties to provide marketing representation services in Melbourne/Victoria for a period of two (2) years, with an option to renew for a further two (2) years.

The objectives of the marketing representative are to engage with the Leisure and MICE travel trade in Victoria; build awareness, consideration and advocacy of Singapore as a compelling leisure and business destination to drive visitor arrivals to Singapore from the Victoria market. You must be a resident of Australia and live in Victoria with over 10 years of experience in sales and marketing, and possess a good network of tourism industry contacts.

This tender will launch on **11 August 2020 11:30AM (AEST)** and close on **24 August 2020 17:00PM (AEST)**. Please email your expression of interest to int_procurement@stb.gov.sg

Interested companies will be contacted with further details (including mode of proposal submission accepted), and be invited to submit a proposal. Please note that we may not be able to respond in time to expressions of interest made near the closing date/time. The results of the tender will be announced in the trade press.



Fly Corporate rebrands

REGIONAL Airline Fly Corporate has begun rebranding as Link Airways, with the aim to be “an airline of choice for regional communities”.

From this month the carrier, which is owned by Corporate Air, has embarked on the phased name change from Fly Corporate to Link Airways, with CEO Andrew Major confirming Link Airways’ ownership, fleet and team would remain unchanged.

“We will continue to offer travel that is simple and convenient with that personal touch that has been so well received by our customers,” he said.

“Whatever their reason for flying we want our passengers to feel valued and as such, providing a great customer experience and essential connectivity to communities is at the core of what we do,” Major added.

Link Airways operates flights from Brisbane, Sydney and Melbourne to regional Queensland and New South Wales using a fleet comprised of 34-passenger Saab 340B Plus aircraft and 19 passenger seat

Metro 23 aircraft.

Link Airways’ current regional network includes Armidale, Biloela (Thangool), Brisbane, Coffs Harbour, Dubbo, Inverell, Melbourne (Essendon), Narrabri, Orange, Sydney, Tamworth and Wollongong (Shellharbour).

Under the Federal Government’s Regional Airline Network Support (RANS) program, Link Airways has been providing a minimum weekly schedule to the communities it serviced prior to the COVID-19 pandemic (**TD** 27 Apr).

“This program provides critical connectivity for essential travellers/freight and we look forward to further increasing the frequency of flights in due course,” Major said.

IHG earnings halve

INTERCONTINENTAL Hotels Group (IHG) has reported a major slide in revenue for the six months to 30 Jun, declining by 52% to US\$488 million from US\$1.01 billion recorded in the previous corresponding period.

The impact of COVID-19 on the business had been “substantial”, according to CEO Keith Barr, with global Revenue per available room (RevPAR) down 75% in Q2.

“The impact of this crisis on our industry cannot be underestimated, but we are seeing some very early signs of improvement as restrictions ease and traveller confidence returns,” Barr added.

The six-month period also saw a 48% slide in RevPAR for the Australian market when compared to the 2019 period.

Qatar Qmiles policy

QATAR Airways has updated the policy of its loyalty program Privilege Club to allow members to retain their balance for longer.

Members’ balances will now remain valid for 36 months after they earn or spend Qmiles.

An Ekka of a return

REGIONS in SE Qld such as the Sunshine Coast and Fraser Coast are reporting “near full capacity” for the Ekka public holiday this Fri, the Qld Government claims.

Premier Annastacia Palaszczuk revealed earlier this year the state was shifting the date of the Ekka public holiday to create a long weekend to incentivise more domestic tourism.

“These long weekends pump millions of dollars into our economy, by giving...an extended break over the Ekka weekend, much needed cash is being injected into thousands of struggling tourism businesses,” Palaszczuk said.

“The current feedback on holiday bookings we are getting from operators is just what we wanted to hear,” she added.

RETHINK TRAVEL

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THE recovery of the corporate travel sector will be slower than we’d hoped, with states restricting travel across

their borders amid rising COVID-19 cases and with our national border closed for the foreseeable future. The return of business travel ultimately rests on one thing: when businesses say it’s safe to travel again.

New compliance and social distancing requirements around COVID-19 will mean business leaders will be reluctant to resume business travel until they can guarantee the health and safety of their employees. This is backed by Accor, with a survey of business leaders revealing that 89% believe their organisation will have an increased focus on duty of care and 66% believing COVID-19 will lead to stricter approvals.

Travel management companies (TMCs) will need to work closely with companies to ensure that employees have a safe, productive and stress-free travel experience, while meeting their duty of care obligations. To accommodate this, organisations must have a comprehensive corporate travel policy, establish a strategy to manage it, and ensure they have the right tools to do so. At Amadeus we call this the three D’s:

Design: Understand the needs of the travellers and the priorities of the business when designing the travel policy. Prepare for additional complexity around COVID-19 travel compliance.

Deliver: Encourage the use of preferred booking channels to ensure compliance and make sure your tools can adapt to changes on travel policies and approval flows as the situation evolves.

Develop: Look for ways to optimise the travel program, for example prioritise customer service post-booking to accommodate more frequent last-minute changes in schedules.

TMCs like The Travel Authority Group (TTA) are already working with clients to plot their safe return to business trips. TTA Co-Founder and CEO Peter Hosper shares his insights on redesigning travel policies:

“We’ve spent the past few months completing the ultimate crash course in the travel world’s new conditions and protocols, and believe that TMCs can work with employers to refine their travel policies in several ways. First, ensure employees are fully informed before travelling and are ready to deal with the new normal, whether quarantine requirements, updated medical records and insurance or e-tickets.

Second, stay in constant contact with your people, and make sure they have the resources and advice they need, when they need it. Expect flight cancellations and last-minute re-bookings to be more common. Finally, work with your preferred providers to ensure traveller wellbeing and safety at every step of the journey. The future may be unknown but industry partnership will see business travellers in the skies again”.

AMADEUS

Whose flag is this?



THIS flag is very similar to Turkey's: in fact the main difference is the circle that the central symbols are in (it's missing on Turkey's flag).

The crescent moon and star are very common symbols used in

flags of countries once part of the Ottoman Empire.

This flag was formally adopted by the country in 1959, but is identical to the one that was in use as far back as the 1830s.

Do you know whose flag this is?

Sudoku

MEDIUM

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

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

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

Pub quiz

1. What European country are you in if you are staring at the view from the Pulpit Rock?
2. Asados is the national dish of which South American country?
3. What is the currency of Cambodia?
4. The flag of Albania features an eagle with how many heads?
5. Prayut Chan-o-cha is the current Prime Minister of which Asian nation?
6. What is the national sport of New Zealand?
7. Who is depicted on top of the world's largest statue of a horse in Ulaanbaatar?
8. True or false: Russia once drafted legislation to ban emo culture because the government believed it promoted depression?
9. How much money did tourists spend in Australian wine regions for the 2018/19 period, according to Wine Australia?
 - a) \$2.6 billion
 - b) \$4.6 billion
 - c) \$9.6 billion
 - d) \$19.6 billion
10. Which country has the internet domain code .az?

Funnies Flashback



WE'VE trawled through the **TD** Window Seat archives to give you a blast from the past. Here's some gems from 25 Jun 2013.

GOLF tour organisers usually head for iconic courses such as Pebble Beach in California or St Andrews in Scotland.

However, it's being suggested that they consider running trips to Iceland, which has been judged as one of the "most golf-obsessed places on earth".

The country has a total population of about 320,000 and a whopping 65 golf courses - one for every 5,000 residents.

Some of the top places to play are pretty hard to pronounce, with important courses including Vestmannaeyja and Þorlákshafnar, says stuff.co.nz.

Although the season only runs for about four months each year, there are a number of advantages, including the ability during the long days of midsummer to play almost around the clock.

ANSWERS 11 AUG

Pub quiz: 1 Scotland, 2 Albania, 3 a) 10, 4 Poland (Malbork Castle), 5 The Argentine peso, 6 Soccer, 7 Emmanuel Macron, 8 Greenland, 9 True, 10 Red and blue

Unscramble: agape, apnoea, apron, gape, gaper, gopher, grape, graph, grope, harp, heap, hope, napa, nape, neap, nope, opah, open, opera, orphan, ORPHANAGE, paeon, pagan, page, pager, pane, pang, para, paragon, pare, pean, pear, peon, phage, phon, phone, pone, pong, pore, prana, prang, prone, prong, rape, reap, rope

Where in the world: Marina Bay Sands, Singapore

Crystal Clean+River

CRYSTAL Cruises has announced the expansion of its Crystal Clean+ safety and health protocols to its fleet of river ships.

The enhanced measures include a raft of added checks upon embarkation and disembarkation such as online health questionnaires, temperature checks & staggered arrival times.

Other changes include reduced capacity in common areas, stronger disinfection and the provision of masks for all guests.

Royal posts a loss

ROYAL Caribbean Group has recorded a net loss of US\$1.6 billion for the second quarter of 2020, following on from a similarly negative result in Q1, which saw a US\$1.4 billion drop.

Despite the ongoing financial difficulties caused by the global pandemic, the cruise line has indicated bookings have been positive in 2021, and only this week said Aussie operations could be rebooted within the next two months (**TD** 11 Aug).



TRAVELLERS Choice member Belmore Travel in Melbourne has found a novel way to find the sweet spot amidst the challenges of the COVID-19 crisis.

The small agency in the suburb of Balwyn has responded to the travel downturn by converting a portion of its shop floor to be a confectionery store.

The location's owner, Sue Brownley, (**pictured**) said she

decided to make the move in order to maintain her business' profile, as well as keep a healthy connection with clients.

"You've got to show people you are still here, that you're not going anywhere," Brownley said.

"And we were also encouraged by the fact that people were still dropping by the shop just to say hello and have a quick chat.

"We've had a lot of grandparents sending lollies to their grand kids, who they can't see," she added.

Brownley also has some advice for other agents feeling the pinch, "come up with an idea and give it a go," she advises, "it's better than sitting around and doing nothing".

ACCOMMODATION

WELCOME to Accommodation Updates, *Travel Daily's* Wed feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to accomupdates@traveldaily.com.au.



Spicers Clovelly Estate on the Sunshine Coast in Queensland has introduced Montville House, a new luxury guest house that aims to reflect the hotel's signature French provincial style. Features of the new set of six self-contained suites include

access to a stylish lounge and library space with open fireplace, a private covered veranda, and a tranquil garden area.



Isrotel is gearing up to open the **Port Tower Hotel** in Israel, located in Tel Aviv Port's northern area. The property will feature 154 rooms and penthouses, and includes amazing sea views, a heated indoor pool, an on-site restaurant, lobby bar, conference

and meeting spaces, and convenient nearby parking. The hotel is part of a wider pipeline of properties for the company, with five hotels scheduled to open in Israel by the end of 2022.



The **Marigot Bay Resort and Marina** resort located on the west coast of St Lucia will reopen to the public from 01 Oct, offering 57 one-, two- and three-bedroom and penthouse hillside residences with views of Marigot Bay and the yacht harbour. The

hotel has implemented more than 100 safety measures and cleaning procedures to make the reopening a reality. The resort has also added a Marigot Moments Maestros program, boasting butler signature services, sunset yacht charters and spa treatments.

Wind out of sails

FOLLOWING an intense public backlash, the Sydney Opera House has backed down from its plan to introduce a \$50,000 licensing fee for any sporting teams using its logo.

The Sydney Opera House Trust had initially proposed to charge an extra \$49,000 for the use of its image and likeness, up from the nominal previous fee of \$1,000, with the price hike potentially forcing basketball team the Sydney Kings to remove the Opera House sails from its logo.

The same fate was thought to be hanging over other sports teams, such as the Sydney Swans and the Sydney Roosters, which both have the Opera House present on its logo, but the Trust has now scrapped the plan.

Bonuses by a mile

EMIRATES loyalty program Skyward Miles is now offering members the chance to earn miles when shopping online at skywardmiles.com and purchase from more than 1,500 UK and US brands.

Members can log in using their Emirates Skywards account details, with 15 miles earned for every £1 spent, while for every US\$1 spent, members can earn up to 12 miles.