

## Wuhan in lockdown

**AUTHORITIES** in China have suspended all flights and trains to and from the city of Wuhan, in an attempt to contain the deadly coronavirus outbreak which has now killed 17 people.

The latest Smartraveller update from the Department of Foreign Affairs and Trade now advises all Australians to “reconsider their need to travel” to Wuhan, with other measures mandated including wearing masks in public.

Anyone who has travelled to Wuhan and develops symptoms of respiratory illness must contact their doctor, DFAT said.

## \$35 million Excite shortfall

**EXCLUSIVE**

**EXCITE** Holidays was “severely undercapitalised” prior to its collapse earlier this month, with Administrator Morgan Kelly from KPMG yesterday revealing up to \$35 million is owed to creditors of the firm (**TD** breaking news).

About 60 people attended the official First Meeting of Creditors, where Morgan laid out his team’s preliminary conclusions in relation to Excite, with no return to unsecured creditors expected.

KPMG is currently undertaking a “recapitalisation sale program” attempting to realise the value of Excite’s assets, with Morgan confirming significant interest in the Excite reservations platform.

However, there is less than \$100,000 in the company’s local bank accounts, with KPMG also paying a few staff in an attempt to keep the back end operating in order to facilitate a sale of assets.

He confirmed that Excite owned its Sydney headquarters but has a \$10.8 million loan outstanding to the National Australia Bank which is secured by the CBD property.

The office is currently in the process of being sold, and Morgan said it’s expected the proceeds will pay out NAB.

KPMG is taking legal advice on the status of overseas creditors, including agents in New Zealand, because Excite had entities with a host of service agreements and bank accounts across the globe including in NZ, Singapore, the US, UK, Canada and Greece.

Morgan read a statement from directors Nicholas Stavropoulos and George Papaioannou, expressing “deep regret” for the collapse and citing the market’s “increased caution in dealing with non-ATAS channels following several high profile collapses in the travel industry”.

## Papaioannou home for sale

**GEORGE** Papaioannou, one of the directors of the collapsed Excite Holidays, has placed his home in Sydney’s exclusive Eastern Suburbs on the market.

Papaioannou’s three-bedroom, two-bathroom, triple-garage Vaucluse property is described as a “newly presented ground floor entertainer...well positioned in an exclusive oceanfront cliff top setting”.

Although the address is listed in ASIC records as his residence, it’s understood the Excite Director has been living abroad for some time, with Excite’s Administrator Morgan Kelly yesterday confirming he had been dealing with Papaioannou by phone and email since the company was placed into Administration.

The property was listed by Gates Real Estate on 18 Jan, just over a week after Excite’s collapse.

### Today’s issue of TD

**Travel Daily** today has seven pages of news and photos, including a special update from **Qatar**, plus full pages from:

- Tauck
- AA Appointments jobs
- Hurtigruten

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ACCREDITATION PARTNERS



## Aurora eyes Aus

**AURORA** Expeditions is researching the possibility of bringing a ship to Australia as it repositions between polar seasons in 2022/23, Managing Director Robert Halfpenny revealed to *Travel Daily*.

“That is an option being looked at now,” he confirmed, adding that Macquarie Island and even Papua New Guinea and Japan were on the line’s radar.

Halfpenny said bringing a ship to visit Australia “would be huge”, given the company was founded by Australians, but noted the company was in talks for a potential charter of the ship for a few months over the period, which would impact on such a deployment.

He also flagged the cruise line was looking at a number of other new destinations, including the Northeast and Northwest passage, Russia and Alaska.

“These ships can go anywhere,” he said.

## TA launches domestic push

**TOURISM** Australia (TA) has today launched its first domestic tourism campaign since 2014, supported by a \$20m funding injection for domestic marketing as part of the national bushfire recovery effort (**TD** 20 Jan).

Called Holiday Here This Year, the push urges Australians to plan, book and take a domestic holiday and share their experiences online, tapping into the goodwill and support for local communities impacted by the recent bushfires.

It is the first in a series of marketing activities aimed at helping the industry recover.

“We are currently in the middle of the peak summer period and we’re already seeing an impact on tourism as people delay or cancel their travel plans, including to areas that haven’t been directly affected,” TA Managing Director Phillipa Harrison said.

“Holiday Here This Year is a

practical way that Australians can help bushfire affected communities by filling hotel rooms, restaurants, caravan parks, beaches and more.”

The campaign kicks off with social activity, content partnerships and radio, outdoor and print advertising activity and aligns with activities that the states & territories are planning.

TA has provided additional information and resources to make it easier to plan and book a holiday in Australia and help out affected communities, including tools for the industry - for more, **CLICK HERE**.

The funding announced by the Federal Government on Mon saw a return to domestic marketing for TA, which had its scope shifted purely to international markets in 2013 (**TD** 29 Oct 2013) and concluded its last domestic marketing activity at the end of Jun 2014.

## Qatar Malta special

**QATAR** Airways is currently offering special fares on its flights to Malta, one of its best-selling destinations, starting from \$1,189 return for Economy class and \$6,909 for Business class.

Flights must be booked by 30 Jan, for travel between 01 Feb and 02 Oct.

See **page six** for the latest update from Qatar Airways, including the airline’s top pick of things to see and do in Malta.

## Tauk’s tempters

**TAUCK** is today promoting its itineraries to Alaska, New England and New Mexico.

Guests can choose from the 15-day Grand Alaska voyage from Anchorage to Vancouver, the 12-day Grand New England roundtrip from Boston, or the eight-day New Mexico - Land of Enchantment return journey from Albuquerque.

See **page eight** for more.

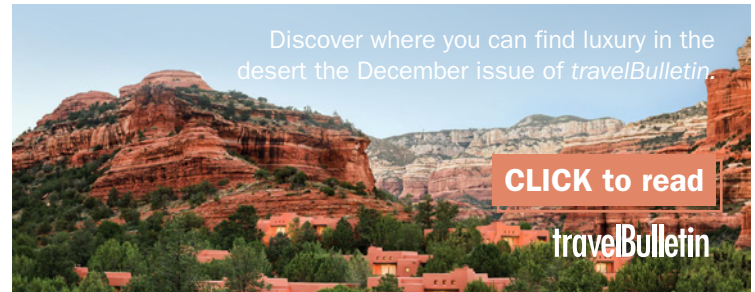
## Qantas Global Sale

Over 40 global destinations on sale now.  
Sale ends 3 February.\*

Find out more



\*Ends 3 Feb 2020, unless sold out prior. Selected travel dates, days and conditions apply.



## JAL First class from Aus

**JAPAN** Airlines (JAL) is set to become the only carrier offering First class seats on direct flights between Australia & Japan, confirming it will introduce Boeing 777-300ER aircraft on its Sydney-Tokyo/Haneda route from 01 Sep.

The plane will be configured with a First class cabin of eight seats featuring the JAL Suite and the first flight on the aircraft from Sydney will depart on 02 Sep.

JAL told **Travel Daily** overall, this new aircraft would represent a 25% increase in capacity on the route, and the reintroduction of First class on the route for the first time since 2017.

The seat types in the Business, Premium Economy and Economy cabins on the Boeing 777-300ER will continue to be the same as those on board the current Boeing 787-9 which operated the route, namely the JAL Sky Suite in Business class (49 lie-flat seats all

with direct aisle access), JAL Sky Premium in Premium Economy (40 seats), and the JAL Sky Wider seat in Economy (147 seats).

JAL's current Sydney-Tokyo/Narita service (JL772/JL771) will move to Tokyo/Haneda (JL052/JL051) from 29 Mar, enabling same-day connections to 23 domestic destinations in Japan, as well as connections on to Europe and North America.

JAL's First class fares from Australia to Japan will be on sale from 31 Jan.

### Hudson to Disney

**STEPHANIE** Hudson has taken a new maternity leave role as PR Manager for Disney Destinations, replacing Tory Martin.

She was previously National PR & Promotions Manager - Studios.

For more appointments, head to **page seven**.

## Viking marketing

**VIKING** has launched a new Marketing Centre for Australia and NZ-based agents with new resources that will enable them to customise the cruise line's marketing material and help sell the brand to clients.

Viking Trade Marketing Manager Erin Kramer said the Marketing Centre provided up-to-date materials and tools through the existing agent portal.

"Viking's Marketing Centre is our enhanced sales tool that makes it easy to market and sell Viking to your clients, helping you grow your business and earn more commission," she said.

Alongside digital versions of all current brochures, and links to order physical brochures, the centre will provide information for group bookings and give agents the ability to manage existing bookings.

To log into the agent portal **CLICK HERE**.



## Window Seat

**ICONIC** 90s rap artist Sir Mix-A-Lot once said, "Baby Got Back", but it seems for the scores of people flocking to the streets of Kawasaki in Japan, baby may also have quite a lot of...front?

The country's annual Kanamara Matsuri festival, held every year since 1969, will kick off on 05 Apr in honour of - you guessed it - men's nether regions.

Highlights of the colourful festival include a parade of men and women dressed up as a large pink genitalia, while onlookers also have the chance to purchase interestingly shaped ice blocks and candles.

So why all the phallus-fuss, you ask? To raise funds for HIV prevention programs, of course. Only in Japan.

**HURRY ENDS 31 JAN**

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### Sabre Aero deal

**CLOUD-BASED** technology business Aeronology has signed an agreement with Sabre.

The pact will see the global distribution system be the first to have the full suite of "AeroTickets" applications up and running by Apr.

### Crystal AUD fares

**CRYSTAL** Cruises' Australian office has launched Australian dollar fares.

Expedition, ocean, river and yacht itineraries will now be displayed in AUD on the Australian version of [crystalcruises.com](http://crystalcruises.com), which went live in late 2019, two years after Crystal opened its local office, the company's first outside the United States.

### 737 MAX updates

**BOEING** has estimated its 737 MAX will receive authorisation from regulators to return to service in "mid-2020".

"This updated estimate is informed by our experience to date with the certification process...it is subject to our ongoing attempts to address known schedule risks and further developments that may arise in connection with the certification process," Boeing said.

It also accounts for the rigorous scrutiny that regulatory authorities are applying at every step of their review of the 737 MAX's flight control system and the Joint Operations Evaluation Board process, which determines pilot training requirements.

**MEANWHILE**, Boeing's statement prompted WestJet to remove the aircraft from its schedule through to 24 Jun, with affected travellers to be contacted in due course.

The airline has completed more than 98% of planned departures despite its 13 737 MAX aircraft remaining grounded.

### Coral adds for 2021

**CORAL** Expeditions has launched its 2021 East Indies collection, which will see the new *Coral Adventurer* (TD 13 May 2019) explore Raja Ampat, Borneo, Sulawesi and various remote islands.

The collection includes seven voyages, three of which are new itineraries, including the 10-night Island Realms of the East Indies, Darwin to Bali journey, departing 30 Jan 2021 with prices starting from \$8,900 per person twin share.

One of the highlights of this itinerary is a visit to the island of Lombok, where guests can participate in a local ceremony such as a traditional wedding, a coming of age celebration or the completion of a village house.

For more details, contact Coral Expeditions on 1800 079 545.



**ROYAL** Caribbean Int'l last night treated a dozen of its top-selling New South Wales-based agents to a night of painting at Cork & Chroma in Sydney.

Invitees got their hands dirty at the painting class, doing their best to craft a sunset vista, complete with a Royal Caribbean ship on the horizon - some enjoying far more success than others!

**Pictured** are Royal Caribbean's burgeoning Picassos displaying their work: Trade Support Coordinator David Weiss, District Sales Manager Jessica Jones and Trade Communications Specialist Annie March.

### Scenic 2020/21

**SCENIC** Luxury Cruises & Tours has released Arctic & Fjords and Europe & the Mediterranean brochures for *Scenic Eclipse* in 2020/21.

The Arctic & Fjords publication allows guests to experience the majestic fjords of Norway, the Arctic islands of Iceland, Greenland and Svalbard and the Northwest Passage, with 12 Arctic departures in total.

The Europe and the Mediterranean brochure features Croatia, the Greek Islands, Morocco, Portugal, Spain and Turkey, with 10 new European departures around the continent.

## Secure your seat

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Doltone House,  
Darling Island, Sydney

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Travel Daily

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## Travel training at TAFE NSW



**INDUSTRY** training provider, TAFE NSW launched the first of its Next Gen Travel and Tourism training programs yesterday, with a number of industry leaders on hand to mark the occasion.

The product-led interactive course has been developed in conjunction with industry advisors and contributors with input from a range of organisations, including the Australian Federation of Travel Agents (AFTA), the Cruise Lines International Association (CLIA), the Council of Australian Tour

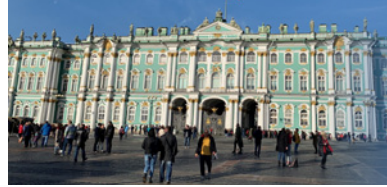
Operators (CATO), Amadeus IT Pacific and TAFE NSW's SkillsPoint team - representatives of which are **pictured**.

### CATO Awards Hyatt

**THE** Hyatt Regency Hotel, Sydney, will host this year's Council of Australian Tour Operator (CATO) Awards, as a standalone event on 23 Oct.

Awards will be presented across 14 categories, with tickets for the event available now.

**CLICK HERE** for more.



## Inspire your clients' next trip to Russia

Get them to read all about river cruising in the Summer edition of *Travel & Cruise Weekly*

### IHG reno approval

**PLANS** for the redevelopment of Sydney's InterContinental Hotel have moved a step closer to fruition with the Independent Planning Commission granting consent for the construction of a grand ballroom on top of Transport House.

However, construction work will not be able to commence until the hotel's owner, Mulpha, secures additional approvals as part of separate development applications.

### Moorings Brazil

**THE** Moorings has launched its first South American offering, with a fleet of four yachts available to charter on Brazil's Costa Verde.

The custom-built boats can accommodate up to eight guests with the option to rent the yachts with an experienced crew or "bareboat" putting travellers at the helm.

Prices start from \$1,540pp for a seven-night bareboat charter.

**CLICK HERE** for more.

### FAN+ raises funds

**AUSTRALIAN** sporting and entertainment experience start-up FAN+ is raising funds for people and wildlife affected by the recent bushfires through a dedicated auction.

In partnership with Australian Olympic Legends, there are some rare items and experiences up for bidding, including a swim session with Leisel Jones - **CLICK HERE**.

### McLachlan famil

**MCLACHLAN** Tours has announced the winning agents of its 10-day Ultimate Famil in Europe from 16-25 Aug.

The four best-selling agents are Naomi Jones, Helloworld Travel Engadine NSW; Kelli Kirk, Albury Travel NSW; Leah Hughes, Travel Managers Balberra Qld; and Emma Deed, House of Travel Matamata NZ.



## SUSTAINABILITY MATTERS

*Today's Sustainability Matters is brought to you by PONANT*



In earlier columns I have detailed PONANT's long term commitment to environmental responsibility, including

completely eliminating the use of heavy fuel oil fleet wide as of 1 January 2019. Well, today I want to share with you that PONANT has taken a decision that is unique in the cruise market: to offset 150% of its carbon emissions.

Since 15 September 2019, PONANT has been investing in Verified Carbon Standard certified projects for reforestation in Amazonia and the production of renewable energies in India.

Furthermore, PONANT has developed scientific partnerships funding research projects around the world, including providing scientists with a grant of €265,000 to monitor humpback whales in the Antarctic, and funding €75,000 to assist the Pure Oceans Foundation's 9 scientific research projects around the world.

The company has decided to make the new polar exploration ship *Le Commandant Charcot* available to the scientific community. It will be fitted with laboratories, equipment, dedicated staterooms and personnel - offering a platform for observation, research and analysis, thereby participating in the global effort to study and conserve the poles.

I invite you to discover the multiple ways PONANT is committed to maintaining a sustainable future by visiting [au.ponant.com/sustainable-development](http://au.ponant.com/sustainable-development)

**Monique Ponfoort,**  
Vice President – Asia Pacific



**W Wendy Wu Tours.**

# Asia

# ON SALE

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SAVE UP TO  
**\$300 PP**





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Content produced  
in collaboration with  
Qatar Airways

**QATAR** Airways is celebrating its flights to Malta with special fares to the country.

Flights to the Mediterranean nation start from \$1,189 return for Economy class and \$6,909 in Business class and must be booked by 30 Jan, for travel between 01 Feb and 02 Oct.

Malta is one of Qatar Airways' highest sellers, according to the airline's Senior Manager for Australasia Adam Radwanski.

"With its stunning natural attractions, spectacular underwater world, and authentic Mediterranean cuisine, it's a 'must see' in 2020."

Valletta, the capital of Malta, is one of Europe's best preserved medieval cities and is perfect for a short trip in the middle of the Mediterranean.

A key tourist attraction in Malta is the historical town of Mdina, a fortified medieval town located on a large hill in the centre of the main island, which was once the capital and showcases narrow streets and beautiful views over the island.

Another highlight in Valletta is Palace of the Grand Masters, which is currently home to the President's office and the Maltese Parliament.

The Palace staterooms are open to the public on occasion and are genuinely impressive.

While there, take a detour to the Knight's Armoury, where travellers can find out more about the Knights of St. John

who were influential in the development of Malta.

Visitors should also pay a visit to Manoel Theatre for some highbrow culture. The theatre is one of the oldest in Europe still showing classical music concerts and plays, as well as family-friendly Christmas pantomimes.

**CLICK HERE** to learn more about how Qatar Airways can take your clients to Malta.



## Experience QR's hospitality

**QATAR** Airways is reminding agents of its cabin crews' world-class attention to detail and care for clients' every need.

Travellers in Economy class receive a standard 30kg baggage allowance while Business class guests can take

up to 40kg of luggage.

Qatar Airways' recently launched Quisine concept (*TD* 01 Aug 2019) means guests will enjoy 25% larger appetisers and main courses and 50% larger desserts, all served on products with 80% more recyclable and biodegradable materials.



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arts and culture  
of Malta



**QATAR**  
AIRWAYS القطرية

GOING PLACES TOGETHER



**THE** new five-star Pullman Rotorua has opened, allowing Accor to expand its premium footprint in New Zealand.

The new accommodation is the first five-star hotel to open in the Bay of Plenty region, offering Superior King rooms, Superior Twin, Deluxe, Deluxe Twin and Executive suites.

The 130-room hotel has panoramic views of the city and Lake Rotorua, and features a bar, a gym and an executive lounge.

Pullman Rotorua also features a restaurant, Barrel & Co Bar and Grill, in addition to conference facilities and private event spaces.

**Pictured** is a Deluxe City room.

## ANA auto bus trials

**ALL** Nippon Airways (ANA) is conducting trials using an autonomous bus at Haneda International Airport (HND), in collaboration with SB Drive Co. BYD Japan and Advanced Smart Mobility.

If the trials are successful, the driverless bus will be implemented at HND by the end of this year, with ANA expecting it to make travel within the airport simple and more convenient.

## Aussies eco travel

**ACCORDING** to a survey by Rentalcarprotection.com.au, 88% of 1,003 Australians surveyed are willing to change their future holiday habits to reduce their impact on the environment, with 68% happy to pay extra to offset the carbon they use.

Over half the respondents said they were willing to travel via public transport and be mindful of their energy use, while 44% would consider booking eco-friendly accommodation.

Additionally, 32% said they would look to holiday domestically rather than travel abroad, and 27% would be willing to holiday less frequently.

The survey found the biggest barriers to making eco-conscious travel choices were higher costs and lack of education.

## W Hotels amenities

**W HOTELS** Worldwide has partnered with the Davines Group to launch a new unisex amenity line of "luxurious, eco-friendly" hair and skin products, which will be offered in full-size bottles at all W locations by the end of 2020.

## APPOINTMENTS



**WELCOME** to Industry Appointments, *Travel Daily's* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

Wyndham Hotels & Resorts has named **Andy Flaig** as the Head of Development for South East Asia and Pacific Rim. Flaig was most recently Group Chief Development Officer at Next Story Group.

Dream Hotel Group has appointed **Kanvar Singh** as its new President of Operations. He started his career at the Group in 2002, when he was the Front Desk Agent at The Time New York.

**Mario Sandulescu** has taken on the General Manager role with **Kamana Lakehouse**. He was promoted from Hotel Manager and had previously spent more than 10 years in high-end hotels in Europe, Singapore, the Caribbean and United States.

Exhibition & Event Association of Australia has announced the appointment of **Claudia Sagripanti** as Chief Executive. She is replacing **Joyce DiMascio**, who was named Director of Marketing and Communication by **The Venues Collection**.

Global destination management company **Discova** has welcomed **Andrew Turner** to its team as Global Sales Director, effective from Mar. Turner was previously Head of Industry Sales at Intrepid Travel.

## Sheremetyevo C

**NEW** passenger Terminal C opened at Sheremetyevo International Airport on 17 Jan, with passengers of Aeroflot flight SU2203 from Helsinki to Moscow the first to experience the new terminal complex, which will be home to international carriers.

## Pacific donates

**PACIFIC** Hotels is offering Australia-based paid and volunteer firefighters a year-round accommodation discount, and has also set up donation points at reception and hotel restaurants.

The funds will be distributed to the Salvation Army Disaster Appeal, Fire Service Brigades and Donations Fund, WIRES and WWF's Australian Wildlife and Nature Recovery.

## NY celebrates Oz

**THE** Empire State Building will light up in green and gold to celebrate Australia Day on 26 Jan, while its restaurant STATE Grill and Bar will serve Foster's beer and pavlova on 25 and 27 Jan.

Profits made from these items will be donated directly to the NSW Rural Fire Service, and matched by managing restaurant Patina Restaurant Group.

## HAL ambassador

**HOLLAND** America Line (HAL) has announced Seattle-based Emmy Award-winning weather anchor and travel reporter Seth Wayne as its brand ambassador.

Wayne will host the cruise lines new HAL Aboard multimedia line-up of "behind-the-scenes" stories and brand highlights.

## Travelport deal

**CHUBU** Centair International Airport in Japan's Aichi Prefecture has appointed Travelport as its digital media partner.

The deal will see the company promote the airport and its destinations to Travelport's global network of travel agents.

Denali National Park, Alaska

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 1, 4, 18 & 25 Jul; 1, 8, 15 & 22 Aug 2020  
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- Private whale-watching cruise
- Visit to a family homestead in Trapper Creek to learn about modern pioneer life
- Chilkat Bald Eagle Preserve rafting adventure
- Unforgettable rail ride on the *White Pass & Yukon Route*



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### Grand New England

**12 Days from Boston return**  
 Departing 21 & 24 Sep; 2, 4, 5, 13 & 14 Oct 2020

Starting from **\$7,850\***pp twin share |  
**\$10,443\***pp solo travellers

Small Group Departures available - averaging  
 24 guests\* & 2021 departure dates available!

#### TAUCK VALUE INCLUDES

- **TAUCK EXCLUSIVE** - Insider stories about New England during filmed narratives by documentary filmmakers Ken Burns and Dayton Duncan
- Private Tauck schooner cruise on the waters off Bar Harbor in Maine
- A New England farm-to-table cooking demonstration and dinner in Vermont
- An exclusive hands-on lobstering experience in Portland with a local lobsterman
- A private tour and lunch at Edith Wharton's Berkshire home, The Mount



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### New Mexico – Land of Enchantment

**8 Days from Albuquerque return**  
 Departing 17\* Apr; 1 & 15 May; 3 Jul; 11\* Sep 2020

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#### TAUCK VALUE INCLUDES

- **TAUCK EXCLUSIVE** - A visit to the Georgia O'Keeffe Museum & a private artist's studio in Santa Fe
- Multiple-night stays in Albuquerque, Taos and Santa Fe ensuring in-depth cultural discoveries
- Visits to the Indian Pueblo Cultural Centre and private welcome and talk at the National Museum of Nuclear Science offer an insider look at life in Albuquerque, past, present & future
- Storyteller tales & a float trip on the Rio Grande, followed by a guided visit to Ghost Ranch



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Interviews to commence this week.

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MELBOURNE- SALARY PACKAGE UP TO \$90K DOE

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