



## Travel white paper

**NEWS** Corp Australia has today released a white paper covering travel trends, marketing and consumer expectations around travel, as part of an ongoing campaign to keep the industry on the front foot despite the current COVID-19 travails.

The study is covered in an exclusive opinion piece from the publisher's Head of Travel, Dwayne Birtles on **page three**, with more details on **page seven**.

## QR confidence

**QATAR** Airways is today highlighting its ongoing commitment to the Australian market, with the carrier having maintained and in fact boosted its presence through the pandemic. See **page eight** for testimonials.



Second Release:  
Super Earlybird Offer

**Fly Business Class**  
from \$3,495pp\*

Plus, Flexible Booking Offers



2022 Preview Brochure  
now available to order  
through TIFS

\*Conditions apply, see flyer for full details

**DOWNLOAD BROCHURE**

## Contact your MP today!

**THE** entire travel sector is being urged to once again reach out to Members of Parliament to highlight the industry's predicament, as lobbying efforts come down to the wire in the lead-up to the end of JobKeeper.

The push comes amid a multi-pronged approach which has seen AFTA and CATO pressing the industry's case in Canberra this week, while the "WA Wonder-Women" Christine Ross-Davies and Jo Francis have also posted resources on their Travel Industry Lobby Group Facebook page.

AFTA this morning released an urgent 'Travelsectorkeeper' survey, which all industry business owners and managers should complete to "help us fight for the survival of your business".

"We have been working closely with the Federal Government and have made known just how vital ongoing financial support including JobKeeper is for your business until international travel resumes," said CEO Darren Rudd.

The AFTA survey can be completed by **CLICKING HERE**.

**MEANWHILE** this morning CATO Chairman Dennis Bunnik appeared in a Travel Community Hub webinar, detailing his day in Canberra yesterday for a meeting with Tourism Minister Dan Tehan.

During the Parliament House gathering, which was also attended by CATO MD Brett Jardine and Entire Travel Group chief Brad McDonnell, Tehan urged the trio to escalate their concerns to the Treasurer, and then personally facilitated a meeting with Josh Frydenberg yesterday afternoon.

Bunnik said they were able to clearly lay out the industry's

plight and the vital importance of ongoing support.

"We were able to explain and educate these MPs and show them the reality of the anxiety and stress that all of the industry is feeling at the moment," he said.

As well as urging ongoing wage support in the form of a modified JobKeeper for at least six months, CATO pushed for a grants program to assist with business overheads, as well as government-guaranteed loans to help companies survive until international borders reopen.

Bunnik backed overnight calls from Christine Ross-Davies and Jo Francis for the industry to mobilise, stressing the importance of personal stories, offering solutions and the overall need for urgency.

Ross-Davies and Francis have posted ideas for wording, contacts and other suggested courses of action on the Australian Travel Industry Lobby Group Facebook page, which we have summarised as a special supplement on **page nine** of today's *Travel Daily*.

## Inspire update

**THERE** appears to have been a frantic online scramble at Helloworld's Inspire Travel Management TMC business yesterday, with the company's website rapidly updated to remove any reference to "100% Indigenous ownership" after yesterday's *Travel Daily* revealed it was now fully owned by HLO.

Until yesterday afternoon, the site had previously proudly touted Inspire's credentials as "the only majority indigenous owned, Supply Nation accredited, large market TMC in Australia" (**pictured**) but this reference has now been deleted.

Helloworld hasn't commented on the ownership change which occurred last year, while Inspire is also no longer listed on the Supply Nation database of "verified Indigenous businesses".



Majority Indigenous  
Owned

We are the only majority indigenous owned,  
supply nation accredited, large market TMC  
in Australia

# Suki

Search 10,000+ tours, cruises  
& river cruises all in one place

**START FREE TRIAL**

<https://suki.travel>

## Today's issue of TD

*Travel Daily* today has six pages of news including our PUZZLE page plus full pages:

- News Corp Australia
- Qatar Airways
- Lobbying resources

## Webjet key to recovery

**WEBJET** CEO John Guscic says the company's OTA and WebBeds businesses will play a "critical role in travel recovery," with the business determined to emerge from COVID-19 with stronger market share and profitability.

The company this morning unveiled its results to 31 Dec (**TD** breaking news), reflecting the stark reality of the pandemic with TTV down almost 90% and a statutory loss of \$112 million.

That figure included \$74 million in non-cash items, with the underlying loss of \$40 million including a write-off of all debtors over 180 days, reflecting exposures to businesses adversely affected by COVID-19.

Cash burn has been reduced to \$4.8 million per month and all remaining staff have returned to full-time employment, with the company reporting a closing cash balance of \$283 million giving it the "flexibility to withstand a protracted market recovery".

The reopening of domestic borders has seen the Webjet OTA return to profitability, while a transformation project in the

WebBeds division is targeting 20% efficiencies which will see it emerge as the "number one global B2B player".

"Webjet's global footprint with a diverse customer base allows for demand to be captured when and where borders open," the company said.

Guscic noted that 85% of the company's OTA flight bookings are domestic, predominantly serving the leisure market.

"Webjet OTA has significant brand strength and superior technology offerings and is focused on increasing its market share leadership as domestic leisure markets reopen and physical stores decline," he said.

The Online Republic division also has significant exposure to global leisure markets and broad car and motorhome inventory.

Guscic said demand for travel - and in particular leisure travel - remains high.

"We believe people will want to travel as soon as they are able, and we are doing everything we can to ensure Webjet is there to capture demand when it happens".

## Keep your clients inspired with *keep dreaming...*

A weekly e-magazine with destination features, puzzles and more.

Travel & Cruise  
Weekly

Reach for  
success...

take your business mobile.



MTA Advisor Joanne Gordon

Let's chat - 1300 682 000 | [mtatravel.com.au/joinus](http://mtatravel.com.au/joinus)



## NCLH delays again

**NORWEGIAN** Cruise Line Holdings has delayed cruise departures across all brands through to 31 May to meet CDC requirements - more info in **CW**.

## Win concert ticket

**EMIRATES** is offering 15 lucky **Travel Daily** readers the chance to attend a concert headlined by Aussie music royalty Dami Im in Adelaide on 10 Mar, as part of its ongoing sponsorship of the Adelaide Festival.

To be eligible to score tickets, agents need to be registered on the Emirates Partner Portal and answer three questions to be in the running to win: *How many A380s does Emirates currently operate? How many years has Emirates been an Adelaide Festive partner? Name two new destinations 'flydubai' has revealed they will fly to in 2021?*

Email answers to [eventsMEL@emirates.com](mailto:eventsMEL@emirates.com).

## Vale Marriott CEO

**MARRIOTT** International has announced the sad news that Global CEO and President Arne Sorenson has passed away from pancreatic cancer after a short battle with the illness.

Sorenson became the third CEO in the company's history in 2012, and the first without the Marriott surname, with a new CEO expected to be appointed within the next two weeks.



## Window Seat

**THE** signs that COVID is intent on cancelling everyone's fun has never been more evident than in Canada at the moment, where a decision has been made to temporarily turn the Canada's Wonderland theme park into a vaccination clinic.

The site has been chosen based on accessibility criteria, population distribution and vulnerability, with drive-thru stations to be constructed in a bid to stem the rapid rise of infections in the country.

Canada's Wonderland is currently closed but has announced plans to reopen in May if government health authorities give the park the green light - no riding the syringes though please.



## Pacific Islands survey

**THE** Treasures of the South Pacific is asking travel agents to complete a brief survey to help shape future trade training activities when the Pacific Islands reopen to travel.

One agent will score a \$50 Prepaid Visa card - **CLICK HERE**.



Become a Malaysia Travel Expert with our online training program created jointly by Malaysia Airlines and Tourism Malaysia. Visit [www.mhmalaysiaexpert.com](http://www.mhmalaysiaexpert.com) and register today.

Register Now!





## CTM steels for rebound

**CORPORATE** Travel Management (CTM) has reported a lower than expected EBITDA loss of \$15.7 million for the 1H 2021 period (**TD** breaking news), citing a resilient revenue performance of \$74.2 million and better cost management as key drivers of the result.

“Significant new client wins across all our major regions supported a better than expected first-half earnings result and has given us revenue momentum into the second half,” said Managing Director Jamie Pherous.

Dec 2020 proved the most stoic for CTM, with the business taking in the highest revenue for the half despite the month historically being quiet for corporate travel.

Overall TTV dropped by 88% year-on-year to \$403.8 million however, with the biggest decrease recorded in Asia which plummeted to a loss of \$10.8 million for the period.

Meanwhile, Australia delivered better TTV results than most markets, declining by 77% to \$155.3 million when compared to the same period last year.

The company’s financials showed that Australian bookings at one point had recovered to 70% of the volumes of 2019 in the back end of Dec 2020, but that confidence was dented by domestic border restrictions

implemented after the Northern Beaches COVID cluster in Sydney, dropping sharply to around 40% of 2019 volumes.

CTM also revealed it is positioned well for recovery in the markets of North America and Europe in particular, with both regions showing signs of advanced vaccination programs when compared to the rest of the world, the company noted.

According to CTM projections, the United States is expected to achieve pre-variant herd immunity by 24 Apr, while the United Kingdom is on track to deliver the same result by 10 Jul, a significant margin ahead of Australia which CTM estimates will reach the same milestone much later on 08 Dec.

Acquisitions will play a key role in CTM’s recovery the company notes, in particular the purchase of Travel & Transport for US\$200 million (**TD** 29 Sep 2020), will embolden the business to be “one of the leading mid-market corporate travel managers in the world,” Pherous noted.

Moving forward, CTM believes a return to profitability will be driven by borders remaining open between the busy Australian travel triangle of Melbourne, Sydney and Brisbane, conceding these are subject to “evolving government decisions”.

“We are in a good position to capitalise on a recovery in corporate travel activity because we have a strong balance sheet with excess cash for further opportunities,” Pherous observed.

### Ooh La La Contiki

**CONTIKI** has completed a major internal refurbishment of its Chateau De Cruix in France.

Located in the Beaujolais wine region, the property boasts vintage beauty rooms, French-inspired lounge and pool area and private chefs to whip up some authentic French cuisine.

### More woes for CWN

**IN A** further blow to the fortunes of Crown Resorts, the Gaming and Wagering Commission of WA has recommended an independent inquiry under the Casino Control Act 1984 (WA) be established into the company’s suitability to operate Crown Perth.

The WA body has indicated a formal inquiry needs to be initiated in light of the findings released by NSW’s Bergin report about corporate governance issues (**TD** 16 Feb).

## TRAVEL TIPS FOR TROUBLED TIMES

brought to you by News Corp Australia



**HOW** do we go about navigating the unpredictable? How do we plan to market travel when travel could be cancelled at any moment?

News Corp Australia’s Head of Travel, Dwayne Birtles, believes we have an industry that’s down, but not out.

Moving through 2021 is going to continue to be difficult for those in the travel industry, as well as for its consumers. We anticipate that travel businesses will continue to become leaner and more agile in order to function during the pandemic. They will have to cope with challenging long-term planning and focus on the short game. It’s going to be about agility.

There are so many environmental factors that lie out of the control of travel businesses - everything from market conditions to government restrictions and consumer confidence. In 2020 we saw six in ten people globally\* have their travel plans negatively impacted, and as a result customers who wanted to travel globally have had to settle for interstate and then even intrastate. We’re now seeing 63% of respondents to a recent Australian survey of ours, resigned to the fact that their next holiday will be intrastate, up from 39% in April last year.\*\*

Consumer expectations surrounding travel have changed. If they are

going to be using travel businesses in 2021 and beyond, they will require more confidence in the business than ever before. Travel businesses must have more flexibility in order to manage customer and consumer expectations. Sales will be harder to make as consumers will be researching more thoroughly and thinking twice on all decisions. Travel businesses need to ensure they have clear and outlined terms surrounding flexibility, or else they will struggle to win over customers.

There is an early mover advantage available. Being present during an economic downturn can, in fact, yield good results when the market is quieter. You must strike while the iron is hot, as Australians have a travel appetite to be whet; it is just likely that their first holiday will be an intrastate or domestic short-term trip as opposed to international, however the international dream is not dead. With this knowledge, there’s an opportunity to truly connect with consumers and put the joy, excitement and adventure of travel back into their minds. Keeping the holiday dream alive and reminding them of what they have been missing and what’s to come in the future.

The full white paper is available [here](#).

Source: \*Expedia Group – Traveler Sentiment and Influences 2020/2021. \*\*News Corp Australia Travel Consumer Intelligence Report - Jan 2021.

News Corp Australia



## Aurora unveils 22/23

**AURORA** Expeditions has introduced its Antarctic 2022-23 summer season of itineraries to the market, operating 26 departures aboard its two purpose-built expedition ships, *Greg Mortimer* and *Sylvia Earle*.

Ranging from 11 to 23 days in length, the sailings depart from either Ushuaia, Argentina, or Santiago, Chile and feature several add-on experiences, such as snorkelling, diving, ice camping, ski touring, kayaking and snow shoeing.

Highlights of the program include the Spirit of Antarctica itinerary, sailing across the Drake Passage and providing passengers the chance to Zodiac through pack ice and set up camp on the under pastel polar skies.

Another showstopper is the Antarctica Complete journey, a mammoth 23-day voyage which crosses the Antarctic Circle and visits to several remote islands.

Earlybird savings of up to 30% are on offer for select cruises when booked and deposited by 31 Mar - call 1800 637 688.

## NSW cash boost

**THE** NSW Government has unveiled the details of a \$6 million investment to stimulate the state's visitor sector.

The program includes \$10,000 grants to regional tourism operators to update their products or experiences, between \$50,000 and \$150,000 in matched funding to assist operators upgrade existing accommodation to improve their star rating, and grants of up to \$30,000 to create, attract and support business events for regional NSW.

The cash injection has also seen \$2.5 million allocated to the Sydney Love It Like You Mean It marketing campaign.

"The campaign has generated more than 42,000 leads to visitor economy businesses since launching late last year," said NSW Minister for Investment, Tourism Stuart Ayres.

## Agents share their Payne



**LAST** Thu, Leonie Clay and Julie Woodall from My Travel Expert at Nowra and four other local travel agents met with the Australia's Foreign Affairs Minister Marise Payne and Senator Jim Molan to campaign for an extension of the JobKeeper program for the struggling travel sector.

"We met for over an hour and put our case forward to save the travel industry," Clay said.

"They were taking back our comments for Parliament opening and for discussion in the party room and were very shocked at the disparity in the industry support program and understood our request for industry specific JobKeeper - hopefully our input

helps the fight," she added.

**Pictured:** Bronwyn Moore, Travelteam Batemans Bay; Leonie Clay, My Travel Expert Nowra; Lindy Herron, South Coast Cruise and Travel; Jennie Dicker, Helloworld Nowra; Marise Payne; Julie Woodall, My Travel Expert Nowra; Emma Longford, iTalk Travel Nowra and Jim Nolan.

## Back-Roads 2022-23

**BACK-ROADS** Touring has launched its 2022-23 tours schedule, with tours to launch to the public region-by-region over the coming weeks starting with the UK & Ireland today.

New season tours of the popular European nations include the Corners of Cornwall adventure, taking travellers to visit medieval churches and castles of St Michael's Mount, and taking in the views of the Jurassic Coast.

Prices for the tour leads in at \$3,879 per person.

Also on offer is a 10-day Scottish Journey priced from \$4,769pp.

All tours across Europe will be available to book from early Apr - **CLICK HERE** for further details.

## Hotel Indigo in SA

**AUSTRALIA'S** first Hotel Indigo will open its doors in Adelaide on 01 Mar (**TD** 10 Sep 2018).

Hotel Indigo Adelaide Markets will see IHG Hotels & Resorts boutique lifestyle brand debut locally, with the 145-room property located next to Adelaide Central Markets.

The property's contemporary design is inspired by the area's industrial heritage, and aims to connect with guests through local artworks and produce.

## Best Western reward

**BEST** Western Hotels & Resorts has removed some of the hurdles to attain its Elite Status eligibility qualifications for 2021 - enabling travellers to earn Elite Status through either a five-night booking, three stays or 5,000 pts.

"By reducing our Elite Status eligibility qualifications, our guests now have the opportunity to earn greater perks with fewer stays," said Australasia Director of Sales & Marketing Leanne Stocks.

## Sod turned on Peppers Melbourne

**CONSTRUCTION** has begun on Peppers Melbourne Richmond (**TD** 09 Sep 2019), with the hotel on track to open by mid next year.

The property is being developed by owner and operator Amber Property Group, and will be located on Bridge Road.

The 80-room Peppers Richmond aims to elevate the neighbourhood's accommodation scene, and will offer facilities such as a state-of-the-art gym and restaurant and a rooftop bar.

## Scenic II unchanged

**SCENIC** Luxury Cruises & Tours' *Scenic Eclipse II's* build schedule has not changed since Jun 2020, despite reports to the contrary, the company has confirmed.

The operator's current forecast for the ship to be available in 2023 was updated mid last year, with Scenic telling *Travel Daily* it would be making an announcement "at the appropriate time" once more information becomes available.

"There is no change to the current status of *Scenic Eclipse II*," a spokesperson said.

"We have created an indicate schedule for 2023".

## ATG hosting events

**APT** Travel Group (ATG) is hosting travel events for agents and their clients from Sun.

Travellers are encouraged to register to secure a spot for one of the free events, during which there will be insider tips and information on a range of new APT destinations and products.

ATG General Manager Sales Scott Ellis said the events have been designed to give travellers the confidence they need to book their next holiday.

Events will be held from 21 Feb 21 to 17 Mar, with in-person events taking place in QLD, NSW, VIC, SA and WA.

See the full list **HERE**.

## Pub quiz

1. What is the second most populous city in Italy after Rome?
2. The former Fourth Avenue in Manhattan is now known by what name?
3. You can visit Pike Place Market in which city?
4. Bridge Road, Swan Street and Victoria Street are notable thoroughfares in which inner-city Melbourne neighbourhood?
5. Charles de Gaulle Airport is located in which Parisian suburb, which occasionally lends its name to the aerodrome?
6. Which European city is home to the continent's most billionaires?
  - a) London
  - b) Monte Carlo
  - c) Moscow
7. Which city has hosted the most Summer Olympic Games, doing so three times?
8. Which New Zealand city is centred around Cathedral Square?
9. True or false: Antarctica has a top-level domain, equivalent to .au.
10. Helsinki is located on what body of water?

## Sudoku

### DIABOLICAL

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.

			9			2		
				4	7		5	6
7	8					3	4	
8	9			3				
			7		4			
				9			1	2
	4	6					9	7
9	2		5	7				
		1			9			

## Seen it at the movies



©Boone Hall Plantation

This famous "chick flick" tear-jerker of modernity was originally based on a novel by Nicholas Sparks before being made into a highly successful feature film.

The book was primarily set in New Bern, North Carolina, however, when the filmmakers began scouting for locations, they decided to shoot the film in South

Carolina instead.

In fact, they enjoyed the state so much that the scriptwriters changed major location details from the book to create the fictional town of Seabrook in the movie, inspired by the peaceful greenery of South Carolina.

Can you name the film starring the hunky Ryan Gosling?

## Funnies Flashback



WE'VE trawled through the **TD** Window Seat archives to give you a blast from the past. Here's some gems from 20 Jun 2014:

### WHAT a croc!

Australia is poised to provide Dubai's next attraction in the form of King Croc, a giant 750kg crocodile which will take up residency at the Dubai Aquarium and Underwater Zoo.

Along with his female croc companion of the last 20 years, the 40-year old reptile will soon reside in a special enclosure that replicates their natural habitat.

King Croc's statistics alone are sure to wow the crowds, with a head weighing over 150kg and 60 teeth, each of which are the size of a human index finger.

The saltwater reptile is tipped to grow even larger over the remaining 50 years of his life & already boasts the strongest bite force of any animal at 3,700 pounds per square inch.

Officials from the Australian Government have helped to facilitate the transfer of the two crocs after carrying out full and extensive qualification testing of his new Dubai handlers.

### ANSWERS 16 FEB

Celebrity faces: Eyes - Craig Owens, Journey Beyond, Nose - Ashton Kutcher, Mouth - Angelina Jolie

Unscramble: ache, achier, achy, ahem, arch, chain, chair, char, charm, chary, chime, chimera, chimney, chin, china, chine, chyme, each, enrich, hair, hairy, hame, hare, harem, harm, hear, heir, henry, hernia, hire, hiya, hyena, hymen, hymn, inch, machine, MACHINERY, march, menhir, mynah, niche, ranch, reach, rhea, rhyme, rich, yeah

### Banyan Tree growth

**BANYAN** Tree Group is set to continue its global expansion this year, entering three new regions.

Adding to its pipeline of 35 properties opening over the next three years, Banyan Tree will enter Greece, Mozambique and Qatar for the first time.

Opening next month will be Dhawa Quzhou, and following it shortly after will be Angsana Saranam Bali in May, Banyan Tree Escape in Jul, and Banyan Tree Nanjing Garden Expo in Q3.

### Skal event online

**THE** Melbourne Skal event set to take place at Charcoal Lane (**TD** 12 Feb) has been postponed, and has been replaced by a Virtual Zoom meeting happening this Thu at 3pm (AEDT).

Anyone can attend the virtual session and it is free to join, so interested parties can catch up with fellow Skalleagues for a virtual meeting **HERE**.

Skal creates a network for the tourism industry to unite and promote the sector.



**A WELL** earned break for almost 40 New South Wales travel sales people was enjoyed at a lunch at Bungalow 8 King Street Wharf in Sydney on Fri, with travel reps from across cruise lines, airlines, tour operators and wholesalers in attendance.

The casual lunch was the first time the group had been able to assemble since they met at the same time last year, and despite the fact many have been stood down, stood aside, or have had hours severely restricted and are working second jobs, everyone remained as enthusiastic and

passionate about travel as ever. The gathering was organised by Princess Cruises Business Development Manager Rachaelle Tyrrell (**pictured** second row, bottom left), who said she simply “needed to connect with her peers”.

Walter Nand, the administrator of the NSW Travel Sales Reps Facebook page RoadWarriors and Director of Ride the World Motorcycle Tours, said it was amazing to see that spirits were high despite all of the challenges of the past year.

“It was uplifting to be around so many positive and dynamic people who cannot wait to get back out on the road,” Nand enthused (**pictured** bottom left).

## 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](mailto:accomupdates@traveldaily.com.au).



Delivering a hot springs resort with an all-day dining restaurant, **Dusit Princess Hot Springs Resort Fengshun, Guangdong** will rebrand after being purchased by a Thai-based property developer. At this stage no name has been given for the

relaunch, but the 190-guestroom resort is expected to reemerge in its new brand identity in Apr.



IHG Hotels & Resorts has announced its first opening of 2021 with India's **Holiday Inn Chandigarh Zirakpur**, featuring 131 keys with scenic views of the city. Located on Ambala Chandigarh Expressway, which connects the city with all the famous

landmarks and attractions surrounding it, the hotel is positioned 20 minutes from both Chandigarh Airport and Chandigarh Junction railway station. The hotel will be aimed at both leisure and business travellers alike.



**Movenpick Hotel Hobart**, which opened recently, has launched its Italian restaurant Tesoro. The restaurant aims to combine the produce from local growers, farmers and makers, with traditional techniques to create a menu of modern Italian classics.

Formulated by global design agency Greymatters, the space will comprise of a restaurant, a bar, and a private dining room, and will be adorned by murals by Australian artist Steve Cross.

### First Sitting launch

**A TWENTY-YEAR** travel veteran has launched a new consulting agency designed to help SMEs navigate the perils of the COVID business landscape.

First Sitting Consulting is the brainchild of former Flight Centre employees Tim Hayden and Christie Hopp, and although not exclusively aimed at travel businesses, Hayden says his background in the sector makes him extra excited to consult with companies within the space.

“With a background in travel, I am particularly keen to sit down with these businesses to talk through navigating the current challenges,” he said.

More details about the new venture are available **HERE**.

### FC training Academy

**THE** Flight Centre Travel Academy is currently recruiting for young people to join its education program.

“While we know the world isn't brimming with roles within the Travel Industry right now, there is still an abundance of knowledge, insight, and care to be shared... even if it's for one day, every little bit of insight is incredible,” said FC Facilitator Trish Dunmill.

For further details, call Jen Duncan on 0419 793 435 or email [travelacademy\\_placements@flightcentre.com](mailto:travelacademy_placements@flightcentre.com).

# GO PLACES WITH YOUR BUSINESS

The News Travel Network is Australia's ultimate destination for travel, connecting your brand with 5.3 million\* highly engaged travel intenders seeking inspiration and advice while planning their next adventure.

Delivering insight into the mind and mood of Australian travellers, our network is purpose-built to ensure partners reach new heights as the travel industry recovers.

News Corp Australia remains committed to advocating for safe travel, for Aussies to explore our beautiful backyard, and for international corridors and improved economic policies that help to get travel back on track.

Contact your News Corp Australia travel representative today or visit [news.corpaustralia.com.au](https://news.corpaustralia.com.au) to find out more.

*News*  
**TRAVEL**  
NETWORK

**ESCAPE**

 **news.com.au**  
Travel

*News Corp* Australia



## Qatar Airways - Travel with confidence

### Qatar Airways was one of the few airlines to never stop services to Australia during the pandemic.

**QATAR Airways** even expanded AU operations during the peak of repatriation efforts, adding an extra 28 weekly flights on top of the regular 21 weekly flights. During this time QR also launched BNE as a new destination from 29 March 2020.

Data from the Bureau of Infrastructure, Transport, and Regional Economics showed that QR was responsible for over 25% of AU international passenger movements since April 2020. Over 250,000 Australians were brought home and in addition QR flew more than 3.1 million international passengers since April 2020. The Australian trade

have been extremely supportive and appreciative of QR's efforts in helping clients come back home. Testimonials such as **Anita Ness's**, owner of **Helloworld Dunsborough** reflect the trades appreciation. "The support we have received from the Qatar Airways staff in Australia, assisting us to get clients home safely, has been second to none and we applaud the airline for their continued support".

QR's latest booking policy guarantees flexibility for travel until 31 December 2021, for bookings made prior to 30 April 2021. This includes unlimited date or destination changes, as well as fee-free refunds. Previous iterations of the flexibility policy have been vital in building a reputation with the trade as being a reliable airline partner. QR's VP for Sales Australasia & North Asia, Thomas Scruby says support with the trade is "absolutely key", and that QR is "here to build relationships with

travel agents, so that when the industry bounces back we will be firing on all cylinders." This relationship is evident and reflected through the words of other trade partners such as **Kate Collins**, Director of **Angas Travel P/L**, "At all times we felt heard" and **Mark Chaskiel**, CEO /Joint Managing Director of **FBI Travel**, "We found Qatar Airways to be responsive, honest and a partner that we could work with. Thanks Qatar Airways for being there from the beginning. Together we look forward to better days ahead".

### **DID YOU KNOW?**

Qatar Airways operates 24 weekly pax flights and nine weekly freighters to Australia. They currently fly to SYD, MEL, BNE, PER, ADL and to over 120 destinations worldwide.



# Resource Kit

## THIS IS IT! WHAT CAN YOU DO TO HELP OUR INDUSTRY?

**NOW is the time for everyone to gather your strength and motivation to make an effort at LOBBYING FOR YOUR FUTURE with your Federal MP and anyone else you are prepared to contact. Please see some email addresses and contact details below.**



*Since April, where Christine and I crossed paths as a result of our State lobbying efforts, we have tried with every inch of our beings to advocate for our industry. With little understanding of politics and policies we navigated our way to the best of our ability to ensure every politician we believed had some say in our future understood the predicament our industry is facing. We have written emails, made phone calls, had meetings, reached out to media begging for some understanding and assistance. Without an official portfolio, we darted back and forth between Tourism, Small Business and Treasury and we have continued to do this ensuring that we have been in touch with all relevant departments again last week and this week. PLEASE take action as we have only a few weeks left and everyone is needed, including asking your staff (if you have any left) to also write to secure their futures as you simply cannot complain of outcomes if you don't get in this fight! Please do keep sharing your stories and feedback from lobbying actions and we trust that the information provided today will be put to good use and we hope you will personally take up the charge and push this through until the end and do not rely on others to do this for you...*

*Jo Francis, Global Travel Solutions and Christine Ross-Davies, Attadale Travel.*



Federal parliamentary sittings are happening this week and next 15–18 Feb and 22–25 Feb. It is expected that any extensions of ongoing wage support would be announced at the end of next week's sittings and it is far from a sure thing judging by the recent comments by the Treasurer and others.

If you have not yet emailed and made a phone call to your MP, **now is the time to add your support to the industry's ongoing lobbying campaign** and if you have done this previously we really need you to do this again. We would suggest that your remind your MP why our industry is worth saving and what the consequences are if we are not supported through this time until all borders are open. For those who have not written or called to date or for those looking to follow up again, you are welcome to use any of the information we have provided in our **SAMPLE LETTER** - there is lots of information contained in this letter!

[CLICK HERE FOR SAMPLE LETTER](#)

BUT please consider the following points:

- Add your own personal story
- Offer solutions and not just problems
- Consider the standard replies they may send you and pre-empt this by covering this in your emails
- Try and keep your emails brief, no more than two pages if ideal

**PLEASE DO IT TODAY!! Suggested contacts:**

- Your local Federal member - you can find yours by clicking on this link and using your postcode for your home and/or your business - [https://www.aph.gov.au/senators\\_and\\_members/members](https://www.aph.gov.au/senators_and_members/members)
- The Hon Dan Tehan, Minister for Trade, Tourism and Investment [dan.tehan.mp@aph.gov.au](mailto:dan.tehan.mp@aph.gov.au)
- Robyn Agnew, Manager - Tourism Recovery at Austrade [robyn.agnew2@dfat.gov.au](mailto:robyn.agnew2@dfat.gov.au)
- The Hon. Josh Frydenberg, Treasurer [josh.frydenberg@treasury.gov.au](mailto:josh.frydenberg@treasury.gov.au)
- There is no direct email address for the Prime Minister so you will need to cut and paste your letter into the set form which is online at <https://www.pm.gov.au/contact-your-pm>
- If you are "small business" – you might like to also write to: Senator the Hon Michaelia Cash Minister for Employment, Skills, Small and Family Business [senator.cash@aph.gov.au](mailto:senator.cash@aph.gov.au)
- If you are a woman? And/or if you have offered a flexible work environment for women, you might like to write to: Senator the Hon. Marise Payne Minister for Women [ministerforwomen@pmc.gov.au](mailto:ministerforwomen@pmc.gov.au)
- The Expenditure Review Committee considers matters of detail regarding expenditure and revenue for the Budget, the Mid-Year Economic and Fiscal Outlook, and as required by the Chair or Deputy Chair. Decisions of the ERC must be endorsed by the Cabinet. Here is a list of those who sit on the ERC and you may like to include others from this list in your correspondence – <https://www.directory.gov.au/commonwealth-parliament/cabinet/cabinet-committees/expenditure-review-committee>