

CLIA shows benefits

CRUISE Lines International Association (CLIA) Australasia will host a webinar this week for agents to promote the benefits of its membership - including the recently unveiled 2021 CLIA Travel Agent Rewards Program (**TD** 16 Oct).

The session will take place at 11am (AEDT) on Thu 17 Dec and is open to existing CLIA members and agents interested in joining. Register to attend **HERE**.

NZ Cook Is bubble

NEW Zealand and the Cook Islands have forged a new travel agreement that will see travel in both directions commence quarantine-free from Q1 2021.

The deal is the result of ongoing talks between the two nations which intensified last month with a state visit (**TD** 11 Nov).

MEANWHILE NZ PM Jacinda Arden will reveal more details on a possible Aust/NZ bubble today.

Travel support now open

APPLICATIONS to apply for the Federal Government's \$128 million COVID-19 Consumer Travel Support Program (**TD** 01 Dec) can be made from today by eligible travel agents and tour arrangement service providers (**TD** breaking news).

The one-off grants of between \$1,500 and \$100,000 in the financial year 2020-21 can be accessed via the government's grants.gov.au website, with the primary objective of providing businesses like travel agencies short-term financial support so that they can continue to trade and meet their legal obligations to process refunds and credits to Australian travel clients.

To be eligible for the funding, applicants must provide evidence that they are a travel agent or tour arrangement service provider by holding active registration as at 30 Nov 2020 with AFTA, ATEC, CATO or any

other applicable tourism peak industry body - or have provided ANZSIC code 7220 "Travel Agency and Tour Arrangement Services" as part of their 2018/19 income tax return.

Further eligibility criteria includes the need to have been operational before the travel shutdown on 19 Mar, a 2019/20 income tax return lodgement, the posting of an annual GST turnover in the 2019 calendar year of between \$50,000 and \$20 million, as well as having received a payment for a JobKeeper fortnight ending in Oct 2020.

Applications will continue to be accepted until midnight AEDT on 13 Mar 2021, or until the program funds are exhausted, whichever comes first.

For any further questions about applications or eligibility, companies are encouraged to call Services Australia on 1800 560 774, or visit **HERE**.

Today's issue of TD

Travel Daily today has six pages of news including our PUZZLE page plus a full page from **Broome, Kimberley & Beyond**.

More Vic vouchers

LONG delays in Victorians accessing the state's regional travel voucher scheme has led the State Government to allocate a further 30,000 vouchers as a "show of good faith".

The additional travel support vouchers can be accessed on the Business Victoria website from midday today, and is applicable for travel taken until Fri 22 Jan.

Strong demand for the first round of vouchers caused the Business Victoria voucher registration page to crash, resulting in significant delays for travellers attempting to plan their upcoming regional holidays.

For further details, call the Victoria hot line on 13 22 15.

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Japan Airlines covers up

JAPAN Airlines has unveiled a new COVID-19 insurance product as part of its JAL FlySafe program, offering coverage of up to €150,000 (A\$241,000) for international passengers incurring costs related to the virus.

The new JAL COVID-19 Cover, underwritten by Allianz Travel, will be available from 23 Dec through to at least 30 Jun 2021, and will include payments for quarantine and repatriation costs for any of its passengers who return a positive COVID-19 result.

“As international flights gradually return to service, the JAL Group has implemented key measures against COVID-19 to provide customers a safe and secure travel experience,” said JAL’s Managing Executive Officer of Passenger Sales Hideo Ninomiya.

“While it may take time to welcome back customers on

a global scale, we hope this coverage with Allianz Travel will provide reassurance to those that need to travel today,” he added.

The insurance cover is valid 31 days from the first leg of a JAL international flight or upon return to a traveller’s country of residence, whichever is sooner.

As part of the service, a global 24-hour support line will also be made available in English and Japanese to assist customers exhibiting symptoms.

For further information about the new COVID insurance policy, [CLICK HERE](#).

QF COO defects

VIRGIN Australia has scored a personnel victory against rival Qantas, poaching the company’s Chief Operating Officer Paul Jones to be its new Chief Customer and Digital Officer from 2021.

Jones’ departure from Qantas is effective immediately, capping off an 11-year stint at Australia’s flag carrier, which included roles as Executive Manager Freight and Airports, Executive Manager Customer and Digital Strategy, and Executive Manager for Operations.

As COO, Jones oversaw the controversial outsourcing of 2,500 ground handling, baggage handling, cabin and ramp service roles at 10 airports across the nation, (*TD* 26 Aug), a restructure now being legally challenged by the Transport Workers’ Union.



Vaccine ups intent

FIGURES released at Expedia Group’s annual partner conference Explore ’20, shows that 57% of travellers would be comfortable travelling next year if a vaccine was widely available.

The data also indicated that Generation Z and Millennial travellers would be 150% more likely than other generations to take a leisure trip in 2021, while a large portion of respondents said they would book travel sooner rather than later if they could be assured of their safety and be able to alter or cancel their holidays at any time.

With regard to future air travel, six in 10 travellers stated they would be “most comfortable” if carriers had social distancing measures in place.

Wendy Wu deals

WENDY Wu Tours (WWT) has launched its 2021/22 Holiday Sale, offering savings of up to \$900 per person on group tours to destinations including Japan, China, Vietnam, South Korea, Taiwan, Cambodia and Sri Lanka.

The promotion also offers solo travellers the chance to save up to \$500 per person on dedicated solo departures.

All tours can be secured with a deposit of \$99pp and will be backed by WWT’s Book with Confidence guarantee, featuring extended payment terms, no risk payment, and a free date change 75 days prior to departure.

The offer expires 20 Jan 2021.

Ritz-Carlton Sydney

A PLAN for a new build Ritz-Carlton hotel in Pyrmont in Sydney has been granted approval by the NSW Govt.

The six-star hotel will be located at the northern end of the Star Casino, and is part of a wider plan to revitalise Pyrmont (*TD* 04 Aug).

eureka
skydeck
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18 DECEMBER 2020
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JOURNEY BEYOND

Travel grant webinar

A WEBINAR explaining the Export Market Development Grant (EMDG) and how travel and tourism businesses may qualify for the cash boost will be hosted at The Travel Industry Hub (TTIH) on Wed 16 Dec at 1pm (AEDT).

Select forms of marketing activity may be eligible for cash rebates if they are sourced from overseas, for example if leads come from abroad through Facebook marketing, then 50% may be claimable - register [HERE](#).

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Murphy balks at quarantine-free

SECRETARY of the Federal Department of Health, Brendan Murphy, believes quarantine-free travel is unlikely to be implemented until more is known about how much vaccines can suppress transmission.

"The extent to which they will effectively prevent, for example, asymptomatic transmission or people bringing the virus with them when they travel, we still have to find out," he warned.

Murphy added that vaccines "may well" prove to be effective in preventing transmission, leading to more quarantine-free travel down the track.

Tui Group dwindles

GLOBAL travel company Tui Group has posted a revenue of €7.9 billion (A\$12.7 billion) for the full year 2020.

The heavily COVID-impacted result was a major drop on the €18.9 billion (A\$30.37 billion) recorded in the previous corresponding period.

Despite the revenue plummet, Tui CEO Fritz Jousen said he was confident that effective cost-cutting measures and rising demand for travel would see the business bounce back strongly.

"TUI is ready for a speedy and successful resumption of travel... the prospect of vaccinations from the beginning of the year will significantly increase demand for holidays in 2021," he said.

From this year to beyond



BROOME, Kimberley & Beyond has capped off a successful, yet tumultuous year, with a fun end of 2020 team gathering on the weekend in WA (pictured).

"2020 has been a bittersweet time for the business which has come out on top with the domestic travel upswing, hiring additional staff and securing more office space," the company observed this week.

The Australian owned and operated business added that

it would continue to support the country's important travel agent network into the future, extending thanks to the trade for all of their support through the difficult COVID period.

To find out about some of the great deals on offer from Broome, Kimberley & Beyond, see the **back page** for more details.

NCL Xmas giveaway

NORWEGIAN Cruise Line (NCL) is encouraging Aussie and NZ agents to get creative and respond to its five-day Christmas giveaway starting today.

The winning response about *Norwegian Spirit* will score a prize like a pair of Apple AirPods Pro - comp ends 18 Dec, enter **HERE**.



Window Seat

CHINA has been successful in battling COVID-19, but the fight clearly isn't over, based on the recommendations of a new document from the country's aviation regulator.

The latest issue of the Civil Aviation Administration of China's Technical Guidelines for Epidemic Prevention and Control for Airlines suggests flight attendants should wear adult nappies in order to limit bathroom breaks.

"It is recommended that cabin crew members wear disposable diapers and avoid using the lavatories, barring special circumstances, to avoid infection risks," the paper states.

It also urges the use of masks, gloves and goggles as well as disposable masks, protective clothing and shoe covers.

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ENDS
THIS
WEEK



FC mystery trips

FLIGHT Centre has introduced two- and three-night mystery holiday packages to destinations such as the Gold Coast, Cairns, Hobart and Darwin, as part of a new Christmas gift offering.

The new packages are priced from \$399 per person for two-night trips, which are inclusive of return airfares and minimum four-star accommodation.

Mystery Holidays must be purchased before 24 Dec as an open-dated voucher, with travellers to be advised of dates and details by Flight Centre at least 30 days prior to departure.

Travel must also be booked by 30 Apr 2021.

Travelport stays safe

TRAVEL tech company Travelport has launched a new feature called Stay Safe, allowing agents to access which hotels have implemented stringent COVID-19 health protocols.

Agents with access to Travelport's API or Smartpoint agency desktop solution will be able to view the info within their normal workflow and provide more informed accommodation advice to their clients.

"Adding a way for hotels to clearly communicate with travel agencies...is an important way for Travelport to make the agency workflow more efficient," said MD Sales Jason Toothman.

Tourism suffers big dent

TOTAL domestic tourism losses between Jan and Sep this year have totalled \$36.1 billion when compared to the same period last year, Tourism Research Australia has revealed.

That number was made up of \$28.8 billion of domestic overnight tourism losses and a further \$7.3 billion leaked through a major downturn in domestic day trips.

Overnight spend for the month of Sep came to \$3.2 billion, down 56% on the same period in 2019, while overnight trips and nights spent on holiday accounted for 5.4 million and 21 million respectively, down 46% and 43%.

The large decline in spend can be attributed to major losses in higher-value interstate travel brought on by border closures, Tourism Research Australia said.

The Austrade branch's Sep 2020 analysis also showed national visitor spend (down 56%), overnight trips (down 46%) and visitor nights (down 43%) against Sep 2019.

Australian Tourism Industry Council Executive Director Simon Westaway said the industry needs continued certainty by the states to keep domestic borders open so tourism's recovery can continue to gain traction.

Poems for chocolate

THE chance to win a Haighs chocolate hamper comes to a close this week, so make sure you don't delay sending in your best poem or rhyme reflecting on 2020 or looking forward to 2021.

This year has been gloomy enough already, so make sure your poem looks at the bright side!

Send your entries to

christmas@traveldaily.com.au before 16 Dec.

Today's entry comes from Krystal Brazel from Everything Travel:

*When a nasty virus hit our shores one night,
It gave us all a horrid fright.
But when the travel restrictions arrived,
We wondered how we would*

all survive.

*Travel agents rallied together once more,
To save an industry worth fighting for.*

With suppliers joining in the cause,

We were able to do this without pause.

Now with silver linings around,

We are all making an amazing sound.

A sound that brings us agents' joy,

The sounds of the real McCoy.

Bookings flowing through our stores,

For our country – people are willing to explore.

Now we say that was worth the fight,

These events have made our industry become super tight.

We have built more relationships than ever before,

Ones that we will treasure for ever more.

So now as we say good night,

We thank you all for joining our fight!

Crown class action

CROWN Resorts has not yet been served with an originating process in respect of a class action filed by law firm Maurice Blackburn in the Supreme Court of Victoria, it told shareholders.

The claim alleges Crown had inadequate systems for ensuring compliance with anti-money laundering obligations.

Viking hails winners

VIKING has announced the two winners of its Rewards by Viking trade incentive, with Justin Lawson from Malvern Cruise & Travel emerging victorious and walking away with \$1,000 worth of rewards points.

Sue Holmes from helloworld Tauranga was awarded the runner up prize of \$250 worth of Rewards by Viking points.

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Travel & Cruise Weekly

Sudoku

BEGINNER

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

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

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

Whose flag is this?



A SHIELD used by the ruler of this area in the 14th century had a blue background with wavy white diagonal stripes and a gold lion across it all, and was probably one of the bases of the various flags of this country.

These past flags always incorporated the blue and yellow

colours, with different variations of stripes - the earliest of which has horizontal stripes.

The use of the cross off centre in the flag probably was influenced by the country's chief rival, which also had the cross symbol and appeared on flags from the 1500s.

Do you know whose flag this is?

Who needs a drink?



WITH Christmas drawing close, many workplaces have end of year celebrations coming up.

According to Ben Ogden from CWT Meetings & Events, if you have a bit of a heavy head, there's nothing like the hair of the dog to pick you up.

This cocktail is a Mexican drink made from similar ingredients to a Bloody Mary

and apparently has the same hangover curing powers.

As always, please keep sending your recipes to cocktails@traveldaily.com.au.

xx Jenny

Jenny Piper
Owner,
Business
Publishing
Group



Michelada

Serves 2

INGREDIENTS

- 350ml tomato juice
- 60ml lime juice
- 1 tbsp Worcestershire sauce
- 1 tbsp Soy sauce
- Hot sauce to taste (suggestion is around 2 tsp)
- Chilli powder if you like it spicy
- 1 bottle Mexican beer i.e. Tecate or Corona etc
- Salt to rim glass

METHOD

Run a lime wedge around the rim of a glass and dip in sea salt. Fill beer glass with ice cubes.

Add half of tomato juice, lime juice, Worcestershire sauce, soy sauce, hot sauce and chilli powder if you're game.

Top with Mexican beer. Repeat with other glass.

Stir and enjoy immediately.

ANSWERS 11 DEC

Pub quiz: 1 Istanbul, 2 Vietnam, 3 Princess Cruises, 4 Colombia, 5 Cactus, 6 c) Fourteen, 7 Five, 8 Jervis Bay, 9 Motorsport, 10 Mount Wellington

Unscramble: arch, arco, char, choc, chock, coach, coca, cock, COCKROACH, coco, cocoa, cook, cork, crack, croak, croc, crock, crook, hack, hock, rack, roach, rock

Where in the world: State Hermitage Museum, St Petersburg, Russia

Merry Xmas from Journey Beyond



TO CELEBRATE Christmas and thank some of its most loyal friends from throughout the year, Journey Beyond Cruise Sydney hosted a yummy luncheon on Fri. The group enjoyed the two-and-a-half-hour lunch cruise, which was hosted by Business Development Manager Craig Owens (pictured third from right).

Guests tucked into a delectable menu, high-noted by slow-cooked beef cheek with creamed potatoes, pickled onions, watercress & eschalot; Hawkesbury snapper with olives, capers, crushed potatoes, eggplant, basil, pine nut relish & tomato fondus; and maple pumpkin, spinach & chickpea pithivier, with glazed eschalots, asparagus and roast capsicum coulis.

Mains were followed by a trio of desserts, including flourless orange almond cake, pavlova petite and a triple-chocolate

brownie.

Owens and Cruise Sydney Operations Consultant Matthew Lloyd thanked attendees for their time, as Journey Beyond prepares to enter 2021, fresh off minting a partnership with Qantas Airways last Thu (*TD* 10 Dec).

Accor Korea growth

THE Accor Ambassador brand will expand in South Korea over the next five years, with four new properties flagged to open their doors by 2025.

The growth will see Accor operate 33 hotels in total across 10 destinations in South Korea, and will include the new additions of the 72-room Mercure Ambassador Jeju, the 360-room ibis Styles Ambassador Incheon Airport, the 290-room Mercure Ambassador Pyeongtaek, as well as the 235-room Mercure Ambassador Mokpo.

Catch up on the news of the week

[CLICK HERE TO LISTEN](#)

Airbnb lists on NYSE

AIRBNB made its long-awaited flotation on the New York Stock Exchange (NYSE) late last week, more than doubling its IPO price and posting a value of more than US\$100 billion (A\$132 billion).

The listing saw the online accommodation platform reach a value of roughly A\$194 a share, and follows a recovery in its global bookings and revenue.

Despite the turbulent bookings environment caused by COVID-19, Airbnb's Q3 revenue fell just 18%, while Expedia's dropped by 58% and Booking.com's fell by 48%.

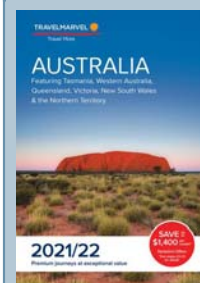
China punts app

GLOBAL travel review site Tripadvisor has been banned from operating in China, under a decision handed down by the country's Cyberspace Administration body to combat what it labelled violations of its internet regulations.

Tripadvisor was part of 105 overseas apps that were officially blacklisted in China, as a result of claims by the Chinese Government that they had been engaged in a range of illegal activities such as inciting violence or terrorism, committing fraud and encouraging gambling.

BROCHURES

WELCOME to Brochures of the Week, *Travel Daily's* Monday feature. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to brochures@traveldaily.com.au.



Travelmarvel - 2021/22 Australia

Travelmarvel has gone to press with its 2021/22 Australia program. The brochure heavily features Tasmania, Western Australia, Queensland, Victoria and New South Wales, as well as the Northern Territory, with a new 13-day Treasures of Australia tour departing Sydney to Port Douglas, Uluru and Melbourne one of the program's highlights. There are also currently a range of early booking deals available, offering savings of up to \$1.4k per couple.



Adventure Canada - 2022 Antarctica Expeditions

Adventure Canada's new 2021 Antarctica Expeditions guide provides a range of small ship expeditions to the world's southernmost continent. Highlights of the season include Antarctica, South Georgia & Falklands Explorer itineraries, Journey to the Circle voyages, which travel along the Antarctic Peninsula, and Antarctic Whale Journeys, which will see guests spot whales, penguins, seals, and seabirds.

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

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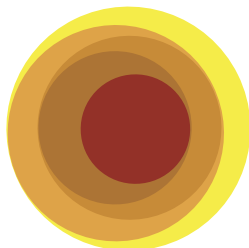
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