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*Offer correct as at 5 January 2021 and subject to change or withdrawal. Offer ends 31 March 2021 unless extended. For full terms and conditions click here. [^]Conditions apply. To join Partners First Rewards agents must have an individual Norwegian Central log in. Click here to sign up to Norwegian Central.

International border warning - Murphy

AUSTRALIA'S international borders are unlikely to be substantially reopened until 2022, according to Health Department head and former Chief Medical Officer Dr Brendan Murphy.

During an interview with the ABC this morning, Murphy downplayed expectations that restrictions would be significantly eased this year, even if inoculation plans for the majority of the population are successful.

"Even if we have a lot of the population vaccinated, we don't know whether that will prevent transmission of the virus," he said.

New Thai entry fee

AUTHORITIES in Thailand have approved a new US\$10 (300 baht) fee for all arriving international travellers which will provide compulsory medical insurance coverage for visitors as well as help fund tourism infrastructure.

Details of the implementation date and how the fee will be collected have not yet been officially gazetted at this stage.

Jetstar slashes agent pay

TRAVEL agents who book Jetstar fares on behalf of their clients will earn even less from next month, after the carrier advised it was cutting remuneration for its resellers by more than 50%.

Agents who opt in to sell Jetstar "gross fares" will receive just \$5 per ticket on domestic and short-haul international (Airbus A320 or A321) flights - half the \$10 per ticket currently paid.

On Jetstar international long haul flights (on Boeing 787 aircraft) the payout cut is even larger, reducing from the current \$25 per ticket to just \$10.

Remuneration to agents will continue to be paid by bank transfer or through BSP, and to be eligible for the payments agents must be located in Australia and be registered with Jetstar.

All bookings made via the Jetstar Agent Hub as well as through the Jetstar API attract remuneration, but no payments are made on GDS or call centre bookings for the carrier.

The mark-up and remuneration differs for bookings where the

base currency is not A\$, such as an Australian agent selling a New Zealand domestic fare who will receive NZ\$5 per passenger segment, converted into Australian dollars at the time of remuneration payment.

Participation in the Jetstar gross fares scheme is optional, requires registration and is not available to online travel agents.

The cuts become effective from 15 Feb, and only apply to agents in Australia - while from the same date travel agencies in New Zealand will be given access to the program, at the same levels as their Aussie counterparts.

For agents booking Jetstar flights in Taiwan Dollars or Indonesian Rupiah, mark-ups remain unchanged.

EK suspends flights

EMIRATES has indefinitely halted all flights from Dubai to Sydney, Melbourne and Brisbane, citing "operational reasons" for the shock pullout.

The move is effective until further notice, with the carrier saying customers holding tickets with SYD, MEL or BNE as their final destination will not be accepted for travel at their point of origin once the change becomes effective this week.

The final MEL service is EK408/409 on 19-20 Jan; Sydney's last flight is EK414/415 on 18-19 Jan; and Brisbane operations ceased yesterday with the departure of EK431.

It's understood that last week's Government move significantly reducing inbound passenger caps (TD 11 Jan) contributed to the Emirates decision.

The carrier continues to operate twice weekly Perth services.

Rival UAE airline Etihad confirmed that it continues to operate ex SYD and MEL five times per week, with COVID-19 insurance coverage included with every EY ticket flying until 31 Mar.

Today's issue of TD

Travel Daily today has seven pages of news including our PUZZLE page plus a front page from Norwegian Cruise Line and a full page from Viking Cruises.

Take it all with NCL

NORWEGIAN Cruise Line (NCL) is offering 20 of its new Partners First Rewards points for every deposited booking made in Jan.

Points can be redeemed for a range of benefits including gift cards, with the new program coming along with NCL's Take Five sale offering a free beverage package, speciality dining package, shore excursions package and wi-fi along with reduced rates for additional pax - see the cover page for details.

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

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Your one-stop home for travel industry training.

Travel Daily



AFTA expects grant fixes

THE Australian Federation of Travel Agents (AFTA) believes that issues around the “deeply flawed” COVID-19 Consumer Travel Support Program will be rectified, despite confirmation on Fri from Finance Minister Simon Birmingham that the scheme will not be changed (**TD** 15 Jan).

A member update late last week confirmed the AFTA team had continued to work through the Christmas break, with ongoing discussions with officials on “clarifying and improving the details of the Federal Government’s financial support package, including the policy construct, the accessibility and the funding amounts”.

The controversial \$128 million scheme has seen wide disparities in support payments for identical travel businesses, with differences based on the way they had submitted their Business Activity Statements in prior years.

Despite many claims under way and millions of dollars already distributed in the last couple of weeks, AFTA believes its ongoing pressure to “refine and improve the approach” will be successful, the member update suggests.

AFTA’s activity over the period has included writing to all MPs, thanking them for their support in getting the program approved specifically for travel agents, tour operators and wholesalers.

“With members returning to work from their Christmas break and with Parliament resuming the first week of Feb, we can expect to see these matters addressed,” the Federation said.

AFTA also noted it was “unrelenting in our push for the extension of JobKeeper for our sector, albeit [it] may have a different name and take a different form moving forward.

“We are increasingly hopeful of a positive outcome,” AFTA added.

NSW 2030 strategy

THE NSW Government has launched a raft of new tourism targets as part of a road map that seeks to make the state the strongest visitor economy in the Asia Pacific by 2030.

The Visitor Economy Strategy 2030 sets an ambitious objective to triple 2009 overnight visitor expenditure in NSW by 2030 to \$55 billion, as well as a total visitor expenditure of \$65 billion.

Further big ticket goals include \$10 billion in domestic day trips and \$25 billion in regional overnight visitor expenditure.

“Once health advice allows, NSW will bounce back as a result of a \$200 million a year investment to help get the tourism sector back on its feet, we have shown how agility and resilience will keep our state open for business throughout this challenging pandemic,” said Minister for Jobs, Investment, Tourism and Western Sydney Stuart Ayres - more details **HERE**.

UK corridors close

BRITAIN’S system of “safe travel corridors” (**TD** 25 Nov 2020) has been temporarily suspended by PM Boris Johnson, meaning any arrivals into the country will have to quarantine on arrival, regardless of their origin.

The change becomes effective from 4am GMT today, with the country’s Transportation Secretary Grant Shapps saying that with the increasing prevalence of new COVID-19 strains “it’s impossible for the Joint Biosecurity Centre to provide live scientific updates to predict which countries or regions will originate new variants”.

He said along with the suspension of the Travel Corridors program, border enforcement would step up, with more checks and fewer exemptions.

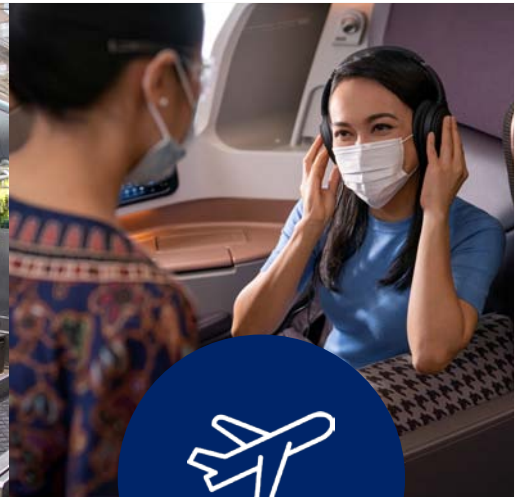
The changes are an attempt to slow the accelerating spread of COVID-19 while the United Kingdom’s population is vaccinated against the virus.



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Bunnik bargains

BUNNIK Tours has reminded agents there are just two weeks left to book their clients' 2022 travel at 2020 prices under its "Oh the places we'll go" sale.

Deals on offer until Fri 29 Jan include the 27-day Spain, Portugal & Morocco tour from \$11,795, as well as the 17-day Sri Lankan Discovery leading in at just \$5,295 per person twin share.

Other destinations on offer include Italy, Turkey, Japan, South America and Africa, with a full suite of social media resources, flyers and banners available on the Bunnik Tours agent portal to promote the offers - more details at bunniktours.com.au.

New role for Ward

BELINDA Ward is now General Manager at The Travel Corporation, with her LinkedIn profile indicating the change from her previous role as Australian MD of Contiki Holidays.

Restrict borders: study

MORE than two thirds of Australians don't want to see state borders open up completely, according to a new survey conducted by Roy Morgan.

The findings are at odds with the opinions of several travel industry leaders, who only last week called for a unified national approach to opening up domestic travel opportunities (**TD** 13 Jan).

Interestingly, women are more opposed to opening up interstate travel than men, with only 28% of females advocating for the lowering of hard borders, while 35% of men are supportive.

Differences in attitude are even more pronounced on a state-by-state basis, with NSW showing more enthusiasm for open borders than any its fellow states.

Almost half of NSW residents want to see the country opened up to travel completely, followed by Victoria (30%), Qld (27%), South Australia (25%), & Tassie

(21%), while only 15% of Western Australians want to see it happen.

When the question is posed on a political party basis, LNP voters are the biggest advocates for scrapping hard borders, with 37% wanting to see it push ahead, while only 28% of ALP voters and 20% of Greens want to see states drop travel restrictions.

The study also showed a preference for open borders from older Australians aged over 65 (36%), while the under 35 demographic was shown to be the most risk-averse, with only 27% seeking the restoration of normal interstate travel.

Meanwhile on the important question of vaccine take-up, around four in five Australians said they would have no problems getting the jab if it were to become publicly available.

Although the high number is encouraging, it is a drop from an 87% number recorded in Apr.

France is so popular

AUSTRALIA continued to be a key market for France in 2019, with the latest Euromonitor figures indicating the destination was more popular with Aussies than Italy, China, Thailand & Japan.

There were 832,200 Australian outbound trips to France during the year, compared to 750,800 for Italy and 777,300 for China.

The survey has forecast that the number of Australians travelling to France will return to similar levels again in 2022, while Euromonitor is predicting that by 2025 the numbers will swell by 13% from 2019 to 940,000.

Atout France Australia MD Patrick Benhamou said the results showed the Australian market was very resilient and will bounce back after COVID-19.

The planned 01 Sep France Workshop at Sofitel Melbourne on Collins will give the industry the opportunity to redevelop and reconnect with the French tourism industry, he said.

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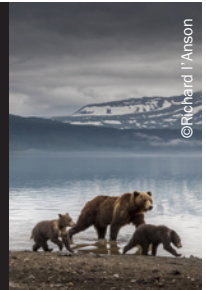
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Read about the change to Celebrity's pricing and what Aurora is doing to protect deposits in the December issue of *travelBulletin*.

travelBulletin



VA's mid-market move

VIRGIN Australia has made several key appointments to its executive team today, recruits that the airline believes will revive its struggling performance to "its mid-market heartland".

Former co-CEO of Jetstar Japan Nick Rohrlach heads the high-powered list of new blood, taking on the role of CEO of Virgin's Velocity loyalty scheme, while Woolworths Group Chief Operating Officer David Marr has joined VA as its new CFO.

Further appointments have seen former a2 Milk Company HR chief Lisa Burquest become the airline's new Chief People Officer; Alistair Hartley take on the position of Chief Transformation Officer, Susan Schneider promoted to Chief Legal and Risk Officer; and Moksha Watts become Chief Corporate Affairs Officer.

VA's CEO Jayne Hrdlicka was seen by many in the aviation sector as a major change agent

when she replaced Paul Scurren as VA's leader in Oct last year (*TD* 15 Oct 2020), with the carrier's chief stating today the new recruits will ensure its strategic transition under new owner Bain Capital is in good hands.

"Virgin Australia has signalled a return to its mid-market heartland, targeting value-conscious corporate travellers, small and medium businesses, premium leisure travellers, and holidaymakers who are after a great value airfare and better service," Hrdlicka said.

"All the new appointees have a demonstrated commitment to staff, customers and the community and are a perfect fit with the Virgin Australia culture I have come to know intimately over the past few months."

The appointments follow the recruitment of Paul Jones as Chief Customer and Digital Officer last month (*TD* 14 Dec 2020).

Border updates

WESTERN Australia moved Victoria to a "low risk" travel destination overnight, however it will still mean that mandatory 14-night quarantine and COVID testing remains in place for any travellers crossing the border.

In further state changes, Victoria has lifted border restrictions for most of Sydney after a period of low case numbers in NSW, with all but a handful of suburbs moved from red to orange travel status from 6pm tonight.

The municipalities of Bankstown City, Burwood, Canada Bay City, Canterbury Bankstown, Cumberland, Inner West, Liverpool City, Fairfield West, Parramatta City and Strathfield remain classed as red zones.

Victoria has also revised its designation for parts of Greater Brisbane as "red zones", with Moreton Bay, Redland, Logan and Ipswich all moving to "orange" status, meaning Victorians in those areas can return home.



Window Seat

THE global Jerusalem Dance Challenge was huge in early 2020, and now Austrian Airlines has taken up the opportunity to start 2021 on the right foot.

The carrier has released a video showcasing its more coordinated members of the cabin crew, who toe-tap their way through Economy and on to the tarmac to deliver a joyful display of physicality.

Check out the full colour and rhythm of the Austrian Airlines team dance **HERE**.



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Pandaw alteration

PANDAW has updated its classic seven-night Classic Mekong itinerary for 2021/22 to provide more “off the beaten path” appeal for travellers.

The Ho Chi Minh City-Siem Reap departure, running since 2003, has recently been changed to visit less traversed attractions such as the Tonle Sap River, the city of Oudong and the picturesque border town of Chau Doc.

The new itinerary will apply to all departures from Aug.

Singing for tourism

VISIT Victoria has partnered with Mushroom Group to stage a new concert series called 2021 Sounds Better Together, scheduled to run from 23-30 Jan.

The COVID-safe concerts will be hosted in areas that are in serious need of a tourism injection, such as regional areas like Mallacoota, Rutherglen, Yarra Valley and Geelong.

Stamford staycation

STAMFORD Hotels & Resorts is inviting travellers to rediscover Sydney via its new range of exclusive accommodation packages and high teas.

The Sydney Escape and Sydney Staycations are available at Stamford Plaza SYD and Sir Stamford at Circular Quay respectively, with the latter location also playing host to its popular Elegance & Wizardy High Tea services.

Aussie charter flights

THE Australian Government is adding 20 repatriation flights through until Apr to bring stranded Australians home.

Flights from “priority areas” as determined by the Department of Foreign Affairs and Trade will be organised, with travellers to be taken to the Howard Springs facility in the Northern Territory, as well as locations in Canberra and Tasmania.

Air NZ spitballs on testing



AIR New Zealand has launched a new medical research initiative, teaming up with the Institute of Environmental Science and Research (ESR) to study the effectiveness of saliva testing in detecting COVID-19.

The primary objective of the study will be to determine if saliva samples are a more accurate and acceptable method of detecting COVID-19 in travellers & crew compared with other methods being used, like the nasopharyngeal swab test.

Air New Zealand Chief Medical Officer Dr Ben Johnston said the carrier was keen to investigate how to make the testing process as simple and effective as possible

for its staff, who at this stage still need to be tested for COVID on a regular basis.

“It’s great to team up with ESR on this trial to see if a faster and more non-invasive option is available as it’s likely surveillance testing for COVID-19 will be required for some time into the future,” he said.

“This study will bring us one step closer to looking at the effectiveness of saliva testing, which would greatly improve the experience for our people who are committed to keeping New Zealanders safe,” Johnston added.

Pictured: ESR Chief Scientist Dr Brett Cowan with Air New Zealand’s Ben Johnston.

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Where in the world?



THIS building has remained an icon of the city it is located in since it was opened in 1907.

The building houses a hotel and luxury condos over 21 storeys.

Its architecture was inspired by French Renaissance chateaux and was designed by Henry Janeway Hardenbergh, with the building

made of marble at the base and white brick in the middle storeys, with a mansard roof.

The building is designated a National Historic Landmark and has appeared in numerous books and films.

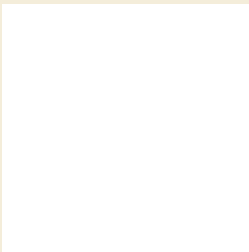
Do you name the name of this hotel and where it is located?

Pick the nation

COUNTRIES have unique geography, ethnicities and cultures which come together to often form very distinctive symbols.

Based off the four different symbols and famous faces, see if you can figure out which country they represent.

1



2

3

4

Sudoku

FIENDISH

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.

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

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

Whose mascot is this?



FANS took a while to warm up to Sir Purr, after a game in his second season, when he jumped on a live ball, which he thought was dead, resulting in a negative result for his team.

Fans have since warmed up to him though, and he has borne a child – Mini Meow – which will occasionally join him on gameday.

Do you know whose mascot this is?

ANSWERS 15 JAN

Test your airline knowledge: Airport codes - 1 Ho Chi Minh City, Vietnam, 2 Rockhampton, Australia, 3 Charles De Gaulle Paris, France, 4 Kansai International Osaka, Japan, Airline liveries - 1 Ethiopian Airlines, 2 Spirit, 3 British Airways

Pub quiz: 1 Saigon, 2 Dominican Republic, 3 Poland, 4 Dream Cruises, 5 Brasilia, 6 South Australia, 7 AirAsia X, 8 Utah, 9 Bega Valley, 10 c) \$7.2 million

Icon under a microscope - Petra, Jordan

Christmas Is tour

TRAVEL Directors is launching a new Christmas Island trip scheduled to depart in Jun.

Leaving from Perth, the seven-night escorted tour will take travellers to key attractions of the island such as tropical jungles, reefs and beaches.

Priced from \$4,200 per person twin share, guests will stay at the centrally located Christmas Island Apartments.

Breakfast is also provided each day - call on 1300 856 661.

Celestyal start date

CELESTYAL Cruises has announced its new northern spring 2021 recommencement date will be 24 Apr.

The cruise line will be operating from a new dedicated terminal at Lavrion, which will allow for the thorough implementation of a comprehensive and enhanced set of health protocols.

Celestyal will begin with its seven-night Idyllic Aegean itinerary.

CLICK HERE for more details.



THE first steel has been cut for Carnival Cruise Line's new *Carnival Celebration*.

The new Excel class ship is a sister to *Mardi Gras*, which will debut 24 Apr (**TD** 08 Dec 2020).

Carnival Celebration will feature a host of signature amenities and special innovations for guests to enjoy, such as BOLT, the first roller coaster at sea.

It will also feature new unique design features in addition to its popular signature venues.

Set to sail from PortMiami in Nov 2022 as part of Carnival Cruise Line's 50th anniversary celebrations, *Celebration* is being constructed at the Meyer Turku

shipyard in Finland.

The steel cutting ceremony was attended by Carnival Senior Vice President Newbuilds Refurbishments & Product Innovation Ben Clement and Meyer Turku Chief Executive Officer Tim Meyer (**pictured**).

Carnival Celebration will offer year-round service from PortMiami's new Terminal F, which is currently being constructed specifically to cater for Carnival's needs.

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.



Oceania Cruises - Around the World in 180 Days
Oceania Cruises has gone to press with its 2023 Around the World in 180 Days guide. The program celebrates the company's around the world trip, set to open for bookings in 10 days time. Departing San Francisco on 15 Jan 2023, guests aboard the 684-passenger *Insignia* will experience 96 destinations in 33 countries across four continents. There will also be multi-day stays in 20 ports of call, including South America, Asia and Alaska. Guests will also experience Antarctica, through three full days of cruising around Admiralty Bay, Paradise Bay and Half Moon Island.



Adventure Canada - 2022 Costa Rica
Adventure Canada's new 2022 Costa Rica & the Panama Canal voyage brochure provides detail into the cruise line's voyage through the region next year aboard *Panorama*. Guests will first travel to Costa Rica's west coast, where they will visit remote national parks and tropical islands, concluding with a transit of the Panama Canal. Other highlights of the voyage include viewing Capuchin and Howler monkeys in Parque Nacional Manuel Antonio, a visit to the noted humpback whale breeding ground Drake Bay, and a tour of the village of the indigenous Embera people.

Thailand pitches quarantine concept

THAILAND'S attempts to reboot its tourism sector have taken a more creative turn, with reports in *The Bangkok Post* suggesting golf resorts may be used as quarantine facilities to further incentivise travellers.

Thailand's Tourism Minister Phiphat Ratchakitprakarn confirmed discussions are currently in the works to offer "hotel and golf quarantine" for travellers with valid medical certificates.

If the unique strategy were to be approved, it would see travellers allowed in to enjoy the open spaces of a luxury golf resort rather than be confined to hotel room accommodation.

Indo investigates

FOLLOWING a major air disaster involving Sriwijaya Air earlier this month (**TD** 11 Jan), Indonesian transport officials have ordered safety checks be carried out on select Boeing 737 aircraft operating in the country as "a preventive action".

The move follows suggestions from aviation experts that the long pause in air traffic caused by COVID-19 may have been a contributing factor in the crash, with a formal investigation still to determine the cause of the disaster that killed 62 people.

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



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All bookings made in our Discovery Cruise Sale between 29 December 2020 – 31 March 2021 will go in the draw to win dollars to spend in the Rewards by Viking store. **DOUBLE ENTRIES** on all *North Pacific Passage* & *European Sojourn* bookings from 1 – 31 January 2021.

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2nd prize	\$2,500	\$2,500	\$2,500	
3rd prize	\$1,000	\$1,000	\$1,000	
Monthly total	\$8,500	\$8,500	\$8,500	

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Terms & conditions: All new (deposited) and re-bookings made by Australia and New Zealand travel agents between 29 December 2020 – 31 March 2021 will automatically be entered into the draw to win one of 3 prizes each month. Total value of prize pool is AU\$25,500 (AU\$8,500 each in Jan/Feb/Mar 2021). Winners will be chosen by random draw on 15 Feb (for Dec/Jan bookings), 15 Mar (for Feb bookings) & 15 Apr (for Mar bookings). Winners will be notified within 5 days of draw taking place with points being awarded to winners account within 7 days of notification. Winning value will be awarded as points in the Rewards by Viking platform, with winning agents required to be registered for a Rewards by Viking account in order to receive prize. Rewards membership is at the discretion of agency management. Prize is not transferable or redeemable for cash.