



JOURNEY BEYOND  
THE GHAN

# T H E G H A N IS BACK ON TRACK

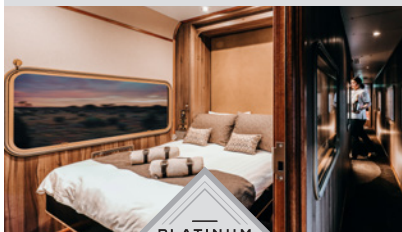


## SAVE ON PREVIOUSLY SOLD OUT DEPARTURES

The Ghan is once again journeying through the heart of Australia! Book your clients to travel this August, and they'll have access to incredible fares for previously sold out journeys while also experiencing the Territory's dry season - undoubtedly the best time to undertake this iconic rail journey.

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## Get back on track!

**DUE** to the current lockdowns in some parts of the country, Journey Beyond now has availability on previously sold out departures aboard The Ghan, enabling clients to undertake the iconic journey this month.

Savings of up to \$1,250 per person are available on both Platinum and Gold Service staterooms.

The trip is offered Darwin to Adelaide or vice versa, with offers including all meals and off-train excursions - see the **cover page** for more details and to book.

## Samoa cuts again

**SAMOA** Airways is the latest carrier to reduce payments for travel agents who sell its fares, slashing commission to 3% for all of its bookings ticketed on or after 16 Aug.

The carrier has repeatedly see-sawed its commission levels, initially paying 5% when it joined BSP Australia (**TD** 11 May 2018), reducing that to 3% shortly thereafter (**TD** 27 Jun 2018), lifting it to 5% nine months later (**TD** 20 Mar 2019) and now putting it down to 3% again.

## New Kyushu rep

**LINKD** Tourism has been appointed by Kyushu Tourism Promotion Organisation (KTPO) to represent the Japanese island in Australia.

Trade and marketing activity will be undertaken under the management of Linkd Tourism's Carolyn Nightingale, including the creation of itineraries and an educational toolkit for the Australian travel trade - more on Kyushu at [visit-kyushu.com](http://visit-kyushu.com).

## QF mandates fee disclosure

**EXCLUSIVE**

**QANTAS** has today advised its distribution partners of updates to the carrier's Standard Agency Terms and Conditions, including a requirement that all fees - including any imposed by travel agents - are included in the headline price of any airfares advertised to customers.

"The agent must ensure that any such fees charged to customers are accurately identified and distinguished between Qantas imposed fees and agent imposed fees," the revised T&Cs state.

There's also a new "Minimum Servicing and Brand Requirements" section of the policy, requiring agents to be "contactable and transparent with your customers", including providing an email address and phone number for assistance, responding to enquiries within a reasonable time frame and ensuring that conditions of carriage are read and understood.

Agents must provide a "clear explanation and itemised list of fees that are imposed by the airline and service or other fees (if applicable) charged by the agent," and ensure clients are

## VS A350s to HKG

**VIRGIN** Atlantic has announced it will deploy its new flagship Airbus A350-1000XWB aircraft on the London Heathrow-Hong Kong route starting next month.

The state-of-the-art planes will operate daily between the cities from 02 Sep, featuring in-seat on-demand ordering for Upper Class passengers, who can also socialise in The Loft.

informed of any flight changes by actioning queues on a daily basis.

The new policy also includes an "expediency of refund" section requiring agents to refund customers no more than four weeks after receipt of remitted funds from Qantas.

**MEANWHILE** QF CEO Alan Joyce has today defended the stand-down of 2,500 staff as a result of the current COVID-19 situation (**TD** breaking news), saying it was unavoidable with current flying at only 40% of pre-COVID-levels.

He said the Government's disaster payments scheme would assist impacted workers, with the stand downs coming hours after a \$100 million extension of the aviation support package.

## A COVID certificate in your wallet

**SERVICES** Australia has enhanced its digital offerings, adding the ability for COVID-19 digital certificates to be loaded into the Apple Wallet or Google Pay smartphone platforms.

COVID-19 digital certificates are available to any Australian who has received all required doses of an approved vaccine and has the status reflected in the Australian Immunisation Register, which can take up to 10 days after receiving the final jab.

The certificates can be added either through the Express Plus Medicare mobile app, or via a user's Medicare online account through the myGov platform.

People not eligible for Medicare can also get proof of vaccinations through the Individual Healthcare Identifiers service on myGov.

## Today's issue of TD

*Travel Daily* today has five pages of news plus a front cover page from **Journey Beyond**.

## 80% AFTA renewals

**THE** Australian Federation of Travel Agents has confirmed that more than 80% of its members have renewed their membership, with more still submitting.

"Given the devastating reality of the impact of COVID on so many businesses, this is quite a remarkable outcome...through the ongoing support of our members, AFTA can continue to lobby daily on behalf of travel agents throughout Australia to secure support from the Government," AFTA said.

The Federation added that it was confident these agents would "re-emerge early in 2022 with the vaccination hurdles reached and travel reopening".

## Norfolk reductions

**THE** Administrator of Norfolk Island, Eric Hutchinson, has confirmed that Qantas is reducing flights from Brisbane and Sydney due to reduced demand.

Some **TD** readers interpreted a story in yesterday's issue (**TD** 02 Aug) as implying the routes were suspended, which is not the case.

Hutchinson says his office will work with travel agents and tour operators to ensure appropriate changes are made to visitors' accommodation, itineraries and other arrangements affected by the flight schedule adjustments.

He has also asked Qantas to ensure early notice of any future changes so they can adapt their arrangements.

# 49%

will book trips well into the future - more than 8 weeks out

Source: nib Travel Brands Survey, May 2021, N=1044, Australian respondents - booking prior to departure date.

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## EFT payments competition

**THE** pending shutdown of eNett's B2B Electronic Funds Transfer travel industry solution next month (**TD** 03 Jun) has seen another player enter the market, with Mint Payments announcing the addition of EFT functionality to its payments ecosystem.

The company claims it will deliver Australia and NZ's "first dedicated end-to-end payments solution aimed at helping travel agents process payments from

their customers and to their suppliers all from one platform".

Mint's offering is a partnership with Split Payments, with the companies promising to launch the MintEFT system this month.

**MEANWHILE** rival solution TravelPay B2B from Zenith Payments says it's already signed up hundreds of travel suppliers and agents since the launch of its offering in partnership with the Council of Australian Tour Operators (**TD** 24 Jun).

The Travel Corporation, APT, Globus, Bunnik and MSC Cruises are among key suppliers to have joined the TravelPay platform which will go live in the next couple of weeks.

CATO MD Brett Jardine said he was pleased to see the take-up of the system among members, while Zenith Payments CEO Andrea Clark said the strong response "shows our solution hits the spot for the industry".

## Rex appoints legal

**REX** Airlines has proceeded to the next level of its legal threat against bitter rival Qantas (**TD** 28 Jul), appointing legal firm Clayton Utz to take charge of its qualms about anticompetitive practices.

Rex said its newly assembled legal team will explore all legal avenues to stop Qantas from "abusing its market position in order to push its competitors out".

Fred Prickett has been chosen to lead the litigation team, joined by Rex's other competition advisors Rachel Trindade and former Australian Competition and Consumer Commission Commissioner Rhonda Smith.

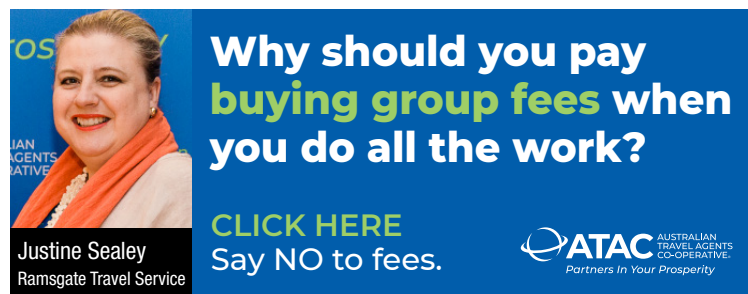
Qantas issued a rare response to Rex's allegation late last month, itemising each claim and responding in kind, including making an allegation that Rex was guilty of deleting critical social media posts about refunds on their own channels.

## Cruise round Tokyo

**REGENT** Seven Seas Cruises has introduced a 10-day Tokyo round trip voyage, scheduled to depart on 25 Apr 2023.

Taking place aboard *Seven Seas Explorer*, the sailing will include unlimited shore excursions and a complimentary three-night pre- or post-cruise land program in Tokyo to explore the city.

Fares start from \$10,810ppts - more details on offer **HERE**.



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## More NZ bubbles

**THE** New Zealand Government has approved seasonal work travel to Vanuatu, Samoa and Tonga, eliminating the need for two weeks of isolation.

Likely to be operational by next month, the new travel corridors are designed to help industries reliant on seasonal workers from the Pacific, as well as create a pilot plan for the country to resurrect its travel sector.

More details on the bubbles will be revealed by next week.

## VA double Velocity

**VIRGIN** Australia's Velocity Frequent Flyer members are now able to earn double status credits on all eligible bookings from today until midnight Tue 10 Aug, the carrier has revealed.

"We're excited to provide this fantastic opportunity for members to accelerate their status credit balance when they book an eligible Virgin Australia airfare by midnight next Tue," the airline said.

"[Members] have even more chances to retain and even increase their membership tier, knowing there's more travel opportunities on the horizon."

To activate the promotion, members need to go **HERE**.

## App fills the gap

**GLOBAL** Work & Travel (GWT) has released its own application for Apple's App Store.

Version 1.0 allows current and future customers to browse GWT trips, create a profile, and access the gWorld portal, to help organise their gap year and find deals from over 100 brands.

GWT is also planning to run updates on future versions, including education and socialising in upcoming releases.

The company earlier this year also announced the launch of a new Global Affiliate Program, offering \$400 in commission per referral sale - for more information **CLICK HERE**.



## Window Seat

**HOW** badly are you missing your plane trips right now?

We only ask because it may be possible to recreate the magic of the flying experience at home if you're prepared to fork out some coin for the privilege.

A pair of lie-flat, Business class seats that once furnished the inside of a Qantas A380 aircraft will soon be available to purchase via an online auction.

With just under two days to go before the seats go under the hammer, Qantas enthuses the successful bidder will feel "like you're permanently in the sky" by adding these lush chairs to your lounge room suite.

But in the interests of full transparency, the seats' (**pictured**) built-in screens don't function outside of the plane, but don't let that deter you from planning that next Netflix binge session in airline luxury.

Please note, the winner must prove their house is big enough to host the Skybed seats dimensions - more details **HERE**.



## Crown Melbourne CEO departs

**CROWN** Resorts has announced that Xavier Walsh will step down from his role as Chief Executive Officer on 20 Aug.

The decision follows the casino's ongoing fight to retain its gambling licence amid an inquiry into alleged breaches of gambling laws and money laundering.

Crown will reveal an interim CEO to replace Walsh shortly.



Travel Daily

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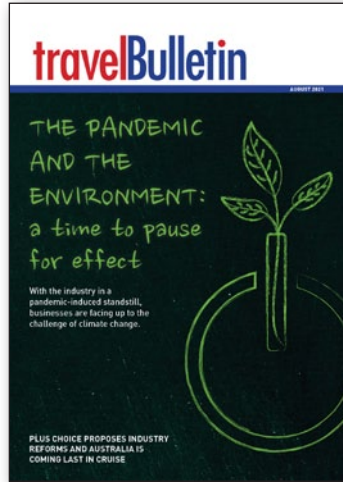
## Time to pause for effect

THE latest edition of *travelBulletin* is out now featuring a wrap up of all the latest travel news and analyses.

The cover story this month explores how the travel sector is tracking in its quest to be more sustainable, with Adam Bishop asking how the mighty challenge of COVID has altered its importance moving forward.

Despite many businesses switching to survival mode, it appears the threat of climate change has not disappeared into the ether for the travel industry, with some brands using the shutdown to sharpen their environmental focus.

Also featured in the issue is a round up on the state of the Australian cruise sector by Myles Stedman, who questions why Australia is running last around the world in the race to have the industry up and running again.



The impact of recent AFTA constitutional changes are also explored in detail, in addition to recent industry proposals put forward by Choice, including the appointment of an Ombudsman to handle complaints and a mandatory industry code.

Read the edition online [HERE](#).

## Melbourne prepares for future



MELBOURNE Airport is investing approximately \$30 million into updates at Terminal 3 over the next 12 months.

The redevelopment will include a new indoor walkway connecting Terminals 3 and 4, new restaurants & retail, updated bathroom facilities, and a security screening reconfiguration which will enable travellers to keep laptops in their bags while being processed.

It will also allow domestic travellers to spend more time



relaxing inside restaurants and retailers before boarding while contemporary amenities and Melbourne-based brands will also be central to the rebuild.

**Pictured:** A render of the new terminal gates and inset is a new Parent's room featuring interactive play walls for kids to touch while their carers relax.

# Travel Daily



## Catch up on the news of the week

Weekly episodes of Travel Daily's News on the Fly are available on all podcast listening apps

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## Golden times at SYD



**ALTHOUGH** Sydney Airport has not been the scene of very many arrivals over the last 16 months, this trio of golden ladies have certainly played their part in making up for the void.

The athletes arrived back home from the Tokyo Olympics after winning gold in the Coxless Women's Four event last week.

Scoring gold was made all the more shiny because it was the first time women have been able to compete in the event in more than 30 years.

**Pictured:** Lucy Stephan, Rosemary Popa and Annabel McIntyre (not shown, fourth member Jessica Morrison).

## An indigenous focus

**CROOKED** Compass has introduced a new West Arnhem Land & Top End safari adventure, boasting a strong focus on Indigenous experiences.

Highlights of the itinerary include foraging for bush tucker with local Jawoyn guides, learning about natural medicines, swimming in rock plunge pools and exploring the waterfalls of Katherine Gorge by canoe.

The six-day adventure departs 25 May, 25 Jul or 27 Aug next year, and is priced from \$7,199pp, which includes accommodation and 4WD hire, plus more.

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Make sure you are ready to take advantage of a travel bounceback - get up to scratch on a variety of destinations with the Travel Daily Training Academy.

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The August issue of *travelBulletin* is out now. Read about how businesses are facing up to the climate change challenge amidst the ongoing pandemic pause.

**CLICK to read** *travelBulletin*

## AFTA UPDATE

from the Australian Federation of Travel Agents

**IT HAS** been very pleasing to receive the resounding vote of confidence from so many of our members of the value of AFTA as evidenced in the strong level of renewal especially given the current market challenges.

The fact that over 80% of members have already renewed with more still submitting has been incredibly gratifying.

Given the sad reality that approximately a third of our sector has already been forced into closure, we are reassured by the strength of the renewal response.

We are even more heartened by the many messages from those business owners with businesses currently in hibernation who have contacted to let us know that, once they are out of hibernation, they will be renewing their AFTA membership.

There's a unifying theme across all the member feedback and it's the power of determination.

Determination to keep the pressure on. Determination to get through this. Determination to keep supporting each other.

This week we are another week closer to a return to normal.

National Cabinet has determined that Fortress Australia will break open the international border once 80% of the eligible population are double



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OF TRAVEL AGENTS

dose vaccinated. With Sydney and Brisbane in lockdown this week, we also see extended measures for those businesses that fall within the declared lockdown footprints. AFTA

has and will continue to reinforce the fact that ours is a sector that has been in lockdown – and in fact hard lockdown – for 18 months now and commensurate support is critical.

The grant process remains too slow and we continue to press the case for urgency to be applied given how desperately this support is needed.

AFTA also joins the many other peak industry bodies in encouraging measures which entice more Australians to get vaccinated. The more of us who have been jabbed, the sooner we will hit that magic 80% threshold that unlocks the world for us all once again.

AFTA has continued to raise awareness with the issuing of 18 mainstream and trade media releases in the past month alone, as well as daily pitching across all mainstream outlets in Australia including at a local travel agency level via our AFTA media roster while responding to incoming media enquiries which average between seven to 10 a day including across weekends.

## Broadway vax proof

**THEATREGOERS** attending shows on Broadway in New York will be required to demonstrate proof of vaccination and wear masks during performances, under new rules announced by The Broadway League overnight.

Shows are set to reopen later this month after more than a year's hiatus due to the COVID-19 pandemic.

## QR RwandAir deal

**QATAR** Airways has announced an expanded partnership with African carrier RwandAir, in the form of an extensive interline agreement which builds on a recently launched reciprocal loyalty scheme pact.

The combined networks of both carriers link to over 160 destinations via their respective Doha and Kigali hubs.



## NYC goes global

NYC & Company has launched its first major global tourism recovery campaign, called "It's Time for New York City".

The new US\$30 million global multimedia marketing effort includes "unprecedented" advertising for New York City, with television and digital promotion in three phases, designed to create FOMO - "fear of missing out".

The first phase includes new itineraries on [NYCgo.com](http://NYCgo.com).

## A good send off for Fiji rugby



**THE** Fiji national rugby sevens team arrived home late last week, having successfully defended its Olympic gold medal in Tokyo.

The Flying Fijians were treated

to Business class service and treats aboard their Fiji Airways journey home, after the team beat New Zealand 27-12 in the gold medal game.

Fiji will attempt to maintain its status as the only nation to have won Olympic gold in three years time at Paris 2024.

## Testing the waters

**ROYAL** Caribbean International's (RCI) *Independence of the Seas* and *Symphony of the Seas* began simulated cruises yesterday.

The pair will soon join four other RCI ships which have completed test cruises, with one other also underway at present.

*Symphony* will sail from Miami, and is the second Oasis-class cruise ship to start a test cruise, while *Independence* will begin her simulated voyage from Galveston.

## FJ returns A330s

**FIJI** Airways has returned two short-term lease Airbus A330-200s a few months ahead of time.

The two aircraft joined Fiji's fleet in May and Jul 2018, but have been parked since Mar 2020 due to the COVID-19 pandemic.

Managing Director & Chief Exec Andre Viljoen said the early return will help reduce costs.

## MONEY

**WELCOME** to Money, *TD's* Tue feature on what the Australian dollar is doing.

**AU\$1 = US\$0.734**

**THE** Australian dollar was mostly higher overnight ahead of today's critical Reserve Bank decision.

The Aussie was helped by a weaker US dollar, as economic indicators suggested American growth was slowing, with mounting coronavirus cases also hitting sentiment.

American shares fell for a second day, with the Dow Jones losing 0.3%.

Wholesale rates this morning.

US	\$0.734
UK	£0.529
NZ	\$1.048
Euro	€0.618
Japan	¥80.45
Thailand	฿24.10
China	¥4.702
South Africa	10.57
Canada	\$0.914
Crude oil	US\$76.29

## Turkish resort threat

**TOURISTS** have evacuated several holiday hot spots in Turkey as wildfires threaten the country's southwestern beaches.

The Coast Guard Command was assisted by private boats and yachts to bring tourists to safety, according to local media, with three five-star hotels also evacuated in Bodrum.

A total of eight fatalities had been confirmed by Sat from among the thousands who have been battling almost 100 separate blazes in resorts and villages at major tourist hotspots along Turkey's Aegean and Mediterranean coasts.

All but 10 of the fires have now been brought under control, as investigators establish whether some were lit deliberately.

## Win Adventures Through COVID by Parris Fotias

Every day this week *Travel Daily* and Parris Fotias are giving readers the chance to win a signed copy of Parris' new book, *Adventures Through COVID*.

Parris Fotias has just flown home from a work trip through India. Eleven days later, COVID-19 is officially declared a global pandemic by the World Health Organisation. Soon after, the Australian Government closes its international border under the Biosecurity Act.

*Adventures Through COVID* is a personal odyssey that chronicles the frustrations of life during the pandemic.

It is a pilgrimage through past memories looking back on the funny, the ridiculous and the almost forgotten to help cope with an uncertain future.

To win today's copy be the first person to email the correct answer to the question below to [competitions@traveldaily.com.au](mailto:competitions@traveldaily.com.au)



Which Dorchester Collection hotel is featured at the start of the James Bond novel *Solo*?

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