

New El Al owner

A 27-YEAR-OLD New York-born student has become the new owner of Israeli flag carrier El Al, after being the only bidder for a controlling stake in the airline.

Eli Rozenberg, who lives in Jerusalem and is undertaking traditional Jewish studies at a yeshiva, is the son of Kenny Rozenberg, the founder of a major US nursing home chain called US Centers Health Care.

A company controlled by the young man purchased a 42.85% stake in the embattled carrier, paying US\$150 million in a share offering on the Tel Aviv Stock Exchange which was part of a rescue package for El Al.

The Israeli Government, which had committed to mop up any unwanted shares, paid US\$30 million for a stake which will comprise 12-15% of the airline.

Rozenberg said his bidding company, called Kanfei Nesharim, "takes upon itself a great responsibility to restore the trust of passengers and to ensure the jobs of thousands of El Al employees and lead Israel's airline into a secure future".

He said under his management El Al would focus on punctuality, as well as upgrading its food service offerings.

The airline's flights across the globe are currently grounded due to the COVID-19 pandemic (TD 03 Jul), with 80% of its more than 6,000 staff on unpaid leave.

It's estimated that passengers whose flights were cancelled because of the pandemic are owed about US\$350 million.

WA Govt comes through

TRAVEL agents in Western Australia will share in a \$3 million targeted financial support package announced this morning by the state's Tourism Minister Paul Papalia (TD breaking news).

The funding follows months of lobbying the WA State Government, with Papalia now recognising that "travel agents have been one of the industries most impacted by COVID-19, with up to 90% of their income drawn from Western Australians travelling overseas".

To be eligible, agents must be a legitimate small business and have experienced a 75% or greater reduction in turnover.

Applications for the package will be open from 02-30 Oct, and agents will be contacted directly with information on how to apply.

Those who have not been contacted about the program by Wed 23 Sep are asked to email tasp@smallbusiness.wa.gov.au.

The initial rollout of the program will provide packages of up to \$5,000 for eligible home-based agents, and a minimum of \$10,000 for bricks and mortar travel agent businesses.

"The Federal Government's international border closures will continue to severely impact these businesses for some time to come.

"Western Australia is the first and only state in the country to implement a dedicated travel agent support program of this kind," Papalia said, with the State Government recognising the important work agents have

been doing to refund customers' travel credits and vouchers from suppliers across the globe.

"This support fund is designed to provide some assistance to travel agents to maintain their operating expenses until the Federal Government devises a longer term solution," he added.

Christine Ross-Davies from Attadale Travel and Jo Francis from Global Travel Solutions, who have strenuously highlighted the industry's issues to the WA Govt, welcomed the package and said they hoped other state and territory governments would follow and also offer targeted support for travel agents.

HOT boss resigns

NEW Zealand's House of Travel (HOT) today announced the departure of its CEO Mark O'Donnell, who will leave the business in Dec to take on a new role outside the travel sector.

Brent Thomas has been appointed as temporary Chief Operating Officer and will work with HOT founder Chris Paulsen during a transition period.

HA back to LAS

HAWAIIAN Airlines has flagged a restart of non-stop flights from Honolulu to Las Vegas next month, with thrice weekly A321neo services now open for reservation for travel from 02 Oct.

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Seychelles IT plan

TRAVELLERS to the Seychelles will be able to submit identity and health information prior to their trips, under a new technology platform which aims to facilitate the reopening of borders in the safest possible manner.

Launched in partnership with Swiss firm Travizory, the platform unifies advance information about all passengers wishing to travel to the Indian Ocean islands, and gives authorities the ability to run rapid and efficient vetting procedures to minimise risks.

The new visitor management system replaces existing email and form-based measures which were cumbersome for travellers, airlines and local officials.

When travel resumes for Australians, a successful application for the Seychelles Health Travel Authorisation (HTA) will be a prerequisite before boarding flights, along with a negative COVID-19 test.

Super Cruise open to all

THE Cruiseco consortium this morning announced its 2021 Super Cruise will be available for sale through any travel agencies in Australia and NZ, rather than exclusively via Cruiseco members.

The 2021 Super Cruise will for the first time ever combine the popular 'Rock the Boat' and 'Cruisin' Country' voyages in a single departure, with the seven-night cruise departing Sydney aboard Royal Caribbean's *Ovation of the Seas* on 23 Nov 2021.

Headline performers include Suzi Quatro, The Angels, The Radiators, Ross Wilson and more, along with Lee Kernaghan, John Williamson, Tory Cassar-Daley and Gina Jeffreys.

Cruiseco said opening up the itinerary for sale through all agents was a "hard but logical decision during this downturn".

"With a charter this size and in this current environment we need

to ensure that our partners at Choose Your Cruise can operate a viable and successful charter.

"The challenge for us is how we do this while maintaining price integrity - that is less discounting.

"The best way to achieve both aims is to have the widest possible distribution for the product this year...as such Choose Your Cruise and Cruiseco have determined that the best outcome is to invite agents outside of the Cruiseco network to offer the 2021 Super Cruise product," Cruiseco GM Sales & Marketing Adam Vance told **TD**.

In an update to members yesterday Cruiseco also confirmed it was waiving all membership fees until at least Jun 2021.

The update also announced the departure of respected long-time National Product Manager Dean Sinclair to pursue an opportunity outside the travel industry.



Window Seat

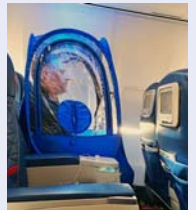
CAN you have too much protection from COVID-19?

While there have been several incidents in the US of passengers ordered to disembark because they refuse to wear masks, it also appears the opposite is happening too.

So much so that American Airlines this week issued a new staff policy advising how to deal with passengers with too much Personal Protective Equipment.

In particular, AA has highlighted recent incidents where travellers on some of its flights have insisted on personal body tents

(pictured) or even ozone generators.



NCL'S
WALK FOR WELLNESS

Join the NCL Team from 6-31 October for a walking challenge like no other, celebrating health & wellbeing within the travel industry during this time.

Get active and track your steps while we journey around an interactive map of the world, reaching virtual global milestones and completing fun weekly challenges, all alongside your travel industry friends. Plus, there'll be plenty of great prizes up for grabs including fitbits and gift cards.

Register now and we'll provide more information on how to get started, including downloading our free app. The first 100 registrants will receive a Walk for Wellness t-shirt!

REGISTER NOW

NCL
Feel Free

CORPORATE UPDATE

Orbit Travel's industry leaders



THE team from Orbit World Travel (pictured) were thrilled earlier this year when it was announced at their pre-COVID staff conference that the organisation was joining Travel Leaders (TD 14 Sep).

The move has seen Orbit's six locations in Australia and nine in New Zealand become part of the international presence of US-based Travel Leaders, which now comprises more than 70 travel management companies around the world.

Orbit World Travel Executive Director Lisa Story said the

expansion allowed the company to offer a highly personalised service model to international organisations, combining existing relationships with the benefits of Travel Leaders' consolidation of global and regional travel programs and TMC tools.

Travel Leaders Network, sister brand ALTOUR and Travel Leaders Corporate are part of Internova Travel Group which has a wide portfolio of other brands including Protravel International, Corporate Travel Services, Cruise Specialists, Tzell Travel Group, Nexion Travel and Vacation.com.

CWT responsible framework

CWT SOLUTIONS Group, the consulting arm of CWT, has created a new responsible travel consulting framework, with the aim of helping companies build "more balanced travel programs".

The initiative will assist businesses looking beyond cost management and compliance to align their travel programs with other important objectives.

The framework is dubbed ECO, short for Employee wellbeing, Climate Impact and Organisational performance. "With this approach business travel becomes an avenue through which companies can simultaneously create an engaged and motivated workforce, reduce their environmental impact and manage costs more effectively," said CWT Solutions Group Senior Director Richard Johnson. "Our aim is to help companies

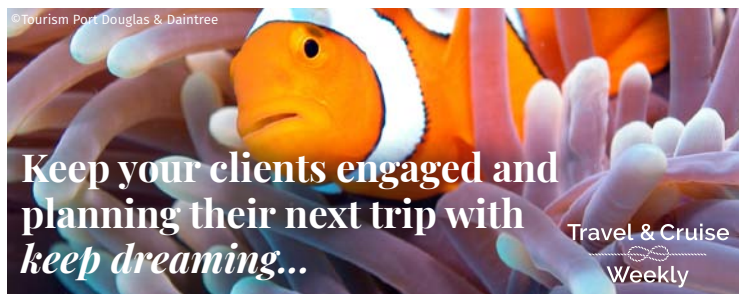
find the sweet spot between these different and sometimes conflicting priorities in their travel programs," he said.

The ECO framework has received extremely positive feedback after being piloted with a small group of clients, and is now being embedded into the CWT global consulting offer.

FCM return to travel

FLIGHT Centre's FCM Travel Solutions has released a "Return to Travel Framework" document to remove confusion, create direction and empower customers to take confident action as borders reopen.

Key issues addressed include considerations to ensure travel policies are fit for purpose in the new travel landscape - for more details see fcmtravel.com.



CORPORATE CHATTER

with Ryan Potts

What is your I.P. address?

NO, I'M not talking about your internet protocol address, I mean your intellectual property.

Can you quickly locate the skills, knowledge, attitude and culture that you have built over many years? Can you bring it back when we open up?

We are all desperate to open up our amazing country, yet I can't help but question if we are ready?

I feel immensely for those who have been stood down or lost their jobs. This is a clear toll of the pandemic.

Yet as I see many of my industry colleagues advertise the fantastic news of a new career in an alternate industry, I ponder, what I.P. gap this will leave in our beloved travel industry.

One of the clear outcomes we at the Connections Group have been focused on is the retention of our staff.

It's been a tremendous sacrifice that all have taken onboard, and I am so very proud of how we as a team have stood together.

Our I.P. address is very clear, it's easy to locate. This is the one line of sight (our Purpose if you will) we can be confident on, regardless of any

government mandate or vaccines. Our people are who we are, this is what our business is built on.

Those who choose to work in travel do it for the love, it is a lifestyle choice for so many that turns into a career.

It becomes a part of you and this is clearly reflected in every travel agency. With the current exodus and the thousands

who have been stood down, will that passion return, will the knowledge return?

For years we have all tried to find a point of difference.

There has been this competitive spirit between agencies, yet all I feel now is sorrow, a sadness that we may not return to that energy, drive and passion.

Will there be permanent

long term impacts we have not yet seen?

Will there be the funds and skills to continue down any R&D path to drive our industry forward, will the supply chain have the skills to evolve to any new way of operating? Will they have the drive to do so?

I'm met with both optimism and sadness...

“ Can you quickly locate the skills, knowledge, attitude and culture that you have built over many years? Can you bring it back when we open up? ”



Ryan Potts has spent most of his career in corporate travel in a range of roles including his current position as Head of Partnerships and Strategy at Connections group of companies including CT Connections, Totem Group and Executive Edge.

Agents need more: CATO

THE Council of Australian Tour Operators (CATO) Managing Director Brett Jardine says he is “desperately worried” about the future of travel agents, especially their state of mind during the challenges posed by the COVID-19 pandemic.

Speaking to Skai International Sydney President Melinda Brown at an event in Sydney this week, Jardine laid out the immense challenges currently faced by travel agents.

“They have now gone six months without revenue, still working, refunding, dealing with clients, and they are on the front line and more importantly than anything right now is their mental health,” he said.

“Where retail agents are paying for shopfront premises in particular, how can we possibly have a retail travel agency still open by Christmas and paying rent...for me as someone who has always being a very strong advocate for distribution through retail agents, unless you physically own the shop what do you do,” Jardine questioned.

The CATO chief also touched on the industry group’s recently released discussion paper proposing reforms in the travel sector around consumer protection (**TD 26** Aug), suggesting the responses from travel agents had been overwhelmingly positive.

“The feedback we’ve had from

the trade has been amazing, very positive and very supportive, not only from our own members but from retail travel agents who are obviously very passionate and a lot of them are owner operators,” he said.

“While we have tried to stand up and say ‘let’s have this discussion’, it will be up to all of industry to get involved and see where it goes.”

Jardine also emphasised the importance of establishing a unified border policy between state and territory leaders, lamenting the choices of some Premiers to leverage the pandemic for political gain.

“You can’t tell me the current situation isn’t politically motivated, there’s an issue in Victoria, let’s not sugarcoat that, but at the end of the day we should be able to travel between [states] – it’s mind-blowing,” Jardine said.

Lux travel intention

LUXURY travel network Virtuoso has revealed that nearly 60% of its members would be willing to take an international trip in 2020, so long as travel restrictions were not in place.

The company also noted that three quarters were seeking a beach holiday, while 66% said they had no problem taking a flight but preferred the middle seat to be empty during the trip.



Extreme dining!



PENTHOUSE dining is now available for guests at W Brisbane’s Extreme WOW Suite (**pictured**).

Guests can take over the luxurious space for an exclusive long lunch or dinner through the Once Upon A Suite Time promo.

The 200m² Extreme WOW Suite is located on level 33 and offers a party with a live DJ or musician, and a “Spritz Cart” complete with spirits and garnishes, all set against a panoramic backdrop of the Brisbane River.

Highlights of the four-course menu and three-hour beverage package includes fresh king prawns on a bed of squid ink couscous, lemon pepper pearls, orange and a cucumber lemon dressing, prosciutto and melon served with grissini, mint and caramel feta, 12-hour slow

cooked lamb shoulder ragout pappardelle and Moreton Bay bugs served with fermented chilli dressing and crispy bread.

The Extreme WOW Suite package is priced from \$2,300, catering for up to 10 guests - call 07 3556 8888 for details.

QLD sanctions ACT

THE Queensland Government has announced border restrictions with residents of the ACT will be lifted from 1am next Fri 25 Sep, following no new COVID cases recorded in the national capital for months.

“This is...a great chance to come and visit friends and relatives, go to the reef, or to one of our wonderful tourism hotspots,” said the state’s Deputy Premier Steven Miles.



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Pub quiz

1. What is the most populous city in the Levant region of the Middle East?
2. Before Manila, what was the first capital of the Philippines?
3. What is the most populous city in the southern United States?
4. When did Fiji gain independence from the United Kingdom?
 - a) 1960s
 - b) 1970s
 - c) 1980s
5. Which English actress serves as the godmother for the luxury yacht *Scenic Eclipse*?
6. Tidbinbilla Nature Reserve is closest to which Australian city?
7. Brightline, the United States' first new private train operator in decades, currently serves which three Florida cities?
8. The Buddhist temples Wat Arun and Wat Pho are in which city?
9. Is Hobart closer to the equator or the South Pole?
10. What country was formerly known as Rhodesia?

Unscramble

HOW many words can you make out of these nine letters? Every word needs to include the centre letter, have four letters or more and not be a proper noun or a plural. You can only use each letter once.

E	R	C
R	F	N
O	I	E

Good – 15 words
 Very good – 22 words
 Excellent – 29 words

NOTE: We've used Chambers Dictionary to decide what words are acceptable.

ANSWERS 17 SEP

Pub quiz: 1 Transport Security Administration, 2 Sputnik, 3 Seychelles, 4 The Langham, London, 5 P&O Cruises UK, 6 Lake Alexandrina, 7 b) More than 5,000 years, 8 Barron Gorge National Park, 9 Moscow and Pyongyang, 10 Birmingham

Whose flag is this: Laos

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

Where in the world?



THIS structure is the oldest currently standing Islamic monument, having been built in the late seventh century.

It is not technically a mosque, but is the first major Muslim monument for public worship.

The structure is built over a rock which is sacred to two different religions.

Both the interior and exterior of this monument are decorated

with marble, mosaics and metal plaques and although the mosaics are similar in technique to others found in Byzantine buildings and churches, these ones are special due to the absence of human or animal forms, only depicting Arabic script, jewels, crowns and vegetal patterns.

Do you know what this building is called and where it is located?

Check Mon for the answer.

Funnies Flashback



WE'VE trawled through the *TD* Window Seat archives to give you a blast from the past. Here's some gems from 07 Nov 2013:

Two students in New Zealand have been announced as the winner of a competition run by AJ Hackett Bungy, after they promised to get matching tattoos promoting the adventure tour operator.

Toni Love and Joshua Hemara will fly to Queenstown from Auckland this weekend, after AJ Hackett co-founder Henry van Asch selected their entry as the winner in a competition to celebrate the firm's 25th anniversary.

Entrants had to write a short essay showing what they are willing to do to win a Queenstown getaway - and Love blew the judges away by promising the couple would get AJ Hackett Bungy tattoos.

According to the company, "the exact size and location of the tattoos is sill up for negotiation, but the pair is true to their word and will be tattooed this Friday" before they leave for their prize trip.

**NEED A DISTRACTION
AMID THE DOOM
AND GLOOM?**

Check out our daily puzzle page.



AIME appoints Events Director

ASIA Pacific Incentives and Meetings Event (AIME) has appointed Silke Calder to be its next Event Director.

She brings with her more than 20 years of experience across international trade conventions and venues, and joins the Talk2 Media & Events team to spearhead the first hybrid AIME event starting 15 Mar, running at the Melbourne Convention and Exhibition Centre and online.

"The opportunity to deliver the event's new format and pave the way for more innovative means for our industry to conduct business is incredibly exciting," said Talk2 Media's CEO Matt Pearce - details to come in *BEN*.

737 Max findings

AN 18-MONTH United States House panel investigation into two Boeing 737 Max crashes that left 346 people dead has concluded the accidents were not the result of a singular failure.

The House Transportation and Infrastructure Committee this week found the crashes were primarily the result of poor oversight from the Federal Aviation Administration and a series of faulty technical assumptions on behalf of Boeing's engineering team.

The report was also scathing of Boeing for withholding crucial details from the FAA, passengers and its pilots, including concealing the existence of the MCAS software flaw from crew.

One last big push to go



CHIMU Adventures' James McAlloon's long march to help those affected by the impact of COVID-19 is almost at an end, with the charitable travel expert set to wrap up his 3,000km journey to Uluru tomorrow.

The Footsteps For Food trek kicked off in his home state of Qld way back on 01 Jul, having since battled against the tough Aussie climate conditions through much of the country's rugged outback.

Shin splints, exhaustion, sore feet and sunburn have done little to break McAlloon's resolve, with more than \$30,000 already raised for families in need during the pandemic.

"It's quite surreal to finally be so close to the end of achieving something that was so far beyond my imagination, yet sad that what has been my life for the last three months is only a week from being over," he said upon nearing his final charitable objective.

Those wanting to support McAlloon's journey can also score a trip to Antarctica by entering a raffle - **CLICK HERE** to pledge.

Pictured: McAlloon pushing his way through the outback.

Vic revs its engines

REGIONAL Victoria will be allowed to get its motor running in more ways than one, following an announcement from Motorsport Australia that it will permit motorsport events to once again take place from this week.

"Initially, these changes to restrictions will allow regional events to go ahead with local competitors and officials only," said the body's Director of Motorsport and Commercial Operations Michael Smith.

While no travel will be allowed as yet, Smith said he was hopeful of visitor attendance at events in "the months ahead".

TRAVEL SPECIALS

WELCOME to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to specials@traveldaily.com.au

Unlimited double points are available with IHG Rewards Club for stays with **InterContinental Hotels Group**. The deal is valid for stays from Oct to 15 Dec, with members able to earn double the points with no limits on the total number of points earned throughout the promotion. For further details, **CLICK HERE**, or call 1 800 007 697.

The Maldives' **Sun Siyam Resorts** is offering 40% off when booking a minimum four-night stay. Valid for stays at four different locations in the country, the deal also includes spa treatments booked before arrival - book at www.sunsiyam.com.

Celebrate the 2021 Christmas season with **A-ROSA**, with super-early-booking discounts for 2021 departures. Savings of up to 20% apply to over 25 departures in Nov and Dec 2021. **CLICK HERE** for more information.

Guided holiday operator **AAT Kings** has released special upgrade savings on the Outback Discovery Short Break from Adelaide to the Northern Territory. The offer includes the chance to upgrade to Superior Accommodation from Budget for only \$20 per person. For more information or to book call 1300 228 546.

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


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Travel Daily is part of the Business Publishing Group family of publications.

Produced each weekday since 1994, *Travel Daily* is Australia's leading travel industry publication.

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