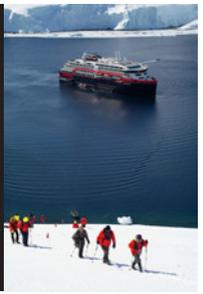




Hear how Hurtigruten and Silversea are planning for future travel and more in the November issue of *travelBulletin*.

travelBulletin



## Eight months on, can the industry be saved?

### OPINION

Josh Zuker from Josh Zuker Travel is urging the Government not to forget the industry. Got an opinion to share? Let us know in up to 400 words via email to [feedback@traveldaily.com.au](mailto:feedback@traveldaily.com.au).



2020 has taught the travel industry new terminology not relating to industry code. Instead of GDS, IATA, ADM, QF, SQ and EK, we have learnt and become immune to such words as “the unknown”, “on the verge of bankruptcy”, “being in extreme debt” and “not knowing how expenses will be paid”.

Eight months ago, the travel industry was the first to be hit by the pandemic. Since mid-March, travel agencies across the globe have not earned a wage, and are instead faced with cancelling bookings and attempting to undo a huge jigsaw puzzle to obtain client refunds.

Hundreds of thousands of jobs have been lost across the entire industry, with a multitude of airlines and cruise companies parking their fleets in graveyards around the world to save their business, or should I say, what is left of their business.

With large bricks and mortar retail and corporate agencies closing, and leases being either broken or not paid, the industry is in dire straits.

Most agents have been around 10 years or more, and have gone through natural disasters and terror attacks. We’ve seen what we thought was the worst, but each time the world still

got on with their daily lives and travelled. There might have been a short delay, but nothing like what we have seen since Mar:

- International border closures
- Domestic border closures
- Travel bans
- Shop closures
- Staffing reduced
- Loss of jobs
- Quarantine rules
- Insolvent suppliers

“  
Can anyone please explain why we, the agents, have to fight so hard?  
”

And most of all, our income, mostly in the form of commission, has been stripped away, with small government grants offered on a case-by-case basis, different in each state depending on how your business was structured.

False hope, then some light at the end of the tunnel, then false hope and just a continuation of being let down.

AFTA has fought hard for members. They have rallied support, submitted documents and continue to have a multitude of meetings with the government, but despite so much promise and hope, we still feel forgotten.

Can anyone please explain why we, the agents, have to fight so hard? We have lobby groups, YouTube videos going viral, interviews on mainstream media

and MPs speaking on our behalf, but still, eight months on, nothing has changed.

How we will be saved used to be the question - but now, the question is if at all!?

There is so much debt accumulating daily. Suppliers offering credit notes valid for two to four years ahead is all well and good, but, really, will they be here tomorrow? Or the week after? That is the question everyone is asking.

We, the travel agents, are trying to obtain a refund for our clients. Sometimes this isn’t enough, but it has to be, and this is something the public does not understand.

Personally, I have received so many phone calls of praise, for being a spokesperson within the industry. But, more importantly, I am someone who has been in the industry for 20 years. I was passionate about it but now the time has come to speak the truth.

If the Australian Government keeps promising a specific industry support package, they must release this now. Because, for every day that passes, we are fighting with our lenders to pause repayments, extend terms, increase credit card limits, and work out how and where all the money is going to come from to one day pay it back.

If the travel industry is so important to the economy, please tell me one thing; WHY WERE WE FORGOTTEN!?

Or do they want to see us fall flat on our face? Then there will be no one left to process billions of dollars in refunds, or manage the credit notes for our customers.

## Moxy for Auckland

MARRIOTT International has announced it will commence construction on a new hotel in Auckland early next year, with the upcoming Moxy Auckland scheduled to open its doors to the public from Jan 2023.

The slated property will operate under owners Tianyou Group and will be located in the area of the city referred to as the “Learning Quarter”, due to its close proximity to attractions such as the Auckland Art Gallery.

Features of the 185-room hotel will include the Moxy Kitchen and bar, a fitness centre, meeting rooms and a fully glazed atrium and central core, designed to create a sense of welcome in the hotel’s communal spaces.

The news follows plans for new Moxy properties in Melbourne, Perth and Queenstown revealed over the last 12 months.

## CX flight boost

CATHAY Pacific has released its Dec and Jan flight schedule, indicating planned operations from Australia and NZ to HKG.

By Jan the airline plans to have reinstated daily services ex SYD, along with four weekly flights from MEL and weekly PER and BNE departures.

A total of five weekly services will be on offer ex AKL in conjunction with Air NZ.

## Contiki London role

CONTIKI Holidays is recruiting for a global Chief Marketing Officer, to be based in London and reporting to the company’s new CEO Adam Armstrong.

Key focuses are knowledge of the US market and youth brands.

## Keep your clients engaged and planning their next trip with *keep dreaming...*

A weekly e-magazine with destination features, puzzles and more, to inspire your clients’ next escape.

