

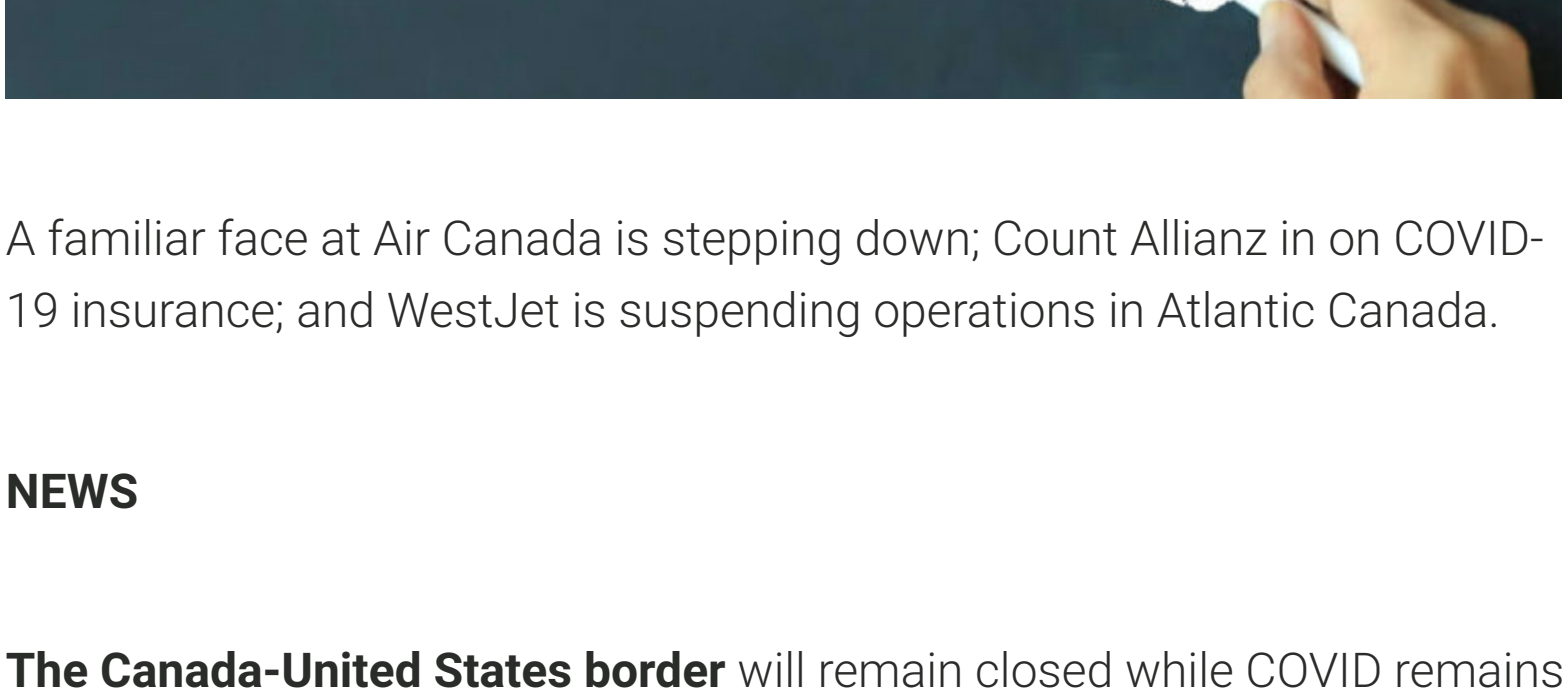
True freedom is understanding that we have a choice in who and what we allow to have power over us.

- Meryl Streep -

Travel Industry Today Inspirations

MICHAEL BAGINSKI / OCTOBER 19, 2020

## ROUND-UP: Oct. 12-16, 2020



A familiar face at Air Canada is stepping down; Count Allianz in on COVID-19 insurance; and WestJet is suspending operations in Atlantic Canada.

### NEWS

**The Canada-United States border** will remain closed while COVID remains high in the US, Prime Minister Justin Trudeau said last week. While not formally extending the border closure (to non-essential traffic) beyond its current Oct. 21 deadline, it seems certain that the closure will be extended by another month this week.

Air Canada CEO **Calin Rovinescu** is going to retire in mid-February after leading the airline since April of 2009. He will be succeeded in the post by Michael Rousseau, who has served as the airline's CFO since 2007 and has been its deputy chief executive for almost two years.

CityLine TV travel expert and host of the "What's on your post pandemic bucket list" **Lorraine Simpson** has been announced as emcee of ACTA's Nov. 12-13 Virtual Travel Industry Summit.

### INSURANCE

The new COVID-19 Insurance and Assistance Plan by **Allianz Global Assistance** provides up to \$1,000,000 in coverage for emergency medical treatment related to the disease, along with additional value-added benefits. The plan, which offers coverage for international destinations including the US, provides benefits for COVID-19 related treatment and expenses only and can be purchased on a standalone basis or as a supplement to other coverage.

### RE-OPENING/RE-START

Coinciding with the re-opening of Panama's international borders, service from **Copa Airlines** has restarted between Toronto and Panama City with onward connections to 11 destinations in eight countries in the Americas. Service has been interrupted for seven months due to the pandemic but will now feature up to three flights a week to the Copa hub.

**Bahamas Paradise Cruise Line** will resume cruise operations to Grand Bahama Island on Dec. 18 onboard the Grand Classica.

The Elewana Collection's **Lewa Safari Camp** has re-opened, joining the Elewana Kifaru House, which will remain open and available for exclusive buyouts only. The hotel company reports that its other Kenyan properties are open and can be reserved in their entirety.

### DELAYED/CANCELLED

Saying it is "unviable" to serve the routes due to the pandemic downturn, **WestJet** reports that it is indefinitely suspending operations to Moncton, Fredericton, Sydney and Charlottetown, while significantly reducing service to Halifax and St. John's. The suspension eliminates more than 100 flights weekly or almost 80% of seat capacity from the Atlantic region starting Nov. 2. The airline is also suspending operations between Toronto and Quebec City.

**Porter Airlines** is extending its temporary service suspension to Dec. 15, based on continuing travel restrictions associated with COVID-19.

**AmaWaterways** has suspended the remainder of its 2020 river cruise season globally, excluding chartered river cruises on the Rhine. Guests will receive a Future Cruise Credit (FCC) equal to 115% of the value of AmaWaterways purchased services for a future cruise through Dec. 31, 2022.

### AIR

**Air Canada** has re-opened its Maple Leaf Lounge at YYC Calgary International Airport with leading biosafety measures that include enhanced new protocols for the well-being of customers and employees.

**KLM/Air France** will resume Edmonton-Amsterdam service on Oct. 29 flying direct on the outbound and stopping in Calgary on the return. From Canada, the airlines will jointly offer 27 weekly frequencies in November, increasing to 32 in December.

**Greater Toronto Airports Authority** (GTAA), which operates and maintains Toronto Pearson, will be installing CleanSlate UV Sanitizers in the airport. The innovative technology uses hospital-grade UV light to sanitize objects like cell phones, wallets, keys and other potential germ-carrying items commonly found in airports.

### DEALS

Through Nov. 30, **TravelBrands** is offering a \$0 deposit to customers booking a cruise vacation until six months prior to sailing. The offer is available with Azamara, Carnival, Celebrity Cruise Line, MSC Cruises Norwegian Cruise Line and Royal Caribbean International on all sailings, room categories, and durations.

Promising "perfected" pandemic protocols and a "near normal" travel experience for guests, the Canadian-owned and operated **Crane Resort** in Barbados is offering a Fall Getaway package that includes daily breakfast and the mandatory 2nd COVID test required in Barbados. Priced at CDN\$250 per night, the offer is available through Nov. 17 for travel until Dec 18.

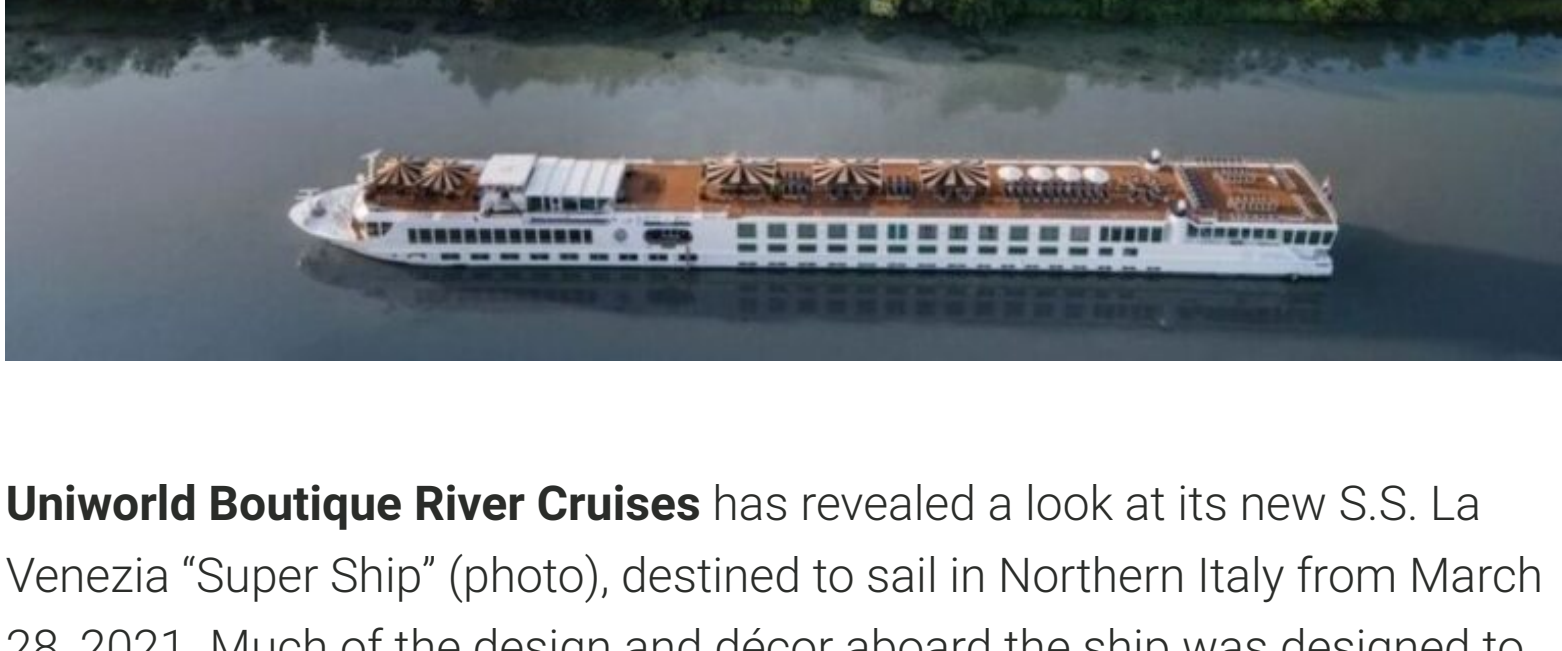
To celebrate its grand reopening earlier this month, the adults-only **Haven Riviera Cancun Resort & Spa** is offering 50% off in a few of the best room categories, including the exclusive Serenity Club suites with private, oceanfront, swim-out pools. The resort has put in place strict safety guidelines and health protocols that will be enforced for the foreseeable future.

### TOURS

**The Travel Corporation** has released a new video introducing its newly created role of well-being director – a dedicated team member who will be present on all Trafalgar, Insight Vacations and Luxury Gold guided tours to provide extra support on trips, while acting as a tool for advisors to use to regain client confidence and reignite 2021 sales.

Check it out [HERE](#).

### RESORTS



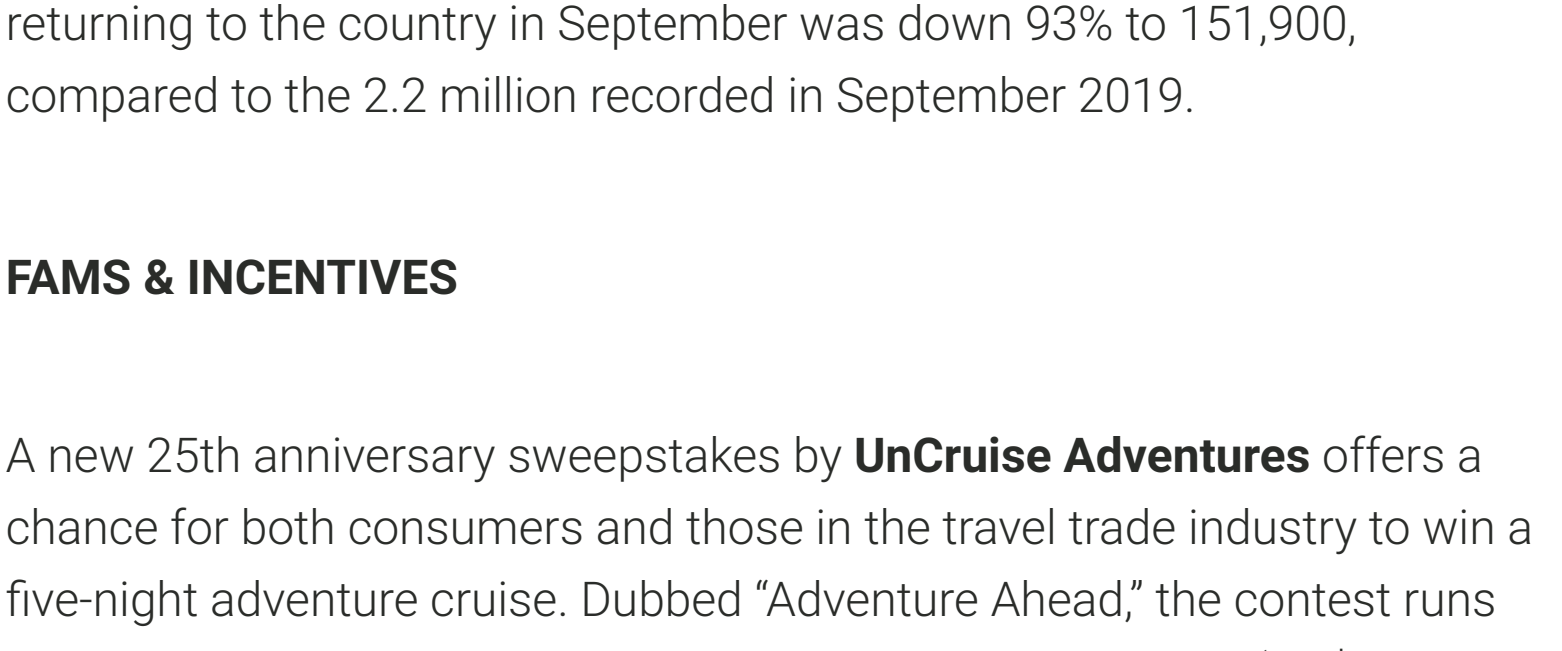
**Canlink Travel** is the new Canadian representative for the Ocean Hotels collection of properties in Barbados, which includes Ocean Two Resort & Residences (photo), Sea Breeze Beach House, South Beach Hotel, and the soon-to-open O2 Beach Club & Spa (July 2021). The luxurious resorts are unique from each other and feature award-winning dining and a full range of amenities, activities, and special events. A full suite of health and safety protocols are observed at each property. [info@canlinktravel.com](mailto:info@canlinktravel.com)

### HOTELS

**IHG (InterContinental Hotels Group)** has broken ground for its new property in Vaughan, just north of Toronto. The 119-room hotel is expected to open by spring 2022 with proximity to Toronto Pearson, the Vaughan Mills outlet mall, and Canada's Wonderland.

Forty-four new independent boutique hotels across 23 countries have joined the portfolio of **Small Luxury Hotels of the World** (SLH) this year. They include the newly opened VALA Hua Hin in Thailand, the unique Arctic Bath Hotel floating in the heart of Swedish Lapland, and Kontiki Yacht Expeditions based in Ecuador – the first ever water-based SLH member. For a list of the new additions and the full 500-property roster, visit the SLH web site.

### CRUISE



**Uniworld Boutique River Cruises** has revealed a look at its new S.S. La Venezia "Super Ship" (photo), destined to sail in Northern Italy from March 28, 2021. Much of the design and décor aboard the ship was designed to complement and enhance its carefully curated Venetian itineraries, including being influenced by local Venetian design house, Fortuny, renowned for their handmade fabrics.

### TECHNOLOGY

A new tool for tourism industry professionals, **RIU Pro** incorporates the Riu Partner Club loyalty program and access to the Riu Brand Centre database and image bank in the same website, as well as all the information, news and announcements about RIU that are relevant to travel agents. Agents can go to [www.riupro.com](http://www.riupro.com) and enter their usual password to access all the functions and new features.

As part of the next phase of enhancements to its GoCCL Navigator for travel partners, **Carnival Cruise Line** is introducing a new "manage booking" user interface with simplified, a sleek and modern look, and feel and mobile-friendly capabilities – all designed to make it easier making for travel advisors to easily manage their clients' bookings.

The enhancements include updates to how advisors manage rate codes, stateroom categories, booking cancellations and dining times.

### BY THE NUMBERS

The number of **American travellers who crossed into Canada** by car in September was down 94% to a total of 64,700 trips, compared to the same time last year, according to Statistics Canada. Last month US residents made 72,800 trips across the border. Meanwhile, the number of Canadians returning to the country in September was down 93% to 151,900, compared to the 2.2 million recorded in September 2019.

### FAMS & INCENTIVES

A new 25th anniversary sweepstakes by **UnCruise Adventures** offers a chance for both consumers and those in the travel trade industry to win a five-night adventure cruise. Dubbed "Adventure Ahead," the contest runs through Dec. 15 featuring two grand prize five-night cruises (US\$6,000 value) on the "Salish Sea and San Juan Island Adventure" itinerary. Visit the company's web site, agent portal, or Facebook page to enter.

### EVENTS

**NYC & Company** is inviting members of the travel trade to keep abreast of all the latest New York City updates with its new "All In NYC: Travel Trade Webinar Series" and "All In NYC: Meetings Webinar Series." Upcoming trade programs include:

- Nov. 12: A Healthy Approach to NYC Travel: From public safety to self-care, the whole city is focused on wellness.
- Dec. 10: What's Next for Family Travel to NYC: It's still one of the best – and safest – places to bring the kids.

To register and for the list of MICE webinars, visit [HERE](https://allinnyctraveltradewebinar-red.splashthat.com/?cid=NYCEM-Webinar-20201001).

### PEOPLE/APPOINTMENTS

September grand prize trip winners in the Sandals Game Changer online quiz show are Denise Hanuska, TravellLux, Dartmouth, NS; Lisa Tetzlaff – Valente Travel, Windsor, Ont.; and Kim Hartlen – Kim Hartlen Travel-TPI, Lower Sackville, NS. More than a dozen agents also won gift baskets.

Ancaster, Ontario-based Wed in Destination has added industry veteran **Adrienne Briggs** as a senior wedding specialist. Briggs has over 20 years of leisure travel experience with various tour operators and resorts. Wed in Destination is an online retailer newly launched by founder and CEO Suri Pillai.

### DESTINATIONS

Add another "work from home" option to the list: **Anguilla**. The tiny Caribbean nation is inviting individuals "to trade in your humdrum home office for a Caribbean island nirvana" for up to 12 months. "Home office" options range from private villas to five-star resorts. Island authorities note that Anguilla has only had three (now resolved) cases of COVID-19. The cost of the program is US\$2,000 per individual/ \$3,000 per family and full details can be found on the tourist board web site.

The annual **Noel Christmas festival** held at Stampede Park in Calgary will return this year. Featuring an indoor light park, Christmas market and Santa's Village, the family-friendly festival will take place from Nov. 26 to Jan. 3. Stringent health and safety for guests, staff, and vendors. Early bird ticket options are available on the festival's web site.

### CLARIFICATION

Last week, Round Up referenced new expanding entry protocols for **Jamaica**, enabling travellers to produce a negative COVID-19 antigen test or a negative PCR test upon arrival. The JTB clarifies that the procedure applies to travellers from "high-risk" countries, which does not include Canadians, who are only required to complete an online Travel Authorization questionnaire before arrival.

Send info to [baginski@travelindustrytoday.com](mailto:baginski@travelindustrytoday.com)

\* Future dates and events listed here are up to date at time of printing, although obviously subject to changes due to ever-involving pandemic information. Travel Industry Today accepts no responsibility for sudden or unreported inaccuracies.

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