

# HELLO. HOW ARE YOU?

Usually we'd use this space to show you the wonders of South Australia. But, for us to talk about pristine beaches, epic landscapes and phenomenal wildlife right now, in a time when none of us can travel to visit them, doesn't feel quite right.

So instead, we thought we'd say 'hi' and 'how are you?' because this is a time when our community truly needs to come together.

We understand more than anyone, the transformative importance of travel. We also understand that the people who make this wonderful industry happen are suffering more than many right now.

So, stay strong, look after yourselves and each other and know that we are phenomenally grateful for your continued support.





## South Australia's industry support

**THE** South Australian Tourism Commission (SATC) has issued a much-needed message of support to the travel and tourism sector, checking in to ask how everyone is going.

SATC said it "understands that the people who make this wonderful industry industry happen are suffering more than many right now".

Check out the encouragement on the **cover page** of **TD** today.

## New TD video

**THE** latest instalment of "Travelling the World with Mince and Meatballs" has been released today (**TD** breaking news), clearly showing the impact of prolonged isolation among our team.

Keep sending in those recipes to [meatballs@traveldaily.com.au](mailto:meatballs@traveldaily.com.au) and stay strong people!

Check out the wacky antics now at [traveldaily.com.au/videos](http://traveldaily.com.au/videos).

## Webjet opens retail offer

**EXISTING** shareholders in Webjet look set for an instant boost, with the company today formally opening up its "retail entitlement offer" allowing them to purchase additional shares on

a one for one basis.

Those who take up the option will pay \$1.70 per share - almost \$1 less than the current Webjet price of \$2.66, with the deal part of the company's already successful capital raising in response to the COVID-19 situation (**TD** 01 Apr).

Clearly Webjet is working to save every cent, telling investors who have not opted to receive electronic communications that it will only mail out black-and white copies of the documents and presentations.

Eligible shareholders are those who held stakes in Webjet as at 7pm on 03 Apr 2020.

Webjet has seen its shares tumble from pre-COVID highs of more than \$10, with the company announcing sweeping cuts including the suspension of its Webjet Exclusives offering and the closure of the Online Republic Cruise Sale Finder operation.

## APT court action

**APT** is today participating in a court hearing challenging the Federal Government's order that all foreign-flagged cruise ships leave Australian waters "as soon as reasonably practicable".

APT's 114-passenger Bahamas-flagged *Caledonian Sky* is currently sitting in Darwin Harbour, and the company has asked that it be exempted; however a Federal Court judge has warned that such a ruling would potentially impact all foreign cruise vessels in Australian territory.

A formal hearing was scheduled for noon today.

## Vale David Bell

**TRAVEL** industry veteran David Bell has died in Sydney after a short illness, aged almost 80.

Bell began his career in TV, but then moved into travel, initially in the PR department of fledgling NZ carrier TEAL and then onto Cathay Pacific where he was based in Hong Kong as head of PR for more than 20 years.

He later returned to Australia, undertaking a range of activities including another stint with CX.

He is survived by his wife and three children, and was remembered at a private funeral yesterday, witnessed electronically by a "virtual horde of aviation journalists and travel trade luminaries".

## Today's issue of TD

**Travel Daily** today has six pages of news including our PUZZLES plus a cover page from the **South Australian Tourism Commission**.



Caucasus mountains, Georgia

#theworldawaits

How are airlines facing the challenge of the flight shaming movement? Find out in the April issue of *travelBulletin*.

**CLICK to read**  
**travelBulletin**



## Airlines - we need a new strategy

### OPINION

*TravelManagers member Caroline Cox has penned this open letter to the airline sector.*

*Got an opinion to share? Let us know in up to 400 words at [feedback@traveldaily.com.au](mailto:feedback@traveldaily.com.au).*



**AIRLINES** - the retail travel industry needs your help.

We ask that you consider getting together with airline colleagues to come up with a workable strategy to help better manage the current flood of waivers, commercial policies, bulletins, exception policies, updates etc.

The airlines deserve much praise for what they have tried to achieve during this pandemic, and the distribution system is probably the least of their worries now. But... I cannot sit idly by and watch the impact on the health and wellbeing of people in our industry without at least trying to reach out to have some stability imposed, as we all work tirelessly to rebuild.

I am reaching out to the policy makers to talk to industry leaders and your own teams to discuss the serious health impact that the above rules are having on them. The STRESS FACTOR almost outweighs the fear of what is ahead for us all over the next few months. This you have all unwittingly contributed to.

Consider how the distribution network is coping with the

information overload, which comes in the form of daily waiver updates and hurriedly constructed policies that have not been tested and are therefore open to interpretation.

Consider the various ticket offices, BSP teams, and frontline staff who are trying to decipher the information.

We understand that you need to

“

This is a once in a lifetime pandemic, so let's not make it any harder than it should be

”

provide best option strategies for a quick recovery from COVID-19 and we will all be on the same page to ensure we do our part to help. Please consider the benefits and incredible difference you could make by getting together to consider carefully a one-off extraordinary way to keep the change rules simple.

This is a once in a lifetime pandemic so let's not make it any harder than it should be.

Consider the following:

- All tickets issued that clients were not able to avail because of COVID-19 can be rebooked for travel up to and including the anniversary of their original travel in 2021 with no waivers

and no ADCOL.

- A pandemic levy might be considered for travellers who want to set their own dates.
- Reintroduce an MCO or adapt the EMD for the distribution system to be able to extend the validity of the ticket to the anniversary of original travel in 2021.

Think about the financial and health benefits for the entire industry that would stem from streamlining your approach:

- Resources required to manage reconciliations now
- Freeing up teams to handle the phones for other matters
- Avoid COVID-19 related ADMs in 2020/21 and reduce the challenges they would bring
- Free up resources to focus on planning for industry recovery
- Consistency and trust for the entire distribution system
- Simplification of waivers, bulletins, commercial policies – a one-off blanket waiver that covers all tickets issued within a designated period that allows clients to rebook without penalties
- Outward display of empathy for travellers
- Reduced workload and stress on the agency distribution network
- Reduction in confusing and conflicting information given to travellers
- Massive health benefits

You can make a difference - just keep it simple!

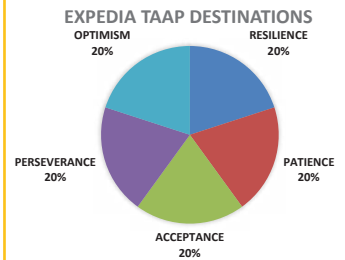
### UK extends warning

**BRITAIN'S** Foreign and Commonwealth Office has updated its "COVID-19 Exceptional Travel Advisory Notice" to now advise against all but essential international travel until further notice.

Previously the warning, issued on 17 Mar, only envisaged a 30 day shutdown of international travel for Britons.

### HOT DESTINATIONS

*The TAAP Top Ten is brought to you by Expedia TAAP*



**Expedia TAAP, we've got your back.**

The world is not on hold, my friend

The sun sits where it should.

But our lives are in a microscope

And we're tied to our neighbourhood.

Reflect upon our lucky land

Enjoy your friends and family.

This time is not a prison  
If you look at your life gladly.

Stress only lives within your mind

So force the Bastard out  
Appreciate your daily find  
And you'll never be without.

**Expedia TAAP, keep your customers coming back.**



**STAY UP TO DATE DURING THESE TROUBLING TIMES**

Get your **FREE** *Travel Daily* subscription during the COVID-19 crisis

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## Window Seat

WITH COVID-19 forcing us all into close quarters, some are predicting a 2021 baby boom.

And that is definitely the hope of officials at Hong Kong's Ocean Park attraction, where two previously very shy pandas have finally been "getting it on" after more than a decade of sexual abstinence.

Zookeepers have been hoping long-time residents Ying Ying and Le Le might produce offspring, but apparently no mating at all has happened for the past ten years.

That has all changed due to COVID-19 - because it looks like the closure of the zoo and a lack of gawking onlookers has all of a sudden seen the pair become somewhat amorous.

Zoo authorities are now carefully monitoring Ying Ying's body and behaviour saying "we hope to bear wonderful pregnancy news to Hong Kongers this year".

## IATA warns of aviation catastrophe

THE International Air Transport Association says plummeting demand for travel amid the COVID-19 crisis is putting about 25 million jobs at risk.

"Globally the livelihoods of some 65.6 million people are dependent on the aviation industry, including sectors such as travel and tourism," IATA said.

"In a scenario of severe travel restrictions lasting for three months, IATA research calculates that 25 million jobs in aviation and related sectors are endangered across the world."

Airlines are calling on governments to provide immediate financial aid, with IATA calling for direct financial support, tax relief and loans.

"There are no words to adequately describe the devastating impact of COVID-19 on the airline industry," said IATA CEO Alexandre de Juniac.

He also confirmed IATA was working on a comprehensive approach to "re-booting the industry" once COVID-19 restrictions are eased.

shout out to...

Travel Daily

Quark Expeditions

Nominate someone who has gone above and beyond and win!

[CLICK HERE](#)

## KLM's Sydney touchdown



KLM Royal Dutch Airlines has been operating flights to Australia for the first time in two decades over the last week (**pictured**), bringing home almost 2,000 travellers from the Netherlands.

The services are operated in collaboration with the Dutch Ministry of Foreign Affairs, with the airline's Chief Operating Officer, Rene de Groot, saying "these flights are extra special in KLM's history."

"We have had a strong relationship with Australia since 1950, as the country has been a valuable destination in our network for over 50 years."

Quentin Voss, Country Manager for Air France KLM Australia & NZ, said the two KLM repatriation services had also been conducted in cooperation with Qantas.

Dutch travellers currently abroad who are unable to arrange their return themselves due to the coronavirus crisis can register for assistance at [bijzonderbijstandbuitenland.nl](http://bijzonderbijstandbuitenland.nl).

## Aurora rescue

AURORA Expeditions has confirmed that Aussie pax aboard its *Greg Mortimer* will return to Melbourne within the next 48-72 hours, with the assistance of the Department of Foreign Affairs.

A chartered Airbus A340 will operate a special flight, with COVID-19-positive and -negative passengers to be separated into different cabin areas.

## EY plots MEL return

ETIHAD Airways has announced additional flights from Abu Dhabi to Melbourne and Amsterdam, as part of an updated schedule of special passenger services.

EY has been operating flights to allow passengers stranded in the United Arab Emirates the opportunity to return home, and the operations also support the "UAE Food Security Program" by utilising belly-hold capacity of passenger aircraft for cargo.

Five weekly AUH-MEL series are currently planned to operate from 08-21 Apr, with EY also flying to Amsterdam, Seoul, Singapore, Manila and Jakarta.

## Accor helps out

AS WELL as participating in government-backed programs to accommodate returning travellers and health professionals during the COVID-19 crisis, Accor is also extending its hospitality to vulnerable families, the homeless and the disadvantaged.

Accor Pacific Chief Operating Officer, Simon McGrath, said "welcoming, protecting and taking care of others is at the heart of what Accor does best".

He highlighted other acts of kindness by properties in the Accor network, including Mercure Sunshine Coast Kawana Waters which prepared dozens of meals for health professionals at a nearby hospital.



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## Skalleague of the Year!

**NICOLA** Strudwick, GM Sales at Travellers Choice, has been named "Australian Skalleague of the Year" by industry networking club Skal International.

Strudwick took over as President of the Perth Skal Club last year, and has organised sponsorship for Young Skal members as well as introduced mentoring by long-serving members of the organisation.

She's also working with Young Skal groups in other countries, and has encouraged Travellers Choice to engage with the organisation, with every BDM across the country now being a fellow Skalleague.

The latest Skal International newsletter also confirms that Sydney South is "Club of the Year" for 2019, having more than doubled its membership to 27 under the leadership of last year's President, George Mavrocordatos.



## AC status extension

**AIR** Canada has announced that members of its Altitude loyalty program will maintain their current status until the end of 2021, along with the potential to gift status to a friend or family member and the temporary pause of expiration of Aeroplan Miles until 14 May 2020.

## Tripadvisor helps

**TRIPADVISOR** has announced a range of measures to support travel and hospitality businesses impacted by COVID-19, including making it easy to purchase gift cards and discover delivery and take-away services to support local restaurants.

"There are five million hospitality businesses on Tripadvisor that need help...gift card purchases, in particular, serve as much needed microloans to help operators," said Tripadvisor Chief Experience and Brand Officer, Lindsay Nelson.

The Tripadvisor Foundation is also committing US\$1m to support organisations serving vulnerable populations, initially contributing US\$1 for each review posted or shares of the #LoveYourLocal hashtag on public social media accounts.

More information on the gift card and restaurant options is now available at [tripadvisor.com](https://www.tripadvisor.com).

## itravel birthday



**ITRAVEL** hasn't let COVID-19 spoil its staff birthday celebrations, with the group recording an online session where one of its team received a live remote version of Happy Birthday To You.

Check it out now online at [traveldaily.com.au/videos](https://traveldaily.com.au/videos).

## CX refund change

**CATHAY** Pacific has suspended the GDS 'Refund Notice' function effective 06 Apr until further notice, due to the volume of refund requests being received via GDS channels.

All CX refund applications must now be submitted via BSPlink.



# ATTENTION NZ TRAVEL INDUSTRY

To our Kiwi cousins, in this time of upheaval make sure you stay up to date. Sign up for a **FREE** *Travel Daily* subscription.

[CLICK HERE TO SIGN UP](#)

Travel Daily

## 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.

C	A	R
I	G	N
B	H	N

Good – 17 words  
Very good – 25 words  
Excellent – 33 words

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

## Pub quiz

- How many US states are there?
- Which South American capital city boasts the highest elevation of any capital in the world?
- What is the busiest airport in the world in terms of passenger traffic?
- To the closest million, how many people visit the Louvre Museum in Paris each year?
- What crop is Cuba's main agricultural export?
- Which American city hosted the 1984 Summer Olympic Games?
- What do German people call their motorways?
- What city has been dubbed the Venice of the East?
- What country is separated from Alaska by the Bering Strait?
- To the nearest 100,000, how many people visited Rottneest Island in 2019?
- What famous landmark is this collection of pictures is spelling out?



+



+



+



## Funnies Flashback



WE'VE trawled through the **TD** Window Seat archives to give you blast from the past. Here's some gems from 08 Apr 2010:

**ABU** Dhabi is set to get a boost from the new *Sex and the City 2* movie, despite not a single scene being shot in the UAE.

The film sees Sarah Jessica Parker's character Carrie Bradshaw leave New York with three friends for a visit to Abu Dhabi - but officials in the UAE banned producers from filming in either Abu Dhabi or Dubai because the content was "at odds with the more conservative culture in the UAE," according to the *Arabian Business* newspaper.

Scenes from the movie showing the stars at a market and riding camels in the desert are set to promote Abu Dhabi tourism, even though they were actually filmed in Morocco.

**A 31-YEAR-OLD** Briton has blasted Air Canada after the carrier's Jazz offshoot left him asleep on a plane after it landed.

Kris Lines from Staffordshire University was en route from London to a conference in Vancouver, and had been awake for about 24 hours when he left Calgary after a stopover.

He fell asleep - clearly quite soundly - and said he was surprised when he was woken up by a mechanic in a hangar at Vancouver International Airport, and told "you should have got off an hour and a half ago".

The carrier responded to his outrage by explaining that the crew were dealing with several wheelchair passengers and didn't check the rest of the cabin.

Lines said he wasn't happy with the explanation, adding: "I suppose the moral is, next time I fly to Canada I've got to wear something a bit more reflective or glow-in-the-dark so someone can see me".

## Whose flag is this?



**THIS** country has some incredible biodiversity, though only a few are depicted in the

country's coat of arms on the in the top corner of the flag. Check tomorrow for the answer.

### ANSWERS 07 APR

- The Galapagos islands,
- Colombia,
- France,
- The kiwi,
- Liberty Island,
- Myanmar,
- Amsterdam,
- KFC,
- Mount Fuji,
- 99%,
- Chicago

Where in the world: Nantucket, USA

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



## A bit of crumpet from Viking



WITH the hard times the industry is experiencing at the moment, it's never been more important to think of each other. Viking Cruises MD ANZ, Michelle Black, last week arranged to courier a care package (pictured) to the homes of all the company's local staff - which they all enjoyed together in a virtual breakfast

## Panama escape

A SPECIAL Spirit Airlines is commercial flight will operate to help repatriate passengers from Panama City to Fort Lauderdale on 11 Apr, according to Australia's Department of Foreign Affairs.

Those interested in flying may need to show authorities a "Letter of Salvoconducto" from the Australian Government to facilitate their exit - [CLICK HERE](#).

There are movement restrictions in Panama based on gender, with women only permitted to shop for essential supplies on Mon, Wed and Fri, while men can only do so on Tue, Thu and Sat.

meeting the next day.

Participants made the most of the hand made crumpets, with talk quickly turning into a lively "jam versus cream, top or bottom discussion," according to Viking Admin Manager, Julie Greenham.

## CMV deferral

CRUISE & Maritime Voyages (CMV) has extended its cruise operation suspension until 24 May, applicable to passengers booked to embark from 24 Apr.

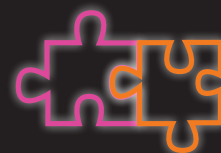
All the line's ships have or are returning to their disembarkation home ports in Germany and the United Kingdom, with the ongoing repatriation of international passengers occurring as required.

There have been no confirmed cases of COVID-19 on any CMV ship across the globe, with Fremantle-based *Vasco da Gama* still scheduled to return for her Australasian season in late Nov.

Affected passengers can check their entitlements [HERE](#).

## NEED A DISTRACTION AMID THE DOOM AND GLOOM?

Check out our daily puzzle page.



Travel Daily

## VA repatriation

VIRGIN Australia has released the schedule for its government-backed repatriation flights, which will operate from Brisbane to both Hong Kong and Los Angeles.

Fares are also available and the services can be booked now via GDS - see [virginaustralia.com](http://virginaustralia.com).

## Harold in the Pacific

CYCLONE Harold is expected to pass through Tonga on 09 Apr, with Smartraveller advising any Australians in need of urgent assistance to call +61 2 6261 3305.

Due to COVID-19, Tongan borders are closed, a state of emergency has been declared, and a national lockdown is in force, and those travelling in the country should follow the advice of local authorities and monitor local media for updates.

The cyclone has already lashed the Solomon Islands and Vanuatu, and is today bearing towards Fiji where a tropical cyclone alert is in force for some of the southern islands and residents of coastal areas of Viti Levu have been advised to evacuate and move to higher ground.

## GBTA new dates

THE Global Business Travel Association (GBTA) has announced that its rescheduled annual convention will now take place from 07 to 11 Nov 2020.

The conference, which brings together more than 7,000 business travel professionals from over 50 countries, was originally scheduled from 25-29 Jul in Denver, Colorado.

"This is the first time in our 52-year history of Convention that we have had to reschedule our signature event," said GBTA CEO, Scott Solombrino.

After discussions with the Denver Convention Center "we all agreed there was no way to hold a safe, healthy and successful conference in July, so we agreed to push the dates out as far as possible in 2020," he said.

## FlightSafe sale

AIRLINE safety advisory service FlightSafe has been purchased by travel risk management company Anvil Group, which plans to enhance the platform offering safety details for over 1,100 schedule airlines globally.

## ACCOMMODATION

WELCOME to Accommodation Updates, *Travel Daily's* Wed feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to [accomupdates@traveldaily.com.au](mailto:accomupdates@traveldaily.com.au).



Thai resort Pimalai Resort & Spa has unveiled the redesign of its luxury hillside pool villas, among a slate of other changes. Despite the closure of Koh Lanta in the southern Thai province of Krabi until 30 Apr, the resort is also set to unveil a the island's first wedding chapel, with other re-doubled efforts including expanded staff training in all departments.