

SINGAPORE AIRLINES

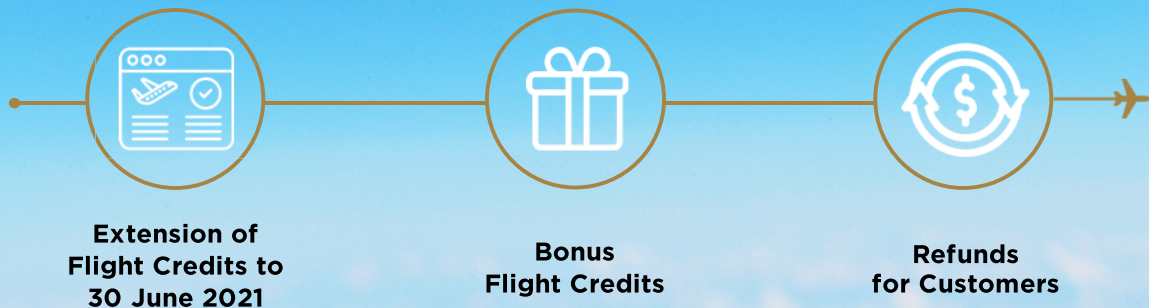


To our Australian Trade Partners

Many of our customers have had their travel plans disrupted by Covid-19. As we navigate through this challenge together, we would like to thank you for your trust and loyalty. Please be assured that we do not take it for granted.

At Singapore Airlines, we are working very hard to be ready to hit the ground running and work with you when the recovery eventually comes. And we are confident that it will.

Today, however, we want to extend as much flexibility as possible to our customers. With that in mind, I would like to share three important changes that we are making to our Covid-19 travel waiver policy.



We hope this policy will help you service our mutual customers with confidence. We are grateful for your unwavering support, and we look forward to welcoming customers back on board soon. Until then, please stay safe and healthy.

Yours sincerely
Greg McJarrow
General Manager Agency Sales

For more details on these changes, please see **page 3**
in this issue of Travel Daily or **[click here](#)**.

SIA flexibility

SINGAPORE Airlines is today highlighting its newly released COVID-19 travel waiver policy (**TD** yesterday) which extends flight credits through to 30 Jun 2021.

SIA is offering refunds, or alternatively a range of bonus flight credits based on cabin class, with GM Agency Sales, Greg McJarrow thanking the industry for its “unwavering support”.

“At Singapore Airlines we are working very hard to be ready to hit the ground running and work with you when the recovery eventually comes...and we are confident that it will.

“We hope this policy will help you service our mutual customers with confidence,” he said.

More details on the **cover page**.

Emirates simplifies waivers

EMIRATES has extended its COVID-19 waiver policy for tickets issued before 31 May and for travel up to 31 Aug 2020, with the new global policy providing a unified approach for rebooking and refunds across all its markets.

Effective immediately EK is offering three options, including the ability to keep existing tickets which will be automatically extended for 760 days (two years) from the date of original issue.

“Customers holding such tickets can be assured their tickets will be honoured, and they can rebook when they decide to travel,” Emirates said.

Tickets will be accepted for any flight to the same EK destination, or to another city within the same Emirates region, with no fees for changes, and switching to a different region is possible with no reissuance fees, but only payment of any applicable fare difference.

Alternatively Emirates is offering a one year travel voucher, which can be used for any EK product or service without change fees, giving customers more flexibility to reschedule when they are ready to travel again.

The third EK option is a refund, which will be issued without penalties.

All of the options can be selected via a simple online form available at emirates.com, and those who opt to keep existing tickets can contact their travel agent or the carrier direct when they are ready to rebook.

EK Chief Commercial Officer Adnan Kazim acknowledged that this was a confusing time, thanking customers and trade partners for their “patience, understanding and support as we worked through this period to ensure our policies are not only customer-friendly but also in line with regulatory requirements”.

NSW Government to probe *Ruby*

A SPECIAL “Commission of Inquiry” into the docking of *Ruby Princess* in Sydney Harbour last month has today been established by NSW Premier Gladys Berejiklian.

The move is a further escalation of the already-announced NSW Police Strike Force probe into the incident, which has seen a team of 30 detectives deployed.

Berejiklian has appointed senior barrister Bret Walker as Commissioner for the inquiry, which will lodge its report in three to four months.

“It is important that answers are provided quickly for the people of NSW...we will leave no stone unturned until we find out exactly what happened,” Berejiklian said.

Walker will have extraordinary powers to examine all matters involving the cruise ship, which has been identified as a major source of COVID-19 infections.

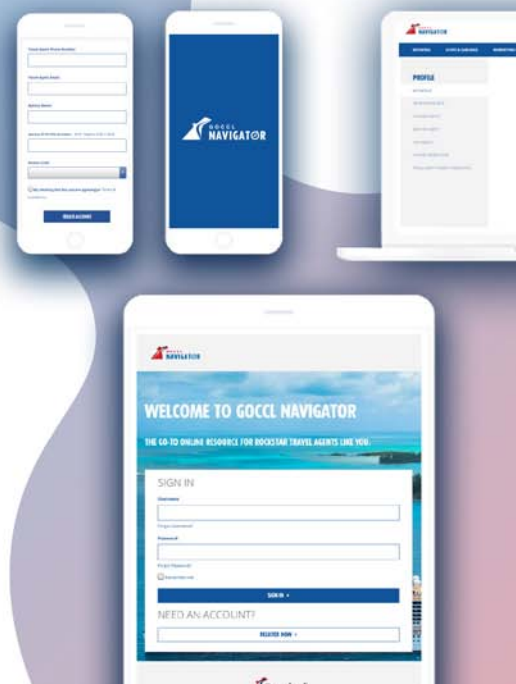
Today's issue of **TD**

Travel Daily today has five pages of news including our **PUZZLES** plus a cover page from **Singapore Airlines**.



THE NEW CARNIVAL BOOKING ENGINE IS HERE!

FIND OUT MORE



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

CLICK to read
travelBulletin



Very Lonely Planet

ICONIC travel guide book publisher Lonely Planet is “almost entirely” closing its offices in Melbourne and London, saying plummeting demand and sales meant it will “reduce its publishing operations for the foreseeable future”.

Other Lonely Planet locations around the world will also be impacted, the company said.

Melbourne-based Tony Wheeler, who founded the business in 1973 with wife Maureen, sold 75% of Lonely Planet to the BBC for more than £88 million in 2007, with the UK broadcaster moving to 100% in 2011 for a further £42 million.

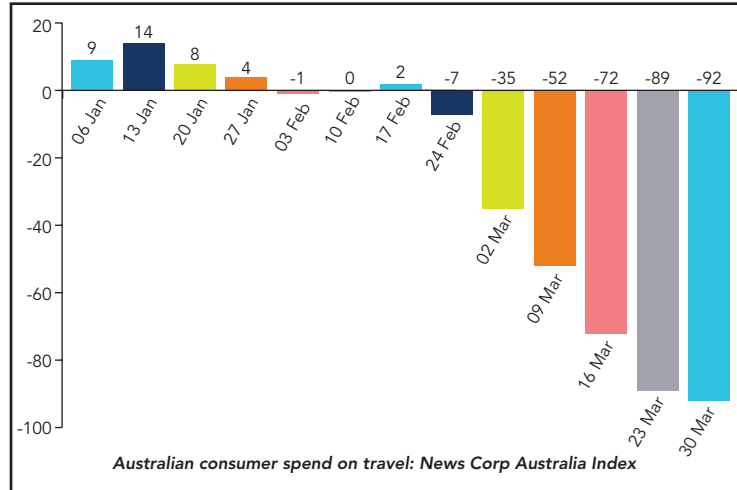
Then in 2013 the BBC offloaded Lonely Planet to Kentucky-based NC2 Media, owned by billionaire Brad Kelley, for US\$77.8 million.

That led to a transition to digital publishing, with Lonely Planet cutting about 80 roles, mostly in Melbourne (**TD** 22 Jul 2013).

A statement from NC2 Media said “this is obviously a very sad and difficult time for the Lonely Planet family”.

Earlier this year Lonely Planet announced a new partnership with Intrepid (**TD** 22 Jan), offering “Lonely Planet Experiences” under Intrepid’s Urban Adventures day tour umbrella.

Travel spending slides more



EXCLUSIVE

THIS is now the fifth week we are publishing our regular summary of Australian consumer spending on travel, courtesy of data exclusively provided by News Corp Australia.

And the picture isn’t getting any brighter, with the latest figures indicating a further decline.

Omri Godjin, New Corp Industry Head, Travel, said the drop recorded between 30 Mar and 05 Apr reflected a particularly heavy hit to packaged holidays and tours.

After a negative index of 89 last week, the numbers have dived further to -92, with

the information based on consolidated spending across air, cruise, OTAs, traditional travel agents and tour operators.

“This is part of work we are doing to assist our clients to better understand the total retail travel market,” he said, with CEOs and CMOs welcome to reach out for further information.

More cruise delays

CARNIVAL Corporation’s Holland America, Seabourn and Princess Cruises all today announced a further extended pause to their cruise operations. Continued port closures and other travel restrictions have led all three brands to suspend voyages until 01 Jul.

Princess also confirmed its five wilderness lodges, trains and buses in Alaska would not open this coming summer.



Window Seat

VISIT USA was kind enough to adopt a koala on **TD’s** behalf for Xmas 2019 from Port Macquarie Koala Hospital as part of the Adopt a Wild Koala Programme.

Anwen (**pictured**) was the first female koala brought to the Koala Hospital as a result of the devastating fires which ravaged the Mid North Coast of New South Wales, and many other parts of Australia, at the end of last year.

Somewhere between four and five years old, Anwen had badly burnt hands, feet, arms and fur, and for months, she sat quietly in a basket in intensive care.

When it was decided her wounds had healed enough to no longer need dressing she was moved to an external, rehabilitation yard, where she continued to return to health.

After the fantastic work of the staff at the Hospital, Anwen was released back into the wild last week!

Perhaps when we’re allowed to travel again, we’ll bump into Anwen up a Mid North Coast tree, chomping on a leaf.



CATO enlists ACCC help

THE Council of Australian Tour Operators (CATO) has presented a formal submission to the Australian Competition and Consumer Commission (ACCC) to assist with policy development for COVID-19-related travel cancellations.

The organisation said it believes it is in the best interests of consumers that future travel credits are issued instead of cash refunds, to ensure maximum returns for each client, and help to preserve cash flows through the travel supply chain.

“The ACCC is dealing with thousands of consumer enquiries

around refunds for international travel...CATO is eager to ensure a viable, common-sense approach that can be supported by the ACCC in dealing with future travel credits or consideration of refunds in extenuating circumstances,” said CATO Managing Director Brett Jardine.

“We will ensure the ACCC is very clear on the role of Australian-based tour operators and wholesalers so they continue with appropriate policy around future travel credits and refunds that supports the longevity of the outbound travel sector,” he continued.



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The Travel Industry has been through many tough periods, with this being the most challenging. All we can say is that TravelPay are here for you, no matter what. Our business is virtual, so whether you're in your office, or working remotely, you still have access to your TravelPay account. The TravelPay Sales Team, as well as our Sydney based Support Team are available to answer any questions, so don't hesitate to reach out to us. Even if you just want a friendly chat or need to vent, then please call us!

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Cuthbert on board at Jayride

LISTED online transfer specialist Jayride today announced the appointment of Rod Cuthbert as an independent non-executive director, effective immediately.

Cuthbert is the founder of activities & tours marketplace Viator, now owned by TripAdvisor, and has also previously served as Chief Executive Officer and Chair of Rome2rio.

Jayride Chairman Andrey Shirben welcomed the appointment, saying the company had been seeking someone with proven experience in the "global expansion of online travel technology businesses."

Along with the rest of the travel sector, COVID-19 has hit Jayride hard, with the company on Fri confirming net revenue in Mar of just \$27,500 amid hundreds of thousands of dollars in cancellations.

"Our strategy during these times is part defensive and part

offensive," Jayride MD Rod Bishop noted.

"We moved quickly and have implemented deep cost reductions to ensure we have at least twelve months cash runway even if the COVID-19 downturn is prolonged and severe.

"We are well placed to rebound and scale up once the travel industry rebounds."

Bishop also noted cancellation rates had returned to pre-COVID numbers, with the company basing assumptions on zero net revenues for six months, and then a slow build from Oct 2020 as travel activity recommences.

Jayride is also estimating that in the coming months it will receive about \$1.5 million in funding from multiple sources including the R&D Tax Incentive, Export Market Development Grant, the Federal Government's JobKeeper initiative and other stimulus packages.

Faster Aeronology

MELBOURNE-BASED travel technology firm Aeronology has been accepted into the Singapore Tourism Board's "Travel Technology Accelerator" program.

The initiative, backed by the Singapore Government, is a six month program aiming to support "the world's most promising technology startups".

Aeronology chief Russell Carstensen said he was thrilled to be part of the scheme, with the move following an invitation for the firm to also join the prestigious IATA Accelerator program (**TD** 27 Mar).

"APAC is a key market for our business," Carstensen said, noting that the regional head offices of tech firms such as Sabre, Amadeus and Travelport are based in Singapore.

Despite the impact of COVID-19, "Aeronology is in one of the best positions, as we are cashed up, with our team doing what needs to be done," Carstensen added.

FLT offer released

FLIGHT Centre has today issued its "Retail Offer Booklet" to investors inviting them to participate in its \$700 million capital raising, at an issue price of \$7.20 per new share (**TD** 06 Apr).

The proceeds will be used to strengthen Flight Centre's balance sheet, with the offer being made a significant discount to the company's current \$12.80 share price and requiring shareholder acceptance by Fri 01 May.

More ASTW change

DEBORAH Dickson-Smith, who was appointed as Treasurer of the Australian Society of Travel Writers (ASTW) just two weeks ago (**TD** 01 Apr), has stepped down to prioritise other areas of her life.

Dickson-Smith's short-lived new role followed the sudden resignation of five former ASTW committee members.

The Society's new treasurer is now Natascha Mirotsch.



COVID-19 TRAVEL WAIVER POLICY

All SIA or SilkAir tickets purchased on or before 15 March 2020, for travel from 24 January 2020 to 31 May 2020



Extension of Flight Credits to 30 June 2021

Customers who meet the above conditions, can retain the full value of the unused portion of their tickets as flight credits to be used for travel up till 30 June 2021.



Bonus Flight Credits

To thank our customers for their support, we will also award bonus flight credits to all those who choose to retain their tickets as flight credits.

Economy Class: AUD 85
Premium Economy Class: AUD 110
Business Class: AUD 250
Suites / First Class: AUD 600



Refunds for Customers

Customers who do not wish to keep the value of their tickets as flight credits, will also be offered the option of a refund. Cancellation fees and no-show fees will also be waived.

Due to the large backlog of requests, we appreciate and ask for your understanding. This month, our team will focus on processing the refunds for the departures that were scheduled for March 2020. We subsequently expect to process the refunds on a monthly basis.

For more details on the changes above, [please click here](#).

Sudoku

DIABOLICAL

THE aim of Sudoku is to complete the entire grid using the numbers 1-9. Each number can only be used once in each row, once in each column, and once in each of the 3x3 boxes.

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

www.sudokuoftheday.com – visit them and get a new Sudoku every day!

Funnies Flashback



WE'VE trawled through the **TD** Window Seat archives to give you blast from the past. Here's some gems from 12 May 2010:

THIS could come in handy on those smelly long haul flights.

An inventor in the US is marketing a blanket specially enriched with charcoal to absorb the odour of flatulence.

It's being promoted for use in the home as the 'Better Marriage Blanket' and only needs washing every four years - so could significantly cut laundry costs.

The blanket is claimed to be made of the same type of fabric used by the military to protect against chemical weapons.

Under development for more than ten years, the world is only now getting wind of the blanket.

A BRITISH man is believed to be the first person in the world to be convicted of a criminal offence on social networking phenomenon Twitter.

Paul Chambers sent an 'exasperated tweet' during major snow-related disruption in the UK over the Christmas period, jokingly threatening to blow an airport "sky high".

He's been fined £1,000 over the statement which a judge said was "of a menacing nature in the context of the times in which we live".

Where in the world?



MANY cities around the world have some incredible street art, far beyond just some nice-looking graffiti.

In which city would you find this pretty lady, with her hair made from of a vertical garden? Check tomorrow for the answer.

Pub quiz

- Which country won the very first FIFA World Cup in 1930?
- How many US states border the Pacific Ocean?
- Which country produces the most coffee beans in the world?
- Which two countries share the longest international border?
- True or false, Australia is the 10th largest country in the world by land mass?
- Which iconic American pier was originally built to protect a sewerage pipe that dumped treated sewerage into the ocean?
- Which animal is featured on the Porsche logo?
- The Black Forest is located in which European country?
- Which nation produces two-thirds of the world's vanilla?
- Brazil was once a colony of which European country?
- What landmark does this collection of pictures spell out?



+



+



ANSWERS 14 APR

Pub quiz: 1 Piccadilly Circus, 2 Cunard, 3 British Airways, 4 Richard Branson, 5 Riga, 6 The Danube, 7 Santiago, Chile, 8 Baku, Azerbaijan, 9 Black, 10 The Southern Ocean Lodge.

Whose flag is this: Sudan

Air Canada stripped bare



THE world may not be able to pay a visit to the Great White North for some time, but Air Canada is readily adapting to the new COVID-19 situation.

Three of the airline's Boeing 777-300ER aircraft, the largest in the fleet, are being modified to transport cargo in the passenger cabin (pictured), which will double the plane's freight capacity.

They will transport vital supplies and cargo around the country.

US airport funding

THE United States has awarded its nation's airports US\$10 billion in grants amid the huge slump in travel demand due to COVID-19.

The United States Transportation Department announced the funding overnight, after Congress approved the funding allocation late last month.

The Department has also previously awarded US\$25 billion to public transit systems and US\$1 billion to Amtrak.

Agoda EasyCancel

AGODA has introduced EasyCancel, a new feature allowing guests free cancellation up to 24 hours before check-in.

The initial phase of the implementation will relate to all bookings made until 30 Jun, with hotels needing to opt-in to the new option to offer EasyCancel rooms.

"The EasyCancel feature is part of Agoda's proactive response to support hotel partners in this current challenging landscape," said Vice President of Partner Services Errol Cooke.

"We have always used our technology to develop features that can add value and productivity for our partners, and continue to do so with the EasyCancel feature.

"We want to help all our partners by attracting customers that still want to book a hotel, but are perhaps reluctant to do because of uncertainty around evolving travel restrictions."

LHR set to shut down terminals

LONDON Heathrow Airport will consolidate its operations into just two terminals over the next few weeks as it continues to deal with the COVID-19 downturn.

LHR terminals 2 and 5 will continue to operate, with current forecasts showing Apr passenger demand likely to be down 90% amid "lasting and significant industry-wide effects".

Measures to ensure safety include hand sanitiser dispensers, additional cleaning procedures and signage and floor stickers to ensure social distancing.

NZ tapped for help

AIR New Zealand is transporting essential expertise for a critical Wellington Water project.

The charter flight, returning from Frankfurt to Auckland via Vancouver, is carrying five specialist engineers who will assist Wellington Water with urgent repair work on two of the NZ capital city's wastewater pipelines.

Flight NZ6011 is the return leg of one of a series of flights chartered by the German Government to repatriate its citizens from New Zealand, and is expected to touch down in Auckland this evening.

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.



InterContinental Hotels Group has announced the first new Regent hotel since IHG acquired the brand in Mar 2018. The **Regent Shanghai Pudong** is set to open on 16 May after rebranding from its current identity as the Four Seasons. All existing reservations will be automatically honoured by IHG.



The fast-tracked opening of SKYE Suites in Sydney's Green Square, between the CBD and the airport, will see the property's residences offering open for long stay guests. **SKYE Suites Green Square** is part of the new Infinity development by Crown

Group, and will formally open as a hotel in Jul this year. The newly opened residences feature a full kitchen, washing machine and dryer as well as an enclosed balcony or courtyard.



The iconic **InterContinental Hotel Hong Kong** will close next week for a major makeover being billed as its "biggest renovation in 30 years". Located on the Tsim Sha Tsui waterfront, the property was first built as the Regent Hong Kong in 1980, and will return to its roots by relaunching as the Regent Hong Kong in 2022.