



Love P&O CRUISES

These are extraordinary times, however all of us at P&O are looking positively toward the future.

As our valued Travel Agent partners you are at the heart of what we do.

You, more than anyone, understand the gravity of what is happening in the travel sector and we are standing with you during these challenging times.

A big thanks for your past, present and future support.

We look forward to working with you in welcoming guests back onboard soon

We will all get through this together.

Love P&O CRUISES

Keep Dreaming out

THE second weekly issue of our new Travel & Cruise Weekly *Keep*



Dreaming consumer magazine is out today, full of travel inspiration for your clients.

Keep Dreaming is packed with fabulous photos and positive travel stories, along with a selection of the popular puzzle pages which have been introduced to keep **TD** readers entertained in the coronacrisis.

As with last week's debut edition, there is a full travel agent marketing kit available complete with Facebook and Instagram tiles, email signatures and tips on how to send *Keep Dreaming* to your clients.

See traveldaily.com.au/keep-dreaming-toolkit.

SYD traffic declines 96%

SYDNEY Airport this morning confirmed the effective standstill of travel, with provisional data for the first 16 days of Apr indicating a 96.1% decrease in international passenger traffic.

Domestic carriage has also plummeted this month, down 97.4% compared to the previous corresponding period.

"We expect to see similar reductions in traffic for so long as current restrictions on travel remain in place," the airport said.

"The extent and duration of the downturn in traffic will continue to be dependent to a large extent on the measures taken by Governments in response to COVID-19."

The Apr results follow a 45.1% decline in traffic last month, when the airport processed a total of two million passengers.

The airport has secured an additional \$850 million line of credit, and said it did not see the

need to raise additional equity at this stage to tide it over the COVID-19 downturn.

While things are quiet, the airport is considering a range of non-critical capital works projects, which would take advantage of the fact that the terminals, facilities and airfield are largely dormant.

Other works, costing between \$150m and \$200m, will be undertaken over the next year, targeting safety, maintenance and "asset resilience".

CEO Geoff Culbert, who along with the airport's directors is taking a 20% pay cut, said: "the entire industry is hurting, but we are all in this together."

"We are working closely with our airline and commercial partners to make sure everyone has the best shot of making it through to the other side, while continuing to operate the airport as an essential service."

Today's issue of TD

Travel Daily today has six pages of news and photos including our **PUZZLES**, plus a cover page from **P&O Cruises**.

EY charging US\$50 for agent support

ETIHAD has introduced a US\$50 charge for travel agents needing phone support to speak to a human, in a move described by several *Travel Daily* readers as "appalling" given the plethora of complex airline waivers currently in the market.

A recorded message on the carrier's dedicated agent phone number 1300 734 577 states: "Did you know you can find all the latest trade information and booking advice on etihadhub.com."

"If you prefer to speak to one of our agents, you will be charged a further fee of US\$50."

"Please stay on the line if you would like to proceed, otherwise you can end the call now."



HURTIGRUTEN

WE CARE

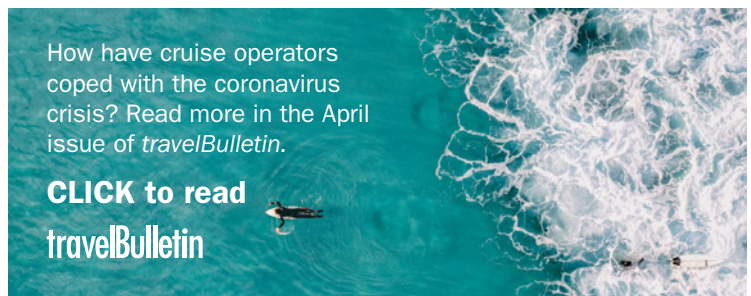
Flexible and risk-free rebooking so you can plan your clients' journey of a lifetime with confidence.

Thank you for your continued support and trust during this challenging time.

Learn more at hurtigruten.com.au

#wewillexploreagain





How have cruise operators coped with the coronavirus crisis? Read more in the April issue of *travelBulletin*.

CLICK to read
travelBulletin

Virgin downgrade

RATINGS agencies Moodys Investors Service and Fitch Ratings last Fri both issued downgrades for Virgin Australia, saying the moves reflected the impact on VA of the “breadth and severity” of the widespread COVID-19 credit shock.

Moody’s action was prompted by the announcement of the suspension of Virgin’s shares from trading (**TD** 16 Apr), pending the release of an announcement regarding financial assistance and restructuring alternatives.

Fitch said measures already taken to ground the VA domestic fleet and only operate the government-subsidised minimum domestic network would help preserve cash flows.

“However we believe the airline will run out of liquidity over the next six months without fresh third-party support,” the agency said, adding that “there is a high chance that the airline will not be able to survive the impact of the COVID-19 shutdown.

If VA makes it through, Fitch isn’t forecasting a return to pre-COVID capacity levels until the 2021/22 financial year.

WA Govt appoints FCM

FCM Travel Solutions has been appointed by the Western Australian Government to help the state’s people return home, with the recommencement of commercial flights to the state under the Federal Government’s new \$165m program (**TD** 17 Apr).

FCM will provide support and assistance to those who need help booking their commercial flight, with the airfare to be covered by the individual, and associated booking fees to be covered by the state.

West Aussies returning home will need to produce a letter of quarantine completion upon arrival and undertake a further 14-day quarantine at home; but

exemptions may be granted if applied for in advance.

WA will also continue to accommodate travellers in the state for 72 hours post-quarantine completion to allow them adequate time to book and board a flight home.

The FCM dedicated contact no for the service is 1300 165 764.

AFTA webinar today

AFTA’S Naomi Menon will host a webinar on “Cancellations & Refunds - the problems and practical realities” this afternoon at 2pm AEST.

Other AFTA webinars this week cover the JobKeeper Payment and CEO Jayson Westbury’s weekly COVID-19 update - afta.com.au.

GoUSA TV shows

BRAND USA’s GoUSA online TV channel is rolling out new programming to help explorers continue their travel aspirations while they stay at home.

The streaming platform is available without logins, fees or subscriptions, with new shows including Trails & Trailblazers, California Pop and Lucky in Love. See visittheusa.com/gousa-tv.

New camping app

EMPRISE Group Holdings has launched a new app called CAMPERX which promises to “transform the way travellers plan and explore Australia”.

The app combines accurate Hema Maps with comprehensive lists of caravan parks and campsites along with planning and navigation tools.

It works online or offline, with Emprise CEO Rob Gallagher saying he hopes the app can be used in the comfort of the lounge room to “plan the next big adventure, whenever that is safe to do”.

CAMPERX is now available in the Apple Store and the Google Play Store.

Air Arabia, Etihad

NEW low-cost carrier Air Arabia Abu Dhabi is still on track for a 2020 launch despite the COVID-19 pandemic.

The airline is set to launch in the second quarter of the year, as a joint venture between Air Arabia and Etihad.

Window Seat

MOBILE Travel Agents (MTA) has partnered with advertising agency Cummins&Partners to create the new MTA Roam from Home competition.

MTA advisors are being tasked with creating a destination video using only places in their home, which they share with their clients on social media, to not only help offer a much-needed laugh, but to also help reinforce the “we’re all in this together” message, and maintain strong client relationships.

View one advisor’s attempt at traveldaily.com.au/videos.

P&O loves agents

P&O Cruises is today thanking the industry for its support through the COVID-19 crisis - see the **cover page**.

Events on sale

MAJOR sports event specialist Events Travel is now inviting registrations for several long-range tournaments, with the aim of inspiring bookings from clients ready to travel post COVID-19.

2021 offerings include the Australian Open Tennis from 18-31 Jan and the 149th Golf Open at Royal St Georges in Kent, UK.

Clients can also sign up for the 150th Open at St Andrews taking place 10-17 Jul 2022, as well as a Deluxe Highlands Golf Tour taking place afterwards.

Events Travel’s Glenn Hedley said the company was busy making sure there was a clear road out of the pandemic, with savvy agents urged to inspire their clients to secure places at these high demand events.

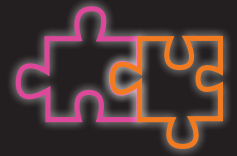
The company has hotel and ticket contracts in place, and free cancellations are on offer along with a very low 10% deposit - more info on 1300 788 666.

Finding it hard to know what's going on?

Visit C-19 Central on our website for the latest updates relating to the coronavirus.

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

Check out our daily puzzle page.



Travel Daily

Rex temp testing

REGIONAL Express (Rex) is rolling out body temperature testing at check-in counters across its 55 destinations.

All pax will have their temp taken by a digital thermometer at check-in, or boarding for web check-in and any pax recording a temperature outside a healthy range will be denied boarding.

Rex staff will also have their temperature tested at sign-on.

The airline will also endeavour to space out the seating allocated to facilitate social distancing and there will also be changes in the in-flight catering service provided to minimise the risk of infection.

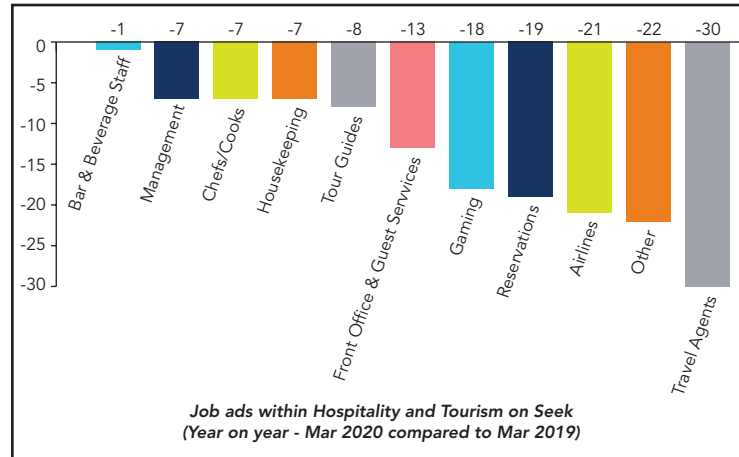
VA NSW bailout

VIRGIN Australia is in discussions with the NSW State Government, which could see the embattled airline move its base to the new Western Sydney Airport.

Speaking at a COVID-19 update this morning, NSW Premier Gladys Berejiklian confirmed talks had been under way about a package to support the carrier.

The Qld Govt has offered \$200m to keep VA in BNE, with State Development Minister Cameron Dick telling NSW to "back off".

Travel & tourism jobs slump



EXCLUSIVE

JOB advertisements for travel consultants last month reflected the sudden industry downturn, according to these detailed figures exclusively provided by employment website SEEK.

The year-on-year results for Mar show a 30% decline in recruitment ads in the "travel agents and consultants" category, leading an across the board slump in hospitality, tourism and travel job advertising.

The figures also indicate a 21% decline in ads for airline roles, along with a 19% drop in reservations jobs.

Tour guide job ads were down 8% for the month, while hospitality jobs also slumped, down 13% for front office and guest services roles, along with a 7% drop in demand for housekeepers, bar staff and chefs/cooks, the figures show.

Silversea flexibility

SILVERSEA has introduced new measures to provide travellers with further flexibility and will launch a series of online videos for travel agent partners.

The line has expanded its Cruise with Confidence program (**TD 10 Mar**) to all voyages currently scheduled to depart before 31 Dec 2020, allowing guests to cancel their cruise for any reason up to 48 hours prior to sailing and receive a 100% credit.

When guests opt for a Future Cruise Credit and have paid in full, travel agents' commission is protected for both the cancelled booking and the future reservation - more **HERE**.

Silversea will also debut a series of weekly videos called Virtual Visit, designed to keep the trade up-to-date with the company's latest developments.

The cruise line has reduced its deposit requirement to AU\$1,500 per suite for any new booking made before 30 Jun, with guests to also receive US\$1,000 Shipboard Spending Credit per suite - for details, **CLICK HERE**.

Maldives campaign

#VISITMALDIVESLATER is the latest Maldives Tourism social media campaign, aiming at flattening the COVID-19 curve while also keeping the Maldives front of mind.

Fiji hotels update

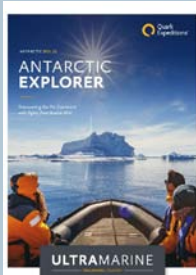
FIJI Gateway Hotel is the only of the three Raffe Hotels & Resorts properties remaining open, currently accommodating several guests who are stranded in Fiji, and offering heavily discounted rates to guests who need to be accommodated long-term.

To make a booking, please e-mail reserve@fijigateway.com or call 6734755 or 6722444.

The group's Lomani Island Resort and Plantation Island Resort remain closed.

BROCHURES

WELCOME to Brochures of the Week, *Travel Daily's* Monday feature. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to brochures@traveldaily.com.au.



Quark Expeditions - Antarctica 2021/22

Quark Expeditions has opened its Antarctica 2021/22 season for sale to help inspire those who are dreaming of and planning travel for 2021. The program features a number of firsts and unique expeditions, including *Ultramarine's* inaugural Antarctica sailings. The season offers passengers the chance to witness a total solar eclipse in Antarctica on one of two voyages with special guests, or commemorate the journey of Shackleton with a ceremony in South Georgia on the 100th anniversary of his passing. Travellers can also visit Cape Horn and Diego Ramirez or explore the southern Chilean Fjords and Torres Del Paine. The company will also hold a webinar to provide agents with a season overview on 23 Apr at 11am AEST - register **HERE**.

Here to get you home

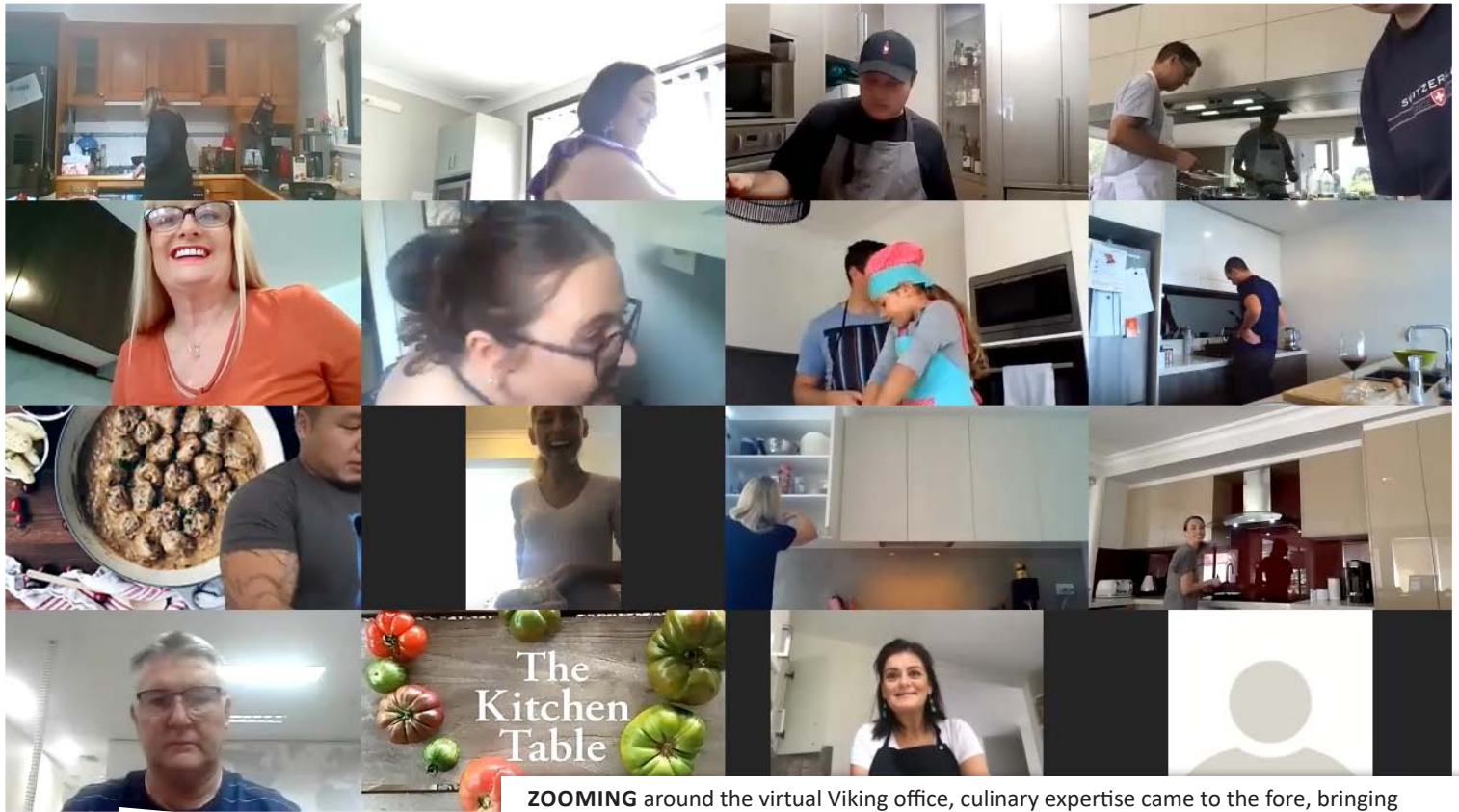
We've brought back a limited domestic schedule to support essential flying.

Thank you for your ongoing support.



Meatball mania hits Viking Cruises

THERE'S clearly no beef among the Viking Cruises team during the COVID-19 shutdown, and they weren't too chicken to try out new ideas in an office-wide remote meatball cook-off. From sales and marketing to administration and IT, everyone donned tools to take up aprons and tongs. "Though we can't travel right now, exploring the culinary world from home is the next best thing, so Viking answered the call from *Travel Daily* to gather the team together virtually to cook and enjoy meatballs," the company said.



ZOOMING around the virtual Viking office, culinary expertise came to the fore, bringing warmth to achy-bacon hearts and ensuring that people couldn't feel isolated - even if they fried.

COME and spaghetti-it! Clearly there were plenty of pasta-bilities for meatball add-ons - let's hope everyone doesn't end up too porky.



LOOKS like everything really panned out with this meatball effort.



THIS gold-plated effort looks good enough to eat.



TONGS for the memories, says Viking's administration manager Julie Greenham, who received extra points for presentation.



Where in the world?



THERE are many iconic buildings around the world, and the architect who designed this structure is known for some of her very distinctive and futuristic

designs, located in Germany, the UK, China and around the world. Do you know where this building is? Check tomorrow for the answer.

Travel word search

E	M	P	T	X	T	L	Y	E	R	S	V	L	D	P	T
L	M	D	L	H	S	C	C	G	O	U	I	B	E	C	R
Y	O	O	G	A	N	G	R	A	C	U	H	S	S	V	A
R	A	I	V	E	N	U	U	U	T	D	F	X	T	I	I
Y	L	D	R	E	C	E	I	G	A	U	C	S	I	P	N
F	R	R	I	T	R	W	S	N	O	Q	I	U	N	A	B
Q	U	T	N	L	I	S	E	A	B	A	T	B	A	S	K
C	U	E	N	O	O	C	E	L	L	R	Y	P	T	S	Q
R	Y	J	D	U	I	H	K	A	G	R	L	Q	I	E	F
Q	W	T	S	T	O	T	B	E	S	I	W	Y	O	N	U
T	R	A	P	E	D	C	A	E	T	V	U	D	N	G	F
I	S	L	A	N	D	H	T	C	A	E	A	I	P	E	B
Q	G	Q	N	T	T	C	Q	G	A	C	B	A	W	R	X
B	K	Q	B	Q	N	W	Z	H	V	V	H	O	B	S	U

SEE if you can find these words. They are hidden horizontally, vertically and diagonally, forwards and backwards.

ARRIVE	CURRENCY	OVERSEAS
BEACH	DEPART	PASSENGER
BOAT	DESTINATION	PLANE
BUS	FLIGHT	TICKET
CITY	HOLIDAY	TRAIN
COUNTRY	ISLAND	VACATION
CRUISE	LANGUAGE	

Travel the world with mince and meatballs



I'M **LOVING** the variety of recipes that are coming in.

We have lots of Asian-inspired ones which we will share more of over the next few weeks, but here is one from the other side of the world.

It comes to us courtesy of Switzerland Tourism. Not meatballs but mince – yum.

It's called Ghackets Und Hörnli or Macaroni and Mince.

It's a really simple dish loved by Swiss people all over – it's one of those home classics.

xx *Jenny*

Jenny Piper
Owner,
Business
Publishing
Group



Ghackets Und Hörnli (Macaroni and Mince)

Serves 4 | Prep 5mins | Cook 20mins

INGREDIENTS

- 1 tbsp olive oil
- 1 onion, chopped
- 400g minced beef
- 1 tbsp flour
- 8 - 10 mushrooms, sliced
- 200ml beef stock
- 1 tsp rosemary, chopped
- (fresh or dried)
- Salt & pepper to taste
- 1 handful of parsley, chopped (optional)
- Packet of macaroni pasta
- Applesauce to serve

METHOD

Cook the macaroni pasta according to the instructions on packet. For the meat, heat 1 tbsp of oil in a frying pan before adding the onion. Cook until the onion is soft, then increase the heat and add minced meat and fry until browned.

Sprinkle the flour over the meat and stir, then add the beef stock, mushrooms, rosemary, salt and pepper.

Stir and cover with a lid.

Cook on low to medium heat for 15-20 minutes. Add parsley and serve with the macaroni and applesauce.

ANSWERS 17 APR

Pub quiz: 1 Lake Baikal, Russia, 2 Nashville, Tennessee, 3 True, 4 USA, 5 Darwin, 6 It's the most stolen artwork, 7 Rabat, 8 The Riviera, 9 MSC Cruises, 10 September

Where in the world: National History Museum, London, UK

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

Marriott lights up Asia Pacific



MARRIOTT International will light up hotels across the Asia Pacific throughout Apr under a "Light for Hope" initiative.

The move will see a smiley face appear on the facade of select properties, in the hope to spread positivity and bring a smile to those who see it.

Earlier this month over 270 hotels across various cities and regions, from Seoul, Tokyo, Shanghai, Hong Kong, Bangkok, Kuala Lumpur, Saigon, Jakarta, Maldives, Mumbai and many more took part.

"In times of uncertainty one thing remains certain – we are in

this together, and we will come out stronger", said Marriott International Group President, Asia Pacific Craig Smith.

"We are all awaiting the time when we can travel again, but until then we are following the guidance from local authorities and are dedicated to continue our support for the communities our hotels are in."

The Ritz-Carlton Jakarta, Mega Kuningan, is **pictured**.

Sabi Sabi pushes on

SABI Sabi Private Game Reserve in South Africa is working to keep travellers inspired and encourage them to reschedule their holiday.

The reserve is honouring 2020 rates through until 30 Jun 2021 and has launched a weekly series called Elefun Escapes.

Available on Sabi Sabi's social media platforms, the series teaches children and their parents about the African bush on safari.

Want to generate enquiries?

Send your clients a customised edition of *Travel & Cruise Weekly* magazine

[CLICK HERE FOR INFO](#)

HAL marks 147

HOLLAND America Line marked its 147th anniversary on Sat with commemorative tributes across its social media channels.

"We stand on a solid foundation built by those that came before us over nearly a century and a half, and just as they weathered uncertain times, we will as well," said Holland America Line President Orlando Ashford.

Air Canada policy

AIR Canada has made its recommended face-covering practice mandatory for its customers and crew, following a directive from Transport Canada.

The Minister of Transport of Canada is requiring travellers to wear protective face-coverings at various stages of their air travel journey from 20 Apr local time.

Travellers will be required to show that they have a suitable face covering prior to boarding Air Canada flights and those who do not have their own will be provided with a suitable mask at security.

Dream on Zoom

DREAM Cruises has joined the Zoom background craze by offering a selection of photos for cruise fanatics as "the perfect remedy for isolation blues".

Users can virtually transport themselves the Palace Pool, the sundeck of a private Villa or to get into the spirit of Fri afternoon drinks, perhaps the Johnnie Walker Whiskey Bar on the Promenade Deck.

To browse and download the images, [CLICK HERE](#).

DL reacts to COVID

DELTA Air Lines made a number of temporary changes to its guest experience to help reduce the spread of COVID-19.

The carrier has reduced the number of passengers per flight, blocked the middle seat in Main Cabin, Delta Comfort+ and Delta Premium Select and modified its boarding process.

It is also only offering essential on board food and beverage options to reduce touch points.

More details and updates [HERE](#).

Wyndham gold

WYNDHAM Hotels & Resorts is offering all frontline essential workers complimentary Gold membership for Wyndham Rewards - skipping the introductory blue level.

For details, [CLICK HERE](#).

shout out to...

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Travel Daily

Quark Expeditions

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

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