

## Scenic appeal overturned

A SCENIC Tours guest whose 2013 European river cruise was disrupted by high water levels is entitled to a previously awarded \$2,000 for his “disappointment and distress,” according to a High Court ruling on Fri.

David Moore is the lead plaintiff in a class action being brought by law firm Somerville Legal, which says 1,500 other passengers can also now claim compensation.

The long-running case originally saw Moore awarded a full refund plus the additional \$2,000 (**TD** 31 Aug 2017) which was subsequently denied after an appeal by Scenic on a legal technicality.

That appeal has now been reversed, with Somerville saying the High Court decision vindicates its clients’ position “and clears the way for these proceedings to move toward a conclusion”.

More in today’s **Cruise Weekly**.

## Mayfair slows Dunk project

THE developer of a major tourism project in Far North Queensland has suspended the purchase of a number of properties due to the COVID-19 situation, but has reaffirmed its “full commitment to revitalising Mission Beach, Dunk Island and the surrounding region”.

James Mawhinney is MD of the Mayfair 101 Group which has raised more than \$200 million from investors and last year purchased cyclone-hit Dunk Island for \$31.5m (**TD** 23 Sep 19).

The company aims to position the destination as a “tourism mecca” with a 15-year plan involving the investment of over \$1.6 billion around Mission Beach, between Cairns and Townsville.

Contracts under way will see Mayfair acquire a number of properties, but Mawhinney has confirmed the temporary suspension of settlements whilst the COVID-19 chaos passes “as

a prudent measure in the best interests of the project and our investors.

“When we embarked on this journey over six months ago, we said it would take time, patience and perseverance, and the community needs to be mindful of the challenges being posed on the health and financial systems globally...our team is well resourced to continue with our plans once the immediate COVID-19 effects pass,” he added.

“Ultimately an increase in domestic tourism is inevitably going to benefit Mission Beach and we are already fielding inquiries from people wanting to buy land on Dunk Island,” he said.

COVID-19 has also seen Mayfair 101 put on hold the acquisition of the local Elandra Resort.

Despite the delays, Mawhinney said “we have committed to everyone we will follow through with the purchases”.

## Today's issue of TD

Travel Daily today has six pages of news including our PUZZLES.

## Keep Dreaming 003

THE third issue of our new Travel & Cruise Weekly *Keep Dreaming* magazine is out today, along with more marketing collateral to help travel agents continue to inspire their clients.

This week’s edition looks forward to the not-so-distant future, with an “Australia Unscripted” feature, along with a new batch of puzzles and some international culinary inspiration in the immortal form of mac and cheese - see the social media assets at [traveldaily.com.au](http://traveldaily.com.au).





### TASTE OBSESSION

SINGAPORE

#### HOME EDITION

Singapore is home to more dishes than you can eat in a lifetime. From Michelin-starred delicacies and international cuisines to scrumptious creations by home-grown chefs and timeless hawker favourites, Singapore is where you can taste it all.

Experience the smell, flavours and comfort of some of the Singapore Tourism Board’s favourite dishes (and drinks) through the Taste Obsession Singapore Home Edition.

#### DAY 1 HAINANESE CHICKEN RICE

The Hainanese may only constitute 5% of the Chinese population in Singapore, yet that didn’t stop this dish from being Singapore’s unofficial national dish.

The original Hainanese cooking method of poaching the chicken before immersing it in an ice bath has been preserved. Today, the Singaporean version, created over 70 years ago, comes with a unique tangy chilli sauce dip, with the use of tender and young chicken.

Whether you are eating this at a hawker centre or at some of Singapore’s best hotels, you can be assured of succulent, flavourful chicken that is paired with a portion of fragrant rice, cooked in chicken stock and ginger.

Now it’s your turn to share your creations with your colleagues, and tag us at #VisitSingapore.

[www.visitsingapore.com](http://www.visitsingapore.com)

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Travel Daily

## Fly Corporate to resume services

**REGIONAL** carrier Fly Corporate will return to the air next Mon 04 May after entering into a Grant Agreement with the Federal Government to provide a minimum weekly schedule to the ports it was servicing prior to the COVID-19 pandemic.

The funding has been provided under the COVID-19 Regional Airline Support Program announced last month (**TD** 30 Mar), with Fly Corporate having now reopened bookings for essential travel through to 28 Aug.

Destinations in the Fly Corporate network include Armidale, Coffs Harbour, Dubbo, Inverell, Narrabri, Orange, Tamworth, Wollongong and Biloela, with connectivity to Sydney, Melbourne and Brisbane.

The airline's CEO Andrew Major thanked the Government for its support, saying the program "provides critical connectivity at a key time for regional Australia and positions regional airlines to rebuild their scheduled services to pre pandemic levels upon resolution of the current crisis".

## FCTG revises canx policy

**FLIGHT** Centre Travel Group (FCTG) has issued a new fee policy in relation to cancellations and refunds, saying the move is "in line with customer feedback".

Members of several newly established Facebook groups have been heavily vocal about Flight Centre's refund policies during the COVID-19 crisis, complaining about standard terms and conditions including a \$300 per person fee on top of any supplier charges.

The groups have also been heavily lobbying mainstream media to complain about the policies, and urging the Australian Competition & Consumer Commission (ACCC) to take action.

On Fri FCTG Executive GM Allisa O'Connell wrote to affected customers, confirming that the company continues to engage actively with the ACCC "to ensure that our approach is in line with Australian Consumer Law".

O'Connell noted that Flight Centre's standard terms & conditions do outline its cancellation policy, and that the company is not unique in

charging fees.

Nevertheless, a cancellation fee cap of \$600 is being placed on any international booking for two or more customers (previously \$300 per person), and \$100 per booking for domestic travel (previously \$50 per person).

Where existing travel plans have been cancelled and customers have elected to keep funds on file to be used towards a future holiday, credits are being extended through to at least 31 Dec 2021 and "if you prefer to have your money refunded at the end of this period we will gladly action this without incurring fees," O'Connell's update said.

Flight Centre is also providing a complimentary Captain's Package valued at \$49 for any passenger leaving money on file, providing 24/7 global assistance, baggage protection and price drop protection until the day of travel.

Bookings made with certain cruise lines can be fully refunded without any Flight Centre cancellation fees if clients have paid in full and the sailing has been suspended due to the coronavirus.

These cruise lines include Princess, P&O, Carnival, Cunard, Norwegian, Oceania, Regent Seven Seas, Royal Caribbean, Celebrity and Azamara.

O'Connell also warned some suppliers had formally advised that it may take up to six months to process refunds.

## ASTW to advertise for new secretariat

**THE** Australian Society of Travel Writers (ASTW) is to put the duties of its current Secretariat and conference manager, Justine White, out to tender, after mutually agreeing termination of her current contract.

An update to ASTW members last night said the move was the most recent outcome of the upheaval within the organisation which saw the resignation of five committee members (**TD** 25 Mar) including the President, Vice President and secretary, followed soon after by the resignation of the Treasurer which had "thrown governance of the ASTW into uncharted waters".

Adding to the turbulence is a currently in-progress "review" of the ASTW Awards, with the Society's Public Officer - normally simply a statutory-required formal contact - having had to shoulder legal obligations required by NSW Fair Trading.

The newly appointed Committee (**TD** 01 Apr) assured members they aimed to deliver the best possible outcome going forward.

They said they were undertaking a review which has found "a broad range of issues on policy, compliance and governance that require our urgent attention... we are working to remedy these as necessary," the Committee said, with the aim of ensuring the ASTW "functions as a fully transparent organisation".

# Finding it hard to know what's going on?

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

Travel Daily

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29-APR-2020  
1:00 PM AEST

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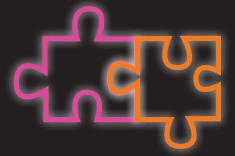
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AND GLOOM?**

Check out our daily puzzle page.



Travel Daily

## Hawaiian's at-home aloha



**HAWAIIAN** Airline's local reservations Ohana (team) has been helping agents from their lounges and dining rooms across Sydney and Brisbane.

HA's Ohana is on deck to help with flight changes and information via the airline's dedicated local reservations line,

1300 661 339.

The Ohana transitioned seamlessly to work from home and provide the airline's high level of phone service, and is operating as usual, with short call waiting times.

**Pictured**, Anne Paulo fields a call from her home.

## Virgin, PER dispute

**THE** use of bulldozers and other heavy equipment to block the departure of Virgin Australia aircraft from Perth Airport has attracted global attention, with PER claiming the move is "standard practice" as it works to collect outstanding payments of \$16 million from the airline which is in voluntary administration.

On Fri the Administrators of VA lodged a Federal Court application to allow documents to be provided to creditors electronically, as well as for meetings to be conducted via phone or audio-visual conference instead of a physical gathering.

The documents also summarised Virgin Australia's "creditor profiles" including \$2.28 billion owed to secured lenders, \$1.99 billion to unsecured bondholders, \$166 million to 1,070 trade creditors, \$450 million to 9,020 employees, \$1.88 billion to aircraft lessors, and \$71 million to landlords.

## FCTG corp webinar

**FLIGHT** Centre Travel Group (FCTG) will this Wed host a Corporate Webinar taking a look at what the "new normal" will look like for business travel post-COVID-19.

Participants will include Tom Walley, GM of Corporate Traveller Australia; FCM Travel Solutions GM Melissa Elf; Gregory Lording, GM of Stage & Screen Travel; and Nick Queale, GM of FCTG's Corporate Brands NZ; and facilitator Felicity Burke, GM of 4D Business Travel Consulting.

Register for the 11am AEST 29 Apr session at [fcmtravel.com](http://fcmtravel.com).

## G gets stepping

**G ADVENTURES** is inviting agents to undertake the Inca Trail Steps Challenge while in isolation, with participants aiming to complete 44km (about 55,000 steps) over a four day period while learning about the trek - sign up today by **CLICKING HERE**.



# Times are tough Keep them safe.

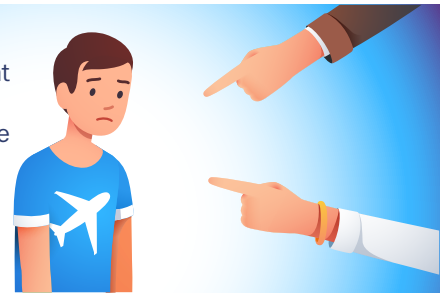
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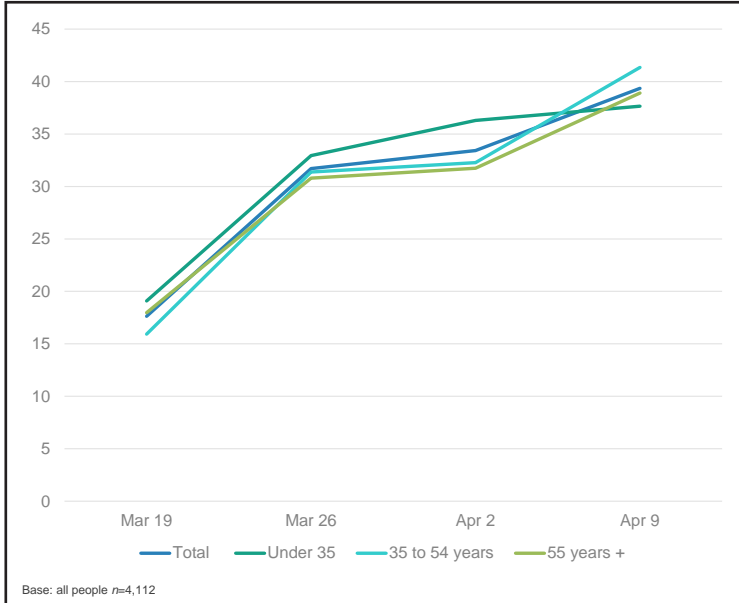
[www.expedia.com.au/taap](http://www.expedia.com.au/taap)

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

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



## Mass holiday cancellations



**ALMOST 40%** of Australians have cancelled planned international and domestic holidays over the last month, according to a new report about behaviour since COVID-19 was declared to be a pandemic.

The study, compiled by research advisory firm StollzNow, covers the period 19 Mar-09 Apr and summarises input from more than 4,000 Australian residents, with all reporting at the 95% confidence level or higher.

Four separate polls were taken on a weekly basis - the first in the week of 19 Mar when Italy was beginning to report high rates of infections, toilet paper was starting to be in short supply, sports matches were still being played locally and there were no restrictions on gatherings.

The fourth wave, in the week of 09 Apr, was in the midst of much stricter restrictions with many public places closed and all incoming travellers required to

self-isolate.

The figures (pictured) show the rapid escalation of holiday cancellations over the survey periods, including bookings made through the travel sector as well as self-drive domestic trips.

“At this stage we are not planning on a vacation, and are actively cancelling travel,” according to the report.

New bookings are also on hold, with 40% of Australians having deferred making future plans to travel, the statistics reveal.

The trend towards putting holidays on hold is similar for all age groups, with the report saying deferrals are the result of travel being effectively banned and no indication of when it can be resumed.

About a quarter of those polled had also had flights cancelled during the month.

The report also summarises changes in shopping and social habits - see [stollznow.com.au](http://stollznow.com.au).

## Aurora applauds

**AURORA** Expeditions Managing Director Robert Halfpenny has applauded the efforts of the line’s team, which “worked tirelessly” to manage the successful return of passengers on the *Greg Mortimer* to Australia, New Zealand and several other overseas destinations.

“We remain concerned for two Australian passengers who are in hospital in Uruguay,” Halfpenny told *Travel Daily*.

One pax remains in a critical condition and another is in a stable condition in ICU.

Their two spouses are in the same hospital under observation.

## IATA APAC stats

**THE** International Air Transport Association (IATA) has predicted airlines in Asia Pacific will be among the worst affected by the COVID-19 crisis.

IATA anticipates Asia Pacific airlines will experience a 50% fall in passenger demand in 2020 compared to 2019 and a revenue drop of US\$113 billion in 2020 compared to 2019.

In Australia it’s predicted passenger demand will plummet 51% in 2020, revenue will fall US\$14,255m and 362,100 jobs will potentially be impacted.

IATA’s Regional VP, Asia-Pacific Conrad Clifford called for governments to step in urgently to ensure airlines have sufficient cash flow to tide them over.

He identified India, Indonesia, Japan, Malaysia, the Philippines, South Korea, Sri Lanka and Thailand as priority countries that need to take action, calling for financial support, loans and other measures and tax relief.

## Window Seat

**SEA LIFE** Sydney Aquarium is making sure its fans are kept up to date with their sub-Antarctic flipped friends during the COVID-19 crisis.

The aquarium held a live stream with its same-sex penguin couple and their fostered baby over the weekend.

“Whether in attraction or via social media, we’re constantly inundated with questions about the Sphengic family, so we’re very excited to take Sphengic fans from all around the world behind the scenes in our Macquarie Island inspired exhibit!” Penguin Department Supervisor Tish Hannan said.

For those who missed out on the Facebook live stream over the weekend, there’s the chance to catch up on all previous live-streams, activities and more - **CLICK HERE**.

## Rydges Adelaide

**EVENT** Hospitality & Entertainment Limited has entered into a management agreement with CK Property Group for a new Rydges Hotel on the Wharf at Port Adelaide.

Rydges at the Wharf Port Adelaide is set to feature 180 rooms, conference and meeting facilities and a locally inspired restaurant and bar.

It will be the third Rydges property in South Australia and the closest hotel to South Australia’s high-tech defence industry precinct and nearby Technology Park and Edinburgh Defence precinct.



## Australia word search

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

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

ADELAIDE	KAKADU	SAUSAGES
BONDI	KANGAROO	SCHOONER
BRISBANE	KOOKABURRA	ULURU
BUDGYSMUGGLER	KOSCIUSZKO	WINERY
CANBERRA	QANTAS	
CRICKET	QUOKKA	

## Word jumble

**UNJUMBLE** each of these words and then use the letters circled to form a new word.

virer = \_ \_ \_ ( ) \_ \_      macle = \_ \_ ( ) \_ \_  
 lverta = \_ \_ \_ \_ \_ ( )      citket = \_ \_ \_ \_ \_ ( )  
 rtocuy = ( ) \_ \_ \_ \_ \_  
 tpsarpo = \_ \_ \_ \_ \_ ( ) \_ \_      ○ ○ ○ ○ ○ ○ ○ ○  
 lrdow = ( ) \_ \_ \_ \_

### ANSWERS 24 APR

1 Haut-Rhin, Bas-Rhin, and Moselle,  
 2 South Australia, 3 Isle of Skye, 4 Kauai,  
 5 Oscar Wilde, 6 New Zealand (It's a hill  
 called Taumatawhakatangihangakoau-  
 auotamateaturipukakapikimaungahoro-  
 nukupokaiwhenuakitanatahu),  
 7 Dùn Èideann (Dunedin)

Whose flag is this: Libya

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

## Travel the world with mince and meatballs



**SEVERAL** years ago I went on an APT cruise with Luke Nguyen where he ran some spontaneous cooking classes which was a lot of fun and the food was delicious. So of course I thought Luke would be able to come up with a

Vietnamese meatball recipe for us - here it is, courtesy of Luke's TV show Railway Vietnam on SBS.

xx Jenny

Jenny Piper  
 Owner,  
 Business  
 Publishing  
 Group



### Vietnamese pork meatballs (Bánh mì xù mai)

Serves 4-6 | Prep 45mins | Cook 45mins

#### INGREDIENTS

##### MEATBALLS

- 300g pork mince (lean meat to fat ratio 7:3)
- 2 cloves garlic, finely chopped
- 2 red Asian shallots, finely chopped
- 2 tbsp sugar
- 2 tsp sea salt
- ½ tsp freshly ground pepper
- 2 tbsp fish sauce
- ½ tsp dried chilli flakes (optional)

##### grocers)

- 2 cloves garlic, finely chopped
- 1 large onion, cut into wedges
- 80g pork skin (optional), cut into 4 cm x 5 cm pieces
- 1.2 litres pork stock
- 1 tbsp rock sugar
- 1 tsp sea salt
- 2 tbsp fish sauce

##### TO SERVE

- 6 spring onions, sliced
- 6 sprigs coriander
- 2 long red chillies, sliced
- 4 Vietnamese baguettes

##### BROTH

- 60ml (¼ cup) annatto oil (available from Asian

#### METHOD

For the meatballs, combine all the ingredients in a large bowl and use your hands to combine well until a paste forms. Shape the mixture into small meatballs, placing them on a tray lined with plastic wrap as you go. You should get around 15-18 meatballs. For the broth, place a medium saucepan over medium heat. Add the annatto oil, then the garlic and sauté for 1-2 minutes or until fragrant. Add the pork skin (if using) and the onions and cook for 3 minutes or until just softened.

Add the pork stock and bring to the boil. Gently add the meatballs, bring back to the boil, then place the lid on, reduce the heat to low and simmer gently for 20 minutes. Add the rock sugar, salt and fish sauce, return to the boil and simmer for another 5 minutes.

To serve, divide the meatballs between bowls and ladle over enough broth to submerge them. Garnish with the spring onions, coriander and chilli and use the baguette to dip into the broth.



## Who let the GFOB dogs out?



### PET DAY



**THE** Globus Family of Brands (GFOB) team are keeping spirits high as they work from home.

The team has been taking part in regular photo challenges, with star appearances from team members' little ones and furry friends.

Highlights include working up a sweat in their activewear, swapping out casual Fri to kick back in their pyjamas for "PJ

Fri", dressing up with family and donning their finest in black tie and stepping aside to let their pets in on a bit of the action.

There has also been international day and jersey day.

The newest and fluffiest members of the GFOB team plus their owners are **pictured** above while some of the most comfortable looking workers are **below** - more **HERE**.



## Afghanistan flight

**QATAR** Airways will operate a non-scheduled commercial flight from Kabul to Doha tomorrow.

Smartraveller has advised any Australians in Afghanistan who wish to leave to visit the website of the Australian Embassy in Kabul for the latest update on the flight as it "may be the last flight to leave Afghanistan for some time" and to contact Qatar to register their interest ASAP.

For more, **CLICK HERE**.

## CWT leadership

**CWT** has reshuffled its executive leadership team, ahead of the departure of RoomIt by CWT President David Falter on 01 May.

Upon Falter's departure, former Chief Financial Officer Michelle McKinney Frymire will shift her role to become Chief Finance & Strategy Officer.

Chief Strategy and Commerce Officer Patrick Andersen will also take on the position of CCO and President of RoomIt.

CWT CEO Kurt Ekert said "By combining the Commercial and RoomIt teams we have created a more practical approach to managing these two complementary functions, and in the new operating environment it is logical to bring together strategy and finance".

## Viet ups domestic

**VIETNAM** Airlines Group last week increased its domestic flights following the country's move to ease its nationwide social distancing order.

Since 23 Apr the airline has been operating four-six flights per day on the Hanoi-Ho Chi Minh City route, and one-two on the Danang - Hanoi/Ho Chi Minh City route, with plans to increase services from May.

The carrier said it intends to build up its service on the remaining routes gradually.

## NCLH off to 30 Jun

**NORWEGIAN** Cruise Line Holdings (NCLH) has joined other operators in extending the suspension of voyages from the previously announced 11 May now through until 30 Jun 2020.

shout out to...

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