

#LoveNSW

NOW'S THE TIME TO ❤️ NSW



While Australians can only dream of their next holiday
we're inspiring them with everything we love about NSW.

And when they're ready to travel again, you can help their dreams come true.

Thank you for your support.

[Click here](#) to receive all the latest industry news and information on travel in NSW.



visitnsw.com
Destination NSW

DNSW on the front foot for recovery

DESTINATION NSW is already positioning itself for a post-COVID-19 bounce, inspiring prospective travellers and thanking the travel industry for its ongoing support.

“When they’re ready to travel again, you can help their dreams come true,” DNSW said, with the Now’s the Time to Love NSW campaign headlining the **cover page** of today’s *Travel Daily*.

NCL extends offer

NORWEGIAN Cruise Line has extended its future cruise credit offer until 15 May, with a range of additional incentives for guests and travel agents across Australia and New Zealand.

Passengers who rebook using their credit by 15 May on any sailing embarking 01 Oct 2020 through until 31 Dec 2022 will receive an additional 20% discount off their cruise fare.

Guests will also receive all five of NCL’s popular “Free at Sea” offers including a free beverage package, free shore excursion credit, free specialty dining package, free wi-fi and access to NCL’s “third and fourth guests sail at a reduced rate” offer on selected sailings.

Travel agents will also receive an extra 5% bonus commission on all bookings during the offer period, with a webinar covering the offer accessible by **CLICKING HERE**.

AFTA debunks media myths

THE Australian Federation of Travel Agents (AFTA) has expanded its “The Facts” campaign in the hope of countering ongoing negative mainstream media misreporting about travel agents’ handling of refunds and credits during the coronacrisis (**TD** breaking news).

AFTA CEO Jayson Westbury said the organisation had been proactively correcting errors of fact on a story by story basis, but was now ramping up efforts in the face of ongoing erroneous and inaccurate stories.

A particularly scathing report on Channel 9’s *A Current Affair* earlier this week has also prompted many individual agents to post on social media in an effort to counter what seems to be widespread misinformation.

Westbury said “we continue to work hard with supportive media, both trade and mainstream, to showcase the fact that travel agents right around Australia are going above and beyond to support clients and non-clients”.

He said that as with many other sectors, mainstream media had been decimated due to COVID-19

and there was increasingly a reliance on journalists “who aren’t necessarily experienced or aware of the facts”.

A new “The Facts on Travel Agents” briefing document has been sent to all TV stations, print newsrooms and radio stations across the country, with key sections to also be incorporated into every AFTA media release and on the federation’s website.

“All travel agents across Australia should know that AFTA is doing all we can to hold strong on a positive media strategy at this dreadful time of COVID-19, but we are not able to control stories that are released by some media outlets at this time,” Westbury said.

The special media briefing document can be viewed now at www.afta.com.au.

VA creditors meet

THIS morning the voluntary administrators of Virgin Australia convened the first meeting of creditors for the company.

Deloitte conducted the meeting virtually in accordance with court orders obtained due to COVID-19 restrictions, with 768 creditors & 570 observers taking part.

Administrator Vaughan Strawbridge told attendees the COVID-19 pandemic could not have come at a worse time for VA, with most of the airline’s fleet now grounded and 80% of staff stood down.

Comerford to AAT

FORMER Accor Hotels VP of Marketing, Guest Experience & Communications Pacific, Bridie Comerford, has taken a new role as Chief Marketing Officer at AAT Kings - more appts on **pg 6**.

Today’s issue of TD

Travel Daily today has six pages of news including our **PUZZLES** and a front cover from **Destination NSW**.

QF suspends GDS refund capability

QANTAS has announced the suspension of the automatic refund functionality in all GDS platforms for tickets sold in Australia and New Zealand.

The carrier cited the “high number of refunds being processed in all channels,” with the change effective from tomorrow, Fri 01 May.

All tickets will instead be refunded via the BSPLink process.

“This is to ensure any tickets refunded are correct and for travel agents to avoid ADMs raised for incorrect refunds being processed,” the carrier said.

Agents are being asked to include “GDS refund” in the comments box of refund applications, which will “allow Qantas to triage these refund applications and process them as quickly as possible”.

Air India EOIs

THE Indian government has further extended the deadline for expressions of interest from parties wanting to acquire 100% of Air India and its low-cost offshoot AI Express.

Bids are now being solicited through until 30 Jun.



shout out to...

Nominate someone who has gone above and beyond and win a voucher for yourself, and them!

CLICK HERE

Travel Daily
Quark Expeditions



Which oceanview room has the most space?

Find out more in the Autumn edition of *Travel & Cruise Weekly*

Tripadvisor cuts 900

TRIPADVISOR has announced a “workforce reduction” which will impact more than 900 of the travel review site’s staff globally.

Co-founder and CEO Steve Kaufer said the move would hit about a quarter of the company’s total workforce, as part of measures to seek “significant cost savings that will help Tripadvisor get to the other side of the COVID-19 pandemic”.

The sweeping job cuts are the second phase of Tripadvisor’s actions to mitigate coronavirus, and also includes asking most of the remaining salaried staff to take a temporary pay reduction.

A number of Tripadvisor and Viator employees are also being put on furlough, while the company is permanently closing its offices in San Francisco and downtown Boston and restructuring its Flights, Car and Cruise Teams, dissolving Smarter Travel and changing the reporting lines for Cruise Critic.

Rent reductions for agents

TRAVEL agencies and other industry businesses are being urged to take advantage of new commercial property rental provisions to reduce their costs during COVID-19.

A new service has been established by lawyer and former travel agent Mike Pym to help small and medium enterprises (SMEs) obtain the rental reductions they are entitled to under the new Mandatory Code for Commercial Leasing, which aims to help businesses survive

the pandemic with their cash flow intact.

Under the code, tenants on short term leases are able to extend their tenancy for 24 months after the end of the “recovery period,” and landlords are prohibited from evictions or enforcing bank or personal guarantees.

“This program gives SMEs the ability to restructure their entire rent and resulting cash flow arrangements over the next two to three years, with very favourable terms, all supported by a Mandatory Code of Conduct,” said Pym.

“Never have tenants had such bargaining power,” he said.

Pym has set up a website at c19rentreviews.com.au featuring a rent reduction calculator, with the fixed price service providing advice on adjustments and lease amendments, landlord negotiations and more.

3K interim schedule

JETSTAR Asia has extended its temporary limited flight schedule through until 19 May.

The COVID-19 impacted timetable sees the carrier operating just five weekly return flights from Singapore, including two to each of Bangkok and Kuala Lumpur and one weekly to Manila.

MSC extends halt

MSC Cruises has extended the suspension of its cruise departures through until 10 Jul, and is offering guests affected by the change a future cruise credit for 125% of the original cruise fare paid.

The offer can be redeemed on any MSC ship, on any itinerary, through to the end of 2021.

In addition, any guests with MSC bookings departing 11 Jul-30 Sep will have their reservations covered under an extension of the line’s Flexible Cruise Program, allowing them to move their cruise at no cost to any future departure date and any itinerary up to 31 Dec 2021.

The Flexible Cruise Program option applies to both direct bookings and those made via a travel agent.

COVID-19 had seen MSC previously temporarily halt its cruising operations globally through until 29 May.

See msccruises.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 4 FRIED CARROT CAKE

Definitely not the ‘cake’ Aussies know, the local name for this Teochew dish is *chai tow kueh*.

Teochews comprise about 21% of the Chinese population in Singapore, and this favourite originated as a breakfast dish but is now eaten at all hours (as with most Singapore food!).

It comes in 2 versions – ‘black’ or ‘white’ – and every Singaporean will usually be a fan of only one over the other and passionately tell you why!

Most foreigners prefer the ‘white’ as it is more savoury, while kids will prefer ‘black’ which is sweeter because of the sweet *kecap manis* sauce) ... which one will be your preference?

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

www.visitsingapore.com

[RECIPE HERE](#)



Happy Birthday Air NZ!



AIR New Zealand is today celebrating its 80th birthday, and despite the current COVID-19 difficulties has taken a moment to reflect on some of the special memories it has shared with customers at home and abroad over the last eight decades.

Formerly called TEAL, the first flight took place to Sydney on 30 Apr 1940, a nine hour journey using a Short S30 flying boat.

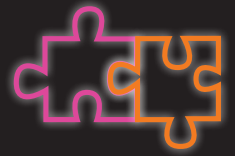
Chief Marketing Officer Mike Tod said the 80th anniversary was a time to reflect on key milestones and thank Kiwis for their continued support.

"While this birthday sees the airline operating in some of the most extraordinary circumstances in its 80-year history, the heart and passion of our people remain as strong as it was on that historic first day of operation," Tod said.

A commemorative video can be viewed by clicking the image above, while another video on The Story of the Koru, symbolic of new life and new beginnings is a reminder of "how resilient we are as a business and a nation," according to NZ GM Global Brand & Content Marketing Jodi Williams - traveldaily.com.au/videos.

NEED A DISTRACTION AMID THE DOOM AND GLOOM?

Check out our daily puzzle page.



Travel Daily

2021 cruise boost

SMALL ship cruising specialist wholesaler Cruise Traveller has reported a 27% jump in expedition cruise sales for 2021, with MD Craig Bowen saying experienced cruisers remain loyal to the industry, despite the negative publicity it has received in recent months.

Bowen said the COVID-19 pandemic had seen the Gold Coast-based agency essentially write off 2020.

"It's water under the bridge and we can't fix it, but we can work on tapping obvious demand for 2021 which is what we are doing now for our 48 boutique cruise line partners," he said.

More in *Cruise Weekly* today.

IATA pax demand

AIR passenger demand plunged in Mar as global travel restrictions took hold, the latest data from the International Air Transport Association (IATA) has confirmed.

Total revenue passenger kilometres dived 52.9% year-on-year, which was the largest decline in recent history.

In seasonally adjusted terms, global passenger volumes returned to levels last seen in 2006, with Mar capacity falling by 36.2%, and load factor plummeting 21.4% to 60.6%.

Crown's Ho exit

CROWN Resorts Limited yesterday confirmed that Hong Kong-based billionaire Lawrence Ho had sold his 9.99% stake in the company to US-based private equity firm Blackstone.

Ho's Melco Resorts had previously agreed to buy a 20% stake in Crown from James Packer for \$1.76 billion, and paid \$13 per share at the time.

However when half of the transaction had been finalised the remainder was put on hold as the NSW Government began a probe into whether Melco's involvement breached conditions of Crown's Sydney casino licence.

Window Seat



WHICH Egyptian Pharaoh are you? That's the curly question being posed by Bunnik Tours this week, as it continues to titillate with travel temptations despite the cursed coronacrisis as part of its "Still Dreaming? Still Bunnik Tours" campaign.

The company offers four personality choices (pictured):

1. Tutankhamun - you love a bit of glitz and glamour and are drawn to the finer things in life (just like Tutankhamun loved his tomb); forever young, you prove that age is but a number.

2. Ramses II - you're confident and not afraid to fight for what you believe in. You're a little territorial (just like Ramses II was of the Egyptian borders) and are a natural leader.

3. Queen Hatshepsut - you're ambitious and strong (just like Hatshepsut was when she became the first female Pharaoh to attain full power). You thrive in strong and loyal relationships & pride yourself on your ability to keep the peace.

4. Khufu - you're the mysterious type with a drive to achieve great things (just like Khufu whose reign is undocumented apart from his decision to build the Great Pyramid of Giza). Quiet, but wise, you achieve great things without making a fuss!

Bunnik's Instagram feed @bunniktours also features videos from its tour guides across the globe.



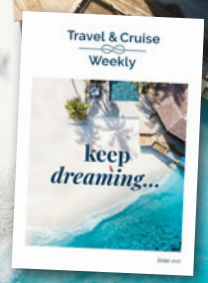
STAY UP TO DATE DURING THESE TROUBLING TIMES

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

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Travel Daily

Keep your clients engaged and planning their next trip with *keep dreaming...*



Could VA's troubles be someone else's opportunity?

OPINION

Kate Quigley is an Associate Professor in aviation at the University of South Australia.

Got an opinion to share? Let us know in up to 400 words via email to feedback@traveldaily.com.au.



THE fate of Virgin Australia may be in the hands of administrators, but strong interest from major investors has created a sense the current situation could well be the start of a story, rather than the end of one.

As the impact of the COVID-19 crisis forces aviation operators to develop new, more resilient business models, the VA scenario may provide a glimpse into the future for the global airline sector.

The aviation industry has always been challenging, as there are large costs involved in keeping a

fleet of planes in the air, and that often requires a high level of debt.

Given this, it wouldn't be surprising if some other airlines around the world go the same way as Virgin Australia, because the only way those companies can make debt repayments is to have their planes flying.

However, where one operator leaves the market, there becomes more space for other operators to work in, and for those companies with clever, innovative ideas, there may be a really exciting opportunity to reshape the aviation industry for the better.

Although Richard Branson has hit out at the Australian govt for not bailing VA out, doing so may have prevented the local aviation industry from adapting to the post-COVID environment.

A bailout might have saved jobs in the short term, but VA was already struggling before this pandemic, so if the government

were to prop up a problematic business model, other struggling businesses might then expect the same type of support.

Instead, there is now a space for an new operator to establish a viable business model that responds to the current situation.

Whether that is a reborn version of Virgin, a move into the market by one of the int'l operators who already had a stake in Virgin, or a new operator entirely, they will be able to structure that business differently, adapting to the new marketplace, and ensuring competition remains in the Australian airline industry.

Without a second airline, the concern is that Qantas might start to price gouge, and then the public carries the burden.

On the other hand, numerous factors make Australia's domestic airline market a challenging one, including large distances between destinations, relatively

low population density and many capacity constrained airports.

Even before this pandemic, the high price of domestic air prices, coupled with high accom and entertainment costs, made nearby int'l destinations such as Bali a more attractive holiday option than local destinations for many people, a situation we don't want to worsen in the long term.

The market overall generally benefits from competition, & there may be new opportunities as the nation moves out of lockdown.

As Australia could quite likely come out of lockdown well before international travel resumes, more Australians may be exploring Australia than ever before, and the domestic market could see a post-pandemic boom.

For a smart new – or reborn – operator with a business model geared to the new realities of air travel, this could present a very interesting opportunity.

KEEP DREAMING

When your clients are ready to plan their 2021 or 2022 adventure, we'll be here to help you.

To support our valued travel agent partners and guests during this challenging time, we are providing flexible Future Travel Credit vouchers, which are valid for travel through to 31 December 2022 and are fully transferable to another person, booking or other brands within the Scenic Group.

We remain committed to protecting travel agent commissions on bookings for suspended March to June 2020 land tours, river and ocean cruises.

To keep up to date please access our training and marketing tools on Scenic Hub.

[Visit Scenic Hub >](#)

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LUXURY CRUISES & TOURS CRUISES & TOURS

*Terms and conditions apply.



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	E	K
E	D	R
K	A	N

Good – 28 words
 Very good – 42 words
 Excellent – 55 words

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

Where in the world?



THERE are many tall monuments around the world, often acting as a memorial to a range of things, as man attempts to reach for the skies.

In fact that is exactly what this memorial and museum is celebrating.

Do you know where it is?

Check tomorrow for the answer.

Funnies Flashback



WE'VE trawled through the **TD** Window Seat archives to give you blast from the past. Here's some gems from 17 Sep 2014:

VISITORS to Chongqing in China are flocking to view a new attraction, after a property manager set up the "first mobile phone sidewalks" in the country.

Special signs (**pictured**) create a separate lane for commuters who are too engrossed in their smartphones to watch where they're going.

"There are lots of elderly people and children in our street, and walking with your cellphone may cause unnecessary collisions here," said a spokeswoman for property owner Meixin Group.

Tourists are snapping pictures of the signs (above), while those using cellphones "of course have not heeded the markings on the pavement.

"They don't notice them," the spokeswoman said.



Japan word search

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

SEE if you can find these words. They are hidden horizontally, vertically and diagonally, forwards and backwards. This word search is themed around the ever popular Japan.

- | | |
|----------------|------------|
| CHERRYBLOSSOMS | RAMEN |
| GEISHA | SAMURAI |
| HOKKAIDO | SASHIMI |
| KARATE | SHINKANSEN |
| KIMONO | SUMO |
| NAGASAKI | SUSHI |
| ORIGAMI | TEMPLES |
| OSAKA | WASABI |

ANSWERS 29 APR

Pub quiz: 1 Belize Barrier Reef System, 2 Nine, 3 Beijing, 4 True, 5 Adelaide, 6 €1,000,000, 7 Turkey, 8 The state of Meghalaya in India, 9 True, 10 Peru, 11 Colorado (collar + ahh + doe)

Where in the world: Barcelona, Spain

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

Fairmont & Swissotel step in



FAIRMONT Singapore and Swissotel The Stamford has mobilised its team to respond to the callout from Singapore tailor brand CYC to sew free masks for migrant workers.

The project aims to sew a total of 300,000 reusable masks, with the hotels' eight in-house seamstresses committing to sew 2,100 in total.

Fairmont Singapore & Swissotel The Stamford GM Marcus Hanna said "We can't be happier to lend

our support to this wonderful cause. During these challenging times, we are happy to assist in wherever we can to help Singapore combat COVID-19.

"As a corporate member within the community, this is the hotels' way to show our gratitude and care; and to say thank you to our migrant friends."

A seamstress is **pictured**.

Airnorth funding

AIRNORTH has confirmed it will begin operating 24 weekly return services to select destinations for an initial six-week period from 01 May, supported by a Federal Government grant.

The approved flights will operate across most of Airnorth's network and includes destinations such as Alice Springs, Broome, Cairns, Darwin, Gove, Groote Eylandt, Maningrida, Milingimbi, Kununurra, Perth and Townsville.

Avalon discoveries

AVALON Waterways is growing its collection of Active & Discovery cruises by 19% in 2021, offering more departures and a new itinerary.

New to 2021 is the eight-day Active & Discovery in Holland and Belgium, priced from \$3,795pp.

Avalon's Active & Discovery tours include more excursions, at the same cost as other itineraries.

What has been the impact of COVID-19 on the events sector? Read more in the April issue of *travelBulletin*.

CLICK to read
travelBulletin

Niue misses you

NIUE Tourism has this week launched a new marketing campaign across digital and social media channels.

The push is geared at reminding visitors that the Pacific Island destination "is missing them too" and showcases smiling Niuean faces and the island's natural beauty.

Bonus commission

ADVENTURE Canada is offering travel agents an additional 5% commission on new *Ocean Endeavour* bookings confirmed between 01 May and 31 May.

The company has also relaxed its payment and cancellation terms for bookings made between 01 May-30 Jun.

For details, **CLICK HERE**.

APPOINTMENTS



WELCOME to Industry Appointments, *Travel Daily's* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

New Caledonia Tourism has promoted **Julie Laronde** to General Manager, effective immediately. She replaces Jean-Marc Mocellin and has held the position of Deputy General Manager since 2010.

CWT has revamped its executive leadership, combining the Commercial and RoomIt teams. **Michelle McKinney Frymire** has been named Chief Finance & Strategy Officer and **Patrick Anderson** as Chief Commercial Officer and President of RoomIt. The changes come into effect on 01 May, when David Falter leaves his role of President of RoomIt by CWT.

Bob van Dijk, CEO of Prosus has been nominated for election to the Board of Directors for **Booking Holdings** as part of a number of changes to the board to come into effect in Jun. **Robert Mylod Jr.**, current Director and member of our Compensation Committee will become Chairman of the board, **Charles Noski**, current Director and Chair of our Audit Committee, will become Lead Independent Director and Chair of the Nominating and Corporate Governance Committee, and **Vanessa Wittman**, current Director and member of our Audit Committee, will become Chair of the Audit Committee.

Sebastian Mikosz will join the **International Air Transport Association** on 01 Jun as Senior Vice President for Member and External Relations. Mikosz was most recently Group MD and CEO of Kenya Airways.

Former CEO of the Melbourne Convention Bureau **Karen Bolinger** has taken on the role of Managing Director, Asia Pacific, at **PCMA**.

Steven Kelty has taken on the role of Chief Marketing Officer of **Contiki USA** and Latin America. He joins from **Lyft**, where he was Director of Experiential Marketing, North America.

Auckland Conventions, Venues & Events has welcomed **Sebastian Webster** to the team as Business Development Manager.

For confidential tip offs, connect with *Travel Daily* via our secure WhatsApp service on +61 2 8007 6760 or click **HERE**



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