

## CMV goes into administration

**CRUISE** and Maritime Voyages (CMV) has ceased trading worldwide after it was unable to secure additional funding to help it survive the COVID-19 downturn.

The company had previously confirmed talks with a range of financial institutions to improve its liquidity position while cruising is shut down globally.

However now "the CMV journey has been tragically cut short by this unprecedented global pandemic," said CMV CEO Christian Verhoung.

He said prior to the onset of COVID-19 CMV had sold almost 90% of its 2020 capacity, and also had strong forward bookings for 2021 but despite this "we just could not get the financing deal over the line in time to save this wonderful business".

CMV operated six vessels, and had previously planned to add P&O's *Pacific Dawn* and *Pacific Aria* in 2021.

The Australian office has closed down, with a notice on the [cmvaustralia.com](http://cmvaustralia.com) website advising affected customers to contact their travel agent, seek a credit card chargeback or make a travel insurance claim.

More information in today's issue of ***Cruise Weekly***.

## JobKeeper extended to Mar

**PRIME** Minister Scott Morrison this morning announced the next phase of Government support for the economy, including a six-month extension of the JobKeeper scheme but at a lower rate (**TD** breaking news).

Once the existing program expires at the end of Sep the new two-tiered payment levels of \$1,200 per fortnight for full time workers and \$750 for people working fewer than 20 hours a week will apply.

Tighter eligibility requirements will also be in force to ensure the measure continues to target sectors hardest hit by COVID-19.

AFTA CEO Darren Rudd welcomed the extension, saying it was a victory for the travel industry which had vigorously lobbied for an extension.

"COVID-19 hit travel and tourism operators earlier than

other industries and will continue to impact for longer, so ongoing support is vital," he said.

Rudd said keeping the program going provided a lifeline to viable businesses and AFTA members that "might otherwise have closed their doors for good, leaving people without support at a time when they need it more than ever.

"For economic survival we now need to turn to reopening of all domestic borders when safe to do so as well as establishing travel bubbles to get Australians travelling again while balancing the health risks," he added.

## Dreamworld fine

**ARDENT** Leisure is facing penalties of up to \$4.5 million over the 2016 death of four Dreamworld guests in the Thunder River Rapids ride.

The Qld Work Health and Safety Prosecutor has filed three charges against the company, which said it had since taken "substantive and proactive steps to improve safety across the entire park".

## Solombrino cleared

**AN INVESTIGATION** by the Global Business Travel Association (GBTA) into the behaviour of its former CEO Scott Solombrino (**TD** 17 Jul) has exonerated him from the allegations.

GBTA's Board said they had received an anonymous letter with troubling claims, and immediately launched a thorough independent probe.

Having been cleared, Solombrino and the GBTA Board agreed it was "time for him to pursue other opportunities".

## CVFR adds charters

**AIRLINE** Rep Services, the GSA division of CVFR Travel Group, has launched a new charter service.

Titled Airline Rep Services Charter, the operation works with a range of IATA member carriers to assist travel agents needing to access special charter flights across multiple cities ex Australia.

The company has already finalised a number of charter flights to the South Asian sub-continent, with plans to run up to five per month ex Sydney and Melbourne over the coming months.

A Perth departure is also planned for late Aug 2020.

Agents wishing to enquire about arranging a charter flight can find out more by emailing [charter@airlinerepservices.com.au](mailto:charter@airlinerepservices.com.au).

## AirAsia drops OOL

**MALAYSIAN** low-cost long haul carrier AirAsia X has confirmed the cessation of its flights between the Gold Coast and Kuala Lumpur.

GDS screens also confirm the suspension of flights to Tokyo, Okinawa and Ahmedabad.

## Today's issue of TD

**Travel Daily** today has six pages of news including our PUZZLE page.



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## Catch up on the news of the week



Travel Daily

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Discover travel industry businesses that are transforming to cope with the challenging conditions of COVID. Read more in the July issue of *travelBulletin*.

**CLICK to read** [travelBulletin](#)

## Germany eases

**TRAVEL** restrictions for international passengers arriving in Germany are being gradually relaxed, with a Smartraveller update confirming that citizens from several countries including Australia and New Zealand can now enter without quarantine.

Other countries on the exempt list include Thailand, Canada, Georgia, Montenegro, Tunisia and Uruguay; however travellers arriving into Germany directly from a non-EU country with a high rate of COVID-19 infection may be required to go into 14 days of self-quarantine.

Despite the German easing, travellers from Australia are still banned from all overseas travel without a formal exemption from the Department of Home Affairs.

## Finnair adds agent fees

**FINNAIR** has announced the introduction of new charges for travel agents making bookings via the carrier's Agent Helpdesk.

Tickets issued through the call centre will now incur a \$50 fee for AY flights, with a \$100 fee applying to oneworld products booked and issued by the Finnair Agent Helpdesk on/after 31 Jul.

Additional charges also apply for ticket updates (\$50) and name corrections (\$65), while a fee of \$85 applies to refund requests.

Similarly reservations made via the helpdesk using Finnair Plus loyalty points will also now incur a \$50 change or refund fee, while \$10 will be charged for transfers of Finnair Plus points from one account to another or exchanging award points for tier points.

Providing electronic ticket receipts or EMD receipts after travel will cost \$10, as will the issue of any certificates for insurance company purposes.

"Finnair is available on all GDS, therefore agents can book and

service their clients directly through their preferred GDS," the carrier noted.

Assistance on GDS-created bookings will not be subject to the collection of fees, AY added.

Ethihad caused a furore some months ago when it introduced a US\$50 charge for travel agents needing phone support right at the height of the early wave of COVID cancellations (*TD* 20 Apr).

**MEANWHILE** an update from AY country manager Arnaud Michelin yesterday also confirmed that travellers from Australia who are authorised to leave the country can now travel with Finnair via Hong Kong, where transfers between different carriers are permitted.

Although the HKG QF lounge and the Plaza Premium First Lounge are currently closed, Business Class customers can use the Plaza Premium Lounge located near Gate 1.

## US borders closed

**AUTHORITIES** in the USA, Canada and Mexico have agreed to a further extension of the closure of their shared borders.

Tourist traffic has been restricted since Mar, and will now be further limited until 21 Aug, only allowing freight and essential travel for certain people such as healthcare workers.

## VS returns to HKG

**VIRGIN** Atlantic yesterday resumed international flying after a three-month hiatus, with the first long-haul service operating between London and Hong Kong.

The relaunch will also see services to New York and Los Angeles return from today, with further routes to be added over the next three months.

Passengers are being provided with individual Health Packs, while other measures include airport social distancing and meticulous aircraft cleaning.



## Window Seat

**DESPITE** its perceived inaction on COVID-19, the US Federal Government is actually providing funding to states and businesses to help them weather the pandemic, under the so-called CARES Act.

The state of Missouri is certainly expecting a recovery, with an allocation of US\$15 million to be spent on promoting tourism.

The funding will go to various destination marketing organisations, with the grants described as "a great way to support Missouri businesses".

"With all the other things going on, it's still important people need to get out and enjoy life a little bit," said Governor Mike Parson.

**FINALLY** there's a museum where visitors can find out about infectious diseases like coronavirus.

King Willem-Alexander from the Netherlands formally opened the "Contagious!" exhibition at the Rijksmuseum Boerhaave in the Dutch city of Leiden - after a long delay ironically caused by COVID-19.

Complete with real-life social distancing measures in place, the show covers a range of diseases all the way from the Black Plague, through to smallpox, tuberculosis and more recently AIDS/HIV.

The exhibits were also quickly updated to include references to the coronavirus pandemic.

Museum director Amito Haarhuis said the timing of the show was just a coincidence.

"We had already thought that we wanted to warn for a new unknown disease," he said.

"Nobody knows where it will break out or when, but we do know, we've learned from history, that there will always be a new disease". Amen to that.



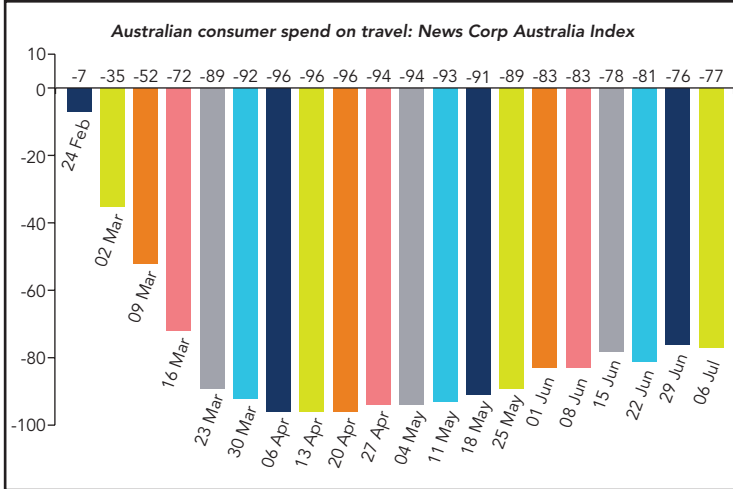
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## Spending still languishes



### EXCLUSIVE

NEWS Corp Australia has resumed the production of its weekly consumer travel spending report, after a brief hiatus which has unfortunately not seen any significant improvement.

A small uplift from the -81 figure reported two weeks ago (TD 07 Jul) still sees year-on-year spending at an index level of -77, based on consumer credit card transactions with major brands across accommodation, air, cruise, OTAs, travel agents and tour operators.

News Corp MD Food & Travel Fiona Nilsson said despite the low levels of spending, overall the market was showing the strongest result in four months.

"Results are strong for accommodation but patchy for other sectors," she said.

### Canada webinars

DESTINATION Canada is hosting two agent webinars with Travel Manitoba this Wed, showcasing the province's offerings of polar bears, beluga whales, aurora and more.

The sessions are part of the weekly Canada Specialist Program webinar series.

CLICK HERE to register for session one at 8.30am AEST, and CLICK HERE to register for session two at 10.30am AEST.

"As travel restrictions are imposed, revoked and then re-imposed, travellers will be open to products and offers that are perceived to be risk-free," she suggested.

Additional weekly data in four sub-categories is available, with CEOs and CMOs welcome to reach out to News Corp Australia if that is of interest.

### BNE COVID decline

FY2020 passenger numbers at Brisbane Airport have plummeted due to the COVID-19 pandemic.

The aerodrome was making significant headway through the first half of the fiscal year, seeing a record increase in passenger numbers, before an unparalleled decline in the last five months of the year.

Overall passenger numbers at Brisbane Airport decreased by 24.5% year-on-year to a total of just under 17.9 million.

### NZ credit tool

AIR New Zealand's credit tool (TD yesterday) is already proving helpful for customers, with NZ\$1.36 million in credit already being redeemed.

The online tool went live yesterday and allows customers who hold credit directly with the airline to manage it.

CLICK HERE to access the tool.

## THE TRAVEL DAILY TRAINING ACADEMY

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## Geelong Conf Centre redo



GEELONG Conference Centre is set for a transformation (pictured), following its acquisition by property developer BEKL.

Redevelopment plans will see the site transformed into Geelong's first "resort-style" hotel, which will be pitched to "city escapes, corporate retreats or events, exhibitions, birthdays and weddings".

Located in the Geelong Botanic Gardens, BEKL purchased the

1.6 hectare site in Mar, which currently boasts seven conference rooms, 46 accommodation suites, a restaurant, a guest lounge and bar, a multi-purpose mezzanine floor, a full commercial kitchen and an in-ground swimming pool and spa.

BEKL Managing Director Katherine Liu said the development would bring an international artistic feel, while drawing local inspiration from its botanical surrounds.

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Travel & Cruise Weekly

## New York webinar

**NEW** York State destination management organisation I Love New York has launched a webinar series for travel agents.

Aiming to showcase the state's hottest spots to eat, drink, stay and play, those who watch all four webinars will have the chance to take home a hamper.

To register, [CLICK HERE](#).

## ARMA goes digital

**AUSTRALIAN** Revenue Management Association (ARMA) will next week hold its usually in-person annual summit for the accommodation industry as a virtual event, running over 28 and 29 Jul with live sessions and a 60-day access pass - [CLICK HERE](#).

## Intrepid 10-steps

**INTREPID** has released a guide for travel businesses to decarbonise, based on the company's own journey from becoming carbon neutral in 2010 to its aim to be climate positive in 2020.

"We shouldn't be aspiring for things to go back to normal, but rather redefine what normal means and use this period of travel stagnation to focus on rebuilding our businesses more ethically and sustainably, so that our earth is preserved for future generations to explore," Intrepid Travel CEO James Thornton said.

To find out more and download the 10 Step Quick Start Guide to Decarbonise Your Travel Business, [CLICK HERE](#).

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## AFTA UPDATE

from the Australian Federation of Travel Agents

"**YOU** can't start the next chapter if you're re-reading the last one".

There's no doubt these are extremely challenging times and travel is amongst the hardest hit by the global COVID-19 pandemic.

But if there is one thing that COVID-19 has demonstrated, it is just how resilient, passionate and united our travel industry is.

The challenges our industry is facing today, are not new issues. They are challenges that our industry has been faced with since as early as Jan and AFTA has always had an open, frank and healthy rhetoric with members and industry in order to actively support the travel and tourism sector through COVID-19.

In fact, it is worth emphasising that AFTA has never understated or underestimated the impact of the pandemic and that is why, from the very beginning, AFTA has been constructively and collaboratively working with all levels of government to give our members a voice.

Very early on, the AFTA team were addressing the "hard-stuff", even when it was uncomfortable to do so. Discussion took place internally about how, and the right time, to discuss with members the reality that unfortunately some businesses will close.

That is why we brought in insolvency experts and created toolkits to assist with temporary



**afta**  
AUSTRALIAN FEDERATION OF TRAVEL AGENTS

and permanent business closure. We sought guidance from legal experts, delivered webinars which provided support for members' mental wellbeing and established communication

tools to help members contemplate the scenarios and understand the steps that they may need to take in managing the financial health of their business.

Our 62 COVID-19 webinars have been watched by over 16,000 travel agent owners, managers and their consultants, and has received a 96% satisfaction rating – why? Because members are using this time to work on the business when they cannot actively work in the business due to travel restrictions and closed borders.

The quote we began with is a reminder that it is time we start looking at what we can control. What are the factors we need to consider now, and in the future, to secure our future; as individuals, as business owners and as part of a broader travel ecosystem?

AFTA is having these conversations with government, stakeholders and with other industry groups because whilst travel is on hold, it won't last forever. Travel is at the heart of Australia's economy. We have a role to play and we need to be ready to deliver when borders open.

## Spirit of Tas update

**SPIRIT** of Tasmania has been advised by the Tasmanian Government the proposed vessel replacement contract with Finnish ship builder Rauma Marine Constructions (RMC) will not go ahead due to the COVID-19 pandemic and its economic implications.

The Tasmanian Government noted the COVID-19 pandemic will continue to have an unprecedented detrimental impact on national economies, of which the Tasmanian economy would not be immune to, with Tasmanian and Australian jobs to be prioritised.

## VN closes bookings

**VIETNAM** Airlines has closed its Hanoi-Sydney bookings until late Mar 2021.

VN plans to resume services from 26 Mar thrice weekly.

## WhatsApp, CX?

**CATHAY** Pacific has launched a WhatsApp customer support service in Australia.

Available from today, the WhatsApp function is a quick solution allowing guests to make new bookings, amend or upgrade existing bookings, seek assistance on baggage queries, redeem Asia Miles and more.

## 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.

N	A	H
E	K	B
D	A	R

**Good – 20 words**  
**Very good – 30 words**  
**Excellent – 39 words**

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

## National Lamington Day



**DID** you know that today, 21st July is National Lamington Day?

Generally only celebrated in Australia, the day could also be commemorated in New Zealand, as there is some dispute as to who invented it (Kiwis claim the dish first served to Lord Lamington, Governor of Queensland, was actually an imitation of a 'Wellington' cake,

which Lamington possibly tasted on a visit to NZ in 1895 before beginning his tenure as governor).

Other stories have the lamington being invented when the governor's cook accidentally dropped a sponge cake in some melted chocolate and then covered it in coconut in 1896.

Either way, make sure you enjoy this tasty treat today!

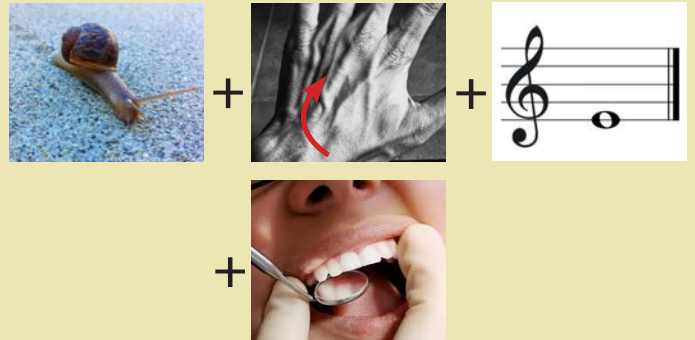
### ANSWERS 20 JUL

Where in the world: Multnomah Falls, Oregon, USA

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

## Pub quiz

- Which former Manchester United player is Belfast's airport named after?
- To the closest 100,000 square kilometres, how large is New South Wales?
- According to the most recent Henley Passport Index, which country's passport is the most powerful in the world?
- In terms of date of sovereignty, which country is older, Botswana or Zimbabwe?
- Which of these countries isn't landlocked:
  - Nepal
  - Armenia
  - Georgia
  - Austria
- What is the world's largest island shared by two countries?
- In 1989, the nation of Kampuchea was renamed what?
- Canada's IATA airport codes all begin with which letter?
- How many time zones does China have?
- St. Kilda is a beachside neighbourhood in Melbourne, but is also an island off the coast of which country?
- What country is this collection of pictures spelling out?



## Whose flag is this?




**THE** bird featured in the centre of this flag is the crane, and was used to represent this country when it was part of the Commonwealth, even though one of the kingdoms that made up this nation did already have a flag - Britain wanted to avoid using anything associated with a

particular region of the country. The crane therefore became the national symbol of this country, which is why it features on the flag which was created when the country became independent in 1962.

Do you know whose flag it is? Check tomorrow for the answer.

Travel Daily



**Catch up on the news of the week**

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## NZ Koru Hour back

AIR NZ yesterday reintroduced Koru Hour on its domestic evening jet services, offering complimentary wine and beer.

“We know customers travelling in the evening love having a wine or beer, along with some cheese and crackers as part of Koru Hour and we’re really proud to showcase some of New Zealand’s finest products in the sky,” Air New Zealand GM Liz Fraser said.

The service was previously suspended due to COVID-19.

## Captain Cook reef

**CAPTAIN** Cook Cruises Fiji has launched a buy a coral, build a reef coral rejuvenation program to allow guests to get involved in reef sustainability when they are visiting Tivua island.

The program allows guests to buy a coral frag and plant it with all funds to go towards funding Captain Cook Cruises’ Coral Rejuvenation Program.

Captain Cook Cruises Fiji has reopened Tivua Island for day cruise experiences.

## New Tahiti visitors’ bureau



**TAHITI** Tourisme has opened its new visitors’ bureau in the heart of Papeete.

The new facility was officially opened by new Chief Executive Officer Jean-Marc Mocellin, in a ceremony that saw Tahiti Tourisme branded masks donned by all attendees.

The new premises showcase traditional Tahitian artefacts, jewellery, and locally made giftware.

**Pictured:** the Tahiti Tourisme team opens the new visitor’s bureau.

## Skal pops a Capp

**THE** Skal Club of Melbourne is excited to announce the guest speaker at this Thu’s Zoom meeting is the Melbourne Lord Mayor Sally Capp, who will be providing members and guests with a tourism market update.

This Skal meeting will take place at 2.45pm on 23 Jul, and is free to attend, however registration is required.

To register to attend the meeting, [CLICK HERE](#).

## MONEY

**WELCOME** to Money, *TD*’s Tue feature on what the Australian dollar is doing.

**AU\$1 = US0.700**

**OPTIMISM** about a potential vaccination for coronavirus has boosted the Australian dollar overnight.

The positive news came from the University of Oxford in the United Kingdom, which helped bump United States shares, dragging up the Aussie dollar with it.

The AUD is up nearly 1.7% against the United States dollar so far this month.

*Wholesale rates this morning.*

US	\$0.700
UK	£0.553
NZ	\$1.059
Euro	€0.611
Japan	¥75.17
Thailand	฿22.15
China	¥4.842
South Africa	11.58
Canada	\$0.943
Crude oil	US\$43.28



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