

Today's issue of TD

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

Pullmantur rejig

ROYAL Caribbean Cruises has confirmed its Pullmantur Cruises Spanish joint venture has filed for reorganisation under the terms of Spanish insolvency laws.

The Spanish cruise line's board said that "the headwinds caused by the pandemic are too strong for Pullmantur to overcome without a reorganization".

Pullmantur's three ships are now in "cold lay-up" and crew are removing fixtures and fittings - details in today's *Cruise Weekly*.

Fiji's Bula Bubble

FIJI'S Government has detailed a plan for a "Bula Bubble" between Australia and NZ which would see travellers follow "VIP lanes" and remain separate from other travellers and the public.

Travellers will have two options, the first seeing them quarantine in their home country beforehand and provide proof of a negative COVID-19 test within 48-hours of their departure.

Alternatively, they can spend 14-days in a Fijian Govt-designated quarantine centre or a hotel of their choosing at their own cost, followed by a COVID test.

Tourists who arrive on these terms would all be contained within the VIP lanes, starting on the plane, then from the Nadi Airport onto designated transport to their resort or hotel, where they will remain throughout their stay, with further details to be announced "in due course".

Insight's domestic debut

EXCLUSIVE

INSIGHT Vacations is set to roll out a new range of "Local Escapes," allowing travel agents to book their clients on itineraries offering them "everything they know and love about Insight, now closer to home".

Insight MD Karen Deveson told *Travel Daily* the new offering had been developed in collaboration with sister The Travel Corporation brand Inspiring Journeys as well as Insight's European travel experiences team, with an initial Australian portfolio of three trips in Tasmania, WA and SA.

Two new NZ trips have also been developed for when the "travel bubble" opens up.

It's the first time Insight has launched product in Australasia, with Deveson saying "we are truly excited about our new homegrown collection".

"Whether you are after a food and wine lovers extra-long weekend experiencing the best South Australian wineries or a week's getaway going behind the scenes and sampling the local produce of the North Island of New Zealand - we have simply combined the best of the Insight way closer to home," she said.

The trips also offer guests opportunities to "give back" to local communities, tapping into a clear desire from customers to support regions impacted by natural disasters and COVID-19.

Clients can redeem Insight Future Travel Credits on the domestic trips, and the company has introduced \$99 deposits and the ability for customers to change their mind up to 30 days before departure and receive a

full refund.

Comprehensive health and hygiene measures are being introduced on the trips, including a maximum of 22 passengers per full size coach and close liaison with suppliers to ensure safety.

Deveson said a recent survey confirmed significant pent-up demand from Insight clients.

With just over 1,000 responses from customers, about 90% were not concerned about money or the economy as a factor in their future travel despite COVID-19.

53% of Insight's guests travel internationally on a group holiday at least once per year, and with borders closed, almost 60% of those want to take that trip locally before the end of 2020.

All five of the new Australian and NZ Insight trips are available to book now, with full details online at insightvacations.com.

MEANWHILE Insight is also continuing to experience demand for 2021 international travel, with Deveson noting the positive sign of a number of Luxury Gold bookings coming through in the last few weeks.

VA tickets safe

BOTH shortlisted final bidders for Virgin Australia have now committed to protecting the estimated \$100 million in pre-paid VA tickets purchased through Australian travel agents.

AFTA Chairman Tom Manwaring this morning confirmed receipt of an email from Bain Capital (TD breaking news), which said it will honour the tickets if its bid is successful - mirroring a similar commitment from Cyrus Capital.

SQ transit channels

SINGAPORE Airlines and SilkAir have today begun operating a limited number of two-way transit channels through Singapore Changi Airport between selected countries, including to Australia and NZ.

The move is an expansion from the one-way transit channel approved earlier this month (TD 11 Jun) and will allow customers to book return journeys.

Singapore Airlines Regional VP South West Pacific Philip Goh said the channels will allow for Aussies and Kiwis in the approved markets in China, Hong Kong, Japan and South Korea to return home in a COVID-safe manner.

"These channels are not about booking an overseas holiday as Australia and New Zealand's borders remain closed to non-citizens," Goh said.

Travellers will be allowed to transfer on flights between any airline within the Singapore Airlines Group and connections must be no longer than 48 hours.

A total of 14 cities across six countries and territories are on the approved list, including the previously announced Australian cities of Adelaide, Brisbane, Melbourne, Perth and Sydney, as well as New Zealand cities, Auckland and Christchurch.

Time for a change?

TODAY'S *Travel Daily* features an opinion piece from Brisbane-based travel agent Alex Prez, who argues that if COVID-19 doesn't change the way the industry operates, nothing will.

Check out his column on **page five**, and send your contributions to feedback@traveldaily.com.au.

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LIVE from Edinburgh

Meet Lynne from Cheval Collection on our Instagram LIVESTREAM, Wednesday 24th June at 5pm (Melbourne time).

AFTA "Micro-Credentials"

AUSTRALIAN Federation of Travel Agents (AFTA) members will receive access to over 250 courses through a new online Education and Training suite set to launch next month.

AFTA said the short, sharp, high-impact courses, called Micro-Credentials, will allow businesses and their staff to learn new skills during downtime that can help provide a competitive edge when the market rebounds.

Micro-Credentials will be launched in partnership with AFTA's online digital resource partner Learning Vault in early Jul, initially offering approximately 60 courses.

Each course will be aligned to a training unit within a Vocational Education and Training (VET) nationally recognised qualification - including Diplomas and Advanced Diplomas in Travel and Tourism, Leadership and Management and Business Management.

New additions will be uploaded as they are developed and the Federation is anticipating the platform will reach 250 courses.

AFTA Acting GM, Operations, Courtney Duddlestone told *Travel Daily* that during COVID-19 AFTA had "been looking at innovative ways to empower the travel industry workforce to build on, and build further capability in best business practice.

"We believe business skills and capabilities are critical to

the continued success of AFTA members, both now and post COVID-19," she said.

AFTA is currently finalising the development of a range of topics that are predominately focused on supervisory, managerial and owner-operator business skills.

Some of the areas the courses will cover include leading with emotional intelligence, social media marketing, coaching and mentoring and working and managing remotely.

Once an AFTA member successfully completes a course, they will receive an AFTA endorsed digital badge (or certification) which can be used on CVs, and social media platforms such as LinkedIn.

Each course will be "the cost of a lunch", and the federation and Learning Vault will not generate revenue or margins with the offering.

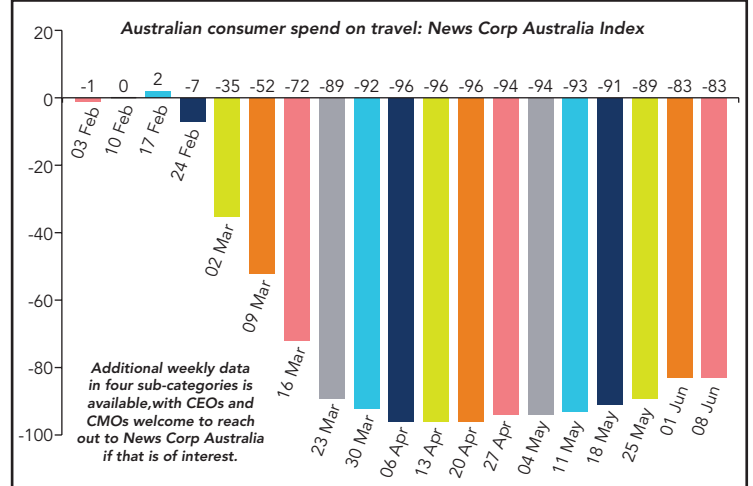
"The cost of each course only covers initial outlay/costs and is merely a recovery cost," Duddlestone said.

More from AFTA on **page four**.

Dubai reopening

DUBAI has announced it will welcome tourists from 07 Jul, with strict measures in place including a requirement for a medical certificate showing a negative COVID-19 test within the preceding four days, temperature screening and social distancing.

Spending recovery continues



EXCLUSIVE

THIS week's consumer travel spending figures from News Corp Australia confirm the first green shoots of recovery, with the results from 08 Jun bedding down the gains of the previous week.

The first cycle of each month is influenced by regular monthly payments to timeshare and other accommodation operators, but the surge stabilised this week at a still downbeat -83% year on year.

News Corp's MD Food & Travel, Fiona Nilsson, said "as a result we expect this week's levelling of total market spend to return to positive growth next week when our report will cover the period of

Ethad COVID tool

ETIHAD Airways has launched a new COVID-19 risk assessment tool which empowers guests to make informed decisions about their travel plans.

Developed in partnership with Austrian health technology firm Medicus AI, the platform helps travellers evaluate the probability of having contracted coronavirus by responding to 22 questions.

The self-administered tool is based on World Health Organization guidelines which are updated daily, and is now live in English on etihad.com, with additional languages and platforms including mobile apps to be available shortly.

Jetstar's \$19 fares sale".

"More than one in four Australians have been keeping an eye out for holiday offers right throughout enforced isolation, and with the right offer they will spend," Nilsson told *Travel Daily*.

The data is an aggregation of consumer spend with major brands across accommodation, air, cruise, OTAs, travel agents and tour operators.

Norfolk Is opening

NORFOLK Island is set to reopen to visitors on 10 Jul, with the aim of coinciding its relaunch with the proposed opening of the Queensland border.

The existing travel ban and state of emergency, imposed to protect the Norfolk Island community, is currently in place until 30 Jun.

There are currently no known active cases of COVID-19 on Norfolk - norfolkisland.com.au.

Crown Perth restart

CROWN Resorts Limited has announced the recommencement of casino and gaming floor food & beverage outlets at Crown Perth from this Sat 27 Jun, under temporary restrictions agreed with the WA Government.

Strict capacity limits will apply equating to one person per two square metres, along with physical distancing between patrons and enhanced hygiene protocols.



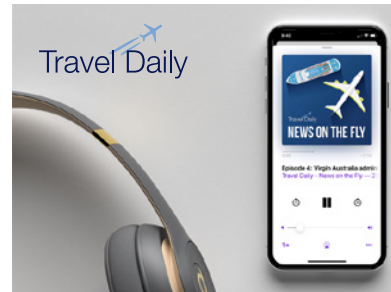
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Travel Daily

NEWS ON THE FLY

Episode 4: Virgin Australia admits 'Travel Daily' - [Read more](#)

[CLICK HERE TO LISTEN](#)

Another Hunt nail

FEDERAL Health Minister Greg Hunt has told *ABC Radio today* that Australia's borders will be closed for a "very significant" amount of time.

Seemingly oblivious to the impact his statements are having on the travel sector, he suggested international borders may be shut until a COVID-19 vaccine is found. "For the time being we are an island sanctuary," he said.

Topdeck, Back-Roads plot return

GLOBAL Touring, the umbrella group of travel brands including Topdeck Travel and Back-Roads Touring, has released details of new measures being introduced for its trips once travel resumes.

As well as extensive health and hygiene initiatives, the company is increasing flexibility to allow fee-free changes to dates or trips up to 40 days before departure.

Fly365 directors face court

EXCLUSIVE

SCOTT Mayne and Mustafa Filizkok, the directors of the collapsed Fly365.com online travel agent, have been served with examination summons requiring them to attend the Supreme Court of NSW in early Aug, to answer questions from the company's liquidators.

The Public Examination is part of ongoing investigations by Aston Chace, the company which continues to oversee Fly365's administration.

However the former directors also appear to be making moves to sell part of the business, with an email purporting to be from Mayne and Filizkok approaching Fly365 creditors for support of a proposal which would see the agency's "assets and the brand" purchased by a third party.

"The former Directors will approach the Court to pursue

the proposal and would like your support," customers who have lost their money are being told, with the email suggesting the return could be up to 10%.

The Administrators have followed up with their own communication to creditors, noting that they did not issue the email and had not been provided with the proposal outlined.

"Creditors should review any proposal carefully and consider seeking independent legal advice," Aston Chace said, referring creditors to the recent statutory report which showed more than \$5.5 million was transferred out of Fly365 into its related entities in the days leading up to the agency's liquidation.

"These transfers maybe recoverable to the Liquidators including as uncommercial transactions, resulting in a dividend to creditors," they said.



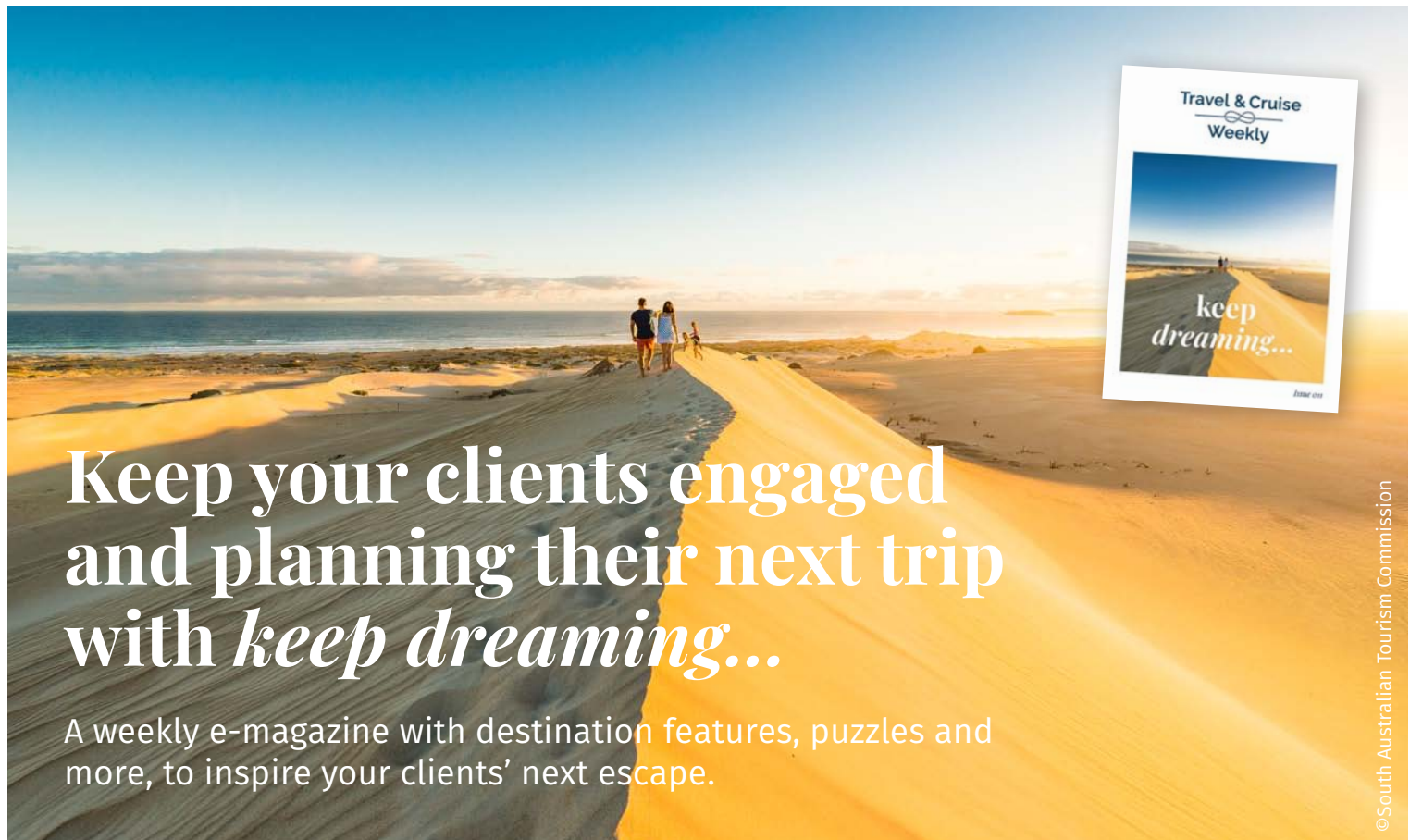
Window Seat

A WOMAN in China who previously worked in the aviation industry has used her expertise to make more than \$500,000 by claiming travel insurance on flights likely to be cancelled.

The *Yangtze Evening Post* said the 45-year-old created multiple identities to take out almost 900 policies over a five-year period, specifically insuring against delays on selected flights based on predicted loads as well as forecasts of extreme weather.

In cases where the flights went ahead she would cancel tickets and get a refund, but the report also cites illegal practices such as forging "flight delay certificates" to lodge claims.

Insurance companies have since closed loopholes which allowed her to make the claims.



Travel & Cruise Weekly

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Zentis Osaka opening



PALACE Hotel Management Company has revealed it will open the first property of its new hospitality brand, Zentis Osaka, in Q3.

The 212-room newbuild will be situated where Osaka's riverside area of Dojimahama and the high-end business entertainment district of Kita-shinchi meet.

Palace Hotel Management Company is the company behind Palace Hotel Tokyo and the new hotel will feature staff from the flagship.

Zentis Osaka's restaurant, bar and lounge will be developed and operated by Cafe Co, the Japanese operator behind the one Michelin-starred CRAFTALE in Tokyo.

It will also have a lounge and outdoor terrace, 24-hour fitness centre and be a member of Design Hotels.

Zentis Osaka will be taking bookings for stays from 15 Jul, with rates for a Studio Room (pictured) leading in at JPY18,300 (A\$249).

MSC winter prog

MSC Cruises has announced its new northern winter 2020-2021 program, with more than 90 different itineraries visiting the Arabian Peninsula, Asia, the Caribbean, the Mediterranean, South Africa and South America.

Itineraries range in length from two to 24 nights, with a number of changes made to the program, including the third MSC world cruise now sailing aboard *MSC Magnifica* instead of *MSC Poesia*.

Future cruise credits worth 125% are available for any guests disrupted by the changed itineraries under the program.

Despite the delay of *MSC Virtuosa*, both it and MSC's other under-construction ship, *MSC Seashore*, will feature in the season.

WA eases measures

WESTERN Australia is ready for phase four of its COVID-19 roadmap, with the state to relax restrictions beginning Sat.

The decisions are based on Western Australia's health advice, with casino gaming floors reopening and sports & entertainment venues able to operate at 50% capacity.

Western Australia has also committed to a 18 Jul initiation of phase five, depending on local infection rates, which will see capacity limits for major venues lifted.

Phase six, which includes the removal of Western Australia's hard border with the rest of the country, has not been dated, due to the rapidly evolving situation in Victoria.

AFTA UPDATE

from the Australian Federation of Travel Agents

"LIFE isn't about waiting for the storm to pass; it's about learning to dance in the rain."

We're not sure who wrote this phrase, but it is a wonderful reminder that in the middle of chaos lies opportunity.

AFTA has been busy exploring innovative ways to empower the travel industry and today we are pleased to announce that in Jul we will be launching an online Education and Training suite of short, sharp, high impact courses called Micro-Credentials.

The purpose, to support AFTA business owners and their staff to upskill and cross skill during this "down time".

Now is a perfect time to gain new skills.

Indeed, a unique opportunity exists for all AFTA businesses and their staff (including those who have been stood down or on adjusted work hours) to learn new skills that can assist to provide the competitive edge when the market rebounds. And rebound it will!

There will be over 250 courses ranging from: How to lead with emotional intelligence; Social Media 101; Marketing; Coaching and Mentoring; Working remotely; Managing remotely and so on.



afta
AUSTRALIAN FEDERATION
OF TRAVEL AGENTS

Members will have the complete flexibility to pick and choose which courses are of most interest, and most relevant to their business and needs, and the best part is that each micro-credential

is not only the cost of a lunch, it is aligned to a training unit within a nationally recognised qualification - including Diplomas and Advanced Diplomas in Travel and Tourism, Leadership and Management and Business Management - so you'll come away with an AFTA industry endorsed badge of certification.

We are so excited to deliver this opportunity and more details will be shared with members over the coming weeks.

It is also worth highlighting that in Mar, AFTA ramped up its webinar program to ensure members felt supported, informed and connected through COVID-19. We have delivered 53 webinars and engaged with over 10,000 travel agent members. We can't thank members enough for their faithful participation, it makes the hard work of the entire AFTA team a rewarding one.

Together, we have a long way to go. But remember, don't give up. We're not. One day you'll look back and be glad you didn't.

Aussies to travel

NEW data from Luxury Escapes has found eight in 10 Australians are still planning to travel this year, with beaches, food & wine getaways and luxury hotels leading the way.

The company has surveyed almost 3,000 Australians on how they will be travelling post-COVID, with more than 86% either just as, or more likely to travel this year.

NZ, Italy, Japan, Britain and Indonesia are still the top choices for an international holiday post-COVID, despite many of them struggling with the pandemic, while North America and China are the top destinations Australians want to avoid.

Domestically, Queensland is the state Australians most want to visit post-COVID, followed by WA.

New CLIA video

A NEW Cruise Lines International Association (CLIA) Australasia video series will address a range of cruise questions commonly asked by travel agent members.

The series, titled Ask Joel, sees CLIA Managing Director Australasia Joel Katz helping educate the community on the steps being taken by the Association in response to COVID-19, and the work being done by cruise lines behind the scenes.

The first episode has been released on Facebook this week, which sees Katz cover a range of topics, including the efforts taken to correct the perception of cruising in the media and CLIA's role as a peak body - **SEE HERE**.



Discover why a road trip in South Australia is the perfect way to experience the state. Read the June issue of *travelBulletin*.

CLICK to read *travelBulletin*

Why travel agents must change

OPINION

Alex Prez is the director of Premium Flyer, a Savenio affiliate based in Brisbane. Got an opinion to share? Let us know in up to 400 words via email to feedback@traveldaily.com.au.



to do so. It's time we let go of business as usual and instead opt for business as unusual.

It's time to stop wishing things were different and start doing things different.

It's time to re-educate clients on our business, to show more value

“

It's time we let go of business as usual and instead opt for business as unusual

”

than we've ever shown but to also be willing to stand up with our heads held high and say we are professionals and we will charge you accordingly for our time, even if you don't go ahead or cancel... even when it's outside of your control.

There is no professional on

earth who would waive their fees simply because you didn't follow through with what they assisted you with (whether by choice or circumstance) and the fact the public expects us to waive ours isn't their fault, it's ours.

We haven't taken the time to educate them or have what many find an uncomfortable or scary conversation up front, but it's something we're going to have to do if we want to avoid a repeat of the past few months next time the world finds itself facing a crisis.

If you aren't willing to change, then next time a situation like this happens, don't cry foul and don't expect sympathy because you were given this as a wake up call and an opportunity and it's no one's fault but your own if you choose not to take it.

If you always do what you've always done, you'll always get what you've always got.

Cambodia open

CAMBODIA is reopening to travellers, with arrivals required to pay a refundable US\$3,000 "coronavirus deposit", as well as other COVID-related charges.

The down payment must be made at the airport upon arrival, and can be made in cash or on card, beginning with a US\$5 charge to be transported from the airport to a testing centre.

The COVID-19 test costs US\$100, with the traveller then required to pay US\$30 for an overnight stay at the stipulated hotel or "waiting centre," as well as for three meals a day while waiting for the test results.

Memphis webinar

MEMPHIS Tourism's "recovery webinar" takes place tomorrow, aiming to give agents fresh insight into the "city of blues, soul, rock and roll, and the world's best barbecue".

CLICK HERE to register.

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Sudoku

BEGINNER

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

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

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

Pub quiz

- Where does the name 'India' come from?
- What is the largest religious monument in the world?
- What percentage of Sweden is covered by forests?
 - Half
 - A fifth
 - Two-thirds
 - A quarter
- True or false: Walt Disney World in Florida employs more people than every other Disney park combined?
- On which continent is the country of Suriname located?
- Morocco has two official languages, Arabic and what other language?
- Can you swim from Russia to Alaska (or vice versa)?
- Amsterdam has relatively only recently become the capital of the Netherlands, in 1983. Which city was previously the capital?
- 77% of the world's maple syrup is produced in which Canadian province?
- The Faroe Islands, located in the North Atlantic Sea are governed by which country?

Whose flag is this?



THIS flag is fairly simple, compared to many around the world.

The cross in the centre represents Christianity, while the white colour is for the snows

of the country, as the nation experiences a cold winter, while the blue of the cross stands for the many lakes across the country.

Do you know whose flag it is?

Funnies Flashback



WE'VE trawled through the **TD** Window Seat archives to give you blast from the past. Here's some gems from 22 Apr 2013:

A HOTEL manager in Austria has been rescued after being trapped in the faulty lift of his property for four days.

The ordeal took place in the off season at the spa destination of Bad Gastein near Salzburg.

A bread deliveryman fortunately heard his cries for help and managed to alert emergency services.

After being rescued, the man who was originally from Sweden told police that he had done a hunting course with survival training in the Swedish military.

"This stood him in good stead in this case," the police said.

AND while we're on the subject of being trapped, a mischievous Chinese tourist had a lucky escape when a two-tonne temple bell crashed down on top of him last week.

According to the UK *Sun* newspaper, Lin Wang was with friends visiting a Buddhist temple in eastern China's Shandong province, and they were reportedly "vigorously" ringing the ceremonial bell when it fell from its mountings and trapped him inside.

Firefighters spent more than two hours rescuing him by setting up a series of winches.

Lin was unrepentant after being freed, saying "It's a bell, it's supposed to be rung".

ANSWERS 22 JUN

Unscramble: abate, abated, abeam, abet, aboard, abode, abort, aborted, abrade, abroad, abode, amber, amoeba, baaed, bade, bard, bare, bared, barm, bate, bated, bead, beam, bear, beard, beat, berm, beta, boar, board, boat, boated, boater, bode, borate, bore, bored, brad, brae, brat, bread, bream, bred, broad, debar, debt, debtor, demob, drab, DREAMBOAT, ombre, orbed, robe, robed, tabard, tabor, tomb

Where in the world: Ittoqqortoormiit, Greenland

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Travel Daily

Delta back to China

DELTA Air Lines will resume flights between the United States and China on 25 Jun, flying from Seattle to Shanghai via Seoul.

Operating twice per week, the flights will be scaled back to once per week from Jul, when Delta will also introduce a once-weekly flight from Detroit, also via Seoul.

Delta is the first US airline to reconnect the two countries since the temporary suspension in Feb due to the outbreak of COVID-19.

ATEC's warning

WHILE Australians are being urged to help bring a much-needed boost to the tourism industry by taking a holiday at home this year, the Australian Tourism Export Council (ATEC) warns it's not that simple a fix for our tourism businesses.

Managing Director Peter Shelley warned the idea Australian spend on domestic tourism would not replace international spend which averages \$5,211 per trip.

Tripadvisor update

TRIPADVISOR has provided a business update revealing it lost over half its users in the second quarter, with the company's revenue dropping 10% year-on-year across Apr and May.

Despite showing a slight month-on-month improvement since Apr, monthly users were also down 67% year-on-year for that month, and down 55% for May.

Tripadvisor is forecasting an adjusted EBITDA loss of US\$85 million for the second quarter, with the company having US\$693 million in cash and equivalents as of the end of May, down US\$105 million since the end of Mar.

The company currently expects Jun revenue will approach 20% of last year's comparable period, with Tripadvisor noting it expected some sequential quarter-over-quarter revenue improvement in the third quarter versus the second.

Tripadvisor also announced a number of cost measures being taken in order to significantly reduce fixed and variable expenses and reinforce its financial position, including workforce reductions.

Abu Dhabi extends

THE Department of Culture and Tourism - Abu Dhabi has extended its e-learning incentive until 28 Jun.

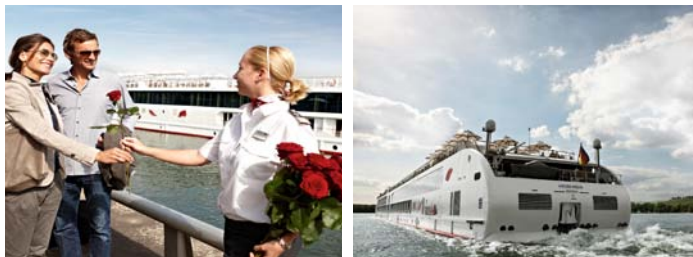
Agents who complete at least one module within the final week will get the chance to win Westfield gift vouchers worth \$250 and all participants will go in the draw to win a trip to Abu Dhabi - more [HERE](#).

Trip.com Travel On

TRIP.COM Group is attempting to revitalise travel with a new Travel On initiative.

The Chinese travel giant is introducing a range of new safety standards, flexibility guarantees, and promotions, as well as a joint travel trends report with Google.

Trip.com was joined by more than 70 representatives from over 200 industry partners for the launch of the initiative, which attracted an audience of over one million viewers worldwide.



Build an A-ROSA Ship & Win a 7-night European River Cruise

This month Travel Daily has partnered with A-ROSA River Cruises to give you the chance to win a 7-night European river cruise.

Captivated by vibrant cities like Antwerp and Amsterdam along the northern section of the **RHINE** or picturesque towns like Koblenz or Strasbourg on the southern route?

To win visit A-ROSA's website www.rosa-cruises.com/au & check out which of their 12 ships operates the cruise of your dreams.

Pick your ship and use your imagination to draw, paint or build it!

Find any utensils suitable to create the A-ROSA ship that operates your favourite cruise on Rhine (Main/Moselle), Danube, Seine or Rhône.

Take a selfie with your creation send it to rosa@traveldaily.com.au. Don't forget to also tell us in 25 words or less why you chose this particular A-ROSA cruise.



Terms & Conditions + full prize details

MONEY

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

AU\$1 = US0.690

THE Australian dollar has led gains as the United States' shares bounced back overnight.

After US stock futures opened lower yesterday, dragging the Aussie dollar with them, sentiment improved in Asia before further gains were seen in the overnight session.

The United States' Dow Jones gained 0.6% with technology stocks among the best performers.

Wholesale rates this morning.

US	\$0.690
UK	£0.552
NZ	\$1.056
Euro	€0.612
Japan	¥73.87
Thailand	฿21.27
China	¥4.822
South Africa	11.89
Canada	\$0.928
Crude oil	US\$43.08

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Travel Daily

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