

TD is here for you

AS THE Australian travel industry reacts to the repeated shocks of the last

72 hours, the **Travel Daily** team is committed to keeping you informed of the latest updates in these unprecedented times.

On Fri afternoon we published a special supplementary edition of **Travel Daily** which can be accessed by **CLICKING HERE**.

In addition a special FREE subscription offer for **Travel Daily** has been activated so individuals can keep informed during the crisis - to sign up at no charge see subs.traveldaily.com.au.



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Govt imposes isolation

ALL travellers arriving into Australia are now subject to a mandatory 14-day self-isolation period, as the latest escalation of the government's response to coronavirus (**TD** breaking news).

Prime Minister Scott Morrison announced the dramatic move yesterday afternoon, following a similar announcement the day prior by NZ authorities.

Morrison said the rate of community transmission of COVID-19 was picking up, with the government resolved to "help stay ahead of this curve".

The "universal precautionary self-isolation requirement" became effective at midnight, meaning many travellers who

were overseas at the time of the announcement will now be required to self-isolate on their return - even those on overnight flights last night.

Similar arrangements will apply to cruise ships that have visited foreign ports, which have additionally been banned from Australian destinations for at least the next 30 days.

The unprecedented moves aim to slow down the spread of the virus, so that the health system is able to cope with the expected spike in hospital admissions.

Non-essential mass gatherings of 500 persons or more have also been banned, impacting a host of events such as the Sydney Easter Show, the Vivid Festival, conferences, exhibitions, concerts and other festivals.

The travel industry is reeling at the announcement, with agents today expected to be dealing with scores of enquiries and cancellations, while airlines cut capacity and other suppliers including tour operators and cruise companies cease operations temporarily - details throughout today's **Travel Daily**.

Today's issue of TD

Travel Daily today has seven pages of news and photos, and full pages from:

- One&Only Wolgan Valley
- Cruiseco
- TD Sustainability Summit

Qantas flexibility

QANTAS and Jetstar have issued a new commercial policy allowing customers with existing and new bookings to cancel flights and receive travel credit.

Applicable to both domestic and international routes, the offer is available until 31 Mar, for flights departing up to 31 May 2020.

For existing bookings, customers who no longer wish to travel can cancel their flight and retain the value as a travel credit voucher, which can be redeemed for up to 12 months.

Frequent flyers with redemption bookings on Qantas, Jetstar and all partner airlines will also have change fees waived.

For new bookings made from 10 Mar-31 Mar, for travel before 31 May, customers can cancel their flight and retain the value of the booking as a Qantas or Jetstar travel voucher or credit.

Wolgan goes green

EMIRATES One&Only Wolgan Valley Resort & Spa is inviting the industry to experience the stunning emergence of green shoots in the wake of the bushfires earlier this year - see **page eight** for details.

Cruiseco specials

CRUISECO has launched a flash sale on its wildly popular music cruises, which are set to depart in Oct and Nov 2020.

Deals are available on Rock the Boat, Cruisin' Country and Bravo - for information see **page nine**.

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Where to for help?

RESOURCES are emerging to assist businesses and individuals dealing with the COVID-19 situation, including regular updates from the Federal Health Department.

Fact sheets available at present include the following:

- COVID-19 facts - [CLICK HERE](#)
- Information for international travellers - [CLICK HERE](#)
- Information for people with a suspected case - [CLICK HERE](#)
- Information for hotel guests - [CLICK HERE](#)
- Information for the airline industry and crew - [CLICK HERE](#)
- Information for hotels and hotel staff - [CLICK HERE](#)
- Information for employers - [CLICK HERE](#)

Federal Treasury has also issued a fact sheet on the cash flow assistance for businesses under last week's \$17.6 billion stimulus package - see treasury.gov.au.

Look out for more resources in *Travel Daily* this week.

Travel Partners eyes 1,000

TRAVEL Partners is plotting massive growth for the network under its Flight Centre Travel Group ownership, with the brand setting a long-term goal to reach 1,000 agents in its network.

The network currently has a total of 276 agents, comprising a 149 mobile agents and 127 members outlets, General Manager Kate Cameron told *Travel Daily* at the group's annual conference, held in Bangkok over the weekend.

Travel Partners is on track to reach 300 agents by the end of the financial year, with Cameron noting that the COVID-19 outbreak would have an impact on the speed the group achieved these long-term goals.

"We will get through it and then the plans will resume," Cameron told *Travel Daily*.

"I think at the moment we've just got to bed down and look after the guys that we've got...

and then from there, yes obviously we will go back into growth mode," she said.

Prior to COVID-19, Travel Partners was on track to achieve its Total Transaction Value (TTV) goal of \$160 million this financial year, up from \$120 million last year.

In Jan, the group was halfway to its TTV and profit goals for the financial year and in Feb had its largest month ever for profit and TTV.

"Had COVID-19 not happened, I think we would have really smashed our targets," Cameron told *Travel Daily*.

Travel Partners was acquired by Flight Centre Travel Group in Aug 2017 (*TD* 07 Aug 2017), at which point it had 74 people in the network and a TTV of about \$60 million (*TD* 18 Mar 2019).

The group grew its TTV to \$111 million and 200 mobile members by Feb 2019.

TIME for mentoring

THE Travel Industry Mentor Experience (TIME) is offering an earlybird saving for its 26 Aug program intake, with founder Penny Spencer saying "this is a great time for ambitious travel, tourism, airline or hospitality professionals to be up-skilling and investing in their careers".

The 10% off deal is available for those who confirm their participation in the program's 40th intake by 30 Apr.

TIME is also calling for expressions of interest for Intake 39, commencing on 10 Jun, but no earlybird discount applies.

For more info, [CLICK HERE](#).

Send us your pics!

IN THESE tough times, we've seen the industry already banding together to support each other.

We want to share how *TD's* readers are keeping their spirits up - send your snaps to photos@traveldaily.com.au.

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Having trouble choosing between Phuket and Koh Samui? See the differences in the March issue of *travelBulletin*.

CLICK to read
travelBulletin

Cruise industry cancels

THE Australian Government has banned all international arrivals by cruise ships to Australian ports for 30 days, with provisions for vessels currently in operation.

The move came after a cabinet meeting on Sun, with all travellers arriving into Australia after midnight last night now also ordered to voluntarily self-isolate for 14 days (see **page one**).

Sat saw more cruise lines cancel operations, with Norwegian Cruise Line Holdings (NCLH), Royal Caribbean Cruises (RCL) and MSC Cruises suspending all voyages until 11 Apr, while P&O Australia and Carnival Cruise Line will terminate until 12 & 13 Apr respectively.

Costa Cruises is halting its operations until 03 Apr, A-ROSA is concluding Danube, Rhone and Seine itineraries until 15 Apr, Cruise & Maritime Voyages is stopping cruises until 24 Apr,

AmaWaterways has cancelled all Europe river itineraries until 25 Apr, and Scenic's river program will cease until 30 Apr.

Carnival, NCLH, P&O and Scenic are also among the latest cruise lines to commit to protecting agent's commissions.

The Australian Cruise Association (ACA) praised both the Australian Government and the numerous cruise lines for making difficult and unprecedented decisions, with the sector prioritising the health of its people and of guests.

"We commend the cruise lines and the Australian Government for taking a proactive and co-ordinated stance at this time to help minimise the further spread of coronavirus," said CEO Jill Abel.

"While this is an unfortunate turn of events...safety of all those associated with the cruise sector must remain our top priority."

Jordan airspace shut

AUTHORITIES in Jordan have taken the dramatic step of closing the country's airspace, with all commercial flights to cease at midnight tomorrow.

Other measures, in place for at least two weeks to help contain the coronavirus outbreak, will see all land and sea borders closed.

Tour cancellations

WENDY Wu Tours (WWT) and Bunnik Tours are the latest operators to announce the suspension of tours, joining G Adventures, Intrepid, The Travel Corporation and Globus Family.

WWT has advised it will suspend all tours until 15 Apr effective immediately, while Bunnik Tours is cancelling departures between today and 30 Apr.

G Adventures has cancelled departures through to 30 Apr, while Intrepid is also cancelling until 30 Apr, with both offering a 100% land travel credit.



Window Seat

ESTONIA is known as one of the more quirky destinations in the world, and Visit Estonia's latest marketing campaign certainly sees them live up to the billing (**pictured**).

visit
estonia
...later
#stayhome

It appears the campaign has worked too; @jeeveswilliams let other Twitter users know "that hashtag makes me wanna come even more," with @peterdonaghy adding, "Estonia going to the top of the list of place to go".

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Air NZ cuts back flights

AIR New Zealand Chief Commercial Officer Cam Wallace has paid tribute to the work of the travel trade in Australia and NZ in dealing with the current situation, as the carrier announced sweeping cuts to its international network in response to the coronavirus crisis.

"We just want to thank travel agents, and say that we very much appreciate the work they are doing at the moment," he told *Travel Daily*.

"This event is testing us but we're in this together, and we'll work our way through it."

The airline's shares were placed in a trading halt this morning to give it more time to fully assess the operational and financial impacts of the travel restrictions imposed in recent days.

On its long-haul network Air NZ will be reducing its capacity by 85%, operating a minimal schedule to allow Kiwis to return

home and keep trade corridors with Asia and North America open.

Cutbacks include route suspensions to Chicago, San Francisco, Houston, Buenos Aires, Vancouver, Tokyo, Honolulu, Denpasar and Taipei from 30 Mar through to 30 Jun.

Wallace said the airline was currently working through changes for its Tasman and Pacific networks, with details expected to be released within 48 hours.

CEO Greg Foran said that while airlines face an unprecedented challenge at present, Air NZ was better placed than most to navigate its way through it.

"We are a nimble airline with a lean cost base, strong balance sheet, good cash reserves, an outstanding brand and a team going above and beyond every day," Foran said.

The airline is currently working through redundancies as it adapts to the capacity reductions.

Standing tall for Aussie tourism



EMINENT Australian *Financial Review* journalist Fiona Carruthers hosted a panel discussion at Tourism Australia's Destination Australia conference in Adelaide last Thu, appropriately discussing "resilience and recovery".

The session, titled Marketing Through and Beyond a Crisis,

also featured Accor Pacific Senior VP Commercial Renae Trimble; Tourism Australia Chief Marketing Officer Susan Coghill, and Craig Wickham from Exceptional Kangaroo Island who described the destination's recovery in the wake of the Jan bushfires.

The members of the panel session are **pictured**.

SQ deals with it

SINGAPORE Airlines has deployed additional resources to handle an "extraordinarily high volume of customer enquiries," as passengers are being advised of a wave of SQ flight cancellations as far out as 10 weeks.

A spokesperson for the carrier didn't comment on speculation of dramatic capacity cuts, only telling *TD* "we are continuing to assess the impact of the increasing global travel restrictions on our operations".

The Singaporean Government has imposed strict travel restrictions for travellers from Europe, with GDS screens currently indicating the immediate suspension of flights from Singapore to destinations including Barcelona, Milan, Frankfurt, Munich and Paris.

VA COVID policy

VIRGIN Australia has released an updated commercial policy, allowing up to two changes per international booking.

Valid for new and existing flights with a travel date from 10 Mar through to 30 Jun 2020, the policy also applies to Economy Light fares.

Passengers who elect to cancel can retain the value of their ticket in credit for 12 months from the original issuance date.

For new and existing bookings on domestic flights a maximum of one change can be made for flights from 10 Mar through to 30 Jun 2020, to the same or a different destination, or tickets can also be held in credit for a year, with waiver code BW000170 to be entered in the endorsement box of the new ticket issued.



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HA suspends ANZ

HAWAIIAN Airlines (HA) has announced the temporary cessation of nonstop services between Honolulu and its Australia and New Zealand gateways later this month, following the latest government entry restrictions.

Flights between Sydney and HNL will be paused between 22 Mar and 30 Apr, while BNE services will be suspended from 23 Mar through to 31 May.

The carrier will also be suspending flights between Honolulu and Auckland between 22 Mar and 31 May.

"We respect the efforts of our Australian and New Zealand neighbours to institute stringent public health measures, and we remain dedicated to resuming our service," the airline said.

Qantas pays out

QANTAS has come to an agreement with the Fair Work Ombudsman to pay \$7.1 million in back-pay to 640 staff, following a "misclassification issue" dating back to 2011.

The carrier self-reported the mistake early last year, inadvertently placing some employees on the wrong terms and conditions which in turn affected their list of benefits.

Based on rectification to date, cash payments in excess of the agreement are expected to total \$22 million (excluding bonuses).

As part of the undertaking, the airline has also committed to independent audits for the next three years to ensure full rectification and ongoing compliance.

MEANWHILE, a Qantas International crew member is in self isolation after testing positive to COVID-19, after they flew from the United Kingdom to Australia as a passenger recently.

Qantas has not named the exact flight, but said health authorities are making contact with those seated in close proximity to the affected passenger.

WA proposed plan

TOURISM Council WA has labelled the \$17 billion Federal stimulus package as "inadequate", calling on the West Australian Government to implement a raft of new measures to further assist tourism businesses through the ongoing COVID-19 crisis period.

The recovery plan includes the removal or reduction of entry fees for attractions such as national park fees and Rottnest Island, removing or reducing passenger transport vehicle fees, cutting stamp duty on caravans and motor homes, and taking away govt licensing charges.

The tourism group is also lobbying for long-term, interest-free loans for travel and tourism businesses to insulate them against the shortfall in visitation.

Overseas COVID moves

ACROSS the world many public spaces and tourism attractions have been closed and entry restrictions have been imposed in an attempt to contain the spread of COVID-19.

Europe, declared as the new epicentre of the virus, has been the most affected.

Over the weekend France ordered the closure of non-essential public venues and travel to certain areas has been limited, while the Spanish Government made a similar move, announcing a state of alarm.

This includes a ban on movement throughout Spain, with residents ordered to stay home except to buy food and medicine or travel to work, health centres or banks and a reduction in all public transport services across the country.

The move follows Italy's measures, with the country remaining in lockdown until 03 Apr (**TD** 10 Mar).

Poland has locked out all foreigners from entering the country at least until 24 Mar, while Denmark has closed its borders until 13 Apr.

Germany will today impose temporary controls on its borders with France, Switzerland, Austria, Denmark and Luxembourg and has closed public institutions, schools and universities and reduced its public transport services in Berlin.

Travel restrictions are in place

in Switzerland, with authorities refusing entry to non-Swiss citizens or foreigners without a residency or work permit who are travelling from a high-risk region.

Some public and private venues have also been directed to close and restrictions are in place on public and private gatherings of more than 100.

Ireland has closed museums, galleries and tourism sites and indoor gatherings of more than 100 have been banned, along with outdoor gatherings of more than 500 people.


Portugal has limited arrivals, including to airports and Malta is requiring arrivals from any country to be subject to a mandatory 14-day quarantine.

From today, the Czech Republic has banned entry for all tourists and all international bus and rail services now cease at the Czech border.


Nepal has also closed its land borders to foreign nationals and suspended all mountaineering permits, including for Mt. Everest, for the 2020 spring season (March through May).

In Sri Lanka the government has declared today a public holiday "to support quarantine process on coronavirus", with the public holiday to be extended, if necessary.


Colombia is also putting into place a 14-day isolation period, with travellers who do not comply to be deported.




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Apollo revises view

APOLLO Tourism & Leisure announced that in light of governments escalating travel restrictions around the world, its earnings forecast for the full year 2020 would be impacted, conceding it was "not possible to quantify the extent at this time" due to the evolving nature of the current health crisis.

In the meantime, the company has implemented additional cost-saving measures, including board members reducing their salaries by 20% for the rest of the year.

The campervan rental company also revealed that its sales were being hit hard by new regulations to limit major gatherings, with RV expos cancelled in Australia and the United States, where many of its vehicles are normally sold.

This month, Apollo withdrew its FY20 underlying NPAT guidance due to uncertainty surrounding the spread of COVID-19.

IATA calls for more

THE International Air Transport Association (IATA) has labelled a decision by the European Commission to suspend "use it or lose it" airport slot rules as the "very minimum" the body needs to do in order to nurse the aviation sector through the COVID-19 crisis.

The suspension of the regulation is currently in place until Jun, with IATA contending it needs to be suspended until at least Oct in order to allow airlines to plan their future schedules.

The "use it or lose it" rule requires carriers to operate a slot for at least 80% of the time.

NZ plans its rescue

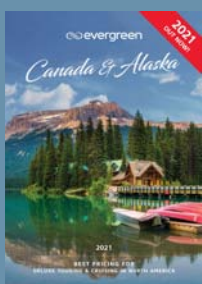
THE New Zealand Government is reportedly meeting to discuss a multi-billion package aimed at keeping small businesses afloat - including the travel sector, hinting it could be in excess of NZ\$12b.

BROCHURES

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



Sunlover Holidays - South Australia 2020-21
Sunlover Holidays has gone to press with its 2020-21 South Australia brochure. The new program showcases a range of new package, accommodation and touring additions, such as the three-night Adelaide Short Break, and the three-day Flinders Rangers Outback Tour. Other highlights include new properties such as the Mac Boutique Hotel in Adelaide, the city's Adelaide Paringa hotel, opposite Rundle Mall; and Avani Adelaide Residences, on Franklin Street.



Evergreen - Canada preview 2021
Evergreen's new Canada preview brochure provides itineraries designed for guests who are planning now to get the best possible price on a Canadian experience for 2021. Ranging from 14- to 25-day holidays, the brochure consists of two-for-one airfares, including taxes on journeys of 18 days or longer, and savings of up to \$1,000 per person on journeys of 18 days or longer. Guests can also get both 50% off economy class airfares and \$950 per person discounts on journeys of 18 days or longer.

Mumbrella's marketing wins



THERE were several big-name winners at the annual Mumbrella Travel Marketing awards which took place at the Four Seasons Hotel in Sydney on Thu.

A total of 19 awards were conferred, spanning an array of categories, with QT Hotels & Resorts winning Best Brand Partnership; Tourism and Events Queensland taking out Best Use of Experiential Marketing; and Nine winning Publication of the Year for Traveller.

Several companies were given honorary mentions including the Globus family of brands for Best Use of Experiential Marketing for its innovative Travel Champions Game Show.

Pictured are Louise Laing, Tara Harrison and Fiona Tucker from Intrepid who picked up the Award for Promoting Sustainability.

Tour Atlas extends

TOUR Atlas has extended a trial to provide travel agents with access to more than 15,000 land and river cruise itineraries, including live pricing and departure dates from 56 Australian tour suppliers.

Originally running trials of 14 days, the company is now offering three months worth of access.

See www.tour-atlas.com for further details.

50 Deg Nth adds

NORDIC travel operator 50 Degrees North has introduced a new 11-day winter tour called the Lapland Circle Escorted, visiting the northern regions of Norway, Sweden and Finland in 2020/21.

The small group tours are limited to 12 people per trip.

Prices for the tours lead in at \$9,562 per person with six departures scheduled throughout late 2020 and early 2021.

"Although COVID-19 is causing a lot of uncertainty in the travel industry right now, we are confident that by winter, this crisis will be behind us," said Chief Executive Officer Tietse Stelma.

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Rachael is the top point scorer for Round 7 of *Travel Daily's* Super Rugby footy tipping competition. Having won \$100 travel credit courtesy of Expedia.

Expedia TAAP

Travel Daily Super Rugby tipping competition is sponsored by Emirates, with the top tipper for the season winning flights from Sydney to Christchurch.



NSW permit LTPS/19/31793 / ACT permit TP 19/02664

Monday 16th March 2020

Townsville port up

CONSTRUCTION is underway on the \$193 million upgrade for the Port of Townsville, with the first rocks laid earlier this month for its new protective wall.

The new rock wall will pave the way for up to six new berths.



A-LEAGUE

A-LEAGUE WINNER R23

Congratulations

ROS JOHNS

from Travel Associates

Ros is the top tipper for R23 of *Travel Daily's* A-League footy tipping competition.

She's won a \$100 travel voucher from Breakaway Travel Club.



A-League tipping competition is sponsored by Etihad Airways and ReadyRooms, with the top tipper for the season winning a trip to Manchester to see Manchester City play.



ReadyRooms

NSW permit LTPS/19/38955 ACT permit TP 19/04408

Kenya quarantine

TRAVELLERS from any COVID-19 affected country - including Australia - have been blocked from entering Kenya for the next 30 days under strict new regulations introduced yesterday.

The Department of Foreign Affairs and Trade is also warning that arrivals showing symptoms of COVID-19 can be expected to be taken into quarantine by local authorities.

VIA Rail on COVID

CANADA'S VIA Rail has reduced a number of its services, and has introduced a series of preventative measures to deal with the outbreak of coronavirus.

The rail company, which has seen a significant reduction in passenger volumes in the last week, is reducing its Quebec City-Windsor departures by 50%.

However, VIA has mandated that its regional services will continue to operate unaffected.

The operator will also largely downscale its meal service, in line with social distancing policies.

AKL responds

AUCKLAND Airport has suspended its earning guidance for the 2020 financial year, following the outbreak of COVID-19.

With the New Zealand Government on the weekend announcing all arrivals would be subject to a 14-day self-quarantine period, the airport noted it was working to communicate changes to the airlines which fly into it.

Hotels COVID-19 update

HYATT is one of many hotel companies adjusting policies to allow for flexibility, with the company permitting all existing reservations made before 13 Mar for arrivals until 30 Apr, and new bookings made for any future arrival date, able to be changed or cancelled at no charge.

The policy is available up to 24 hours before arrival, and also takes in Advance Purchase Rate reservations.

Raffles Hotels & Resorts has waived its amendment fees for those looking to rebook in the next 12 months, while Marriott International will allow guests to change or cancel without a charge up to 24 hours prior to arrival, until 30 Apr.

Marriott has also paused points

expiry for Marriott Bonvoy members until 31 Aug, and has expanded the expiration of suite night awards that are set to expire at the end of this year until the end of 2021.

Hilton customers can also cancel or amend free of charge until the end of Apr.

MEANWHILE, Vail Resorts has also suspended the operations of all of its 37 North American mountain resorts until 22 Mar.

Lodging and property management operations will remain open to service incumbent guests and those with existing reservations, but no new reservations will be taken.

Vail will provide an update on the situation for the remainder of its seasons by 20 Mar.

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Contact agents.anz@vikingcruises.com if you need assistance setting up an account



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