



IMPORTANT VIKING ANNOUNCEMENT

The world may have changed, but our commitment to our travel partners remains the same.

With this in mind, we'd like to share the latest news from the world of Viking - because we know you're inundated with a lot of information right now, and we want to keep things simple:

Cruise Operations Update

As part of our ongoing commitment to doing the right thing for our guests and staff, we will be extending our temporary suspension of all cruise operations to 30 June 2020. Agents and their clients affected by this change have been contacted with further details.

Peace of Mind to Plan

Our risk-free guarantee means your clients can change or postpone their cruise anytime up to 24 hours before departure if they have an existing booking or make a new booking before 30 April 2020. You can learn all about our cancellation policy by [clicking here](#).

Working From Home

We are doing everything we can to help the recovery process; this includes self-isolation.

Our sales team and call centre is now working from home, and you can reach us on the same number 138 747 during our regular hours of operation which are 9 am to 6 pm. While we are experiencing some internet and technical challenges we hope you can bear with us if we don't reply as quickly as usual.

Like the legendary Vikings before us, we know that the best way to survive the storm ahead is together. You are part of the Viking clan, and we will stand by you as we navigate these uncharted waters and hope this update helps you in the days ahead.

THANK YOU FOR YOUR ONGOING SUPPORT AND PARTNERSHIP.

Got a shout out?

DO YOU know someone who is going above and beyond for colleagues, clients or the wider community through the COVID-19 situation?



Quark Expeditions has stepped up to encourage the industry, offering \$50 gift cards to both the nominator and the nominee to those who feature in the "Shout Out" section of our new puzzle pages.

Tell us about anyone who stands out via the special email at shoutout@traveldaily.com.au.

Today's puzzles - including our first MEATBALL recipe - are on page five of *Travel Daily*.

Survive & revive

THE Travel Industry Hub's (TTIH) next live online "Survive & Revive" session is tomorrow, on the topic of 'LinkedIn for Beginners', hosted by C&M Recruitment's Melissa Schembri.

Register to take part and view past sessions via the TTIH website at thetravelindustryhub.com.

AFTA raising awareness

THE Australian Federation of Travel Agents says it's continuing to lobby key decision makers at Government and departmental level, as well as the business community and travel sector "to work out where we can unlock even more support for travel agents" through COVID-19.

AFTA CEO Jayson Westbury issued a statement this morning welcoming the new JobKeeper wage subsidy program (**TD** 30 Mar), describing it as a "nation-saving measure".

In regards to ongoing activity, Westbury said while there wasn't any "headline news" to report at this stage, heavy engagement by AFTA with the nation's leaders means there is definitely a significantly increased awareness of the unique challenges being faced by the travel sector.

He said AFTA was also working with media to showcase the "incredible efforts so many agents are going to in order to get clients, and non-clients, home".

Other initiatives under way are seeing AFTA inform its

membership about government support, workplace law, compliance and practical steps to take right now - including a dedicated JobKeeper Payment webinar set for tomorrow, along with a weekly update hosted by Westbury each Fri.

The AFTA CEO said members had welcomed the suspension of membership fees for the next billing year, while the cancellation of the 2020 National Travel Industry Awards (**TD** 24 Mar) was also hailed by sponsors and the broader travel community in the current environment.

Marriott breached

MARRIOTT International today admitted 5.2 million guest records were stolen in a data breach, just over 15 months after another similar cyber intrusion incident (**TD** 03 Dec 2018).

In a statement, Marriott said it discovered the breach in late Feb after it had occurred in mid-Jan, at a "property system".

The hack occurred via the login credentials of two employees at a franchise property, but the company said it has "no reason to believe payment data was stolen".

Marriott did however warn that names, addresses, phone numbers, loyalty member data, dates of birth and other travel information was taken.

Webjet cruise sinks

WEBJET Cruises is no more, after the company confirmed the closure of the Cruise Sale Finder operations which powered its online cruise offering.

Webjet acquired Cruise Sale Finder as part of the \$80m Online Republic purchase four years ago (**TD** 06 Jun 2016) but the business has been struggling for some time - more in *Cruise Weekly* today.

MEANWHILE Webjet also today announced the deferral of its planned dividend payment from this month until 15 Oct 2020.

Today's issue of TD

Travel Daily today has six pages of news plus a cover wrap from Viking Cruises.

Carnival pleads for Ruby Princess crew

CARNIVAL Australia President, Sture Myrmell, has urged Australian authorities to adopt a compassionate and humanitarian approach to those on board *Ruby Princess*, which was this week ordered out of local territorial waters by the NSW Government.

Myrmell said with crew members on board who are ill, "the ship needs to remain within reach of Australia to access healthcare services if an urgent need arises."

"Australia has maritime obligations to protect the welfare of seafarers and as such we need to care for foreign nationals as we would expect other nations to care for Australians in similar circumstances abroad," he said.

Holland America chief Orlando Ashford has also issued an impassioned plea to the countries of the world to assist those on board its *Zaandam* which has been refused entry to multiple ports - see the full story in today's issue of *Cruise Weekly*.

ASTW new blood

ELISA Elwin has been named as the new President of the Australian Society of Travel Writers (ASTW), as part of new leadership chosen following the sudden resignation of five former members of the ASTW Committee (**TD** 25 Mar).

After being "bowled over" by a response for nominations, the new Committee also includes Carla Grossetti as Secretary; Deborah Dickson-Smith as Treasurer; PR Members Saskia Baker and Kylee Kay; and Writer Members Keren Lavelle, Catherine Marshall, Natascha Miroshch, Christina Pfeiffer and Tim Richards.

Finding it hard
to know what's
going on?

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

Travel Daily

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

CLICK to read
travelBulletin



NZ stands down sales team

AIR New Zealand has stood down its Australian-based sales team until at least the end of May, with the move affecting about 50 employees.

NZ Regional GM Australia, Kathryn Robertson, said the hardest aspect of the changes necessitated by the dramatic reduction in flying has been the "impact on our hardworking people," with the stand-downs aiming to preserve as many jobs as possible longer term.

During the stand-down employees will be able to draw down on annual and long service leave, but "unfortunately periods of leave without pay for some employees are inevitable and we are focused on supporting our people through this exceptionally challenging time for the travel industry," Robertson said.

Air NZ's international network has been cut by about 95%.

Rex to continue in Qld

REGIONAL Express' (Rex) decision to ground its Queensland services (**TD** yesterday) has prompted the State Government to rethink its rural air contribution, with officials intervening at the 11th hour.

Yesterday's flagging of intentions to halt services from 01 Apr "until [the airline] has the ability to service the contract in a commercially viable manner," saw the Queensland Department of Transport and Main Roads (TMR) last night step in to ensure Rex continues to fly the airline's five State Government-contracted routes in some capacity.

Today Regional Express has resumed its full services, but will introduce a reduced schedule on all five regulated routes effective from tomorrow.

A final agreement has not yet been reached with the Department, but Rex said it

would continue operations until 08 Apr "in good faith," after which the total suspension of its services in Queensland may still proceed.

Rex is also continuing skeleton operations in other states, enabled by the Govt's \$198 million bailout package (**TD** 30 Mar).

FLT still suspended

FLIGHT Centre shares are still not being traded on the Australian Securities Exchange, after the company requested a further extension to the voluntary suspension of its securities.

FLT has been in a trading halt since Mon 23 Mar, saying it continues to assess the impact of COVID-19 on its business.

At this stage the voluntary suspension is expected to remain in place until next Mon 06 Apr unless it makes another announcement in the meantime.



Window Seat

THE increase in working from home due to COVID-19 has had an intriguing impact on clothing sales, according to executives at US retailing giant Walmart.

Just like newsreaders on TV, participants in video meetings need to look presentable - however that doesn't extend to their whole outfit - and Walmart can confirm there has been a big jump in people buying new tops - but not bottoms.

Spokesman Dan Bartlett said there was a huge trend towards "business casual on top, pants optional on the bottom".

Interestingly, this week the retailer has also seen demand jump for crafts and puzzles, compared to earlier this month, when there was a sales spike for disinfectant products.



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Thanks to the AFTA team

OPINION

Keiran Cromie is co-owner and director of Melbourne agency Brighton Travelworld. He sent through this open letter to AFTA to thank the team for all they are doing.



The last thing on my mind before going to sleep last night and the first thing when I awoke this morning was "AFTA".

Was it the because of seeing Jayson Westbury on TV before I turned out the light?

Was it because of the lengthy phone call with Jo Arancibia yesterday afternoon?

Or was it because the last emails I received late yesterday afternoon were from AFTA ?

Who knows?

However what I do know is that you are all doing an amazing job and we just wanted to say a simple "Thank you".

Thank you for the countless hours you are spending.

Thank you for doing so under difficult circumstances as you work from home.

Thank you for the financial burden you too are incurring; and

Thank you for predicting every question we have as we work through this challenge.

When I explain what we're

doing on the 'non-consulting' side you'll see 'AFTA Guidance' all the way through. So:

- We've watched closely the various stimulus offerings, ensuring we get maximum benefit. Hopefully \$236,000 over six months.

- We've achieved a three month 50% rent reduction saving \$13,000.

- We're meeting with our bookkeeper at 11am this morning, after he's done the 31st March reports and discussing cash-flow – when will the cash run out!

- We've compared last year with this year which shows that for the month of March 2019 commission was \$144,000 and just \$10,000 for 2020. (Our monthly costs used to be \$80,000 per month).

- We've created a spreadsheet with expense projections for the next six months.

- We're sending newsletters to our clients about what we're doing, stories about ourselves, compliments we've received, what we do in the community etc, so that we stay in touch.

So once again thank you for your advocacy, professionalism, guidance, and dedication, during these trying times.

It's very much appreciated.

Keiran Cromie and Julie Avery,
Brighton Travelworld.

To Africa & Beyond!

ANDBEYOND has launched Bring Africa Home, a "virtual hub," which allows the world to experience the continent from home in these uncertain times.

The virtual collection divides Africa into four categories - Hear Africa, Read Africa, See Africa and Taste Africa - each offering a different style of African experience, along with recipes, playlists and even movie recommendations - check it out online at andbeyond.com.

Carnival seeks cash

CARNIVAL Corporation has launched a capital raising including an underwritten US\$1.25 billion share offering, as well as a further US\$3 billion in "senior secured notes" US\$1.75 billion in convertible notes.

The company said the net proceeds of the initiative would be used for "general corporate purposes," and also announced the suspension of dividends.

The measures give Carnival about US\$7.5b in additional liquidity.



We've been punked enough!



IT MAY be April Fools' Day, but this ain't a joke.

Following a mass shortage of toilet paper throughout Australia in the wake of the COVID-19 pandemic, Virgin Australia is collecting thousands of toilet paper rolls from its grounded aircraft and storage facilities to donate to vulnerable members of the community, via the airline's community partners.

"Each year our passengers use enough toilet paper to stretch from Sydney to Los Angeles, so we're thrilled that in true Virgin spirit, we're going to help the

elderly, the vulnerable, medical staff, and our charity partners, by giving them the supply of toilet paper that's currently locked-up in our grounded aircraft and storage facilities throughout Australia," said Virgin Australia General Manager Product and Customer, Sarah Adam.

"We are known for pranking travellers each year with April Fools' Day announcements, but we've decided that this year, we've all been punked enough by 2020," she said.

Kleenex is also matching the donations roll-for-roll.

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FJ cuts domestic

FIJI Airways has drastically wound back its domestic flight network in response to the COVID-19 pandemic, with GDS screens currently only indicating limited services between Nadi and Suva.

Routes showing as cancelled include flights to Kadavu Island, Labasa, Rotuma Island, Savusavu, Taveuni, Cicia Island, Koro Island, Lakeba Island and Vanuabalavu.

The FJ domestic routes are operated by Fiji Link.

NY Legoland delay

MERLIN Entertainments has postponed the opening of its new Legoland New York Resort until 2021, in line with restrictions due to the COVID-19 situation.

All previously purchased annual passes and single-day tickets will be honoured when the property eventually opens, while the company still plans to hire over 1,000 "Model Citizens" (staff).

"Lobster Air" backed by Govt

AMONG many initiatives from the Federal Government to assist the economy through the COVID-19 crisis, exporters of live seafood and other agricultural products are being supported with a \$110m cargo flight boost.

A rescue scheme expected to be announced today will see fresh lobster, crabs, abalone, prawns and fish flown to key markets in China, Japan, Hong Kong, Singapore and the United Arab Emirates.

Special flights will operate from Perth, Sydney, Melbourne and Brisbane, with the trade currently severely curtailed because of a lack of passenger planes operating the routes, which normally also carry extra cargo.

The produce must be shipped within 24 hours to ensure its freshness upon arrival, with an increase in demand providing a glimmer of hope for exporters.

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TravelManagers Darwin Festival



UNTIL very recently four Darwin-based TravelManagers members were continuing to actively inspire travel dreams, joining forces to host their first ever consumer travel festival.

A total of 15 partner suppliers participated in the event which took place on Sat 29 Feb, generously providing \$8,500 worth of prizes to attendees at Darwin's Village Central Market. The event was organised by Lisa

Malnar along with colleagues Cara Gardner, Luke Durand and Tom Garnham, all thrilled at the response from over 700 visitors.

Supporting suppliers (**pictured**) included Globus, Intrepid, Inside Japan, Timor-Leste Tourism, Ethical Adventures and Territory Wildlife Park, giving some "fabulous holiday inspiration to dream about while they wait for the current travel restrictions to lift," said Malnar.



ATTENTION NZ TRAVEL INDUSTRY

To our Kiwi cousins, in this time of upheaval make sure you stay up to date. Sign up for a **FREE** *Travel Daily* subscription.

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Travel Daily

Pub quiz

1. What New York City location is commonly referred to as the Crossroads of the World?
2. What strait links the Mediterranean Sea with the Atlantic Ocean?
3. What four former US presidents are depicted on Mount Rushmore?
4. Which US city's Elvis Wedding Chapel is promoted with the slogan: The best wedding with the best value?
5. What is the official sport of Alaska?
6. Which Asian city hosted the 1988 Summer Olympic Games?
7. What worrying trend has seen a spike in the number of tourist deaths caused by falling off famous landmarks around the world?
8. What nickname did the Channel Tunnel have before it was opened in 1994?
9. What does the African nation of Djibouti have on only 26 days of the year?
10. What does John Steinbeck refer to as the "Mother Road" in his book *The Grapes of Wrath*?

Where in the world?



DESPITE its appearance, this little house isn't actually located in an earthquake-prone city. Can

you tell us where you can find this ground-bound home? Check tomorrow for the answer.

ANSWERS 31 MAR

Pub quiz: 1 Peru, 2 Mount Kosciuszko, 3 The Forbidden City, 4 Eight, 5 Sicily, 6 October, 7 The Hanging Gardens of Babylon, 8 Hong Kong, 9 The Singapore Sling, 10 Finnish Lapland, 11 Sydney (Sid + knee)

Whose flag is this: Algeria

Unscramble: aerie, arete, aver, avert, eater, ever, evert, irate, rate, rave, rete, review, rite, rive, rivet, tare, tear, tier, tire, tree, veer, viewer, waiter, waiver, ware, wart, water, WATERVIEW, waver, wavier, wear, weaver, weir, were, wert, wire, writ, write

Travel the world with mince and meatballs



THANKS everyone for all the meatball recipes – I look forward to sharing them over the coming weeks. Keep sending your recipes in to meatballs@traveldaily.com.au. Also if you can send a photo of the cooked dish. We will publish the recipes on Monday from next week – Meatball Monday.

But to kick things off I thought I would share the recipe that has always been a

big hit with our family. Recipe is courtesy of the *Australian Women's Weekly* – *Casseroles* cookbook published in the dark ages (pre-*Taste, Gourmet Traveller* and so on) in 1995! I have of course taken liberties and adjusted the recipe over the years. This recipe is also easy to adjust quantities to feed a crowd.

xx Jenny

Jenny Piper
Owner,
Business
Publishing
Group



Meatballs and Risoni in Tomato Sauce

Serves 4-6

INGREDIENTS

- 750g minced beef
- 1 clove garlic, crushed
- 1/3 cup chopped fresh parsley
- 2 green shallots, chopped (Note 1)
- 1 cup (70g) stale breadcrumbs
- 1 egg, lightly beaten
- Oil for shallow frying
- 425g can tomatoes
- 300g can Tomato Supreme (Note 2)
- 1 ½ cups (375ml) beef stock
- ½ cup (110g) risoni pasta

METHOD

Combine beef, garlic, parsley, shallots, breadcrumbs and egg in bowl; mix well.

Shape ¼ cup of mixture into balls (Note 3), shallow fry in hot oil until browned; drain on absorbent paper.

Combine meatballs, undrained crushed tomatoes, Tomato Supreme and stock in ovenproof dish (3L or 12 cup capacity).

Bake covered in moderate oven 45 minutes.

Stir in risoni, bake covered, 20 mins or until risoni is tender.

Serve topped with parmesan cheese and enjoy!

Note 1: If I don't have shallots I'll just leave them out.

Note 2: Tomato Supreme – is a tin with thick tomato puree, capsicum and onion. It's not always easy to find and not necessary. I usually substitute with either an extra tin of tomatoes or some red wine, tomato paste (few tablespoons) and a bit of extra stock. I also add some fresh or dried herbs such as basil, oregano or mixed herbs, whatever is on hand.

Note 3: I make the meatballs more bite size, makes it go a bit further.

It's all about the cake!

REMEMBER the good old days - just a week or two ago - when we could go out and enjoy some socialising with friends and family?

Harking back to those times of yore, Roslyn Willis from Ross Tours in Beecroft, NSW, sent us these lip-smacking photos of her recent special treat courtesy of **Travel Daily** and the Fullerton Hotel.

Roslyn was the winner of an International Women's Day Afternoon Tea for two "and it was fabulous," she said.



ASTA pushes DoT on chargebacks

THE American Society of Travel Agents (ASTA) has confirmed it is in discussions with the US Department of Transportation over the issue of credit card chargebacks, which are hitting agencies hard due to clients disputing charges for flights cancelled during the coronavirus pandemic.

With consumers in some cases unable to secure refunds and instead being offered vouchers for future travel, some are instead simply lodging credit card chargebacks which mean agents are caught in the middle.

ASTA has called on the airline community to protect travellers by offering a refund on all tickets, allowing travel agencies to manage the reservations they booked without the threat of a credit card chargeback or subsequent Agent Debit Memo.

Canada webinar

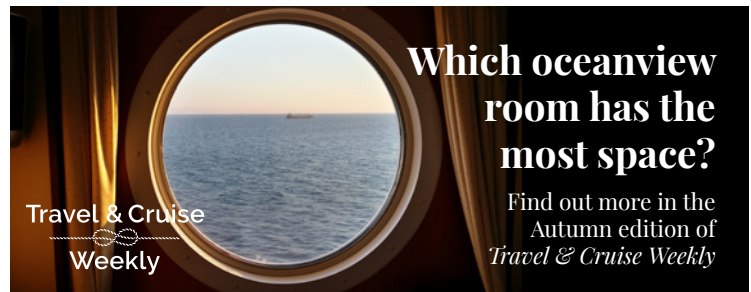
DESTINATION Canada will tomorrow host an online session to share its approach amid the COVID-19 situation, with participation from government representatives and industry partners to provide the most up-to-date information and resources.

The Zoom webinar takes place on Wed 01 Apr at 11am Canadian Eastern Time, with presentations from Minister Melanie Joly, Destination Canada Chair Ben Coan-Dewar, and Tourism Industry Association of Canada CEO Charlotte Bell.

Join by **CLICKING HERE**.

Vic Falls closure

THE iconic Victoria Falls Hotel has been forced to close due to a 21-day lockdown imposed by the Zimbabwean Government, with owners set to consider a reopening once the crisis passes.



BA LGW shutdown

BRITISH Airways has today indefinitely closed its base at London Gatwick Airport, advising staff of the change overnight citing the "considerable restrictions and challenging market environment".

The carrier continues to fly from its main hub at Heathrow, albeit with a dramatically reduced schedule.

BA said it would be contacting customers with flights booked out of LGW to "discuss their options".

MEANWHILE BA's low-cost rival easyJet has grounded its entire fleet effective immediately, with cabin crew to be placed on "furlough" and paid 80% of their wage from today through the UK Govt's job retention scheme.

easyJet is based at London Luton Airport, and with 331 aircraft normally serves 159 destinations.

Tassie park update

THE Tasmanian Government has revised a previous deadline of midnight tonight for the state's caravan parks to check out visitors and non-essential travellers, in recognition that "there remains a significant number of these visitors still attempting to leave Tasmania".

TT-Line has scheduled an extra three day sailings for 03, 04 and 06 Apr, and there is good availability for departures between now and Easter.

The Bass Strait cruise operator is contacting all visitors who hold a current reservation and booking them earlier dates when possible.

Non-Tasmanian residents can stay at their accom beyond tonight if they have evidence of having booked travel on the first available flight or sailing.

ACCOMMODATION

WELCOME to Accommodation Updates, **Travel Daily's** Wed feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to accomupdates@traveldaily.com.au.



The newly opened **Villa de Pranakorn** in Bangkok has become a member of Relais & Chateaux (R&C). The property claims to be the "only luxury boutique hotel in Bangkok's historic Sam Yot district" and is the first hotel to join R&C in Bangkok. It features 47 rooms blending urban style with Thai heritage, culture and cuisine, with the accommodation set around an open-air courtyard pool - for more information see www.villadepranakorn.com.



Radisson Hotel Group has signed its first property in the Chinese city of Nanjing, the capital of Jiangsu province. The new **Radisson Blu Hotel Nanjing South New Town** is under development in an emerging commercial area set to become the city's new CBD, with plans for a 2024 opening with 300 contemporary rooms and suites, an indoor pool, fitness centre, three restaurants and extensive event spaces.