

We are all in an industry that brings families together,
expands people's knowledge of the world and its different cultures.
We bring the best end to the wedding celebration by arranging the
honeymoon and we arrange the perfect holiday for
those who need a break.

Our industry may be in a holding pattern now, but it will take-off again.

We wish all our industry colleagues the best of health.

Take care,
From all the team of CVFR Travel Group



Listen to the new *Travel Daily* podcast

WE'VE been working hard behind the scenes during the COVID-19 crisis to produce our first ever podcast series.

The first episode of *Travel Daily - News on the Fly* is now live on your favourite podcasting app, and you can also listen and subscribe via our website.

It's a 10-minute wrap-up of all the big news of the week and we look forward to your feedback!

Apple users can subscribe via iTunes by **CLICKING HERE**.

The episode is also live on Spotify by **CLICKING HERE**, and you can check it out directly at traveldaily.com.au/podcasts.

Today's issue of TD

Travel Daily today has six pages of news including our regular **Corporate Chatter** feature, the **PUZZLES** plus a cover page from **CVFR**.

EK and EY resuming flights

ETIHAD Airways and Emirates have announced the resumption of regular passenger flights, from Sun and Mon respectively.

Emirates has gained approval from officials in the United Arab Emirates to fly passengers outbound from the country to destinations including Brussels, Frankfurt, London, Paris and Zurich, while Etihad is still waiting for the okay for its flights to Amsterdam, Bangkok, Jakarta, Manila, Melbourne, Seoul and Singapore.

Operating from Dubai International Terminal 2, EK will fly four times weekly from DXB to LHR, and three times weekly to BRU, FRA, CDG and ZRH, carrying outbound passengers wishing to return home.

Passengers will also have to meet the destination country's stringent entry rules, added Emirates' Chair & Chief Executive

Ahmed bin Saeed Al Maktoum.

"These initial passenger services, although limited to travellers who meet the entry requirements set by the destination countries, will be welcomed," he said.

"Our network can only be restored with the easing of travel restrictions, and we maintain close contact with all authorities for latest updates.

"We are working closely with the authorities to resume our services, keeping in mind the safety and wellbeing of our crew and customers at every step of the journey."

Etihad has also been operating a number of repatriation flights over the past week - which have also been supporting support the UAE Food Security Program.

The services have thus far served countries such as Australia, Sri Lanka and the US.

CVFR support

CVFR Travel Group has pledged its good wishes to the travel sector, promising that while we are in a holding pattern now, the industry "will take off again".

The good wishes are reinforced on the special **cover page** of today's issue of *Travel Daily*.

HAL ships docking

AUTHORITIES in Florida have granted permission for troubled Holland America Line (HAL) ships *Rotterdam* and *Zaandam* to disembark fit passengers at Port Everglades, after being denied entry to multiple other ports.

Staff will stay aboard, along with those who are exhibiting symptoms, currently numbering 233 on *Zaandam* and 17 on *Rotterdam*.

Amid a total of almost 1,200 pax, there are 72 Australians on *Rotterdam* and 60 on *Zaandam*.

More in today's *Cruise Weekly*.



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Travel Daily



Second Chimu flight

POLAR tour operators Chimu Adventures' second repatriation charter flight landed earlier today, bringing home 136 Australians stranded in South America in the wake of COVID-19 (**TD** 27 Mar).

The flight departed Uruguay on Wed local time, and also brought home eight Kiwis, who will transit directly through to Auckland, along with "a few random Aussies who had been stuck airside in Santiago Airport for a few days".

COVID-19 border closures caused issues for Chimu's charter cruise aboard the *MV Ocean Atlantic*, which was returning from Antarctica and due to disembark passengers in Argentina's Puerto Madryn on 21 Mar.

The new restrictions meant authorities would not allow the cruisers off, and after trying many options a charter flight from Montevideo was the solution.

"We quite literally found ourselves in uncharted waters, in this unprecedented time, as we entered a long process of navigating multiple governments and restrictions in a bid to get our travellers home," Chimu co-founder Greg Carter said.

Carter added that Chimu had been supported by many entities critical in ensuring the success of the operation, thanking the Department of Foreign Affairs and Trade, LATAM Airlines, the Uruguayan Government, port officials and the friends and families of the firm's travellers.

Kakadu COVID-19 closure

KAKADU Tourism has announced the closure of its facilities in Australia's Top End due to the COVID-19 outbreak.

The shutdown is effective immediately and will be in place until further notice, impacting the Mercure Kakadu Crocodile Hotel, Cooida Lodge and Camping Grounds as well as Yellow Water Cruises and Spirit of Kakadu 4WD Adventure Tours.

The company will continue to operate the hotels with skeleton staff to accommodate emergency services' workers and those classified as "essential travellers," as well as providing takeaway food and petrol at Cooida.

Kakadu Tourism Chair, Rick Allert, said the closure to tourists would help safeguard the

welfare of vulnerable Indigenous communities in Kakadu National Park, as well as supporting Government directives regarding non-essential travel.

"As a fully Indigenous-owned business, our first priority is the health and wellbeing of our staff and the population within Kakadu National Park," he said.

"The decision to close our facilities was a very difficult one as we rely heavily on the upcoming peak dry season to sustain the business throughout the year," Allert added, noting the decision would have significant financial and employment implications for businesses operating within the region.

"We will be seeking urgent financial assistance from government as prolonged closure of accommodation and tourism facilities could stymie the region for an extended period," he said.

Allert said it was currently impossible to provide an indication of when the facilities would re-open, but the situation would be regularly re-assessed in consultation with key stakeholders including Traditional Owners, Kakadu National Park and Governments.

IHG awarded

INTERCONTINENTAL Hotels Group (IHG) has been awarded Green Hotel Chain of the Year in the inaugural Finder Green Awards.

The award recognises IHG's innovation and success across, with the online comparison site measuring all category nominees against environmental metrics such as greenhouse gas emissions, renewable energy usage and waste avoiding landfill.



Capacity down 77%

INTERNATIONAL seat capacity has fallen to just 23% of what it was in the first week of Apr last year, according to travel analytics company ForwardKeys.

For the week 30 Mar-05 Apr 2020 just 10 million seats were still in service, to facilitate essential travel, compared with 44.2 million a year ago.

The top ten airlines still operating were KLM (800,000 seats), Qatar Airways (500,000 seats) and Ryanair with 400,000 - followed by Delta, Air France, American, BA, Wizz Air, Cathay Pacific and Jeju Air.

However the picture will change soon, with further carriers announcing groundings.

What actually is a carbon credit? Find out in the April issue of *travelBulletin*.

CLICK to read
travelBulletin

TECHNOLOGY UPDATE

Today's Technology Update is brought to you by
Stuba Pacific

Post Hibernation: Bear or Butterfly?



The decision to redeploy Stuba.com was sanctioned in February 2020.

The planning workshops would kick off 30th March for five weeks, planned delivery somewhere between September and December.

Each planned day covered 4 sessions over a 5 hour period. Our Indian dev team would login at 9:30am, 3pm for us, using Skype, Powerpoint, Jira, Confluence, pre recorded video and lots of screen share. We were confident; good bandwidth from a team used to working remotely would be challenged, but were more than capable. Excited even.

The rules changed. Business expectations have not: deliver.

We are nearing completion of week 1. The team have been remarkable. Connected by NBN to patchy 3G, our "meeting place" encompasses a study, an office and a lounge room in Melbourne to 12 living rooms, bedrooms, kitchens and a glorified broom closet across a very locked down Pune, India.

Our journey, the paradigm, has shifted. The conditions, rules and procedures are brand new and uncharted, immense change implemented agile style. But not the destination - a faster, lighter, more powerful STUBA that will emerge from the shadow of Covid with wings.

How will you emerge post hibernation? Bear or Butterfly?

Mark Luckey,
CIO, Stuba



You want a piece of me!?



HELLOWORLD Everton Hills in Moreton Bay has been receiving a flurry of kind gifts of late from loyal customers, but Mon's present really took the cake.

Pictured, Helloworld Everton

Hills owner and Manager David Sorpassa accepts a cake from one of his clients, Jennie, whose children baked it in an effort to cheer David up, after seeing him looking sad a few days earlier.

BA to slash staff

BRITISH Airways has come to an agreement with unions to temporarily suspend the employment of more than 30,000 ground staff and cabin crew.

A modified version of the UK Government's support scheme will fund 80% of their wages, with CEO Alex Cruz saying the move impacts all staff working at London Gatwick and London City Airports, where BA has now ceased operations (**TD** yesterday).

The deal has seen BA agree not to make any staff redundant during the coronavirus crisis.

Bali emergency

INDONESIAN authorities have declared a state of emergency in Bali after a huge jump in positive coronavirus cases and a spate of locally transmitted infections.

A Smartraveller update issued yesterday urges any Australian tourists in Bali or Indonesia to "leave now - don't delay".



Window Seat

GOVERNMENTS around the world are releasing COVID-19 advisories every day - but one update from Malaysia has gotten plenty of people's blood boiling.

The Malay Women's Development Department released a series of tips for people confined by coronavirus - including advising the country's female population to continue to wear makeup and to "avoid nagging".

A social media campaign to promote the advice has now been withdrawn after "numerous comments", with the Department's Director saying "the approach used was to share methods and practices to maintain positive relationships within the family"



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CORPORATE UPDATE

AY launches "Business Light"

FINNAIR has announced the debut of a completely new ticket type called "Business Light," offering a seat up the front with limited flexibility and no included checked baggage.

The move is part of a revamp of Finnair's ticketing, with existing Pro and Value fares rebranded as "Flex" and "Classic" respectively.

The former Basic and Saver tickets will cease to exist, meaning that the same ticket types - Flex, Classic and Light - will then be available in both Economy and Business class.

The new Business Light product will be available in booking class I, while the Business Classic product will be available in Finnair's new booking class R.

However the Light offering in both classes will not apply to fares with an origin in Australia.

QF, VA cut catering

THE few remaining flights being operated by Qantas and Virgin Australia will no longer offer economy class in-flight meals, as one of many measures the airlines are taking to mitigate risks associated with coronavirus.

All airport lounges are also now closed, with passengers advised to "grab and go" from an airport cafe if required.

A complimentary snack and bottle of water are being offered by both carriers in economy.

Egencia chief out

THERE'S been a changing of the guard at Expedia's corporate offshoot Egencia, with the departure of Rob Greyber who has headed up the online-focused TMC since May 2009.

Egencia clients were informed of the change in a notice detailing the company's ongoing response to the coronavirus situation.

Greyber has been replaced by Ariane Gorin, President of Expedia Business Services, effective immediately.

Other changes mean Economy Comfort will no longer be included at no charge for bookings in Y, B and H class, and the Business Class baggage allowance will now be two 32kg pieces, instead of three.

MEANWHILE Finnair is also adding 10% to the value of its refund voucher for flights booked direct with the carrier for travel between 16 Mar and 30 Jun 2020, aiming to encourage customers with cancelled flights to opt for a voucher rather than a cash refund.

Valid for rebookings made within 12 months, the vouchers do not have name restrictions and can be used against any flight carrying an AY code.

Qatar extension

QATAR Airways has announced the extension or reinstatement of tier status for members of its Privilege Club loyalty scheme.

The 12 month extension is valid for all memberships which are due to expire before 31 Jan 2021, with members to retain all current benefits including upgrades, Shop & Pay with Qmiles, extra baggage and lounge access.

ACTE opens up

THE Association of Corporate Travel Executives (ACTE) has announced the opening up of its ACTEConnect online community to all industry professionals free of charge.

The expanded availability applies to members and non-members of ACTE, giving access to key industry intelligence, polls and blogs on key issues.

ACTEConnect is a "secure online community where professionals at all stages of their careers can network, share their insights and experience and gain knowledge from industry experts around the world," the organisation said.

Sign up to participate online at acteconnect.acte.org.

Plan your clients' next trip around a UK food festival

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

Travel & Cruise Weekly

CORPORATE CHATTER

with Floor Felton

Digital innovation in our airports

AIRPORTS of today are no longer just a place where aircraft take off and land.

They are precincts that generate tourism, business and substantial economic benefits.

They connect people, places and businesses, and they are vital to fostering cultural growth and opportunities.

One of the biggest challenges we face today is how we adapt existing airport offerings in the digital era.

Airports have a central role in the aviation value chain, so it is imperative that we are leading the way in this space.

It is one thing to progress, but another almost entirely to do it well. In an increasingly competitive environment, airports need to be focused on expanding and enhancing innovation while putting customer experience at the heart of every decision.

In doing this, it often requires balance between leveraging technology and infrastructure while streamlining processes to meet goals and objectives.

At every touch point, Brisbane Airport aims to transform the customer experience with this

delicate balance.

From complete terminal redevelopments, award winning bathroom facilities, and Australian-first accessibility facilities to the introduction of crypto-currency transaction points, self-service check-in and baggage drop, and bio-metric facial recognition, it is a balance of technology and infrastructure to provide the best possible experience for our passengers.

There is more work to be done in terms of digitalisation across the aviation industry.

Safety and security will always remain the top priority, but we will see more of this digitalisation of airport ecosystems.

It lends itself to a more streamlined customer experience while creating greater operational efficiency by

eradicating the need for multiple interfaces at multiple stages of the travel journey.

*** Opinions expressed are those of the author. Comments are welcome, please email corporatechatter@traveldaily.com.au.*

“
In an increasingly competitive environment, airports need to be focused on expanding and enhancing innovation while putting customer service at the heart of every decision
”



Floor Felton is the Executive General Manager Strategy Planning & Technology at Brisbane Airport Corporation Pty Ltd (BAC). She is responsible for the identification and establishment of BAC's position and longer term direction on strategic business challenges, coordinating whole-of-airport planning in capacity and business development.

shout out to...

SUPPLIERS, have you had an agent go above and beyond? Agents, maybe one of your clients has recognised your hard work? Or have you had a supplier pull out the stops for you? In these tough times we want to give recognition to those who are working so hard through it all. Send us your shout outs to shoutouts@traveldaily.com.au. The person who has gone the furthest above and beyond each week will win a \$50 voucher (as will their the person who nominates them) thanks to Quark Expeditions.



Jenni Triffit from Perchalla & Turner Travel Associates wanted to acknowledge all the hard work done by her manager, Becky Kent-Perchalla (pictured):



"Our manager, Becky Kent-Perchalla (aka BKP) has been a shining light of positivity throughout this unusual time. "The support she has provided to not only us, but to anyone and everyone in Travel Associates, be in SA or anywhere else in the country, is to be commended.

"Whilst looking after her own large database of fabulous clients, she has also been providing advice to many consultants and liaise on their behalf with management about various issues we are all seeking clarity on in these confusing times. She is on email, WhatsApp chats, Facebook groups etc at all hours of the day and night. "No one deserves a voucher to spend on wine more than her at the moment!"

Unscramble

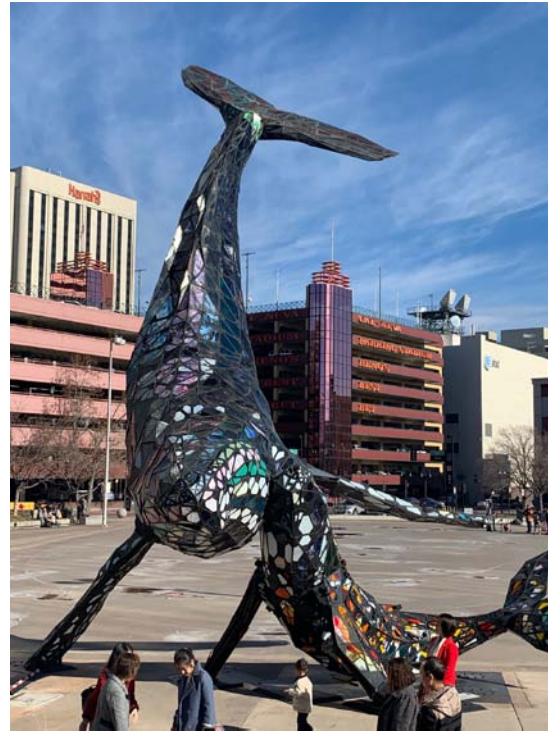
HOW many words can you make out of these nine letters? Every word needs to include an 'R', have four letters or more and not be a proper noun or a plural. You can only use each letter once. There's also one word that uses all nine letters.

R	O	H
D	T	O
M	E	G

Good – 16 words
 Very good – 24 words
 Excellent – 31 words

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

Where in the world?



THESE whales are a long way from the sea. In which city can you find these swimmers? (P.S. If you need a hint make sure you take a good look at the buildings in the background and that will point you in the right direction). Check on Monday for the answer.

Pub quiz

- Which island's Mount Teide can be seen from Africa on a clear day?
- Which European country spends the most on holidays per capita each year?
- To the nearest 100,000, how many Australians visited New Zealand in 2018 according to the ABS?
- Which famous domed cathedral overlooks Moscow's famous Red Square?
- Which desert surrounds Las Vegas?
- Which country was created by the joining together of Zanzibar and Tanganyika?
- What is the world's most northerly capital city?
- What is the world's most southerly capital city?
- Which author built a home called "Goldeneye" in the popular tourist country of Jamaica? .
- What is South Africa's national animal?
- Can you guess what famous landmark this collection of pictures is spelling out?



ANSWERS 02 APR

Pub quiz: 1 South of Houston Street, 2 Volga River, 3 Brussels sprouts, 4 Kylie Minogue and Adam Hills, 5 Rice (sour rice), 6 Windsor Castle, 7 The elephant, 8 Coffee, 9 The Pacific Ocean, 10 Chicago, 11 Three
 Whose flag is this: St Kitts & Nevis

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

Sinfields making headlines



TASMANIAN travel agents Robyn and Murray Sinfield are fighting the good fight on behalf of the industry, featuring in a major story in their regional newspaper *The Advocate*, which highlights the loyalty of the travelling public.

The pair (pictured) who run the Home Travel Company in Penguin, on the north-west coast of the island state, have been "working up to 21 hours a day" through the COVID-19 pandemic, looking after clients and managing cancellations and suspensions, the report says.

And despite the negativity around travel, and cruise in particular, they are confident the sector will bounce back.

"The impact of a complete shutdown of the travel industry is unprecedented, but the cruise industry is resilient, our customers are dedicated and this part of the industry will recover," Robyn said.

"There are so many addicted cruisers who believe the best holiday is to 'just add water'."

"We believe in the allure of travel, so whether you still have an upcoming trip, or you've postponed your plans, or you are thinking about a future journey, it's still OK to dream," she added.

QR freighter flights

QATAR Airways Cargo has this week introduced freighter flights to and from Australia, complementing the carrier's existing belly-hold cargo services.

The airline said the addition of dedicated freight services reflected a strong demand for Australian products including pharmaceuticals and fresh produce, with twice weekly cargo flights to operate to Melbourne and Perth, with a technical stop in Singapore, adding 200 tonnes of main deck cargo capacity each way every week.

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

CLICK to read
travelBulletin

Vail to cut spending

VAIL Resorts has confirmed it will defer all discretionary capital projects including new chair lifts, terrain expansions and other mountain and base area improvements in response to COVID-19, with savings of up to US\$85 million expected.

Most of the company's year-round hourly employees have been furloughed for at least a month, but Vail is continuing their healthcare coverage.

CEO Rob Katz is foregoing his full salary for the next six months.

Katz also said Vail would communicate plans relating to season passes by the end of Apr, with an approach acknowledging the early closure of 2019/20.

PATA crisis monitor

THE Pacific Asia Travel Association (PATA) has launched a new Crisis Resource Centre and Tourism Recovery Monitor, aiming to be a "one stop shop" for policy statements, authoritative information and tourism indicators from across the globe.

The centre has been developed by a task force led by PATA's past chair, Sarah Mathews from TripAdvisor, with the aim of helping stakeholders access government help, and also assist authorities in understanding the travel and tourism challenges of COVID-19 via a planned "Impact Survey" of PATA members.

The new platform is now live at ptrm.pata.org.

TRAVEL SPECIALS

WELCOME to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to specials@traveldaily.com.au

The **Celebration Travel Company** is promoting a Castaway Island Fiji package leading in at \$2,449 per person including all meals, transfers and a bonus free night. The land only package price is valid for stays 12 Oct-21 Dec 2020 and 09 Jan-31 Mar 2021, with the deal including complimentary non-motorised water sports, a guided sunset kayaking trip and complimentary kids club (3-12 years). For more information call 1300 880 571 or agents@celebrationtravelcompany.com.au.

Metro Hotels is offering its properties in Perth, Darwin and Sydney as an affordable solution for guests looking for a safe haven to self-isolate. Long-stay specials in Perth lead in at \$1,330 for a one-person 14 night stay including a daily continental breakfast delivery and a refresh linen pack. Deals can be customised and other prices apply in other cities - for more information call 08 9367 6122.

Brisbane's **Emporium Hotel** has launched an Isolation Package from \$175 per night including overnight accommodation, valet parking and wi-fi. For an extra \$50 per person per day three meals can be directly delivered to your suite, and a further \$25 add-on includes unlimited in-suite movies and an entertainment pack with drinks and snacks. For more information see the website at www.emporiumhotels.com.au/offers.

Got a confidential tip? Contact *Travel Daily* via our secure WhatsApp service on +61 2 8007 6760 or click [HERE](#)