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## Hurtigruten hope

**HURTIGRUTEN** Cruises has extended the suspension of its global operations through until 12 May, but CEO Daniel Skjeldam has reminded the industry that “the setback is only temporary”.

All expedition cruises will be suspended until that date, while the company’s Alaska/Canada season will be postponed until Jul due to travel restrictions imposed by Canadian authorities.

Norwegian coastal operations will be suspended until 20 May, but two ships have been deployed in an amended domestic schedule to bring vital supplies to isolated communities.

The cruise line’s flexible rebooking policy is showcased on the **cover page** of today’s **TD**.

## Today’s issue of TD

**Travel Daily** today has six pages of news including our **PUZZLES** plus a cover page from **Hurtigruten**.

## FLT capital raising success

**FLIGHT** Centre shares have jumped more than 8% today after the lifting of a trading suspension and a strong take-up of its institutional capital raising.

The company this morning confirmed it had successfully raised more than \$560 million, after receiving strong support from existing shareholders at \$7.20 per new share, while a fully underwritten offer to retail customers will open next Wed 15 Apr to raise a further \$138 million.

“We are extremely pleased and appreciative of the support we have received from both our existing shareholders and new investors,” said Flight Centre MD Graham Turner.

“The suite of initiatives announced yesterday, including the equity raising, will enable Flight Centre to trade through this period of disruption to the global travel industry, while continuing

to deliver exceptional service to our corporate and leisure customers,” he said.

Flight Centre’s reaction to the COVID-19 crisis will see it go from a 944 store footprint across Australia to just 516 by the end of Jul (**TD** yesterday), while the overseas store network will shrink from 593 down to 222 - a total combined reduction of 800 shops.

Occupancy costs are being slashed by 52% while staff costs are declining by a whopping 69%.

The company will also reduce its \$19.4 million monthly sales and marketing spend to just \$1.3 million, and eliminate all non-essential capital expenditure.

Despite the crisis, the company said it is still receiving some longer-term leisure bookings, as well as interest in intra-state and intra-region travel and bookings relating to essential services and hotel isolation programs.

## New Malindo GSA

**MALINDO** Air has reappointed CVFR Travel Group’s Airline Rep Services as its General Sales Agent for Australia.

The agreement includes sales coverage, fare and product distribution, marketing and media for the Australian market.

Airline Rep Services is currently Malindo’s GSA for the NZ market, and also previously represented the carrier here (**TD** 30 Oct 2015).

CVFR Travel Group MD Ram Chhabra said “in these unprecedented and uncertain times, the travel industry is going through its worst ever period.

“However we are truly grateful for this appointment,” he said, noting that Malindo’s Australian footprint has expanded from Perth into Brisbane, Melbourne, Sydney and Adelaide.

The carrier can be contacted on 02 8073 0133, and for GSA sales support via [malindoair@airlinerepservices.com.au](mailto:malindoair@airlinerepservices.com.au).

## IMPORTANT NOTICE FROM CARNIVAL CRUISE LINE

Hi Travel Agent Partners,

We wanted to give you a heads up that we are taking advantage of the upcoming Easter weekend to move out of Polar and into our GoCCL Navigator system.

**Please note that you won’t be able to access Carnival bookings in Polar as of Friday 10 April.**

We will be back up and running on Wednesday 15 April in GoCCL Navigator.

Please [click here](#) to Register for GoCCL.com.au. For any assistance with accessing GoCCL Navigator please call 13 31 94

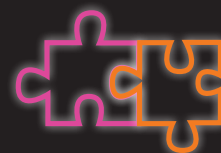
Thanks,

Your Carnival Cruise Line Australia Team



**NEED A DISTRACTION  
AMID THE DOOM  
AND GLOOM?**

Check out our daily puzzle page.



Travel Daily

## CLIA - agents vital

TRAVEL agents will be key to recovery after the COVID-19 pandemic, according to Cruise Lines International Association (CLIA) Managing Director Australasia Joel Katz.

Rallying industry supporters to make their presence known, Katz included the wider cruise industry as key to recovery also, as it faced a lack of understanding about its size and economic significance, despite decades of strong growth in Australia.

CLIA has written to travel agent members in Australia seeking their support to inform others of cruising's significance, and speaking out about how vital it is to our tourism industry and the wider economy - more in tomorrow's **Cruise Weekly**.



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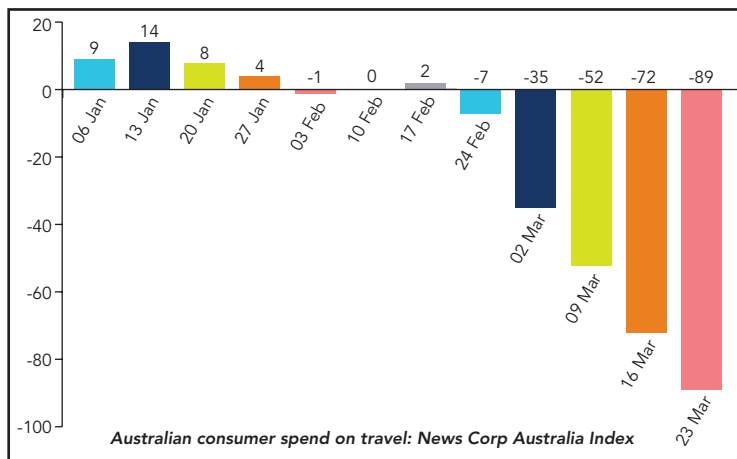
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## Spending slide continues



### EXCLUSIVE

**THE** implementation of lockdowns between 23 Mar and 06 Apr continued the relentless dive in consumer spending on travel, as confirmed in this week's exclusive News Corp Australia/Travel Daily index (pictured).

The index, which last week measured -72, has now plummeted further to -89.

"No one in the industry will be surprised by these numbers, which for some key retail sectors represent a drop in consumer

spend of over 95% compared to the same week last year," said News Corp industry Head, Travel, Omri Godjin.

The consolidated data is an aggregation of spend across cruise, air, accommodation, OTAs, touring and travel agencies.

Godjin said the credit card-based data is also available in sub-categories for News Corp clients.

"This is part of work we are doing to assist our clients to better understand the total retail travel market," he said, with CEOs and CMOs welcome to reach out for more details if required.

## Gallagher invests in online platform

**ANTHONY** Gallagher, the former owner of *Vacations & Travel Magazine* (TD yesterday), has invested in Vacaay, described as a "travel media multi-function discovery platform".

Vacaay comprises a website and free smartphone app, promising to send "travel inspiration right to your inbox" with a claimed 100,000 unique monthly visitors.

Gallagher said Vacaay was in a "perfect position to grow as a major player in the new landscape," with COVID-19 likely to impact traditional consumer travel print media publishers.

He said Vacaay's initial focus would be to stimulate the domestic drive holiday market "and we are working with local tourism boards for this purpose".

## More webinars

**JOIN** colleagues at The Travel Industry Hub for Survive & Revive sessions on "communicating during times of crisis" at 2pm today, and "personal finances" tomorrow - **CLICK HERE** for info.

## US orders airlines to provide refunds

**THE** US Department of Transportation (DoT) has ordered airlines in America to provide cash refunds rather than vouchers to customers with cancelled flights.

"The Department is receiving an increasing number of complaints and inquiries from ticketed passengers, including many with non-refundable tickets, who describe having been denied refunds for flights that were cancelled or significantly delayed," according to a formal statement from the agency.

However the DoT also said it recognised the major impact that the COVID-19 emergency was having on the aviation industry, and would not pursue further action if carriers immediately updated their policies to promptly advise passengers that they have the option of a refund.

## Jetstar cutbacks

**THE** latest GDS filings for Jetstar Airways show the carrier operating just 70 domestic weekly flights in Apr and May 2020 - down 97% from its normal level of 1,959 per week prior to the COVID-19 crisis.

The planned operation shows just one daily flight from Melbourne to each of Adelaide, Hobart and Sydney, as well as daily services from Sydney to Adelaide and Brisbane.

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## \$5m event ticket refund

**THE** Australian Competition and Consumer Commission (ACCC) has successfully pursued a case against basketball promoter TEG Live Pty Limited over "false or misleading claims" about seating for games held in Melbourne.

About 5,000 consumers will receive refunds worth more than \$5 million, in relation to 20,000 tickets purchased to watch games featuring the USA men's national basketball team last Aug.

The games, which saw the US team play Australia's Boomers in Melbourne on 22 and 24 Aug 2019, and the Canadian national team in Sydney on 26 Aug, were promoted to consumers by TEG Live from Mar 2018.

"TEG Live admits it made false or misleading claims about seating at the games held in Melbourne, and acknowledged the ACCC's concerns that it may

have breached the Australian Consumer Law by misleading consumers about which USA national basketball team players would be playing, or available to play, in the games.

"In our view, TEG Live's conduct was unacceptable," said ACCC Chair Rod Sims.

When promoting the games, TEG Live used a picture of a US stadium showing the floor-level seats would be tiered; however at the actual Melbourne games many consumers had obstructed views, Sims said.

Consumers paid a premium for floor-level seats, ranging between \$895 and \$3,995 for a hospitality package, "and may have done so as a result of misleading seating advertising," he added.

## Thailand shutdown

**INCOMING** passenger flights to Thailand have now been completely suspended, according to a Smarttraveller update from the Department of Foreign Affairs and Trade this morning.

A curfew is in place throughout the country from 10pm to 4am nightly, and Phuket International Airport will close on 10 Apr.

## EY technology trial

**ETIHAD** Airways is partnering with Australian firm Elenium Automation in a trial of new technology allowing self-service devices at airports to help identify travellers with medical conditions, including the early stages of COVID-19.

EY is the first airline to trial the system which can potentially monitor the temperature, heart rate and respiratory rate of any person using an airport touchpoint such as a check-in or information kiosk, a bag drop facility, a security point or an immigration gate.

The world first trial will take place at Abu Dhabi Airport from later this month.

## MONEY

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

**AU\$1 = US\$0.606**

**THE** Australian dollar has rebounded from two-week lows, with the Dow Jones enjoying one of its best days ever overnight, jumping 7.7%.

US shares were higher as new cases of COVID-19 in the country declined on Sun for the first day since 21 Mar, however markets have braced themselves for a tough week, with American cases expected to peak.

*Wholesale rates this morning.*

US	\$0.606
UK	£0.497
NZ	\$1.019
Euro	€0.562
Japan	¥66.35
Thailand	฿19.82
China	¥4.268
South Africa	11.25
Canada	\$0.852
Crude oil	US\$33.05

How have cruise operators coped with the coronavirus crisis? Read more in the April issue of *travelBulletin*.

**CLICK to read**  
**travelBulletin**

## VA no-show update

**VIRGIN** Australia is updating its conditions to allow any guest who "no-shows" for a VA flight up until 11.59pm on 08 Apr 2020 to request to have the value of the ticket placed into credit.

All VA guests travelling from 09 Apr onwards who "no-show" will be subject to the original rules/conditions of fare purchased.

## Club Med at Home

**CLUB** Med has launched Club Med at Home, a hub of virtual activities aimed to inspire and engage.

Each week, the resort villages operator will share new content, including downloadable colouring book pages, exclusive recipes, playlists, video workout classes, virtual resort tours and more.

More information **HERE**.

## Carnival cashes up

**CARNIVAL** Corporation shares have surged more than 25% overnight, after the company announced the successful closure of a capital raising to help it navigate the COVID-19 crisis.

The offer included Convertible Notes along with about 72 million shares priced at US\$8, with the proceeds to be used for "general corporate purposes".

The Public Investment Fund of Saudi Arabia has emerged as an 8.2% shareholder in the company, having purchased more than 43 million Carnival shares.



## Window Seat

**A WOMAN** aboard a flight from Washington D.C. to Boston last week had somewhat of a private jet experience after finding she was the aircraft's only paying passenger.

The American Eagle service, with capacity for about 100 passengers, was almost completely empty apart from Sheryl Pardo, who was visiting her gravely ill mother.

Pardo said she was treated to a personal "shout out to Sheryl" during the flight attendant safety briefing, and also received excellent service after being upgraded to First Class.

**KARSTEN** Horne, CEO of Melbourne's Reho Travel, hasn't been wasting time during the coronavirus lockdown.

He's created a quirky new logo, temporarily rebranding the agency as "Rehome Travel" (**pictured**) with the catch tagline "Just like you, we are not going anywhere".

Horne has also spent time producing a videos showcasing his favourite souvenirs, keeping those travel dreams alive!

Check it out on our website at [traveldaily.com.au/videos](http://traveldaily.com.au/videos).



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## \$50m Barossa hotel planned



**A \$50 MILLION** six-star luxury hotel is being planned at the iconic Barossa Valley winery Seppeltsfield.

The 12-storey development (pictured) features around 70 rooms, including suites and penthouses, with all rooms including a private balcony.

The Oscar Seppeltsfield is also set to include a day spa, infinity pool, a top-level sky bar and a restaurant, with planners aiming for it to become the "Opera House of the Barossa", and to rival McLaren Vale's d'Arenberg Cube.

To be developed by Luxury Hotels Australia, a consortium made up of a group of South Australian business leaders, Oscar Seppeltsfield is set to begin construction next year, and open

its doors in 2022.

The hotel will be built on land owned by Seppeltsfield Wines and leased to Luxury Hotels Australia for 99 years.

"Oscar will complete the grand vision of our tourism master plan for Seppeltsfield to become the most desirable epicurean destination for tourists worldwide," said Seppeltsfield Wines Proprietor & Managing Director Warren Randall.

"The hotel will be positioned gently in the middle of the Great Terraced Vineyard, surrounded by century old bush vines, an amazingly tranquil location and a short walking distance to the world-class Seppeltsfield tourism village."

Randall added he hoped the development would elevate Seppeltsfield from a top-50 winery to a global top-five.

## Air NZ appoints

**AIR** New Zealand today announced the appointment of Joe McCollum as its Chief People Officer, replacing Jodie King who is leaving the carrier to become Chief People Officer at Vodafone New Zealand.

McCollum has extensive HR experience across the software, music, media and industrial sectors, and will also be supported by NZ employment relations expert Paul Diver with the "workforce change management process currently under way" at the carrier.

## UA status extension

**UNITED** Airlines will extend the tier status of its top level frequent flyer customers, including maintaining the current MileagePlus Premier membership through until Jan 2022.

All members will retain the status they earned for 2020, and UA is also reducing thresholds for Premier qualification by 50% for each level to make reaching higher tiers easier, and extending PlusPoint upgrade validity.

## AFTA UPDATE

from Jayson Westbury



**WE ARE** facing daily difficult challenges right across the travel industry and regardless of your role or position, it is true that things are really tough right now and perhaps harsh decisions are being made.

This is the time when we all need to be thinking of each other and doing what we can to work together.

These are easy to type in a column like this, but they are words that can really mean something as we navigate our way through these times.

We are in a storm of a depth not felt before in modern times and this storm is with us for many more months.

It does seem things get crazier every day at the moment with the situations being presented, that have never been considered.

Solutions are not easy, scenarios which nobody could have ever conceived are reality, and on a daily basis the majority of us in the travel industry are being asked to do things and make decisions that are heartbreaking.

I hope as travel businesses explore the full options of the Government's JobKeeper package, connections, relationships, and employees working with employers, can bring some good from this mess.

Travel is full of wonderful, smart people who have proven time and again to be resilient, supportive and genuine as we support one another and the millions of travellers that make the right decisions to use a travel agent for their plans.

I know pressures continue to build at an individual and industry level and that many of the support packages being announced by government at both a state and federal level require considerable time to unpack and work out if it can flow to you and the business that you are involved with.

AFTA is providing as much support as we can muster to help owners and managers find their way through the clouds and structures to gain the benefit of billions of dollars being put on the table by government to support business and jobs.

I wish these things were easier

and what AFTA is trying to do is decipher and decode and put things into travel speak to make it easier to understand.

The general feedback AFTA has received from across the industry from members and non-members has been outstanding, and if the attendance to the webinars is any sign of this, I am pleased AFTA can continue to push this level of information out for all to access.

We continue to work with government to scope solutions that recognise the enormous scale of the issue right across the travel value chain and the critical importance of tangible outcomes that give everyone in the travel ecosystem, including consumers, the necessary confidence in the system and the future and travel.

We are not the only sector pushing for additional support, however we continue to lobby hard, advocating on behalf of the industry including consumers, and you can sleep well knowing we will not rest until we have more industry specific outcomes that address the many issues around chargebacks and refunds.

Where we have been able, we continue to push positive messages to the consumer media; while this is never an easy task, as there is a new drama unfolding every day, it is important to note serious efforts are made to accommodate the insatiable appetite from the consumer media for a story about the travel industry.

The goal is to keep people dreaming of a holiday, and that travel agents are here to stay, and that we will be there at the other side of this crisis.

I know it's not easy; these are tough times like nothing any of us have been through before - that takes a toll whether you recognise it or not; that's why, this week, our webinars focus on helping us all prepare mentally.

We need to understand the actual impact of uncertainty and the techniques to make sure we are in the best possible place to cope and move forward.

COVID-19 might be stopping us from moving around, but it can't stop us from dreaming and of thinking about those who we love and hold dear in this mad time of our lives - remember, you're not alone; we are all in this together and we will get through this.



## Where in the world?



**THERE'S** a pretty big clue already in today's picture, so we don't think you'll need any

more help guessing where this lighthouse lives. Check tomorrow for the answer.

## Funnies Flashback



**WE'VE** trawled through the **TD** Window Seat archives to give you blast from the past that will hopefully add some cheer to your day. Here's some gems from 31 May 2011:

**THE** latest twist in the 'planking' saga is a pair of women from Taiwan who have launched a campaign to boost tourism using the controversial social media practice which has led to at least one Australian fatality.

Calling themselves the "Pujie Girls," the women have almost 100,000 followers on Facebook and have posted pictures of themselves in locations such as Ximending in Taipei to boost visitation.

"It's not really that difficult to plank and I really don't mind getting dirty", said one of the ladies.

**NEW** Zealand prime minister John Key showed his dedication to Kiwi tourism last week by being first in line to congratulate the three millionth passengers on Queenstown's iconic Shotover Jet attraction.

Key presented two lucky Aussie couples with commemorative jackets and beanies, with the foursome also treated by Shotover Jet to a scenic helicopter ride and champagne at the top of



Coronet Peak to round off an extremely memorable day.

Amazingly, the milestone occurred in the midst of TRENZ which was held in the Southern Lakes region, with Key also obligingly posing in a Shotover Jet promotional vehicle.

## Pub quiz

- Which Pacific Islands are famous for their variety of wildlife such as giant tortoises and blue-footed booby?
- Which South American country boasts the Cartagena World Heritage site?
- What country was Charles de Gaulle talking about when he claimed: "No one can simply bring it together because it has 265 kinds of cheese"?
- What flightless bird is the national symbol of New Zealand?
- What is the name of the island that is home to the Statue of Liberty?
- What country would you be heading to on the Road to Mandalay?
- What city takes tourists to the Anne Frank House?
- Which company's "finger lickin' good" slogan became eat your fingers off when launched in China?
- Which iconic Japanese volcano last erupted in 1707?
- What percentage of Antarctica is covered by ice?
- What city this collection of pictures is spelling out?



+



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## Sudoku

TRICKY

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

### ANSWERS 06 APR

Pub quiz: 1 Suva, 2 Monte Carlo, 3 Switzerland, 4 Copacabana, 5 The Black Sea, 6 Miami, 7 Hobart, 8 A skyscraper, 9 1981, 10 Queensland and Northern Territory Aerial Service, 11 Madagascar  
Whose flag is this: Krgyzstan

## Fancy a jaunt to Canberra?



**THIS** trio of NSW-based personal travel managers headed to the nation's capital early last month for a one-day famil aboard Qatar Airways' new A350-1000.

The trip on 03 Mar was just 10 days before the Federal Government's recommendation that Australians should reconsider all overseas travel - making it possibly the last travel agent fami to take place before the ban.

As well as flying to and from

Canberra from Sydney aboard the aircraft, they were also treated to brunch and a site inspection of the ACT's Midnight Hotel.

The threesome are pictured checking out the Qatar Airways Q-Suite business class product: Louise McCarthy, Julianne Gazal-Rizk and Lindy Hill.

## Sichuan clarification

**SICHUAN** Airlines has advised that the correct phone number for its new direct office in Australia (**TD** yesterday) is 03 9620 3287 effective immediately.

The carrier, which was formerly represented in Australia by World Aviation Services, can also be contacted via email to [australiaoffice3U@yahoo.com](mailto:australiaoffice3U@yahoo.com).

World Aviation continues to represent 3U in New Zealand.

## Fullerton masks

**THE** Fullerton Hotel Sydney, in partnership with the Ng Teng Fong Charitable Foundation, have donated 8,000 N95 respirators to Sydney's Royal North Shore Hospital.

The gift aims to support efforts in combating the COVID-19 situation, with Fullerton Sydney GM Mark Burns saying "it is important that our frontline health professionals are protected."

"We are grateful for their tireless efforts on behalf of our community," he said.

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## Korean tourists sued

**TWO** Korean women are being sued by authorities in the country's popular Jeju Island holiday destination after travelling there despite being advised to self-quarantine after returning from the USA.

The pair, a woman and her teenage daughter, visited Jeju after the 19-year-old arrived back from America on 15 Mar, when a two-week self-isolation was voluntary in Korea.

The Governor of Jeju Province has launched a lawsuit claiming damages of about A\$120,000, because after the daughter tested positive it forced the closure of more than 20 businesses and the quarantine of 90 local residents.

## Scenic suspension

**SCENIC** Group has extended the suspension of all operations through until 30 Jun 2020, with the company saying the escalation of the COVID-19 crisis and the resulting lockdowns and travel restrictions have made it impossible to operate scheduled departures.

All Scenic, Emerald Waterways and Evergreen operations for land tours, river and ocean cruises have been halted through to 30 Jun, while the company has also announced a policy around the now cancelled Oberammergau Passion Play (**TD** 20 Mar) which is being rescheduled until 2022 - for a list of frequently asked questions **CLICK HERE**.



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### EDITORIAL

Editor in Chief and Publisher – Bruce Piper

Editor – Jasmine Hanna

Contributors – Adam Bishop, Nicholas O'Donoghue, Myles Stedman, Jenny Piper, Christian Schweitzer  
[info@traveldaily.com.au](mailto:info@traveldaily.com.au)

### ADVERTISING AND MARKETING

Sean Harrigan, Hoda Alzubaidi and Lisa Martin  
[advertising@traveldaily.com.au](mailto:advertising@traveldaily.com.au)

### BUSINESS MANAGER

Jenny Piper  
[accounts@traveldaily.com.au](mailto:accounts@traveldaily.com.au)

Suite 1, Level 2, 64 Talavera Rd  
Macquarie Park NSW 2113 Australia  
PO Box 1010 Epping NSW 1710 Australia  
Tel: 1300 799 220 (+61 2 8007 6760)

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