

As our industry is maintaining this holding pattern we should not forget
there are people who are suffering far more than our industry.

The foodbank notes on their website **“For our most vulnerable community members, the growing COVID-19 crisis means they no longer have access to even the basics!”**

There are families who simply cannot afford to stock up.

So we request all of our industry colleagues who can support to please consider donating:

Visit <https://www.foodbank.org.au/support-us/make-a-donation> if you can donate.

Wishing all our industry colleagues the best of health and
keep safe during the Easter Long Weekend.

From all the team at CVFR Travel Group – HAPPY EASTER!!

Our Industry will take-off soon.



New TCW magazine

THE Business Publishing Group team is launching a new e-magazine to help inspire your clients to think about travelling.

Travel & Cruise Weekly's new *Keep Dreaming* will be produced weekly throughout the COVID-19 crisis, with inspirational stories and, thanks to a reader suggestion, a selection of our popular **Travel Daily** puzzle pages.

Watch out for the first issue which will be released on Tue.

Ruby Princess probe

LAST night a squad of NSW Police undertook a prearranged visit to *Ruby Princess*, currently docked at Port Kembla, as part of the ongoing investigation into the disembarkation which spread COVID-19 into the community.

Commissioner Mick Fuller said a "black box" recording communications had been provided by the captain who had been "extremely helpful".

Crystal closure rocks industry

THE shock shutdown of Crystal Cruises' Australasian office (**TD** breaking news) is playing straight into the hands of the line's luxury competitors, according to several of the industry's top agents.

Crystal switched from its former GSA arrangements just over three years ago (**TD** 01 Jul 2016), with former Silversea Cruises chief Karen Christensen establishing a

Sydney-based operation.

However now the coronavirus situation has forced a global review of Crystal's business.

"These certainly are unprecedented times and it is with deep regret that we announce the closure of Crystal's Sydney office," Christensen said. "I am so very proud of the team in the Australian office and what we have achieved in just over three years," she added.

The operation will be transitioned to the Genting Cruise Lines team which also looks after sister brand Dream Cruises.

However prominent agent Robyn Sinfield has lamented the move, saying Aussies and Kiwis will be the first to travel again once the crisis is over, "and as the local travel industry we will be the first to support our partners."

"Now, more than ever, you needed us in Australia," she said - more in today's **Cruise Weekly**.

CVFR urges support

CVFR Travel Group is continuing to reach out to the industry, wishing struggling colleagues a Happy Easter as well as urging us all to think of those less fortunate than ourselves at this time.

Despite the industry currently being in a holding pattern, "we should not forget there are people who are suffering far more," according to CVFR CEO Ram Chhabra.

More on the **cover page**.

Today's issue of TD

Travel Daily today has six pages of news plus a cover page from **CVFR Travel Group**.

Survive and revive!

THE latest Travel Industry Survive and Revive sessions - conducted via Zoom and on Facebook Live - feature social media and marketing, personal stories and interviews and thinking beyond the crisis, according to Richard Taylor from The Travel Industry Hub.

The free initiative aims to help out the industry through the current tough times, with all previous webinars also now available for viewing online.

Today Melissa Schembri held a session on LinkedIn - Personal Branding, and this afternoon there will be networking via the weekly "Travel Industry Pub".

We're all in this together - see thetravelindustryhub.com.

HELLO. HOW ARE YOU?

Usually we'd use this space to show you the wonders of South Australia. But, for us to talk about pristine beaches, epic landscapes and phenomenal wildlife right now, in a time when none of us can travel to visit them, doesn't feel quite right.

So instead, we thought we'd say 'hi' and 'how are you?' because this is a time when our community truly needs to come together. Stay strong, look after yourselves and each other and know that we are phenomenally grateful for your continued support.

HOPKINS ISLAND, EYRE PENINSULA



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How bad is cruising actually for the environment? Find out in the April issue of *travelBulletin*.

CLICK to read
travelBulletin

Oceania webinars

OCEANIA Cruises has launched a key new webinar series to educate the industry on its products and destinations during the COVID-19 enforced downtime.

Starting this month, the fortnightly online sessions will also give advice to agents on converting cancellations to future cruise credits, "taking selling to the next level" by becoming an Oceania Expert and realising the opportunity for groups business.

Oceania regional VP, Jason Worth, said the series was just one of many ways the line was showing its support to travel partners during these challenging times, "as well as demonstrating to agents how to best showcase what sets Oceania Cruises apart".

The first webinar will take place next Thu 16 Apr, hosted by NSW BDM Martine Nunes - for more info and to register **CLICK HERE**.

Sabre deal tick

SABRE'S long-awaited acquisition of Farelogix (**TD** 15 Nov 2018) has moved a step closer after a judge ruled against a bid by the US Justice Department attempting to stop the US\$360m takeover.

Judge Leonard Stark of the US District Court in Delaware decided in favour of Sabre, with a spokesperson for the technology firm welcoming the ruling.

The final hurdle is approval by the UK's Competition and Markets Authority.

NZ to review visitor levy

NEW Zealand's International Visitor Levy is under review, as part of a recovery strategy announced by NZ Tourism Minister Kelvin Davis yesterday.

Davis said the Government was working with the industry to "develop a plan for how tourism will operate in a post-COVID-19 world," with Tourism New Zealand tasked with reimagining the sector from the ground up including governance, domestic and international marketing, and how visitors are managed once they arrive.

"We have an opportunity to rethink the entire way we approach tourism to ensure that it will make New Zealand a more sustainable place, enrich the lives of all our people and deliver a sector which is financially self-sustaining in the longer term."

"Given international travel is likely to be heavily restricted for some time, and features of our tourism industry such as cruise ships are currently banned, this will need to be a phased approach, looking at how we can focus on and promote

domestic tourism in the short term and how we can target an international offering," Davis said.

As part of planning for a tourism restart, the Government has agreed to review NZ's International Visitor Conservation and Tourism Levy (IVL) investment plan, which sees most visitors pay NZ\$35 to help fund infrastructure.

"This plan was prepared at a different time, for a different future...we are now looking at what aspects of the plan remain fit for purpose, and how the IVL can be best used to help rebuild the tourism industry as part of a restart package," he said.

Tourism NZ CEO Stephen England-Hall said the tourism review was an opportunity to "listen to communities and design the future of tourism in New Zealand so that it benefits our people and our home".

AKL raises cash

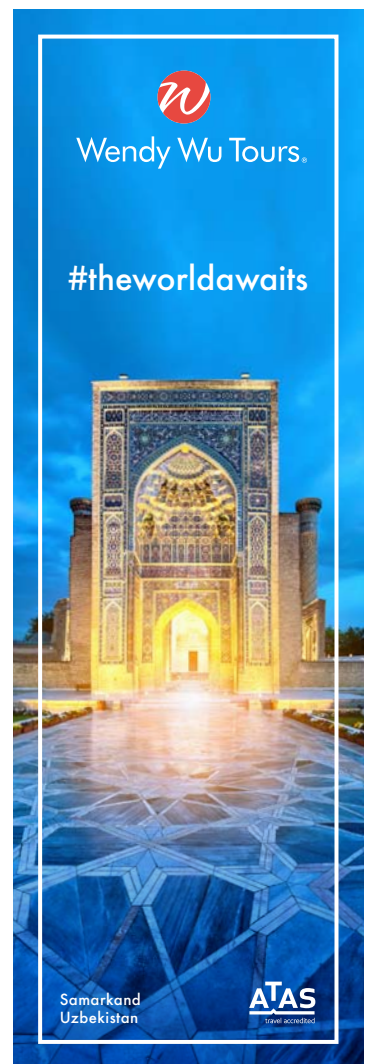
AUCKLAND International Airport has opened up a new NZ\$200 million Share Purchase Plan, as part of an equity raise of up to NZ\$1.2 billion to reinforce its balance sheet during the COVID-19 travel shutdown.

CEO Adrian Littlewood said the pandemic had had a significant impact on AKL operations, and would continue to do so under the current border restrictions and subsequent recovery period.

Podcast episode

THE second episode of *Travel Daily's* new "News on the Fly" podcast has dropped, discussing all the big news of the last week.

It's now available wherever you get your podcasts, or subscribe via traveldaily.com.au/podcasts.



Abu Dhabi online

THE Department of Culture and Tourism Abu Dhabi has launched a new "CulturAll" social media initiative, featuring dynamic content from the wide array of historic, traditional and cultural venues in Abu Dhabi.

shout out to...

Nominate someone who has gone above and beyond and win a voucher for yourself, and them!

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The Travel Industry has been through many tough periods, with this being the most challenging. All we can say is that TravelPay are here for you, no matter what. Our business is virtual, so whether you're in your office, or working remotely, you still have access to your TravelPay account. The TravelPay Sales Team, as well as our Sydney based Support Team are available to answer any questions, so don't hesitate to reach out to us. Even if you just want a friendly chat or need to vent, then please call us!

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

Check out our daily puzzle page.



IVS, NVS released for 2019

TOURISM Research Australia has released the International Visitor Survey (IVS) and National Visitor Survey (NVS) figures for 2019, indicating how much the world has changed this year.

Australia saw record numbers of international visitors, with an increase of 2% seeing 8.7 million arrivals aged 15 years and over.

Spending grew faster, up 3% to a record \$45.4 billion, with the Asian market being the top contributor to the growth, providing 88% of the increased spending, and 69% of the higher visitor number total.

High-spending Chinese students bolstered the figures, although visitation from China plateaued at 1.3 million during the year.

There was growth in visitation

across all purposes of travel over the year, including a 3% uplift in holiday arrivals to four million.

The most popular activities undertaken by international holiday visitors to Australia were eating out (91%), shopping (81%), sightseeing (80%) and going to the beach (71%).

Visitors from North America and Europe were the most active holidaymakers, with higher participation rates across most adventure experiences.

On the domestic side, a change in methodology switching to 100% mobile phone interviews found a 12% increase in overnight spending and trips.

Transport, accommodation and food & drink contributed the most to total domestic spending, while domestic visitor nights were most often spent at a friend or relative's property (34%), in hotels/motels/resorts (24%) and caravanning/camping (14%).

The total tourism spend, including international and domestic day and overnight travel, reached \$152.4 billion.

While welcoming the results, Australian Tourism Export Council MD Peter Shelley warned that "sadly, these are the best we will see for some time."

"Shift forward to Apr 2020 and we see an industry devastated by COVID-19, with mass job shedding, business closures, hibernation, dislocation of the export channel and an industry desperately trying to hold on till we get to the other side".

Wolgan on pause

EMIRATES One&Only Wolgan Valley Resort & Spa has temporarily ceased operating for an indefinite period, as it reacts to the ongoing COVID-19 crisis.

"We do not have a date confirmed for a new opening at this time," according to Kerzner Resorts CEO Michael P. Wale, with all cancellation and change fees waived for stays to 31 May 2020.

Rex Qld agreement

REGIONAL Express (Rex)

yesterday reached an agreement with the Queensland Government on a reduced air service schedule, as flagged last week (**TD** 01 Apr).

The pact is a variation on the existing service contract that covers the Northern 1 & 2 routes, the Western 1 & 2 routes and the Gulf route, with all communities on the routes to receive at least one return service a week.

The contract was awarded to Rex five years ago (**TD** 31 Dec 2014), but the COVID-19 pandemic has "completely destroyed" the deal's commercial viability under the original service arrangement, the airline claims.

The reduced schedule will be completely underwritten by the Queensland Government.

MEL targets freight

MELBOURNE Airport has been focused on attracting additional freighter services, with CEO Lyell Strambi welcoming a whopping 15 new cargo operators to the 24/7 curfew-free facility in just the last two weeks to meet demand following the drop in passenger flight belly space.

New services include Qatar Airways Cargo flights, operating to Australia for the first time ever using a Boeing 777F aircraft.

ATPCO adds safety content

ATPCO (Airline Tariff Publishing Co) has expanded its Routehappy data offering, with a "pro bono" initiative to create a broad set of Reassurance Universal Product Attributes (UPAs) for airlines to use to signal their safety measures in the light of COVID-19.

Reassurance UPAs currently fall into a range of categories including flexible booking, air circulation, cabin cleaning, food service hygiene, health safety measures, airport cleaning, passenger & crew wellbeing, schedule adjustments and health screenings.

Also on offer is a "security exceptions" UPA to indicate where large bottles of hand sanitiser are permitted.

While UPAs are typically only available to airlines via a paid subscription, Reassurance UPAs are being offered by ATPCO at no cost to airlines and sales channels, with the company inviting discussions by providers over integration options.

"With this rich content integrated into flight shopping, people will know what steps an airline is taking to protect passengers," ATPCO said.

Window Seat



FOR those keeping score, this might be as literal a window seat as we've ever produced!

Australian actor Rob Shehadie, who like most of us, is missing the ability to travel, has admitted he is finally fed up with the state of play, and has decided to take a holiday - or so it appears.

Of course like all of us, the trip requires quite a lot of imagination, but we have to applaud the effort he's gone to in his laundry.

CLICK HERE to see the true nature of Shehadie's mystery flight (**pictured**).



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world wakes up.

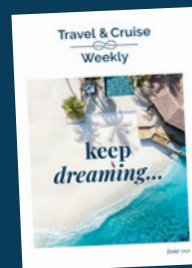
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Travel & Cruise Weekly
keep dreaming, a new weekly e-mag to keep your clients inspired.

COMING SOON

Relationships key to productivity

OPINION

David Westgate works in travel industry advertising and volunteers in mental health.

Got an opinion to share? Let us know in up to 400 words at feedback@traveldaily.com.au.



THE first step to maintaining productivity is maintaining relationships.

Like you, I work for a living. At least, I try. But right now, that work is looking a little different.

So I consulted some of those 'Work from Home' articles - and discovered they're rubbish. How, for example, are you supposed to 'set boundaries' if a toddler decides your new home office looks like the world's greatest playground?

How do you 'avoid distractions' when your family home is

actually filled with a family. And four mobile phones, three TV's, a stereo system with apparently no volume control, and arguably the world's yappiest dog.

“
During these unprecedented times I will try and be Australia's nicest person first, and most productive second
”

I don't know about you, but with my lot, I'd find it hard avoiding distractions even if my office were in the most western wing of Downton Abbey.

So I considered reading my family the riot act. After all, my activities were clearly far more important than theirs.

But then, just before I sent out the All-Family email suggesting this, something dawned on me.

What if they all thought that their activities were just as important as mine? What if they merely laughed at my misguided boss-like behaviour or worse, were so offended by it I made living conditions unlivable for the next three months

After due consideration, I came to this conclusion: during these unprecedented times I will try and be Australia's nicest person first, and most productive second.

I will try to be as understanding as I expect those around me to be, and those colleagues still working with me.

And by ensuring I get along well with my fellow prisoners, I reckon everything will work a whole lot better, and not just for me.

Who knows, I might just end up working even better.

Singapore is shut

AUTHORITIES in Singapore have clamped down further on border closures, with no entry or transit permitted for any short-term visitors until further notice.

A Smartraveller update also advises that long-term residents should expect strict health measures on arrival, including a health declaration and 14 days of quarantine at a government facility.

APG policy update

INTERLINE e-ticketing provider APG has issued a new COVID-19 policy, confirming free date changes as well as full refunds through BSP Link from 01 Jan 2021 if tickets for flights 01 Mar-30 Jun are not reissued before 30 Sep 2020.

APG said the agent-friendly policy gives more flexibility than competitors, who have suspended all refunds - for more info call 1800 905 614.



EPISODE 2 OUT TODAY!

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Travel Daily

Where in the world?



THESE curious cartoon characters can be found in one of the many harbourside cities around the world.

Do you think you know where you could spot them?

Check on Tuesday for the answer.

Pub quiz

1. Which city's attractions include Rembrandt's House and the Rijksmuseum?
2. What is the Japanese name for Japan?
3. What country was known as the Gift of the Nile?
4. Which city are you in if you are visiting the tourist attractions of Yu Garden, The Jade Buddha Temple and The Oriental Pearl Tower?
5. Who first uttered the phrase "I'll slip an extra shrimp on the barbie for you" during Australia's Come and Say G'day tourist campaign?
6. Which French region contains the village that gave its name to Camembert cheese?
7. What city is referred to as The Windy City?
8. What religion is followed by more than 90% of people in Thailand?
9. What is New York City's most popular nickname?
10. Which sunny tourist hot spot in the Atlantic is Britain's oldest colony?

ANSWERS 08 APR

1 50, 2 Quito, Ecuador, 3 Hartsfield-Jackson Atlanta International Airport, 4 10 million (10.2 million), 5 Sugar, 6 Los Angeles, 7 Autobahns, 8 Bangkok, 9 Russia, 10 800,000 (770,000)

Unscramble: aching, acing, agin, arching, arcing, bang, baring, bhang, bracing, brag, BRANCHING, brig, bring, caning, caring, chagrin, cigar, crag, craning, gain, garb, garni, grab, grain, gran, grin, hang, haring, nigh, racing, ranching, rang, ring

Whose flag is this: Venezuela

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.



Teresa Turton from Travel Associates Australia wanted to acknowledge all the hard work done by Deborah Botica from Kalgoorlie Helloworld:

"I would like to nominate Deborah Botica from Kalgoorlie Helloworld for going above and beyond getting her clients home and even buying them boxes of basic groceries for when they had to self isolate (pictured).

I have been watching her post on her Facebook page, offering



advice and help to get her clients and even others back home to Australia, offering to book domestic travel even though she would not be making any money, trying to keep travel alive in our darkest hours.

Having go through many private issues and heartaches she always thinks of her

clients first. She is one hell of a woman that I definitely look up to. She has wonderful staff and they support each other in every way."

Sudoku

FIENDISH

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

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



How can tourists help the communities they visit? Find out in the April issue of *travelBulletin*.

CLICK to read
travelBulletin

Free TAFE training

TAFE NSW has launched a suite of 21 fee-free short courses, with the online offering available to anyone wanting to up-skill during the COVID-19 pandemic.

NSW Minister for Skills and Tertiary Education, Geoff Lee, said the courses aimed to help job seekers and workers looking to diversify their skills.

The fully accredited courses include eMarketing for Small Business, Engaging Customers Using Social Media, Computing Skills, Administration Skills for Team Leaders and more.

For more information plus a range of other free working from home resources and to sign up see tafensw.edu.au.

MH bid received

THE Malaysian Government has received a US\$2.5 billion takeover bid for Malaysia Airlines.

Kuala Lumpur-based Golden Skies Ventures (GSV) is behind the indicative offer, with its CEO Shahril Lamin saying there is also a commitment from a Japanese private equity firm to inject immediate funds into the carrier.

Malaysia Airlines was previously publicly listed, but returned into the ownership of the country's sovereign wealth fund after the MH17 and MH370 disasters.

GSV said it aims to reinstate MH as a premium long haul airline and would maintain the government's "golden share" seeing MH remain as a flag carrier.

itravel waives all fees!



THE itravel group today confirmed it had waived all franchise and administration fees for its national network of mobile agents, franchisees and affiliates until further notice.

MD Steve Labroski said the move was a "no brainer for us. "Our network is like our family. "We will protect them as much as we can," he said.

Labroski is **pictured right** in happier times with the group's finance chief, Louie Apostolovski.

Fiji says "Sota tale"

TOURISM Fiji has launched a new social media campaign based on the Fijian phrase "Sota tale" which means "stay safe and we will see you soon".

Often said to guests upon their departure from Fiji, Tourism Fiji CEO Matt Stoeckel said the term also was an anticipation that they would be welcomed back to the country soon.

"It is part of Tourism Fiji's four stages to market re-entry that the organisation is implementing to return the destination to the Australian market," he said.

"Stage one is all about inspiring Aussies to dream about a trip to Fiji, and Tourism Fiji has several exciting initiatives planned to bring this to life," Stoeckel added.

Robert Thompson, Tourism Fiji Regional Manager Australia, said while we all remain separated, "despite the current challenges we will continue to share the 'Bula Spirit'" - www.fiji.travel.

APPOINTMENTS

WELCOME to Industry Appointments, *Travel Daily's* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

Avani has named **Farah C. Jaber** as Cluster GM of the recently opened **Avani Ao Nang Cliff Krabi Resort**, as well as the upcoming **Avani+ Koh Lanta Resort**. **Stephan Moonen** is also joining the company as GM for the new **Avani+ Khao Lak Resort** in Thailand, as is **Karun Cornell** in the role of Director of Sales & Marketing. **Marlon Abeyakoon** has also been appointed as GM of the first Avani+ in the Maldives, opening in 2021.

Crystal Cruises has confirmed the closure of its Sydney office (see page 1) will force the departure of a number of key team members, along with MD **Karen Christensen** who will oversee a transition to Genting Cruise Line's local office over the next 90 days.

Natalie Brown has returned to her role as Manager, Public Relations & Media Australia, New Zealand and South Pacific role with **Hong Kong Tourism Board**. She rejoins following her maternity leave.

Air New Zealand has announced two new board appointments: **Larry De Shon**, former Chief Executive Officer of Avis Budget Group, and **Dean Bracewell**, former Freightways Manager Director. Both will join the board from 20 Apr, replacing the outgoing former New Zealand Prime Minister John Key and Deputy Chairman Jan Dawson.

Leisure Time deal

AUCKLAND-BASED Leisure Time Group has purchased event management company Lime & Soda, with the acquisition aiming to expand Leisure Time's business events offering.

Other Leisure Time brands include NZ touring operation Leisure Time Tours, inbound business Travel Time South Pacific and destination management company Vokali.

For confidential tip offs, connect with Travel Daily via our secure WhatsApp service on +61 2 8007 6760 or click [HERE](#)



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