

# KEEP DREAMING

When you're ready, we'll be here every step of the way.

As a proudly Australian-founded company, for over 33 years the Scenic Group has been revealing the wonders of the world. Creating unique luxury cruises and tours with your clients at the heart of everything we do.

When your clients are ready to plan their 2021 or 2022 adventure, we'll be here to help.



To support our valued travel agent partners and guests during this challenging time, we are providing flexible Future Travel Credit vouchers, which are valid for travel through to 31 December 2022 and are fully transferable to another person, booking or other brands within the Scenic Group.

We remain committed to protecting travel agent commissions on bookings for suspended March to June 2020 land tours, river and ocean cruises.

*To keep up to date please access our training and marketing tools on Scenic Hub.  
[scenic.com.au/hub](https://scenic.com.au/hub)*

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## AA here to help

**THE** travel recruitment specialists at AA Appointments have been counselling hundreds of staff impacted by the sweeping industry job cuts in recent weeks.

AA continues to offer practical advice on how to prepare a CV, interview tips and upskilling as well as available supports.

The resounding feedback is that those in career transition “understand the tough decisions being made by their managers and are appreciative of their honesty and transparency, “according to AA Managing Director Adriana d’Angelis.

Free support and guidance continue to be available for all impacted industry staff - info at [aaappointments.com.au](http://aaappointments.com.au).

## VA “vital role” in recovery

**VIRGIN** Australia CEO Paul Scurrah says the carrier is determined to keep flying and play a key role in getting the economy back on its feet after the COVID-19 pandemic, despite the VAH Board placing it into administration (**TD** breaking news).

Accounting firm Deloitte has taken the airline over, with VA to continue operating its Government-backed scheduled international and domestic routes.

Virgin’s Directors said they “regret that these events have come to pass and acknowledge all the Group’s employees for their hard work and contribution”.

One of the Administrators, Vaughan Strawbridge, said his team was “progressing well on some immediate steps”.

He said the Administrators were seeking interest from parties for participation in the recapitalisation of the business and its future, with several

expressions of interest so far.

**MEANWHILE** Virgin founder Sir Richard Branson has issued an update to the VA team, saying “this is not the end for Virgin Australia and its unique culture.

“Never one to give up, I want to assure you - and our competitor - that we are determined to see Virgin Australia back up and running soon.

“We will work with Virgin Australia’s administrators and management team, with investors and with Government to make this happen and create a stronger business ready to provide even more value to customers, competition to the market, stimulus to the economy, and jobs for our wonderful people,” Branson said.

Alliance Airlines, which has a marketing and charter deal with VA, said its flights under the pact would continue, despite an exposure of up to \$300,000.

## Scenic dreams

**SCENIC** is today highlighting its flexible Future Travel Credit vouchers, supporting travel agent partners and guests during these challenging times.

Scenic also confirmed it remains committed to protecting travel agent commissions on bookings for suspended Mar-Jun 2020 land tours, river and ocean cruises - see the **cover page**.

**MEANWHILE** sister companies Evergreen Cruises & Tours/ Emerald Cruises have released a new time-lapse video showcasing the on-schedule construction of the new *Azzurra* superyacht (**TD** 03 Feb) in Vietnam - **CLICK HERE**.

Scenic Chairman, Glen Moroney, said “the entire Emerald Yacht Cruises team are excited to see the project progressing and look forward to welcoming guests onboard this magnificent yacht as it begins cruising the Mediterranean in 2021,” - more in **Cruise Weekly** tomorrow.

### Today's issue of TD

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



**EPISODE 3 OUT TODAY!**

## LISTEN TO OUR NEW PODCAST!

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Travel Daily



## Window Seat

TRAVEL agents really do inspire loyalty and appreciation from their clients - but here's one who really went above and beyond.

Tracey Emmerton from UK & Europe Travel in Mentone, Vic has shared the good news story where one of her customers was forced to cancel an upcoming trip.

The client asked Emmerton whether her costs had been covered, to which she responded that she wasn't charging any cancellation fees with the aim of building long-term loyalty, but suggested \$50 if he insisted.

The generous customer simply said that wasn't enough and instead offered \$250.

"I know that is more than you suggested but I think you deserve it...wish I could offer you more," he wrote.

"I can assure that as long as I am travelling to Europe... you can be sure of my future business," the client added.

## Eales doubles down

FLIGHT Centre Director and former Australian rugby captain John Eales has acquired 4,000 extra ordinary fully paid securities in the company, worth \$43,400.

The move takes Eales' holdings to 9,000 shares in total.

## IATA and ITF calls

THE International Air Transport Association (IATA) and the International Transport Workers' Federation (ITF) say that Governmental support is "essential" to protect jobs and preserve the aviation industry.

A jointly formulated four-point plan suggests, "harmonised and effective action to protect the safety of passengers and crew" - **CLICK HERE** for more information.

## Cruise health framework

CRUISE Lines International Association (CLIA) and its members are developing a new health framework to uphold the safety of guests and prepare for future operations in the wake of the COVID-19 crisis.

The proposed policies will define the specific screening, cleansing and medical protocols cruise lines would adopt globally, in addition to those already in place, with CLIA Managing Director Australasia Joel Katz saying the industry was working with medical experts and international health authorities to lay a new foundation for the cruise sector as it prepared for its long-term recovery.

"While cruise operations are suspended, we are using this time

to define the new landscape we will work within and make sure we're ready when the time comes to sail again," Katz said.

Although specific procedures or timings were yet to be divulged, Katz said the industry's priority would be to ensure the safety and security of guests, crew and the communities cruise lines visit, and once finalised, the new protocols would provide further opportunity to communicate with industry stakeholders, governments, and the wider public.

"Many teams of people around the world are working in tandem with experts to ensure we learn as much as possible from these unprecedented events and exceed community expectations in our response.

"The challenges before us are great and there is no quick fix, which is why we have embarked on a process that will be extremely thorough and will address the concerns that communities and authorities expect to see us confront.

"Our thoughts are with all those who have been impacted by COVID-19," Katz said.

"The cruise industry is not alone in having to confront this disease, but we will aim to set standards that other sectors may follow when it comes to our response."

## Rex assistance

REGIONAL Express (Rex) has secured funding from the Federal Government for its regional services.

The airline yesterday signed an agreement under the COVID-19 Regional Airline Network Support (RANS) program announced by Deputy Prime Minister Michael McCormack last month (**TD 28 Mar**), which will see Rex operate either one or two return services a week to most destinations on its network.

The RANS program will provide funding for up to six months with an initial approval for six weeks.

The airline has also announced the rollout of body temperature tests at check-in counters across its destinations (**TD** yesterday).

## Jetstar Asia flights

JETSTAR Asia will operate five temporary services a week, to Bangkok, Kuala Lumpur and Manila, from 21 Apr.

The flights will help repatriate citizens and residents, and assist with cargo, with a maximum of 112 seats available on each flight - approximately 60% of capacity.

## SAA staff layoffs

SOUTH African Airways (SAA) is reportedly planning to lay off all its staff, with severance deals offered to its workforce.

The basic value of compensation for the airline's 4,700 employees is proposed to be one-month pay per year of service, and will depend on the successful disposal of assets including the carrier's London Heathrow slots, according to a proposal to eight labour groups, seen by *Bloomberg News*.

The termination deals are likely to become effective from 30 Apr, with the carrier late last year placed under a form of bankruptcy protection (**TD 05 Dec 2019**).

SAA's international flights are currently suspended until 31 May while domestic operations ceased three weeks ago.



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## AFTA UPDATE

from Jayson Westbury



**CORONAVIRUS,** aka COVID-19, is, has, and will continue to deliver unheard of and prolonged pain to the travel industry.

It is hard to keep saying this but each week that goes by it seems to me that the pain deepens.

Across the travel value chain on a daily basis I am informed of more difficulties and challenges, the kinds and types which have not ever been put to me before.

I know just how hard things are for everyone in the travel industry. AFTA is doing what it can to deliver simple, targeted and useful information about the various government provided packages, and other business considerations where we feel it adds value, but they don't fit all businesses and it is clear that hard and difficult decisions are now being taken by so many.

Word today of the voluntary administration of Virgin Australia will make all this even more difficult. It is a dreadful travesty that Virgin has gone the way of administration and all we can do is cross everything and hope that the administrator can find a pathway out that ensures a future of a second airline for the Australian market.

Many in the travel industry have long memories of just how difficult this situation is off the back of 20 years ago when Ansett collapsed.

Albeit, it is early days in this process and nothing is certain until it is certain, but it would seem that we all need to brace ourselves for the rocky road ahead as this situation with Virgin is digested and deconstructed.

It is hard to believe that over the past 20 years all those involved in this situation, including govt, have not developed plans to stop the feeling of deja vu – but sadly

for many that is the case.

There is also a large population of people in the travel industry who would have been in primary school when Ansett collapsed and as such, have no real idea what a single supply national airline market means, nor the emotional trauma that comes from dealing with the realities that flow from an airline collapse in our home market.

I hope that a rescue package can be found – of course everyone wants that to be the outcome, but as I have said, we need to brace ourselves for more difficult times ahead.

AFTA has warned the Federal Government of what this means for Australian consumers and travel agents when a supplier of size collapses and sadly, there has been no appetite to build solutions in advance of this situation.

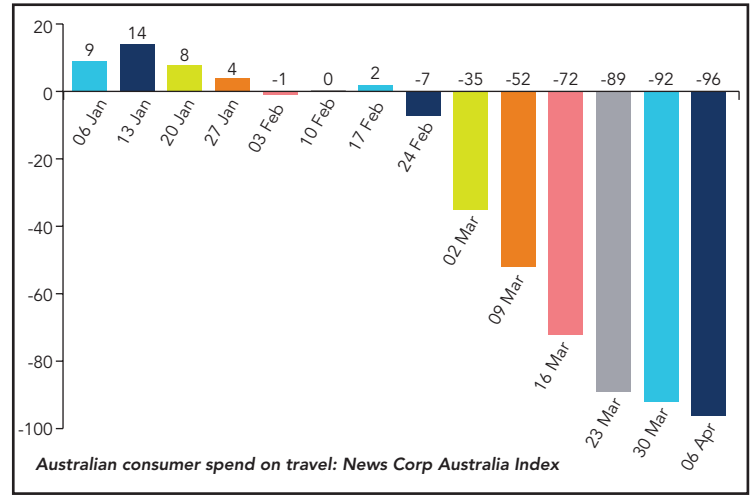
What will happen next; what this means as consumer think about the value of travel credits or vouchers and what people will do, is all before us.

For what it is worth, AFTA will be doing all that we can to work through solutions and challenges, but I make no promises as C19 is very different to the cause of past airline collapse and so there is no text book, no manual, no well laid plan as to what happens next.

COVID-19 brings with it dark days for everyone in so many ways, the travel industry now enters our darkest days. As a normally positive person and someone that always looks for the good, I am struggling to find the good in this and feel the Federal Government has moved to leave the travel industry at the terminal to sought ourselves out.

To all those in the travel value chain, hang in there – I don't have any answers today, but we will be looking to solutions to minimise the pain that is now upon us all.

# Spending bottoms out?



## EXCLUSIVE

**AUSTRALIAN** consumer spending on travel continued its decline in the week to 06 Apr as coronavirus restrictions escalated - but we may be almost at the lowest point.

The data, exclusively released by News Corp Australia and shared with **Travel Daily**, is an index of consumer spend with major brands across accommodation, air, cruise, OTAs, travel agents and tour companies.

Omri Godjin, News Corp Industry Head, Travel, told **TD** the company was seeing a significant shift in consumer sentiment relating to editorial currently being consumed by readers.

## Endurance online

**A SNEAK** peek at the new *National Geographic Endurance* has been released this week, providing some consolation to guests who ordinarily would have already been welcomed aboard the ship's inaugural voyages in the Arctic and beyond.

The 126-guest ship was handed over to Lindblad Expeditions last month - check it out at [traveldaily.com.au/videos](http://traveldaily.com.au/videos).

## Contiki's new merch

**CONTIKI** has launched a new digital online shop, featuring a range of eco-friendly products to encourage travellers to "shop sustainably for future trips".

Branded T-shirts, hoodies, bags and sweatshirts are available, manufactured by Isle of Wight-based sustainable fashion platform Teemill.

Products are designed to be re-manufactured over and over again - [contiki.teemill.com](http://contiki.teemill.com).

"COVID-19 related content made up around half of the traffic to [Escape.com.au](http://Escape.com.au) in Mar.

"Since Easter that's changed: Australians are very much engaging with positive, travel forward content again," he said.

Godjin said the figures, based on credit card spending, were part of work News is undertaking to assist clients better understand the total retail travel market.

As in previous weeks there is additional data available, including sub-category data in four segments, with CEOs and CMOs welcome to reach out if that is of interest.

## New low for MEL

**MELBOURNE** Airport recorded its lowest international passenger traffic since Jun 2010 over the first quarter of this year, with Mar figures indicating a 44% downturn and preliminary figures for Apr suggesting the month is on track for a 97% decline.

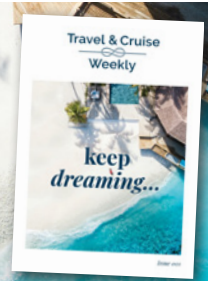
Airport CEO Lyell Strambi said the COVID-19 pandemic was the worst crisis to hit MEL in 30 years.

"Tourism, particularly air travel, was one of the first sectors hit, and we expect it to be one of the last industries to emerge from restrictions," he said.

"The decline in travellers not only affects airlines but airports as well, as airports collect aeronautical fees on a per-passenger basis, so experience the pain that comes with passenger risk.

"Of course, the loss in passengers is felt many times over, it's not just one less person flying but also one less person buying a meal or coffee, one less purchasing retail items and one less catching transport," he said.

Keep your clients engaged and planning their next trip with *keep dreaming...*



## Some COVID-19 questions for your consideration

### OPINION

*The ever-thoughtful Oliver Tams has posed some curly ones for us to think about during the coronavirus shutdown.*



*Got an opinion to share? Let us know in up to 400 words to [feedback@traveldaily.com.au](mailto:feedback@traveldaily.com.au).*

Has the novelty of working from home worn off for many people?

Will casual Fri now include corporate tracky pants?

Have we had enough of hoarding?

Can disruptor ever be used again in a business concept or does COVID-19 (CV19) own that moniker forever?

Will we remain good corporate citizens?

Does working with children 24/7 classify for hazard pay?

Will teachers, like front line medical staff, get more love after this?

Will we keep up our isolation resolutions about being kinder,

keeping in contact with Mum & Dad and having Sun dinners continue?

Will the babies born nine months from now be called the quaranteeners?

If we aren't driving, why aren't we getting insurance rebates from car insurances?

Why don't journalists reporting from their kitchen and lounge rooms look as professional?

Will personal hygiene have to be reintroduced before we can go back to work?

If we eradicate CV19, will we become Fortress Australia?

Are ties going to be a thing of the past?

Will CV19 be called the Grand Parents Virus?

Is the NRL fantasy alive and kicking only until the scientists

tell them the truth?

Is this period the best chance the planet has for climate change?

Will supermarket stackers remain essential workers?

How long before events are not considered biological time-bombs?

Will anti vaxxers stay the line and say no to the vaccine, when it arrives?

Are these the halcyon days for introverts?

Will Zoom be just another

teleconferencing app when this is over?

How many airlines will be left in the world?

Will elastic waistbands become corporate necessities?

With wildlife again taking over the national parks, is the planet healing itself?

If you exercise with no one watching, is it really exercise?

Will New Zealand and Tasmania be the only overseas flights we'll take in the next few years?

How many of the Government controls introduced for CV19 will remain once we go back to some normality?

Will we need as much stuff in the future?

Can China get back any global trust?

Are we still looking for burnt koalas?

How long before we trust the cruise lines?

Will shopping local once again become the norm?

If international travel takes years, will caravans make a big comeback?

Have we learnt too much about our significant others?

Will Netflix ever run out of content?

Will the middle seat finally come into its own as a social distance seat?

When this is over, other than your immediate family, who will be your first hug or kiss?

“Will the babies born nine months from now be called the quaranteeners?”

### TIME workshops

THE Travel Industry Mentor Experience (TIME) restarted its TIME workshops today online, for the program's graduates and mentees.

TIME will operate a program of workshops over the next six weeks, curated to provide practical strategies to help participants through these challenging times.

For more info, graduates or mentees can email [time@travelindustrymentor.com.au](mailto:time@travelindustrymentor.com.au).

### Cook Is webinar

COOK Islands Tourism will tomorrow provide an overview of the destination during a trade webinar at 12pm AEST.

To RSVP for the session, email [marketing@cookislands.co.nz](mailto:marketing@cookislands.co.nz).

### Webjet assurance

WEBJET has moved to reassure investors, following confirmation that Virgin Australia has appointed administrators (see p1).

Webjet said although it has enjoyed a strong long-term relationship with VA, it would not have a material financial exposure in the event of a restructure or if the airline ceases trading.

### Velocity suspension

ALTHOUGH Virgin Australia's Velocity Rewards program is not part of the VAH administration (see p1), Velocity has, effective immediately, paused redemptions for an "initial" four week period.

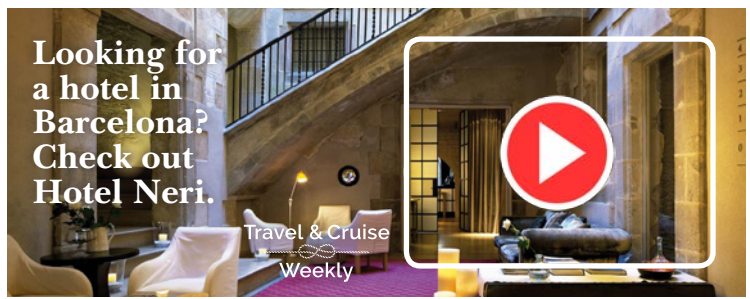
Velocity said heavy demand for gift cards, wine and electronic goods had made it "difficult for suppliers to provide these offers".

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## Unscramble

HOW many words can you make out of these nine letters? Every word needs to include the centre letter, have four letters or more and not be a proper noun or a plural. You can only use each letter once.

J	O	I
R	C	N
E	E	T

Good – 26 words  
 Very good – 39 words  
 Excellent – 51 words

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

## Funnies Flashback



WE'VE trawled through the TD Window Seat archives to give you blast from the past. Here's some gems from 12 Jun 2013:

THE US Travel Association is seeing significant cut-through in a lobbying campaign aiming to get more government funding for customs and border patrol officers for arriving passengers.

Aiming to address the huge wait times experienced in peak travel periods at key gateways, the USTA sent an "arrival survival kit" to key politicians and government officials.

The kit included a copy of Tolstoy's epic novel *War and Peace*, a bottle of Gatorade for hydration and some No-Doz to make sure people didn't fall asleep in line.

Unsurprisingly, a number of bills currently before Congress include funding for several thousand new CBP officers. IPW, standing for International Pow Wow, is now the official name of the US annual trade show, which has this year rebranded from its longstanding name of simply Pow Wow.

However some habits are very hard to break, and there's an imaginary "swear jar" for people who inadvertently refer to it by its former name.

At a press conference this morning US Travel Association CEO Roger Dow quipped that "we've already raised \$16 million from the swear jar".

It wouldn't happen in Australia.

Looking for a hotel in Barcelona? Check out Hotel Neri.

Travel & Cruise Weekly

## Pub quiz

1. What is the name of the distinctive looking rock formation that appears in Bryce Canyon, in Utah, USA?
2. The Statue of Liberty was given to the USA by which country?
3. HNL is the 3-letter IATA code for which American airport?
4. Which waterfall is the highest in the world?
5. The International Worm Charming festival has contestants competing to collect the most of worms from a field in 15 minutes. Where is this slimy festival held?
6. Dark Sky Places are designated areas where there is preservation of the dark through responsible lighting policies and public education. How many Dark Sky Places exist around the world?
7. Which country produces the most rice in the world?
8. In which country would you find the town of Hell?
9. Which four British cities have underground railway systems?
10. Which Australian stadium was built on the site of a cemetery?
11. What city is this collection of pictures is spelling out?



+



+



## Whose flag is this?



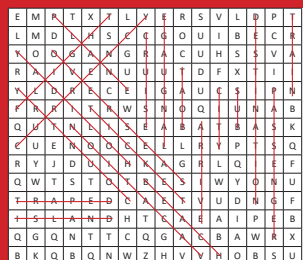
THERE are not many flags that feature a book, a hoe and a gun. The designers of this country's flag definitely were more imaginative than your usual three

colour flag creators, although some of the nation's residents have proposed removing these icons.

Do you know whose flag this is?

### ANSWERS 20 APR

Where in the world: Baku, Azerbaijan



## Cathay's VIB (very important bear)



**AGENTS** may not be able to do aircraft inspections at this time, but that doesn't mean the team at Cathay Pacific is going without special visitors.

The airline's staff at Sydney Airport had Cathay Pacific's mascot, the Pilot Bear (pictured), pop by to take a tour of a Cathay Pacific A350-900 and become part of the teddy bear hunt trend.

Pilot Bear is **inset** getting ready to board the plane, where he



spent some time making himself comfortable and cosy in his Business Class seat - probably before ordering some porridge..

Next up the Pilot Bear decided to join pilots Captain David Newbery and First Officer Herman Ghekiere in the cockpit.



What has been the impact of the coronavirus pandemic on land and air operators? Read more in the April issue of *travelBulletin*.

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

## Aqua yacht webinar

**AQUA** Expeditions will hold a live trade webinar on 06 May at 12pm AEST to showcase experiences available on the line's Indonesia sailings and its new explorer yacht, *Aqua Blu*.

The webinar will be hosted by Aqua Expeditions founder and CEO Francesco Galli Zugaro, and Visit Indonesia Tourism Office Country Manager and Indo-a-Go-Go MD Miriam Tulevski.

To register for the webinar, **CLICK HERE**.

## Oceania challenge

**OCEANIA** Cruises has launched a new social media campaign challenging its followers to recreate some of the line's signature dishes at home.

The #OLifeCookingChallenge will see the line share dishes on its blog and encourage clients to share images of themselves on Facebook preparing the recipe or final plated dish.

The first recipe is Jacques Pepin's Roasted Chicken - to see the blog **CLICK HERE**.

## New Caledonia ban

**NEW** Caledonia has closed its borders to non-residents, with the Department of Foreign Affairs and Trade advising that anyone who does not usually live there will be quarantined on arrival and "held until you can be returned to your country of origin".

All commercial flights to the territory have now ceased, according to Smartraveller, which also advises anyone staying there to follow the advice of local authorities and "minimise your risk of exposure to COVID-19".

## Ishikawa website

**JAPAN'S** Ishikawa Prefecture has launched a new consumer website as part of a branding initiative geared at attracting international travellers.

The site has been optimised for desktop and mobile use, offers ready-made itineraries and focuses on types of holidays and cultural and nature-driven assets.

See the new Japanese inspiration at [ishikawatravel.jp](http://ishikawatravel.jp).

## MONEY

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

**AU\$1 = US0.632**

**OIL** prices plunged below zero for the first time overnight following a massive fall in demand, sparked by reduced economic activity to contain COVID-19, along with increased supply due to a dispute between Russia and Saudi Arabia.

With storage facilities in the United States near capacity, traders were forced to pay to have oil contracts taken off their hands.

*Wholesale rates this morning.*

US	\$0.632
UK	£0.582
NZ	\$1.042
Euro	€0.582
Japan	¥68.23
Thailand	฿20.46
China	¥4.439
South Africa	11.83
Canada	\$0.890
Crude oil	US\$-37.63

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