

ATG's Commitment to Travel

The APT Travel Group continues to wish our guests, travel industry partners, employees and crew good health, safety and wellbeing during this challenging time.

As we, like all of Australia, try to come to terms with the new events we are seeing each day, our focus remains on our values, trade partners, travellers and team.

Thank you for the continued support and confidence shown by our valued trade partners. During this time we draw strength together as one industry and one team. We also acknowledge and thank our loyal past, existing and new travellers who are still today planning and booking their dream holidays with us.

We have a proud history of strength over more than 90 years since our humble beginnings in the 1920s, and we are a global business that remains Australian-owned and operated. We are dedicated to delivering life-enriching and memorable experiences for each and every guest.

Supporting our valued travellers today:

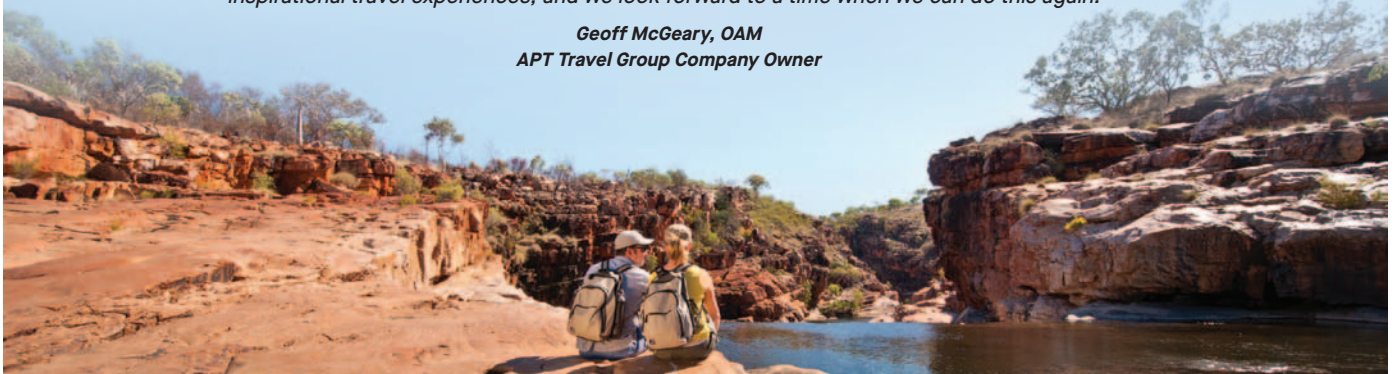
- We have the **safety and wellbeing** of our guests, agent partners, employees and crew as our highest concern during this challenging time.
- We prioritised bringing our **travellers home**. We had a dedicated repatriation team who worked 24/7 in order to ensure our guests were able to return home safely from wherever they were in the world.
- Our **Customer Care** Team are working tirelessly and are committed to working alongside our trade partners to help support them through such a difficult and confusing time. We have a 'one industry, one team' approach and by contacting all of our mutual guests we are working towards alleviating pressure on our trade partners and best enabling their clients holiday dreams to continue in the future. We are in this together.

Protecting our travellers into the future:

- We have a solid Security and Protection Promise to our travellers that includes memberships of all leading travel industry boards and associations.
- We are accredited across AFTA (ATAS) as well as IATA, CLIA and CATO.
- Our Deposit Cancellation Peace of Mind provides additional peace of mind, allowing travellers to cancel prior to final payment date, with deposit retained as holiday credit.
- We are Australia's largest family-owned tour and cruise company, and its most-awarded, with a history of innovation and dedication to our valued trade partners, industry partnerships and guests.

"The travel industry is a vital and vibrant component of our society, and it will weather this storm – we will get through it. The APT Travel Group has a strong and well-respected history of delivering inspirational travel experiences, and we look forward to a time when we can do this again."

Geoff McGeary, OAM
APT Travel Group Company Owner



We are already seeing strong interest in our 2021 trips, and we will soon be travelling again – we need to, it is an enriching part of all our lives, and the APT Travel Group is here for you.

To keep updated on our current policies or for more information on our Security and Protection Promise please reach out to the ATG Team, we are here for you.

Or visit:

ATGConnect.com.au | aptouring.com.au
botanica.travel | travelglo.com.au
travelmarvel.com.au



Today's issue of TD

Travel Daily today has six pages of news including our PUZZLES, plus a front cover from APT Group.

Intrepid suspension

INTREPID has extended its suspension of its tours globally until 30 Sep - excluding polar voyages & some within Australia.

Customers booked to travel on an Intrepid Travel or Peregrine Adventures tour during this time will receive a 110% credit for an alternative tour with a departure date before 30 Sep 2022.

ATG's commitment

THE APT Travel Group (ATG) is reiterating its longstanding commitment to the Australian travel sector, with a range of support initiatives.

Despite the corona crisis, ATG is already seeing strong interest in its 2021 trips, the company said. More on the **cover page**.

RBA chargeback breakthrough

TRAVEL agent bank accounts will not automatically be debited by credit card providers when they receive a chargeback request from customers, under new guidance issued by the Reserve Bank of Australia (RBA).

Following extensive discussions between AFTA and the RBA, officials have written to card issuing banks, card acquiring banks and card schemes, about "reasonable and fair dealings for travel agents at these unprecedented times".

The RBA has formally requested that cardholder applications for chargebacks against agents should be "dealt with reasonably" with time allowed to dispute the matter without debiting the travel agent's bank account until procedures have been followed.

Moreover the RBA has asked that applications for a chargeback against the travel agent should not be successful where the

supplier has offered a travel credit or voucher, or as the result of an extended time delay while the agent awaits supplier refunds.

All parties involved in the card schemes should also accept that more time than usual will be required to settle matters before taking action against the travel agent, the RBA has requested.

"AFTA is very pleased that at a time when it is really needed, the RBA has taken steps to support travel agents so that a reasonable approach can be taken when chargebacks may be raised against travel agents," said AFTA CEO Jayson Westbury.

He noted that the new RBA arrangements don't relate to circumstances of supplier insolvency, with options to address this during the pandemic continuing to be canvassed.

AFTA has also today announced the "hibernation" of the AFTA Chargeback Scheme - see **page 3**.

New Disney BDM

AMY Mortlock has taken a new role as Travel and Business Development Manager within the Australian Disney Parks team.

Mortlock, based in Melbourne, joins Disney after about 12 years with STA Travel, most recently as Head of Marketing Australia & New Zealand.

More appointments on **page six**.

COVID-free Cooks

THE Cook Islands has declared itself to be free of COVID-19, according to an update from the Department of Foreign Affairs and Trade yesterday.

Restrictions are being eased, with schools and churches reopening, non-contact sports resuming and cafes and restaurants returning to normal.

However the Pacific nation's borders remain closed to incoming passenger flights, while only pre-approved cargo vessels are able to visit via sea.

SENDING YOU
A SMILE FROM
VANUATU

We'd like to take a moment to reassure you that Vanuatu Tourism appreciates the dedication of all our industry partners and continues to support you.

We've created some new social tiles and Zoom backgrounds for you to download to share with your network.

Until we can travel again we'll keep everything beautiful for you.

9.30am Espiritu Santo



Download social tiles and backgrounds at vanuatuspecialists.com

ANSWER
THE CALL OF
Vanuatu



Bend & Brew with Club Med

CLUB Med has announced a first-of-its-kind “virtual yoga class” on Zoom next Thu.

The Club Med Bend & Brew session aims to keep travel agents and industry colleagues connected with the Club Med team - while of course also achieving some inner peace and serenity through stretching and some well-deserved beer cheer.

Participants can register for the half hour session taking place at 4pm on 30 Apr AEST (2pm AWST and 6pm NZST) via [Eventbrite by CLICKING HERE](#).

NYC&Co layoffs

NEW York City's tourism marketing agency NYC&Co, has confirmed the temporary furlough of over half of its employees.

A total of 77 people have been stood down until Jul, as the city continues to battle COVID-19.

Spokesperson Chris Heywood said revenue from advertising and membership activity had been hit heavily, with the furloughs needed to “balance the budget”.

Air Mauritius goes down

AIR Mauritius has been placed into voluntary administration, with the airline’s board saying it is “expected that the company will not be able to meet its financial obligations in the foreseeable future”.

Directors had previously set up a Transformation Steering Committee in Jan to address ongoing financial difficulties and review the carrier’s business model, with a formal action plan close to being finalised.

However “unfortunately travel restrictions and the closure of borders in all our markets and cessation of international and domestic flights in an

unprecedented crisis, has led to a complete erosion of the company’s revenue base,” according to a formal statement to the Mauritius Stock Exchange.

Accounting firm Grant Thornton has been appointed as administrators of the company, with Air Mauritius shares now suspended from trading.

Prior to its collapse Air Mauritius had a fleet of 13 aircraft including two A350s and four A330s, and until the COVID-19 shutdown had a network of 22 destinations including Africa, Europe and Asia as well as Perth in Australia.

The carrier had previously announced the suspension of services until 15 May 2020, offering a range of flexible rebooking options and the MK website continues to feature an upbeat message saying “We will be back soon! Stay safe!”

SQ extends waiver

SINGAPORE Airlines has issued an updated global waiver policy, which extends affected ticket travel dates by a month.

Travel agents can continue to service their customers under the updated policy which now applies for original travel commencing on or before 24 Jan and 30 Jun on SQ, SilkAir or codeshare partners.

Princess \$50k Illawarra donation

PRINCESS Cruises is making a \$50,000 contribution to support the Mission to Seafarers at NSW’s Port Kembla, following the overwhelming support provided by the people of the Illawarra region for the *Ruby Princess*.

Princess CEO Jan Swartz today also hailed the ship’s crew, saying they were “inspirational in the way they dealt with extremely difficult circumstances while building a powerful bond with the local community”.

“The Illawarra community never lost sight of the fact that this was all about people caught up in difficult circumstances that were not of their own making.”

Swartz also thanked operational staff from NSW Health, Australian Border Force, DFAT, NSW Police and Aspen Medical for their professional approach.

Ruby Princess is currently preparing to sail from Port Kembla - more details in today’s issue of **Cruise Weekly**.

Window Seat

A GROUP of six foreign tourists have been rescued from a cave in northern India, where they were self-isolating after running out of money to pay for hotels.

The four men and two women, hailing from the USA, Turkey, France, Ukraine and Nepal, had been living in the cave near Rishikesh in the Uttarakhand region for several weeks when police found them last weekend, according to *CNN*.

“They had been living in the cave since 24 Mar,” according to a police spokesman - four days after the imposition of a state lockdown to help prevent the spread of coronavirus.

The region was made famous by The Beatles who visited in 1968 in an attempt to delve into spirituality with the Maharishi Mahesh Yogi.

Officers said the group, who all seem healthy, had been moved to an ashram where they are self-quarantining for two weeks as a precaution.

Hertz to slash staff

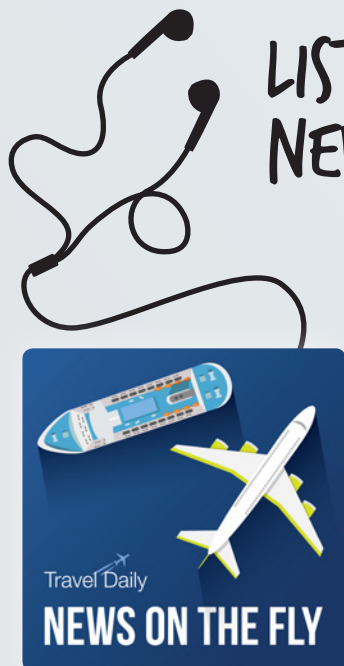
CAR rental giant Hertz Global Holdings has confirmed mass workforce reductions in North America, saying about 10,000 employees have been impacted.

Terminations were effective on 14 Apr 2020 for non-union employees, while union members were cut yesterday, with the company saying it has incurred US\$30 million in severance costs.

SAS drops HKG?

SCANDINAVIAN Airlines looks set to cease operations to Hong Kong, with the latest GDS information indicating no reservations possible on the Copenhagen-Hong Kong route.

Previously the Star Alliance member had flagged a HKG resumption from 02 Sep.



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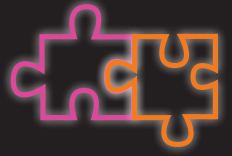
Search for ‘Travel Daily - News on the Fly’ on your preferred listening app

[CLICK HERE FOR DETAILS](#)

Travel Daily

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

Check out our daily puzzle page.



Travel Daily

ACS put into hibernation

THE AFTA Chargeback Scheme (ACS) is being effectively closed down (**TD** breaking news), with members advised that effective from 01 May no new travel arrangements will be protected.

The scheme, which ensures agents are not caught in the middle when suppliers declare insolvency, is funded by a small surcharge on credit card transactions via agents, and it's understood that with travel sales effectively at a standstill, it's not viable for ACS to continue.

Transactions made before 01 May will be protected, with members encouraged to submit their claims for the 2019/20 Protection Year promptly with a "sunset date" of 31 Dec 2020.

All claims will be assessed during Jan 2021, and "ACS is likely to exercise its discretion to make a proportional payment of claims to Members" if the ACS insurance coverage is insufficient to pay claims in full.

"Proportional payment may be appropriate in catastrophic cases," as per the ACS Product Disclosure Statement and

Financial Services Guide.

"ACS will be placed into hibernation mode as a scheme from 01 May 2020 until 31 Jan 2021...future decisions about the scheme will be made and advised over the coming months," AFTA said, adding that renewals of ACS membership will not be offered from 30 Jun 2020.

"These decisions have not been taken lightly, and we understand the disappointment that members will feel at this time," said AFTA CEO Jayson Westbury.

Originally branded as AICS (AFTA Insolvency Chargeback Scheme), the program launched three years ago (**TD** 28 Jun 2017) after extensive consultation with the Reserve Bank of Australia over its credit card reforms.

Westbury said the necessary by-laws had been passed by the ACS Board, which remains intact during the hibernation with members including himself, Mike Thompson and Charlie Gow-Gates.

Katrina Barry and Kevin Forder have resigned from the ACS Board, with Westbury acknowledging their service.

VA creditor meeting

THE administrators of Virgin Australia (**TD** yesterday) have announced that the first meeting of creditors will take place virtually on Thu 30 Apr.

"No physical meeting place will be available," with details of the online gathering to be provided in due course, according to an update from Deloitte's Richard Hughes.

A circular to creditors requests documentation about moneys owing via email, while Deloitte is also hoping that a Committee of Inspection will be established to assist with the conduct of the voluntary administration of the main operating and employing entities which include Virgin Australia Airlines Pty Ltd and Tiger Airways Australia Pty Ltd.

Hughes also noted that Deloitte intends to make a court application to delay the statutory second meeting of creditors to give more time for negotiation with potential purchasers.

He confirmed the administrators intend Virgin to continue trading "whilst we undertake a process to recapitalise the business to bring it out of administration as soon as possible," with Paul Scurrah and the VA management team continuing to be in charge of the airline's operations.

Webjet success

WEBJET this morning confirmed the successful completion of the retail component of its current capital raising (**TD** 01 Apr).

The Retail Entitlement Offer raised about \$118 million from about half of the company's eligible shareholders.

A "top-up facility" which allowed investors to purchase more than their entitlement has been oversubscribed, meaning allocations under this program will be scaled back by 31%.

New shares under the offer are expected to be allotted next Tue 28 Apr, with trading to commence the following day.

THE HOME BASED ADVANTAGE

brought to you by
Your Travel Centre

Expanding horizons



It has long been stated that one of the best ways to stand out in the crowded travel industry is to specialise in a segment of the market.

This is particularly true for home-based agents without a bricks-and-mortar presence. But given the current circumstances, especially surrounding the cruise industry, what was a market advantage could become a liability.

This pandemic is causing businesses around the world to question how they operate and home-based agents shouldn't be any different. During this momentary downturn, take the time to think about what the industry will look like in the next couple of years and how best to adapt. Rather than solely being a cruise specialist, you could add family, adventure or luxury travel to your portfolio.

Another good place to start is with destinations expected to open first, such as Australia, New Zealand and the South Pacific.

While domestic travel mightn't be as 'big ticket' as some agents are used to, it's possible to boost profits by concentrating on the luxury sector or group bookings.

The travel industry will rebound, it's just going to look a little different in the short term so now is the time to prepare your business to suit the changing landscape.

Find out more about becoming a home-based agent at:

www.join.yourtravelcentre.com.au

Les Farrar, Managing Director,
Your Travel Centre



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Travel Daily subscription
during the COVID-19 crisis

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Travel Daily

TravelManagers says thanks



From 600 of us to thousands of you...

thank you!

TRAVELMANAGERS made the most of the Easter long weekend taking out full page advertisements in newspapers across the country to thank their clients for their support.

The adverts ran in *The Weekend Australian*, *Adelaide Advertiser*, *Sunday Mail*, *Sunday Herald Sun* and *Sunday Telegraph* and

also explained that during the COVID-19 pandemic the focus of TravelManagers' personal travel managers has been getting clients back to Australia safely and rearranging travel plans for those who have yet to commence their travel.

A snapshot of one of TravelManagers' ads is **pictured**.

These are extraordinary times, however all of us at P&O are looking positively toward the future.

As our valued Travel Agent partners you are at the heart of what we do.

You, more than anyone, understand the gravity of what is happening in the travel sector and we are standing with you during these challenging times.

A big thanks for your past, present and future support.

We look forward to working with you in welcoming guests back onboard soon

We will all get through this together.



INDUSTRY SURVIVE & REVIVE SESSIONS

Industry support Facebook LIVE speaker series

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TRAVEL RECRUITMENT C&M

Travel Daily **travelBulletin**

Emirates ups PPE

EMIRATES has introduced new precautionary measures at the airport and on board to reduce the risk of spreading the COVID-19.

Seats will be pre-allocated with vacant seats placed between individual passengers or family groups to aid with social distancing and carry-on baggage will be limited to laptop, handbag, briefcase or baby items, with all other items required to be checked in.

At Dubai International airport, gloves and masks are mandatory for all customers and employees and customers will be required to wear their masks and gloves throughout their journey.

All cabin crew, boarding agents and ground staff in direct contact with passengers will now wear personal protective equipment (PPE) including a protective disposable gown, a safety visor, masks and gloves.

QTIC webinar

THE Queensland Tourism Industry Council (QTIC) will hold a webinar on Tue addressing how tourism businesses can prepare for trade post the COVID-19 crisis.

Hosted by tourism media identity Sofie Formica at 2pm AEST, attendees will hear from a panel of specialist domestic and international trade consultants.

On the panel will be DR Tourism Director Robbie Cornelius, Pinnacle Tourism Marketing MD Michael Nelson, Success Matrix MD Amanda Kruse and Parket Travel MD Todd Parker.

To register, [CLICK HERE](#).

Crystalbrook home

CRYSTALBROOK Collection has launched At Home With Crystalbrook, sharing live and pre-recorded content showcasing the company's experiences.

The platform will offer cooking classes, poolside yoga and more - [CLICK HERE](#).

Love P&O CRUISES



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.

L	A	N
T	C	R
Y	E	L

Good – 28 words
Very good – 42 words
Excellent – 55 words

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

America word search

W	A	R	B	O	U	R	B	O	N	C	N	I	Z	P
N	V	E	N	O	T	S	W	O	L	L	E	Y	R	Z
A	J	J	R	S	D	I	W	H	X	U	I	K	E	K
S	Q	B	I	M	Z	O	X	I	B	S	S	O	V	F
C	D	K	G	I	Y	O	B	W	O	C	Y	U	P	Z
A	U	U	B	T	T	U	F	O	O	T	B	A	L	L
R	O	S	A	H	C	A	L	I	F	O	R	N	I	A
Z	Z	D	R	S	P	H	J	W	M	V	M	Z	E	S
L	P	N	B	O	Y	O	S	E	M	I	T	E	K	E
A	M	A	E	N	R	X	B	T	A	B	A	A	V	H
O	U	L	C	I	R	W	B	V	K	G	U	N	S	C
E	R	D	U	A	N	A	C	B	L	B	L	C	P	R
T	T	A	E	N	G	X	N	N	K	S	G	E	P	A
M	I	B	H	E	R	F	Y	V	B	F	B	N	D	C
I	I	S	L	W	A	S	H	I	N	G	T	O	N	T

SEE if you can find these words. They are hidden horizontally, vertically and diagonally, forwards and backwards. This word search is themed around the great nation of America.

- | | | |
|------------|-------------|-------------|
| WASHINGTON | YELLOWSTONE | NASCAR |
| CALIFORNIA | BOURBON | BAGEL |
| ARCHES | EAGLE | SMITHSONIAN |
| BADLANDS | COWBOY | BARBECUE |
| GUNS | YOSEMITE | |
| TRUMP | FOOTBALL | |

Where in the world?



THIS is a very unusual set of buildings. The funny stacked units are

actually people's homes. Where in the world could you find it? Check tomorrow for the answer.

ANSWERS 22 APR

Pub quiz: 1 Five, 2 Hadrian's Wall, 3 Thailand, 4 54, 5 Sydney, 6 5th century BC, 7 Volga River, 8 Two (Three if you count the bridge to Denmark), 9 False, 10 California, 11 Tokyo (toe + key + owe)

Where in the world: Reykjavik, Iceland

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

Funnies Flashback



WE'VE trawled through the **TD** Window Seat archives to give you blast from the past. Here's some gems from 05 Jun 2013:

DISNEYLAND Paris really was the happiest place on earth, at least in the accounting offices following a recent three-day visit from a wealthy Saudi prince.

Celebrating his university graduation, Prince Fahd al-Saud hired out entire areas of the theme park so that he and 60 of his closest friends could enjoy a number of tailored events which involved "rare" Disney characters, the park said.

In all, the party's total bill for the three days came to a whopping €15m (AUD\$20.3m).

THERE are several ways to try and charm your way into a free cabin upgrade on a long-haul flight - often reported but rarely actually working when tried.

One way **NOT** to score a pass to the pointy end, as was discovered by a group of four U-21 Norwegian soccer players, was to serenade the crew.

The four players started singing to the hostesses on the Turkish Airlines flight from Oslo to Tel Aviv via Istanbul, however the results were made abundantly clear when the crew started reaching for ear plugs.

"The charm worked, but not the singing voice," one of the players said upon he and his team-mates being ordered to return to their seats back in Economy class.

Sofitel Wentworth's iso blues



SYDNEY'S Sofitel Wentworth Hotel is doing its best to keep the spirits of quarantined guests up, this week hosting a live music performance for them to enjoy from their private balconies.

About 400 people are isolating at the hotel under the mandatory 14-day Government quarantine, and had their spirits lifted by singer-songwriter Johnny Diesel, Sydney RNB cover band Soul Nights, and DJ Troy T from Sound Agents.

The concert marked the final

night of isolation for about 55 of them, who checked out today after completing their two weeks.

"We are doing everything we can to ensure our guests have a comfortable and pleasant stay with us, despite being confined to their rooms," said the hotel's GM Sam Panetta.

"Seeing our guests singing and dancing to the music from their balconies was a sight to behold."

Look up, says Niue!

THE Pacific island of Niue is encouraging the travel industry to "look to the stars," with the unique destination recently declared an official Dark Sky Place by the International Dark Sky Association, which means it's an ideal spot for astronomy.

When visitors are able to travel to Niue again they will be able to enjoy guided astro-tours, led by trained locals, to witness the wondrous night sky, said Niue Tourism CEO Felicity Bollen.

Agoda long stays

ONLINE travel agency Agoda is now listing properties for stays of more than 30 days, allowing prospective travellers to search dates ranging from 30 to 90 days in a single booking.

The new feature allows accommodation partners to benefit from the growing trend of using holiday rentals for long term stays, the company said.

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

CLICK to read
travelBulletin

New Melasti club

THE Minoo Beach Club is set to shortly launch on Bali's Bukit Peninsula alongside Melasti Beach in the relatively undiscovered Ungasan region.

The new beachside venue will offer a coastal menu, along with sun loungers, al-fresco dining, beach access and a pool - see minoobeachclub.com.

Austria on Netflix

SICK of *The Sound of Music*?

The first Austrian-produced Netflix show has launched, and allows armchair travellers to see turn-of-the-century Vienna via the life of Sigmund Freud.

"Freud is a must-see for psychology nerds," the Austrian National Tourist Office said.

Screening update

AMERICA'S Transportation Security Administration (TSA) is consolidating its screening operations to adjust for reduced flight and passenger volumes, with less than 100,000 people passing through TSA checkpoints across the US last Mon - compared to almost 2.6 million on the same weekday a year ago.

The TSA has implemented procedures to increase social distancing and reduce direct contact with the travelling public, without compromising security.

Travellers can also now carry a 350ml bottle of hand sanitiser through checkpoints but these must be screened separately.

459 TSA staff have tested positive for COVID-19, with 110 recovering and four deaths.

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.

Nicole Walker has been named as the new CEO of conferencing and events specialist **Arinex**. Walker has been promoted to the role internally after joining the business in 2014, initially as a Project Manager in the Conferencing business unit and more recently within the Arinex management team over the last four years.

Carnival Corporation & plc has appointed of former Walmart executive VP **Jeffrey J. Gearhart** to the company's board. At Walmart, Gearhart was responsible for the global legal, compliance, ethics, security and investigative parts of the business, with Carnival Chairman Micky Arison saying his track record of "balancing regulatory requirements with the commercial realities of doing business will be a major asset as we shape the future of our organisation".

Bruce Baird has been named as the acting Chair of the **Tourism and Transport Forum**, replacing Andrew McEvoy who has also resigned as Chair of SeaLink Travel Group to take on a new tourism role in Saudi Arabia. McEvoy officially relinquishes his SeaLink role on 30 Jun.

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

