

## CTC masterclass

CAPA Centre for Aviation's Corporate Travel Community (CTC) is running an online digital masterclass for travel management professionals, covering critical issues as they adapt their programs under the impact of COVID-19.

Leading corporate travel buyers from across the globe will participate, covering regional perspectives, the reboot of travel programs, crisis management and duty of care protocols plus traveller wellbeing.

The first masterclass takes place on 29 Apr at 1pm AEST, and will feature CAPA founder Peter Harbison, CTC Directors Catherine Craig and Benson Tang, along with Michael Molloy, Global Strategic Sourcing Lead for Rio Tinto.

Complimentary passes are available now - for registration details see the **last page**.

More corporate travel news on **page four** of today's *Travel Daily*.

## Air NZ to delay New York

AIR New Zealand is postponing its highly anticipated New York debut (**TD** 24 Oct 2019) by a year, with the non-stop Auckland flights to the Big Apple to now launch in late 2021 at the earliest.

The service had been set to kick off on 29 Oct this year, but Air NZ Chief Networks, Strategy & Alliances Officer Nick Judd said the "deeply disappointing" move was a reflection of the impact of coronavirus on travel demand.

The airline has also confirmed it will not resume its currently suspended flights to Buenos Aires as well as the Los Angeles-London routes once restrictions ease.

"Our people have worked tenaciously over the years to build these markets, and excitement was building for our non-stop New York flight.

"However the effects of COVID-19 continue to bite; we expect most countries

to take a cautious approach to international travel in the next year and we have to be pragmatic," Judd said.

Air NZ had already announced the closure of its London base and had been planning to exit the route in Oct, while "Argentina has been challenging before the pandemic and we don't expect this market to recover quickly".

Air NZ's total capacity has been reduced to just 5% of pre-COVID-19 levels, and Judd said demand would be reviewed on a route-by-route basis before services are resumed.

## NC Tourism chief

JULIE Laronde has been promoted to be General Manager of New Caledonia Tourism.

Laronde has been Deputy GM since 2010, and takes over from Jean-Marc Mocellin who had been in the role for three years.

## Today's issue of TD

*Travel Daily* today has six pages of news including our PUZZLES plus a full page from:  
• CAPA

## Ramsgate birthday

SYDNEY'S Ramsgate Travel Service yesterday celebrated its 37th birthday, with owner Justine Sealey saying when her predecessor Rosemary Peart set up the business in 1983 "she never imagined how successful her small agency would become.

"Rosemary's philosophy was to look after each and every client as an individual, and offer exceptional customer service - this is why we are still here today," Sealey said.

With the team currently working from home it's impossible to celebrate together, but "when the Government advises we can reopen, you can be sure there will be many celebratory bottles of bubbles popped open!" she said.



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Travel Daily

**EPISODE 4 OUT NOW!**



## Spirit Tas Geelong

**TT-LINE** will relocate its Spirit of Tasmania Victorian port operations from Port Melbourne to Corio Quay, north of Geelong.

Chairman Michael Grainger cited significant congestion in the greater Port Melbourne area, particularly when cruise ships are in port, that causes delays in loading and discharge of pax.

The new 12 hectare dedicated site in Corio Quay will include a purpose designed passenger terminal building, a passenger vehicle marshalling area for 600 cars, more efficient passenger vehicle check in, security facilities, public amenities, a cafe, children's play area and a pet exercise area.

The new Spirit of Tasmania base is located 55 minutes from Melbourne's CBD.

## Sunset for Horizons Travel

**SYDNEY-BASED** travel specialist Horizons Group Travel has been placed into voluntary administration, with preliminary figures indicating the business owes creditors just over \$1 million.

Administrator Mitchell Griffiths from Rapsey Griffiths was appointed on 30 Mar, with the first meeting of the Helloworld Travel affiliate member's creditors taking place earlier this month.

A number of private schools appear to have been caught up in the collapse, including Pymble Ladies' College, owed \$15,000, Ivanhoe Grammar with a debt of \$48,477 and South Australia's Investigator College, owed \$30k.

American Express is owed \$43,000 and the Australian Taxation Office has a debt listed of \$34,000, while the agency's 11 staff are also owed \$14,000 in wages, along with some other outstanding entitlements.

Horizons Group Travel was founded in 2001, and initially specialised in basketball tours before expanding its range to provide fully customised special interest group tours worldwide.

As well as sport, the company's education division offered trips around music, history, STEM, languages and art, with the

Horizons website listing a range of partners and suppliers including Qantas, Hilton, Choice Hotels, InterContinental, Virgin Australia and Helloworld, along with a range of sporting organisations.

Three years ago the formerly separate sports and education operations were rebranded under the combined Horizons Group Travel banner (*TD* 17 Jan 2018) to "better reflect the diverse tour operator" it had become.

The business had been headed up by Michael Edwards for about 10 years, and was 70% owned by the NSW Basketball Association.

In a LinkedIn update this week, Edwards cited the destructive effects of coronavirus on travel.

"We had sought support from our major shareholder to weather the storm, but facing their own challenges they were unable to provide any support," he said, leading to the "heartbreaking decision to put the company into administration".

## Jayride rev slides

**JAYRIDE** has reported its first quarter-over-quarter revenue decline after 26 consecutive quarters of growth.

Net revenue declined to \$850,000 in Q3 FY20, down 1% year-on-year, with MD Rod Bishop assuring the company is "well positioned to outlast a downturn without additional equity capital".

Jayride saw a strong growth in Jan and Feb but in Mar saw a severe impact due to COVID-19.

## New ACCC powers?

**THE** Australian Competition and Consumer Commission (ACCC) is expected to receive increased powers or resources to help it ensure airlines are kept honest, *ABC News* reports.

Treasurer Josh Frydenberg is expected to announce changes in coming days as concerns mount over the risk of anti-competitive behaviour in the airline industry.

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

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

## TECHNOLOGY UPDATE

*Today's Technology Update is brought to you by Tramada Systems Pty. Ltd*

### A Time of Change



Whilst COVID-19 has obviously had a devastating effect on the industry, many agencies are beginning to have some

time to think about planning for their future.

The year already started off with several changes in travel technology, including many agencies realising a need to migrate off of their current mid-back office system.

I've seen a trend forming over the last few weeks with agencies recognising they can use this quiet time to prepare their agency's technology requirements so that when the market does pick up, they will be ready to go.

Whilst we appreciate these are uncertain times, Tramada are resourced and available to implement new clients over this period. We are committed to working with our agents and offering assistance where we can during this unprecedented period. We are all in this together.

If you are a forward-thinking agency and anticipate having a business after the COVID-19 crisis, then we strongly urge you to use the current downtime to migrate to Tramada's post-booking platform.

We'd be happy to offer you a personalised demo – contact us on [sales@tramada.com](mailto:sales@tramada.com).

**Chris Powell, Senior Sales & Account Manager**  
*Tramada – your travel technology partner*



## Cunard ext pause

**CUNARD** has extended the pause on its voyages due to the continued impact of the COVID-19 pandemic.

The cruise line has cancelled all sailings for *Queen Mary 2* and *Queen Victoria* that were due to depart up to and including 31 Jul.

Cunard has cancelled its entire Alaska season for *Queen Elizabeth* and all departures up to and including 08 Sep, as maintaining a shorter summer season in Alaska would not be viable.

Guests who are booked on cancelled voyages will receive a 125% Future Cruise Credit to be used on any sailing before the end of March 2022.



How are airlines facing the challenge of the flight shaming movement? Find out in the April issue of *travelBulletin*.

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



## STA hit with \$14 million fine

STA Travel's whopping \$14 million in penalties for misleading customers about its MultiFLEX product (**TD** breaking news) comes 12 months after the Australian Competition and Consumer Commission (ACCC) first referred the matter to the Federal Court (**TD** 28 Mar 2019).

At the time STA said it was "endeavouring to address and resolve" the ACCC concerns, which related to representations that purchasers of STA's \$149 MultiFLEX add-on would not have to pay anything further for date changes to their flights.

The comprehensive ACCC case included revelations that in some cases STA Travel had charged MultiFLEX Pass customers to make changes to flights even though the airlines had not charged STA anything for the requested changes.

In other instances STA's additional charges were more

than double the additional airfare and taxes imposed by airlines.

STA Travel has now admitted liability in the case, making joint submissions with the ACCC to the Federal Court.

The company will also contribute the ACCC's legal costs.

"These penalties serve as a timely reminder to all travel businesses that they must not misrepresent the costs applicable when travel services are changed," said ACCC Commissioner Sarah Court.

STA has estimated it sold an average of 16,000 MultiFLEX Passes on an annual basis from 2015 to 2019.

The products, promoted online, in-store and in brochures/flyers, included the ONEFlex pass costing \$49 and allowing one flight date change; the \$99 "3 Change Pass"; and the "Ultimate" pass costing \$149 and allowing unlimited flight date changes.

## TexVisas wound up

**SYDNEY-BASED** Travel Express Courier Systems Pty Ltd, which trades as Travel Express and Tex Visas, has been placed into liquidation after appointing Bradd Morelli from Jirsch Sutherland as administrator.

The company's sole director is Patrick Greacen, who also owns 40% of the business while the rest is held by David McMahon.

ASIC records indicate the company owes unsecured creditors about \$76,000, most relating to rent, utilities and courier services.

## Expedia raising

**EXPEDIA** has announced a US\$3.2 billion capital raising to bolster its balance sheet through the COVID-19 crisis.

The company's Chairman, Barry Diller, has also named Peter Kern as Expedia CEO, along with Eric Hart as CFO, after last month's major restructure (**TD** 02 Mar).



## Window Seat

**SWITZERLAND** last night demonstrated its solidarity with Australia, illuminating the famous Matterhorn (**pictured**) with the Aussie flag in a sign of through these troubled times.

Zermatt dedicated last night's projection, from midnight to 2am, to the people of Australia, sending "hope and courage to get through the crisis well".

Every evening the mountain is displaying different messages and flags, which can be viewed as high-res photos and via webcam at [zermatt.ch/en/hope](http://zermatt.ch/en/hope).



## NCL'S PEACE OF MIND

BOOK WITH ULTIMATE FREEDOM & FLEXIBILITY

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✓ **For all sailings through 30 September 2020: Cancel up to 48 hours prior**

Receive a 100% Future Cruise Credit for sailings through December 2022

✓ **For all cruises 1 October and beyond: Receive a 100% refund up to 120 Days prior to sailing**

**As we enter uncharted waters during this challenging time, all of us at NCL would like to thank you for your continued and valued support.**

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**CORPORATE UPDATE**

# Amex GBT offsets 100%

**AMERICAN** Express Global Business Travel (GBT) is claiming a world first as being the “first global travel management company to offset 100% of its own travel emissions”.

The company says it offset all trips taken by GBT staff during 2019, and will continue to do so in the future, with the next sustainability focus being to become carbon neutral across all of its operations.

Amex GBT Chief Risk & Compliance Officer Si-Yeon Kim said despite the massive impact of COVID-19 on the company and the wider travel industry, “I believe it is ever more important for us to remain anchored to our

values during such challenging times.

“The companies that weather this crisis and emerge stronger will be those that do the right thing by their people, customers, community and society,” she said.

“We believe in business travel as a force for good that powers the global economy, and we share our clients’ desire to carve out the most sustainable path possible for the industry.”

While global travel bookings are now almost at a standstill, GBT is working with clients to evolve their travel programs and to improve incident management and duty of care policies, in preparation for a gradual return of demand later in the year.

Kim said companies were focused on optimising budgets, but also on mitigating traveller risk and enhancing employee care while also making meaningful decisions about carbon footprints.

“Our customers recognise that making responsible environmental choices and embracing sustainable practices result in broader business benefits, which lead to improved employee engagement around business travel,” she added.

## Business events bloodbath - BECA

**THE** cancellation or postponement of almost all business events scheduled for 2020 will see the Australian economy lose a whopping \$35.7 billion in direct expenditure, according to a grim warning from the Business Events Council of Australia (BECA).

More than 92,000 industry job losses are expected, with BECA Chair Vanessa Findlay saying 60% of businesses in the sector believe it will take a year or longer to recover once COVID-19 is no longer having an impact.

As well as the direct spending, a further \$17.2 billion flow-on impact will be experienced, with BECA noting that the industry is one of the “quiet achievers of the Australian economy,” growing at about 6% every year since 2014.

“However the industry now faces 100% loss of revenue due to the escalating events of COVID-19 on top of the bushfires earlier this year,” Findlay noted.

BECA is currently finalising a new Response & Recovery framework - more details in next Tue’s *Business Events News*.

## CoronaPass trialled by Ernst & Young

**A NEW** coronavirus certification system app is being tested by global consulting firm Ernst & Young (EY), as a potential method of accelerating a return to normal travel and business operations.

The CoronaPass app developed by software firm Bizagi validates immunity certificates created by health authorities, allowing corporations and government agencies to automate, track and check COVID-19 immunity.

US publication *Skift* reported the move, saying that once EY trials the app internally it is likely to roll it out to corporate clients wanting to get staff back on the road.

## Plan your clients’ next trip around a UK food festival

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

Travel & Cruise Weekly

## CORPORATE CHATTER

with Jamison Warren

### The conscientious traveller

**ACROSS** the corporate, academic and government travel sectors, clients are becoming more interested in TMC strategies for making their travel programs more sustainable.

While travel buyers are increasingly aware they need to be incorporating eco-friendly and sustainable policy into their programs, many are unsure of where and how to start. Clients are asking for assistance on how to make their air and hotel programs more sustainable as well as what questions to incorporate in their airline and hotel RFPs to support their sustainability objectives.

In light of this, FCM has been working closely with clients keen to develop greener programs, to help customers look at the issue holistically. In making sustainability more than just a tick box in an RFP, organisations need to be viewing and assessing everything from supplier contracts and RFPs, to setting travel program targets for carbon emissions, creating simple processes for staff to offset travel and educating employees on how they can make greener choices when they travel.

Part of FCM’s

work in this space also has included helping customers assess their appetite for change and their capability to fund any changes that need to happen to create more sustainability across their programs.

In response to client requests for information, FCM recently released a five-part report on sustainability with tips on how to help clients be more

conscientious when they travel. Additionally, there is substantial work being done with our technology providers to ensure clients can make greener travel choices when booking their travel.

FCM, as part of The Flight Centre Travel Group (FCTG) has also:

- Established information baselines and goals for our environmental impact;
- Supported

- “FCTG’s War on Waste” with more recycling and efficient waste reduction initiatives;
- Worked with our procurement teams to develop sustainability standards for our own tender and contracting processes; and
- Conducted product reviews to assess the impact of our travel products on the environment.

“While travel buyers are increasingly aware they need to be incorporating eco-friendly and sustainable policy into their programs, many are unsure of where and how to start”

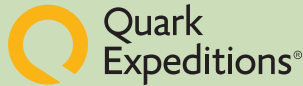


With approximately 15 years in the travel industry and a strategic mindset, Jamison is responsible for FCM’s Graduate Program, the Intern Program and relationships between the Flight Centre’s Responsible Travel Charter, Worldwide & FCM’s university partners. [jamison.warren@fcmtravel.com.au](mailto:jamison.warren@fcmtravel.com.au)



## 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](mailto: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.



Rob Warner from Clean Cruising has given a shout out to his bosses, Jean and Dan Russell:

"I would like to nominate Jean and Dan Russell from Clean Cruising.

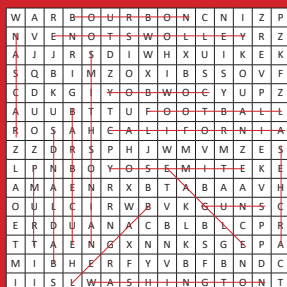
1. They have kept our company going right from the outset, before any Government assistance was announced – with a six month plan to keep all their staff employed.
2. Jean has been tirelessly working on cruise policy updates from day one – updating us all as well as putting updates constantly on our website for not only our clients to see what is happening, but anybody who visits our website (she is also our health guru, making sure we all stay fit and healthy – keeping in touch to see what we are doing to this end).
3. Dan sends us weekly "State of the Nation" updates on office happenings as well as current environment announcements and how these may play out.
4. He also has changed our weekly newsletter we send to clients to be an update on how the staff are doing and reporting on how the situation affects our clients, as well as recipes for cocktails at Easter and then a list of items cooked by staff over Easter with recipes if required. This is getting a great response from our clients.
5. They have both taken large paycuts, but despite this sent all staff an Easter Hamper of goodies to keep our spirits up.

For a small family company, which could have followed other retail outlets and cut and run, they have chosen to stay and fight, support their staff and clients for the foreseeable future, so deserve special thanks for their efforts – I am sure all my colleagues would support this nomination."

### ANSWERS 23 APR

Unscramble: caller, cane, cant, canter, care, caret, cart, carte, cartel, cater, cell, cellar, cent, central, CENTRALLY, cert, clan, claret, clay, clean, cleanly, clear, clearly, cleat, crane, crate, cyan, éclat, enact, lace, lacy, lance, lancer, lancet, larceny, latency, nacre, narc, nectar, nectary, race, racy, react, recall, recant, rectal, rectally, talc, trace, trance, treacly

Where in the world: Habitat 67, Montreal, Canada



## 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.

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

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

## Pub quiz

1. What are the names of the three French departments in the area of Alsace-Lorraine, which has been fought over by Germany and France in the past?
2. In which state does the Murray River reach the ocean?
3. The Fairy Pools in Scotland can be found on which island?
4. Most of Jurassic Park was filmed on which Hawaiian island?
5. Which poet's memorial is famous because of all the red lipstick kisses on it?
6. In which country is the place with the longest single name?
7. What is the Gaelic name for Edinburgh (which also happens to be the name of another city)?

## Whose flag is this?



LIKE the southern cross, and the union jack, the traditional symbol of Islam appears on many flags.

We can't be too harsh on this

country for including the same symbol as others, as until 2011 their flag was just a single colour.

Do you know whose flag this is?

## APT's mammoth relocation



APT'S fleet of 4WD adventure vehicles at this time of year would usually be being prepared for the start of the Kimberley season, but this year has seen six of the trucks take on a different journey.

The vehicles have been redeployed from Broome to the mining industry in the remote Pilbara region of WA to provide additional transport and assist in social distancing requirements.

The journey took more than 10 hours to cover 900km of remote roads, with the custom-built Mercedes Benz 4WD vehicles travelling in convoy (pictured) and tackling daily changes to



border crossing restrictions along the way.

APT MD Chris Hall said "With travel on pause it means we are unable to welcome our guests to the Kimberley. So rather than our 4WDs sitting idle, we decided to help the Pilbara's mines who were needing transport vehicles. Logistically it was a huge challenge to relocate the vehicles, but nothing our team is not used to and they made it happen."

## Ruby bids farewell

PRINCESS Cruises' *Ruby Princess* has bid farewell to Port Kembla and set sail for the Philippines.

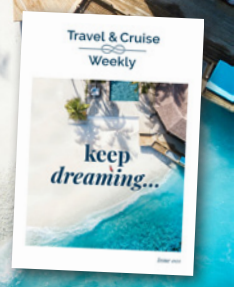
Princess Cruises President Jan Swartz has applauded the ship's crew for their strength and fortitude and thanked the Illawarra community for supporting the crew while the ship was berthed there.

## Vietnam eases up

TEMPORARY restrictions have been lifted in many areas of Vietnam, including Hanoi, with the country not recording any new cases of COVID-19 for the past seven days.

The Vietnamese Government and Health Ministry continue to keep in place health safety requirements where necessary.

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



## Accor revenue slide

ACCOR has recorded a Q1 2020 revenue of €768 million (AU\$1.3b), down 15.8% on the same period last year.

Nearly two-thirds of Accor's hotels are currently closed & most of the others are being used to support the fight against COVID-19

## Boeing restructure

BOEING has made a number of structural changes, consolidating its teams and reshuffling leadership.

A newly formed Enterprise Operations, Finance & Strategy group will bring together teams responsible for manufacturing, supply chain and operations, finance, enterprise performance, strategy, enterprise services and administration and be led by CFO Greg Smith.

The company also is combining its legal and core compliance programs into a single organisation led by Brett Gerry, Chief Legal Officer.

Boeing will soon name a Chief Compliance Officer.

## Wu has moved

WENDY Wu Tours has moved its Sydney office and is now located at Level 19, 15 Castlereagh Street, Sydney.

The phone numbers will remain the same.

Currently staff are working remotely but when they return, it will be to the new address.

## TRAVEL SPECIALS

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

Hurtigruten is throwing in between AU\$200-500 on board credit for bookings or rebookings of an Original Coastal Voyage. The offer includes the 12-day roundtrip voyage from Bergen to Kirkenes and 11-day Voyage of Discovery from Bergen to Kirkenes and south to Trondheim. Available on bookings made by 30 Jun for departures up to the end of 2021. For more details, call 1300 322 062.

Brisbane's Alex Perry Hotel & Apartments is offering 25% off the best flexible rate under its "Your new office alternative" promotion. Valid from now through until 31 May. [CLICK HERE](#) for more.

Metro Hotels' Sydney properties – Metro Aspire Hotel Sydney, Metro Apartments Darling Harbour and Metro Apartments on King - are offering special rates for those looking to self-isolate or an alternative place to work. Prices per night at Metro Aspire Hotel Sydney start at \$89 and stays at Metro Apartments Darling Harbour are from \$109 per night. Head to [www.metrohotels.com.au](http://www.metrohotels.com.au) for more information.

Emporium Hotel South Bank has released a two-night Staycation offer with nett rates available for the industry. The offer is valid for bookings made until 25 Dec with travel dates until 31 Mar 2021. For further information, contact [Julie.manega@emporiumhotels.com.au](mailto:Julie.manega@emporiumhotels.com.au).

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



CORPORATE  
TRAVEL  
COMMUNITY

29-APR-2020  
1:00 PM AEST

# JOIN OUR ONLINE MASTERCLASS

## Towards the 'new normal' travel programme



**REGISTER TODAY**

The Corporate Travel Community (CTC) is proud to present our inaugural digital **Masterclass Series: Towards the 'new normal' travel programme**. Each fortnight, the series will provide insight for travel management professionals on addressing critical issues as they adapt their travel programmes under the impact of COVID-19.

CTC will bring together leading corporate travel buyers globally to discuss:

- **Regional perspectives**
- **Rebooting travel programmes**
- **Protocols in Crisis Management & Duty of Care**
- **Traveller Wellbeing**
- **Interactive audience Q&A**

Our guest speakers at our first Masterclass will be:



**Michael Molloy**  
Global Strategic Sourcing Lead  
Rio Tinto



**Eric Bailey**  
Global Director Travel, Venue Source & Payment  
Microsoft



**Peter Harbison**  
Chairman Emeritus  
CAPA - Centre for Aviation



**Catherine Craig**  
Global Director  
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**Benson Tang**  
Executive Director  
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