

New Bolinger role

KAREN Bolinger, formerly long-time CEO of the Melbourne Convention Bureau, has been appointed as the Asia-Pacific Managing Director of the Professional Convention Management Association (PCMA).

Bolinger, who left the MCB a year ago, will continue to be based in Melbourne and will lead PCMA's regional operations team through its Singapore office.

She will focus on new initiatives to extend and strengthen the organisation's presence in the region, which is expected to lead the global COVID-19 recovery.

App key to recovery - AFTA

THE Australian Federation of Travel Agents (AFTA) has urged the industry to support the rollout of the Government's new COVID-Safe smartphone app, as a key driver of the recovery of travel and tourism in Australia.

An update from AFTA CEO Jayson Westbury said the Federation believed the successful take-up of the app "may lead to a faster way for the country to get back to a normal way of life, and this could include the lifting of travel restrictions".

The COVID-Safe app, which has reportedly already been downloaded by more than two million Australians, uses smartphone Bluetooth connections to help track close contacts of people infected with coronavirus, allowing authorities to more quickly slow its spread.

"While we do understand it is a personal choice to download

the app, AFTA supports the government via this measure if its application brings forward the date of travel restrictions being lifted," Westbury said.

"What we want for Australians is the return to normal life, and what we want for the travel industry is for people to have the freedom to travel.

"It seems to us that this app may be a step in the right direction to achieve both of these outcomes," he said.

AFTA is encouraging everyone involved in the travel industry to take a look at the app, make their own decision about its security aspects and "we hope support the country by downloading it.

"It may also be a good idea to consider reference to the app in some form to travel agency clients in any COVID-19 updates provided to them," AFTA said.

EK refund capacity

EMIRATES has ramped up its capacity to process refunds, boosting resources to handle up to 150,000 per month.

EK said prior to the COVID-19 pandemic it processed an average of 35,000 refund requests each month, but now has almost 500,000 pending to manage.

Backend procedures have been restructured with the aim of clearing the current backlog by early Aug, the airline said.

EK President, Tim Clark, said the airline was dipping into its cash reserves by being proactive in processing refunds.

"We would like to assure our customers and trade partners that we will honour refunds, and that we are doing our best to speed things up," he said.

Today's issue of TD

Travel Daily today has six pages of news including our PUZZLE page.

Business events fund revamp

TOURISM Australia has opened applications for a restructured Business Events "Advance Program," with new requirements which expand access to the scheme aiming to support the attraction of new business events to Australia.

The revamped partnership marketing initiative provides financial assistance to local operators for marketing and distribution projects to lift business events visitation.

The changes to the program include a lower minimum threshold for support of \$10,000 and offering two application rounds annually, with Tourism Australia Executive GM of Events, Penny Lion, saying the scheme gave the opportunity for the industry to "turn ambitious and effective ideas from concept into reality".

More in today's issue of *Business Events News*.

Guscic allocation

WEBJET CEO John Guscic has paid \$877,000 to take up part of his allocation of shares in the company's accelerated non-renounceable pro-rata entitlement offer (*TD* 01 Apr).

Guscic's contribution has seen him and his associated interests acquire about 515,000 more Webjet shares.

He now holds 2.62% of the company and is no longer classed as a "substantial shareholder" due to the dilutionary impact of new shares issued in the Webjet capital raising (*TD* 14 Apr).

Tuscany catch-up

THE Hotel Connection is inviting the Australian travel industry to drinks - virtual, of course - via a live Instagram gathering with the company's global partners.

The first is with Paolo and Philip from Fontelunga Hotel in Tuscany, taking place tomorrow 29 Apr at 5pm AEST, with a video invitation at traveldaily.com.au/videos.



We're here.

When your world wakes up.

We're ready.

Expedia TAAP, we've got your back.

ENJOY TODAY
www.expedia.com.au/taap

telephone
1800 726 618

email
expedia-au@discovertheworld.com.au



www.visitmonaco.com

FOLLOW US

INDUSTRY SURVIVE & REVIVE SESSIONS

Industry support Facebook LIVE speaker series

CLICK HERE

BROUGHT TO YOU BY

THE TRAVEL INDUSTRY HUB

C&M TRAVEL RECRUITMENT

Travel Daily

travelBulletin

Window Seat

EMIRATES SkyCargo has organised a special nutty charter, deploying a Boeing 777-300ER aircraft on a mission to transport almost 50 tonnes of fresh hazelnut paste from Istanbul to Melbourne.

Turkey is a world leader in the production of hazelnuts, which is a key ingredient in the manufacture of many confectionery products.

It's safe to say this is one overseas visitor Australians will be happy to see!

That's not all Emirates SkyCargo has been up to lately, helping 560 Australian businesses facilitate exports of produce via the International Freight Assistance Mechanism.

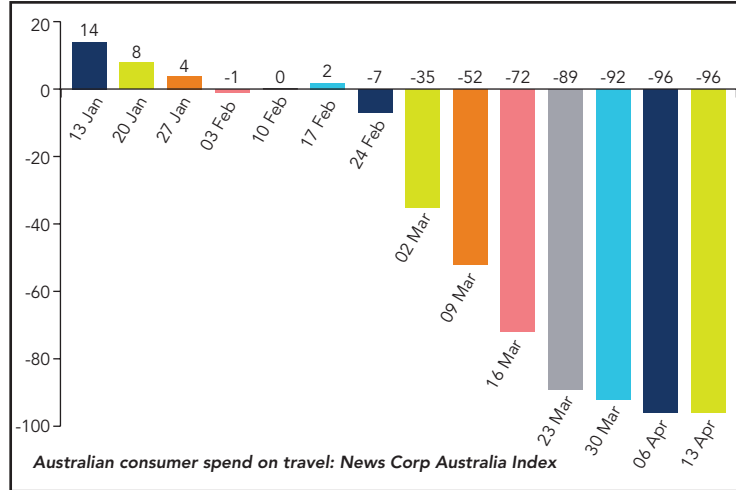
G Adv cancels

G ADVENTURES has cancelled all departures through to the end of Jun, the company confirmed.

All travellers booked and fully paid on a tour departing up to 30 Jun will receive a 110% travel credit on all booked tour services, including pre- & post-night accommodation and transfers, to be used on any tour departing up to two years from the end of the month of their suspended tour.

Those who haven't yet made their final payment will have their lifetime deposit kept on file to put towards a future tour.

Spending curve turning?



EXCLUSIVE

IT MAY be too early to tell, but this week's exclusive News Corp travel spending data could potentially indicate that the worst of the COVID-19 downturn is almost past.

The figures, collated from credit card spend with major brands across accommodation, air, cruise, OTAs, travel agents and tour companies, show the slump appears to be stabilising.

"This is the very first week we've seen spend not declining," said News Corp Industry Head, Travel, Omri Godjin.

It's only a very marginal upturn, and is hopefully not a blip, but Godjin said he was also encouraged at a change in searches on News Corp's *Escape* travel platform which are no longer as heavily COVID-focused.

"We hope that next week's data will finally turn the corner, and

with stay-at-home rumoured to lift in eastern mainland states soon we expect this could be the start of a recovery," he said.

The figures are part of work being undertaken by News Corp to assist its clients better understand the total retail travel market.

Additional weekly data including sub-category spending is available for News' clients, with CEOs and CMOs welcome to reach out if that is of interest.

VA creditors meet

THE voluntary administrators of Virgin Australia have announced that the first meeting of creditors will take place at 11am AEST this Thu 30 Apr.

Due to COVID-19 restrictions, creditors are only able to attend virtually, with the meeting to be hosted from Deloitte Financial Advisory in George St Sydney.

McGrath leads YHA



FORMER Travel Corporation executive Paul McGrath (pictured) is returning to the tourism sector, having taken a new role as CEO of YHA Australia.

McGrath, who commenced his position yesterday, is now responsible for a network of more than 60 youth hostels across the country, with over 200 employees and a \$46 million annual turnover.

He was previously with The Travel Corporation for 14 years, in a range of senior roles including as MD of Trafalgar and the now defunct Creative Holidays.

McGrath left TTC almost seven years ago (**TD** 11 Oct 2013), to take up a position at Lendlease, and has also since worked as a consultant and at cosmetics firm Jurlique.

He said he was looking forward to leading YHA "to rebuild from the foundations up once the recovery in tourism begins".

The YHA Board of Directors also announced the election of Adelaide-based Tracey Powell as its new Chair.

YHA Australia recently celebrated its 80th birthday since being founded in 1939.

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

To keep up to date please access our training and marketing tools on Scenic Hub.

Visit Scenic Hub >

SCENIC[®] evergreen
LUXURY CRUISES & TOURS CRUISES & TOURS





Arise donates to hospitals



AUSTRALIAN hotel group Arise Hotels & Apartments has donated 5,000 protective face masks to two of south east Queensland's busiest hospitals.

The donation saw 2,500 high quality N95 masks delivered to both Gold Coast University Hospital and Brisbane's Princess Alexandra (PA) Hospital.

Arise Hotel & Apartments CEO Michael Song said the masks were originally ordered to protect hotel workers, but the company was able to retain a suitable quantity to orchestrate that while donating the remaining supply.

Pictured: Arise CEO Michael Song with David Sawers and PA hospital staff.

Quark polar portal

QUARK Expeditions has launched a new Polar Learning Channel (PLC) for travel agents and consumers.

The platform will be updated on a weekly basis with new videos, colouring in competitions, information, interviews, and also two webinars held each week - one for adults, and another which is family friendly.

PLC is launching with a colouring competition, with Quark encouraging agents to share the competition with their client base.

There will be two categories for judging - "Under 16" and "Over 16" with three \$50 EFTPOS vouchers given away per category.

Participants need to colour in either the Penguins or Polar Bears colouring-in sheet on PLC and send it to sarah.arane@quarkexpeditions.com by 5pm on Mon 04 May.

Visit the portal **HERE**.

Treadright urges

THE Travel Corporation's Treadright Foundation has urged travellers to return to travel "thoughtfully" and be mindful of companies they travel with, where they go, and who they support, following Earth Day last week.

TreadRight Chief and Sustainability Officer Shannon Guihans said progress had been made in sustainability during the COVID-19 crisis, with many companies now wondering if they can do more.

"To think that it's just a social movement is to think too short-term," Guihans said.

"Corporations, entities, enterprises, they've all come together to realise this is an all-in type of scenario."

Treadright has also encouraged future travellers to consider buying gift cards and booking for future travel to help support the small travel businesses that are struggling during the COVID-19 crisis.

TASTE OBSESSION SINGAPORE

HOME EDITION

Singapore is home to more dishes than you can eat in a lifetime. From Michelin-starred delicacies and international cuisines to scrumptious creations by home-grown chefs and timeless hawker favourites, Singapore is where you can taste it all.

Experience the smell, flavours and comfort of some of the Singapore Tourism Board's favourite dishes (and drinks) through the Taste Obsession Singapore Home Edition.

DAY 2 HOKKIEN MEE

About 40% of Singapore's Chinese community are Hokkien, making them the largest dialect group, and one of the key influences behind Singapore's "Singlish" slang.

This popular dish is also known as Hokkien Hae Mee (pronounced 'hey', which means 'prawn' in Hokkien), and is believed to have been created by post-war Hokkien sailors who worked in noodle factories.

After work, they would congregate around a charcoal stove and fry the excess noodles from the factories they worked in as their main meal of the day.

Now it's your turn to share your creations with your colleagues, and tag us at #VisitSingapore.

www.visitsingapore.com

[RECIPE HERE](#)



AFTA UPDATE

from Jayson Westbury



THE COVIDSafe App has taken over the current media focus over the past few days and I suspect

will continue to dominate the discussion for many more days.

The app, released by the Federal Government Health Department and supported by all states and territory governments, is designed in basic terms to enable the health department to better "trace" not "track" the contacts people have had should they engage with a person known to have the virus - [CLICK HERE](#) for more details.

They say it is to enable a more efficient method to trace people who have engaged with such a person, with a goal to reduce the spread of the virus and contain further spread.

The other, and in my mind most important aspect to this app, is that it is said by government that the more people who sign up, the faster we will be able to return to life as it was, or normal, and I hope this means allowing people to travel both interstate (domestically) and hopefully overseas (internationally).

While there are all kinds of views about whether the app will be a privacy invasion and the concerns over who will have access to the data, it seems to me that when we are in the midst of the worst global pandemic in history, who has your data would appear to me to be almost irrelevant even if the sceptics are

right about what will happen to the data.

It is, of course, everyone's personal choice as to if you download the app. I have already downloaded the app and if someone is looking at my data and where I go and what I do, I would suggest they need to consider a new career because I am sure they have found it all to be very boring.

When COVID-19 passes, I will delete the app & that will be that.

In this crazy world we are all living in, my personal view is that if the government believes this app is going to enable them to speed up the pathway back to normal, then why not. No doubt all of our data will be much more interesting once we are back to normal – but we will have all deleted the app by then, so the would be cyber criminals will have to find other ways to track us – which for the record, given the types of advertisements that appear on my Google search would already seem to be happening and nobody is talking about that.

The travel industry needs normal to return in order for us to get back to work and get people travelling – for me without the evidence of another solution, COVIDSafe would seem the way forward.

It is up to you and all of us to decide – the numbers are looking positive – it this turbocharges the government to take the leap and let us out of our house, then why not.



THE Hong Kong Tourism Board (HKTB) introduced its three phase recovery plan for Hong Kong tourism via a web conference held yesterday.

The HKTB has allocated HK\$400 million (AU\$80m) to support promotions by the trade as part of the plan.

The board is currently in the first phase, resilience, which focuses on preparing a recovery plan.

The next step is recovery, which will be enacted when the pandemic shows signs of abating and will see an initial focus on the local market to promote a positive ambience in Hong Kong in order to restore the confidence of visitors in the city.

Meanwhile, the HKTB will launch tactical promotions with the trade in selected markets based on the developments of individual markets to stimulate people's interest to visit the destination.

The third phase, relaunch, will see mega events and a new tourism brand campaign debuts to rebuild Hong Kong's tourism image.

HKTB Chairman YK Pang said the COVID-19 pandemic would see the tourism landscape reshaped.

"In the post-pandemic world, we will see a shift in preference and behaviour among travellers – the public health conditions of destinations, and the hygiene standards of transportations, hotels and other tourism facilities will become a top priority; people will prefer short-haul breaks and shorter itineraries; wellness-themed trips will become a new trend."

Pictured are HKTB Chairman YK Pang and HKTB Executive Director Dane Cheng providing the Hong Kong travel trade with updates on Hong Kong tourism development and introducing the tourism board's upcoming plan during yesterday's online web conference.

Travellers get ready

MOST consumers are looking forward to travelling again, with 54% saying they'll book a trip in 2020 as soon as restrictions are lifted, Preferred Hotels & Resorts has found.

The survey of 3,695 members of the I Prefer Hotel Rewards program showed 75% of respondents plan to travel with family, having spent so much time apart and more than half of respondents intend to travel regionally or domestically.

Over 43% of respondents hoped to travel to another continent and 81% said they plan to travel by air.

Respondents in the Asia Pacific named their top travel destinations as within the Asia Pacific, followed by Europe and North America.

Zoom to Tasmania

TOURISM Tasmania has joined the virtual backgrounds trend, providing a suite of Tasmanian landscapes which can be used in Zoom meetings.

The organisation has also been sharing "moments of calm" on its social media channels, with the slow moving clips of Tasmania's natural places - more [HERE](#).

IATA appointment

EX-GROUP Managing Director and CEO of Kenya Airways Sebastian Mikosz will join the International Air Transport Association (IATA) as Senior Vice President for Member and External Relations on 01 Jun.

During Mikosz's time at Kenya Airways, he served on the IATA Board of Governors.

NT parks to open

THE Northern Territory Government will begin reopening some national parks from noon on Fri as the government moves to ease its COVID-19 restrictions.

The move will allow people residing nearby areas designated under the Commonwealth's Biosecurity Act to go camping, swimming or walking through the reserves, however certain areas will remain closed and caps on numbers may be applied.

The NT Govt has reiterated that its borders will remain closed.



LISTEN TO OUR NEW PODCAST!

Available on all podcast listening apps now

[CLICK HERE FOR DETAILS](#)



Funnies Flashback



WE'VE trawled through the **TD** Window Seat archives to give you blast from the past. Here's some gems from 15 Jun 2011:

LUCKILY this passenger has a travel agent to help.

Elizabeth Drysdale from Elite Business Travel in Parramatta, NSW couldn't resist forwarding the image below - received from one of her corporate clients after she asked him for a copy of his passport.



TWO men from Kazakhstan recently attracted attention from police in Germany after undertaking some self-drive tourism with a difference.

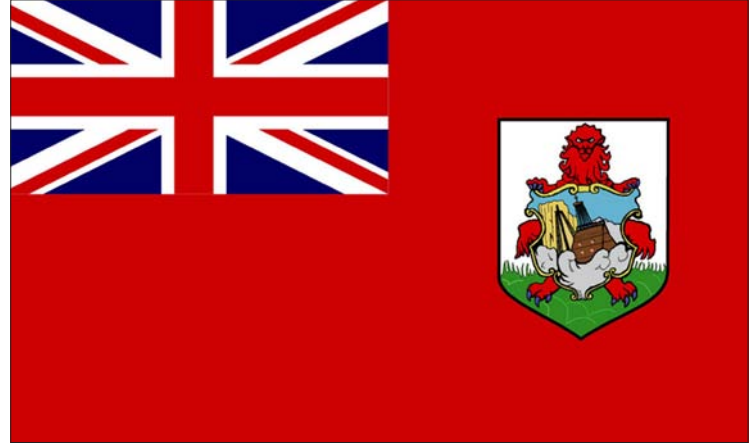
Officers pulled over their van after seeing it riding quite low and swaying on the autobahn.



Opening the doors, they found that the pair were trying to save money by transporting a newly acquired Mazda 626 in the back.

Apparently they'd managed to manouvre the car into the van with the help of mattresses to stop it getting too scratched.

Whose flag is this?



THIS flag is in some ways very typical of a former British colony, with the union jack in the top corner.

But the coat of arms of this country is very unique.

It's a little hard to tell but that creature is actually a lion, and the shield shows a shipwreck on a rock.

Do you know whose flag this is? Check tomorrow for the answer.

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.

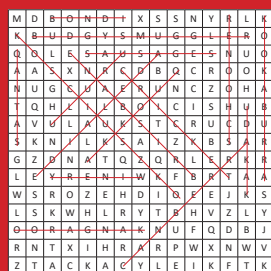
B	A	R
I	Y	L
A	M	D

Good – 16 words
Very good – 24 words
Excellent – 32 words

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

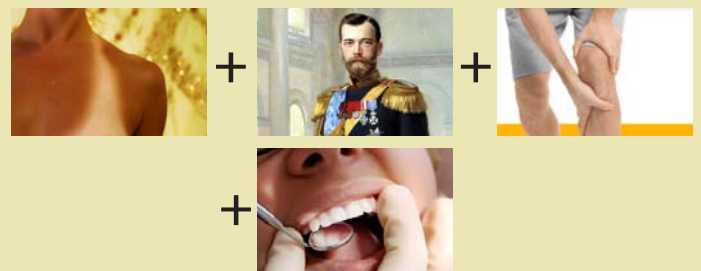
ANSWERS 27 APR

Word jumble: rivEr, travel, Country, passpOrt, World, caMel, tickEt, WELCOME



Pub quiz

- Which Irish city would you need to visit to view the Book of Kells?
- Which emirate is the largest in the United Arab Emirates?
- The roof of Malaysia's Old Kuala Lumpur Railway Station is designed to withstand what unusual weather phenomena for a tropical country?
- Scenic Eclipse* uses what propulsion system?
- Windermere, unsurprisingly located in England's Lake District, is the country's longest lake. What is its length?
- The state of Western Australia makes up what percentage of Australia's total land mass?
- New Caledonia uses what currency?
- In Boulder, Colorado, you can dine at a restaurant and grill named after criminal Alferd Packer. What was his crime?
- Which city has the oldest subway system in the Southern Hemisphere?
- What is the most populous island nation in the Caribbean?
- What word is this collection of pictures is spelling out?





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

Centara on a roll in Vietnam



CENTARA Hotels & Resorts has expanded its presence in Vietnam with the signing of hotel management agreements for two new resorts.

The new partnership with Novaland Group will add 2,260 keys to Centara's growing Vietnamese portfolio, with the two new developments to open in 2022 and 2023.

"We are very excited to have

the opportunity to work with Novaland...[its] executive team has a great deal of local market expertise, and the company's reputation is outstanding," said Centara Deputy Chief Executive Officer Markland Blaiklock.

Pictured ringing in the new partnership are staff from Centara Hotels & Resorts and Novaland, fronted by Novaland CEO Huy Bui and Markland Blaiklock.

New Ireland video

TOURISM Ireland is encouraging travellers to #DreamNowTravelLater with a new video.

Based around a poem called *I will return* written specifically for Tourism Ireland, the video can be viewed **HERE**.

Riviera biggest yet

RIVIERA Travel River Cruises has released its biggest program of European river cruises yet for the 2021 season.

The season packs in a new five-star ship, the *MS Geoffrey Chaucer*, a record number of sailings, a brand new cruise itinerary, new-look dining amenities, new VIP benefits and more solo-only cruises.

There will be a total of 350 sailings on offer across 20 different itineraries and 14 ships.

A new addition for 2021 is the eight-day Amsterdam, Cologne and the Best of Holland and Flanders river cruise, exploring the highlights of Holland, Belgium and Cologne in Germany.

Vail Resorts plan

VAIL Resorts has outlined its plan to address concerns over the early closure of the past season.

The company is providing credits to 2019/2020 season pass holders to apply toward the purchase of a 2020/2021 season pass.

Season pass holders will receive a minimum credit of 20%.

The company has also made Epic Coverage free for all pass holders, replacing the need to purchase pass insurance.

Hilton cleanliness

HILTON is working with Reckitt Benckiser and Mayo Clinic to elevate hygiene practices during guest stays.

Labelled "Hilton CleanStay with Lysol Protection", the initiative is expected to launch in Jun, and will see the revamping of team member training, as well as the incorporating of Reckitt Benckiser's cleaning practices & product offerings & Mayo Clinic's infection prevention & control expertise.

MONEY

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

AU\$1 = US0.645

THE Australian dollar has reached seven-week highs as the Dow Jones has gained further, growing 1.5%, with the index now down only 18% from its Feb highs.

The AUDUSD climbed 1.2% to reach the best level since 12 Mar, the AUDEUR also jumped 1.2% as it hit two-month highs, while the AUDNZD gained 0.5%, as it hit the highest level since mid-Nov.

Wholesale rates this morning.

US	\$0.645
UK	£0.519
NZ	\$1.063
Euro	€0.560
Japan	¥69.30
Thailand	฿20.85
China	¥4.523
South Africa	12.05
Canada	\$0.901
Crude oil	US\$19.99



CTC CORPORATE TRAVEL COMMUNITY

29-APR-2020
1:00 PM AEST



JOIN OUR ONLINE MASTERCLASS
Towards the 'new normal' travel programme

REGISTER TODAY

corporatetravelcommunity.com/our-events/



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



Travel Daily

www.traveldaily.com.au

Travel Daily is part of the Business Publishing Group family of publications.

Produced each weekday since 1994, *Travel Daily* is Australia's leading travel industry publication.

EDITORIAL

Editor in Chief and Publisher – Bruce Piper

Editor – Jasmine Hanna

Contributors – Adam Bishop, Nicholas O'Donoghue, Myles Stedman, Jenny Piper, Christian Schweitzer
info@traveldaily.com.au

ADVERTISING AND MARKETING

Sean Harrigan and Hoda Alzubaidi
advertising@traveldaily.com.au

BUSINESS MANAGER

Jenny Piper
accounts@traveldaily.com.au

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

Travel Daily operates by paid subscription to people within the travel industry - sign up at www.traveldaily.com.au.



Travel Daily is a publication of TDaily Pty Ltd ABN 34 108 508 765. All content fully protected by copyright. Please obtain written permission to reproduce any material. While every care has been taken in the preparation of *Travel Daily* no liability can be accepted for errors or omissions. Information is published in good faith to stimulate independent investigation of the matters canvassed. Responsibility for editorial comment is taken by Bruce Piper.