

Another week of watching TV shows, movies and the Curve. At least when we are all back at work we will all be TV and movie critics and can let each other know which shows and movies to watch or avoid. On that first international flight your client takes we doubt there will be an onboard movie they would not have seen.

We had better let the airlines know to find another way of entertaining passengers.

We look forward to serving all our valued customers soon.

Wishing all our industry colleagues the best of health.

Take care,

From all the team of CVFR Travel Group





CVFR looks forward

CVFR Travel Group is continuing to inspire the Australian and New Zealand travel industry, noting that when flying finally resumes there will be no in-flight movie that people haven't already seen during lockdown.

The group says it's looking forward to serving the industry again soon - see the **cover page**.

New Caledonia up

VISITATION by Australians to New Caledonia rose 7.5% in 2019, seeing Australia maintain its status as the destination's second largest market after France.

New Caledonia Tourism Director Emilie Hess said the result was a "reason to be optimistic during these unprecedented times".

Today's issue of TD

Travel Daily today has six pages of news including our **PUZZLES** and a front cover page from **CVFR Travel Group**.

Express adds corporate

EXCLUSIVE

EXPRESS Travel Group's (ETG) new Alatus Corporate division (**TD** breaking news) aims to provide a new option for travel management companies (TMCs) to accelerate their long-term growth prospects and "meet the numerous future challenges for the corporate travel landscape".

Alatus, which will commence operations on 01 Jul, is a new unified buying group option, which is "about providing TMCs across Australia the platform, partnerships and technological innovation to succeed at the highest level," according to ETG CEO Tom Manwaring.

"Whilst the current business climate is challenging for all of us, it's more important than ever to be aligned with flexible, creative, forward-thinking partners to navigate the way forward in our industry," he said.

Alatus will be built on key

Alatus
CORPORATE

values of "integrity, initiative, performance and sustainability," Manwaring added, with the new operation following a year of planning and research, including learnings from corporates in Australia as well as ETG's majority investment in New Zealand's First Travel Group.

He said members would drive Alatus' business strategy, preferred supplier choice, technology development, shared services unit and new membership, with members to also have full transparency over preferred partnerships and override commission reporting.

ETG is currently in negotiations to enlist founding members, with more information available through the group's new website at alatuscorporate.com.au.

Air NZ scoops the reputation pool

AIR New Zealand has once again been chosen as the most trusted, respected and admired company on both sides of the Tasman, taking out top spot in the annual RepTrak rankings in Australia for the fourth year running and also claiming first position at home in New Zealand.

The rankings put Qantas in second spot in Australia, with both airlines outpacing other major consumer brands such as Toyota, Microsoft, Mazda, Aldi and Samsung.

Air NZ Chief Marketing and Customer Officer Mike Tod said the news was heartening as the industry faces major disruption.

"This award belongs to our hardworking people, who despite deep uncertainty about the future continue to represent our nation and airline with pride, serving our customers with outstanding dedication," he said.

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 3 ROJAK

This is the dish that Singaporeans sometimes use to describe themselves, because "rojak" means 'a mixture' in Malay.

This salad is a vibrant assortment of fresh fruits and vegetables including pineapple, cucumber, bean sprouts and fried tofu in a sweet paste.

With all these ingredients, it is so easy to see the correlation with Singapore's own vibrant mix of culture, people and food that makes the destination so fun to be in!

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

www.visitsingapore.com

RECIPE HERE ▶



Read about incredible animal encounters in Canada

Inspire your clients' next trip – send them the Autumn edition of *Travel & Cruise Weekly*

Travel & Cruise Weekly

TA's domestic focus

TOURISM Australia (TA) will channel its efforts into strongly encouraging Australians to holiday at home under a strategy to restart Australia's tourism industry post COVID-19.

"The tourism industry's restart and recovery will likely be gradual and bumpy, it will undoubtedly be domestic-led, but it will not be complete until international visitors return," TA MD Phillipa Harrison told **TD**.

"Whilst domestic tourism alone certainly can't fill the vacuum of lost international business, more Australians travelling domestically has the potential to deliver much needed revenue to our industry."

TA is working on the foundations of Australia's international tourism recovery plan, with Harrison noting that the int'l market would form a critical part of the recovery.

"We just don't know when int'l restrictions will start to be lifted, nor how the process of restoring international travel will play out.

"But we will be ready to go back and go back at scale when the time is right," Harrison said.

Tourism Restart Taskforce

BIG names in the Australian travel industry have banded together to launch a Tourism Restart Taskforce, which will provide advice to industry and Government on the short, medium and long-term priorities to rebuild tourism in Australia.

Flight Centre CEO Graham (Skroo) Turner will be a member of the taskforce, which has been formed by the Australian Chamber – Tourism.

He will be joined by Tourism Australia Chair and Experience Co Chair Bob East; Ponant Chairman Asia Pacific Sarina Bratton; The Walshe Group MD Jacqui Walshe and Australian Chamber Tourism Executive Chair John Hart.

Other members include Tourist Accommodation Australia Chair Martin Ferguson; Australian Tourism Export Council Independent Chairman Denis Pierce; and Tourism and Transport Forum Chairman and Business Events Sydney Chair Bruce Baird.

The taskforce is chaired by Jeremy Johnson, Immediate Past President of the Australian Chamber of Commerce and

Industry and former CEO of tourist attraction, Sovereign Hill.

"What is required now is a considered and careful plan to restart Australia's third largest export industry and one of its biggest employers," Johnson said.

"The exceptional group of tourism leaders assembled in this Taskforce will give Australian tourism the best chance of positioning itself for long-term growth after the restart period.

"Tourism Australia, working with the State Tourism Bodies and the visitor economy sector, will create the demand for visitation as we emerge from the COVID-19 crisis; the Taskforce will focus on the structure to ensure all tourism businesses can deliver on that promise," he explained.

Dest DC training

DESTINATION DC has launched a global travel agent training program called Washington, DC Special Agent Academy.

The program is designed to train and engage with travel agents around the world to equip them to sell the destination.

The initial rollout introduces three courses, with the first to covers the city's monuments, memorials, museums and historic neighbourhoods.

Certified agents will receive a digital certificate and badge, be entered in monthly giveaways for DC memorabilia and can enter to win a slot on a famil.

Visit washington.org/special-agent-academy.

JetBlue face masks

AMERICAN carrier JetBlue has become the first airline in the US to mandate the wearing of face masks by passengers.

Effective 04 May any traveller on JetBlue flights must have their face covered, with the carrier saying the move is in line with guidelines from the Centers for Disease Control.



Window Seat

THE ever-popular #DontRushChallenge has reached Emirates, with members of the airline's cabin crew taking part in the craze.

The online phenomenon - set to the song "Don't Rush" - sees the cabin crew change from their normal day-to-day wear to become the iconic cabin crew known around the world through the virtual pass of a makeup brush - view some of the videos **HERE** and **HERE**.

Free groceries!

GROCERIES are up for grabs as part of Brand USA's new 'One Badge Wonder' incentive.

The scheme offers agents the chance to win weekly prizes across the next eight weeks, of \$450 Coles Group and Myer gift cards.

The prizes are available for those who have entered the competition via the USA Discovery Program - an online training platform designed to grow agents' knowledge of the diversity of US destinations.

To qualify, agents must have registered for the program, and participants must complete at least one badge per week to stay in the weekly draw.

Argentina flight ban

ARGENTINA has introduced a four-month flight ban, of all domestic and international services until 01 Sep.

The country's National Civil Aviation Administration has also decreed airlines should be banned from selling tickets on commercial flights for the next four months.

The International Air Transport Association is warning more than 300,000 jobs are at risk as a result.

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Get your **FREE** *Travel Daily* subscription during the COVID-19 crisis

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Travel Daily



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

CLICK to read
travelBulletin

C&K accused of faking figures

COX & Kings (C&K), the India-based parent company of the collapsed Tempo Holidays, has been accused of illegally siphoning funds, falsifying records, claiming sales to non-existent customers and loaning money to associated parties, in a major forensic audit of the company undertaken by PricewaterhouseCoopers (PWC).

The probe, commissioned by lender Yes Bank which is the group's largest creditor, highlights a string of "alleged irregularities" in the lead-up to Cox & Kings itself being placed into external administration (**TD** 22 Nov 2019).

Yes Bank is owed \$284 million in the collapse, with Tempo Holidays included in a cross-collateralised security package for the loans.

A report from PWC has cited a slew of related party transactions which were executed without formal documentation or "proper approvals" from the C&K Board.

"Prima facie it appears that these loans have been granted to related parties without obtaining the requisite approvals/documentation, which raises a suspicion that these transactions have been done with the intent of siphoning off funds," the investigation report states.

Further complicating matters is the fact that Yes Bank founder Rena Kapoor is now in prison facing charges of money laundering and taking bribes in return for giving loans, with C&K chief Peter Kerkar summoned for questioning by India's Enforcement Directorate in connection with the case.

The PWC audit report states C&K overstated sales figures and understated debt from 2014 to 2019, including making a "substantial portion" of its claimed AU\$1.2 billion in annual sales to 15 key customers who did not actually exist.

Airbnb cleans up

AIRBNB has announced the development of new cleaning guidelines for its hosts, with the so-called "Airbnb Enhanced Cleaning Initiative" to roll out from next month in the USA, and then into other markets including Australia.

Former US Surgeon General, Dr Vivek Murthy, is helping develop the new standards which will also be informed by other experts and recommendations from the Centers for Disease Control and Prevention.

Hosts will be given room-by-room instructions, recommended supplies, sanitisation techniques and more, and those who commit to the new protocol will get a special "call-out" on their Airbnb listing page.

Those who are unable to complete all the steps outlined can also implement a new tool which automatically creates a 72-hour booking buffer between each stay.

BA warns of long downturn

BRITISH Airways is planning to reduce its global workforce by almost 30%, with a proposal for a major "restructuring and redundancy program" to impact as many as 12,000 staff.

BA's parent company, IAG, has issued a statement confirming its belief that it will take several years for air travel to return to pre-COVID-19 levels.

BA CEO Alex Cruz said the outlook for the aviation industry had worsened in recent weeks.

"We are a strong, well-managed business that has faced into, and overcome, many crises in our hundred-year history.

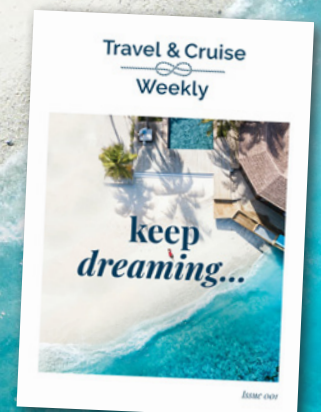
"We must overcome this crisis ourselves, too. There is no government bailout standing by for BA and we cannot expect the taxpayer to offset salaries indefinitely," Cruz added.

"We will see some airlines go out of business," he warned.

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

A weekly e-magazine with destination features, puzzles and more, to inspire your clients' next escape.

Plus click here for a toolkit to help promote the magazine.



Check out this OS cabin



AUSTRIAN Airlines is giving some of its long-haul pax planes a new purpose by converting two B777 into cargo planes.

Work on removing 270 of the 306 passenger seats from all travel classes on the first plane started earlier this week and the second will begin its overhaul this weekend.

The dismantling of the Economy, Premium Economy and Business class seats will take about 500 man-hours per aircraft and increase the cargo capacity of the Austrian jets by about 35%.

Regular flight operations at Austrian Airlines have been suspended since 18 Mar and the airline had since parked roughly 70 aircraft at Vienna Airport.

However, the carrier has begun utilising its passenger long-haul fleet to transport cargo, primarily from China and Malaysia to Austria.

Rex regional plan

REGIONAL Express (Rex) has released details of the additional regional services it will operate following various funding agreements with Federal and State Governments under the Regional Airline Network Support program (**TD** 30 Mar).

The airline is eligible to receive funding to operate two-three return services a week to all destinations on its network.

Most services are already open for sale and the remaining will be implemented in the weeks ahead.



In recent weeks Austrian Airlines had been using space on the aircraft seats in the passenger cabin (**inset**), in addition to the cargo capacity in the aircraft belly, prompting the carrier to look at converting some planes.

Austrian Airlines Chief Operating Officer Jens Ritter said making room for more cargo on long-haul jets would bridge the time until the carrier's passenger business starts up again.

"As soon as the demand for travel picks up again, we can convert the aircraft back into passenger planes at any time."

More app support

THE tourism and events industry has thrown its support behind the COVIDSafe app and encouraged Australians to download it as a means to hasten the easing of current restrictions and social distancing measures.

Yesterday the Australian Federation of Travel Agents voiced its support (**TD** yesterday), along with the Tourism and Transport Forum, the Accommodation Association, Cruise Lines Int'l Australasia, the Restaurant and Catering Association and the Business Events Council of Australia.

The collective emphasised the need to get the spread under control to reduce economic and job losses.

Want to generate enquiries?

Send your clients a customised edition of *Travel & Cruise Weekly* magazine

[CLICK HERE FOR INFO](#)

Recovery program

TOURISM Tribe has teamed up with customer strategy business, Customer Frame, to release a six-week interactive Customer Recovery Program.

The online course equips businesses to walk away with a 12-month recovery plan and has been adapted from Customer Frame's workshop series, replacing conference-room interaction with live small group coaching sessions.

For more details, contact Tourism Tribe CEO Liz Ward at liz@tourismtribe.com.

Flight search data

DESPITE flight activity plummeting across the world, flight search data released by ForwardKeys has shown consumers were still dreaming about travel in Mar.

The data identified significant interest in long-haul travel in the third and fourth quarters of the year.

The countries which were most commonly researched including France, Italy, Japan, Spain and South Korea.

UQ backs tourism

THE University of Queensland (UQ) Business School is offering the first 1,000 people who register their interest free access to three of its most popular online courses.

The courses available are the Tourism & Travel Management Course, Design Thinking and Creativity for Innovation Course and Leading High-Performing Teams Course.

Participants will receive a certificate of completion for the courses, usually valued at up to \$540 and those who miss out can still access the courses for an \$8 administration processing fee.

To sign up, [CLICK HERE](#).

IATA \$75 training

THE International Air Transport Association (IATA) is offering 16 of its eLearning courses for \$75 to mark the association's 75th anniversary.

Courses available include Aviation Law - Fundamentals, Travel Agency Fees: A Professional Approach and Distribution and Airline Retailing with NDC.

For more, [CLICK HERE](#).



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Travel Daily

Pub quiz

1. What is the second biggest coral reef system?
2. How many time zones are there in Russia?
3. Which city has the longest metro system in the world?
4. True or false: ocean-going ships can sail up to 2,300 miles of the Amazon river?
5. Which Australian city is often called the City of Churches?
6. Approximately how much money is thrown into the Trevi Fountain each year?
7. Most of the world's hazelnuts are grown in which Mediterranean country?
8. Where is the wettest inhabited place on Earth?
9. True or false: residents of Churchill, Canada leave their cars unlocked to offer pedestrians an escape from wandering polar bears?
10. Ireland is often seen as the home of the potato, but which country did this vegetable originate from?
11. What US state does this collection of pictures spell out?



Sudoku

EASY

THE aim of Sudoku is to complete the entire grid using the numbers 1-9. Each number can only be used once in each row, once in each column, and once in each of the 3x3 boxes.

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

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

Where in the world?



THIS multi-coloured, multi-storey building is rather reminiscent of another building in a different European country.

And you would think that this very distinctive tower

would stick out, but the city where it is located is renowned for its unusual and colourful architecture.

Do you know where it is?

Check tomorrow for the answer.

Funnies Flashback



WE'VE trawled through the **TD** Window Seat archives to give you blast from the past. Here's some gems from 08 Apr 2015:

FORGET gourmet eateries featured in Tourism Australia's Restaurant Australia campaign - even fast food can drive tourist visitation.

Two Canadian men have attracted global attention after driving their sons for 34 hours in order to get some Kentucky Fried Chicken.

They travelled more than 3,000km by road from Montreal, Quebec to the Harland Sanders Cafe and Museum in Corbin, Kentucky where the boys had their first 'finger-lickin good' experience of KFC in the place it was created.

The trip also included a visit to the birthplace and burial place of Colonel Sanders himself - but reports don't confirm if they were able to discover any of the 11 secret herbs and spices in the famous fast food.

And yes, the pilgrimage was completely unnecessary, as a quick check of the KFC Canada website confirms that there are scores of KFC outlets in Montreal, meaning they could probably have just driven down the road to pick up a barrel, a bucket or a Zinger Burger.

ANSWERS 28 APR

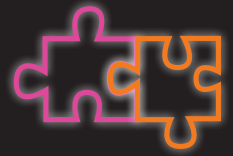
Unscramble: ably, ADMIRABLY, airy, amiably, aridly, army, aryl, badly, balmy, barmy, bray, daily, dairy, diary, dimly, drably, dray, drily, idly, lady, limy, madly, malady, marbly, marly, milady, miry, myriad, rabidly, rimy, riyal, yard

Whose flag is this: Bermuda

Pub quiz: 1 Dublin, 2 Abu Dhabi, 3 Snow (it can support up to 3m of snowfall), 4 Azipod propulsion, 5 18km, 6 33%, 7 Francs, 8 Cannibalism, 9 Buenos Aires, Argentina, 10 Cuba, 11 Tanzania (tan + tsar + knee + ahhh)

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

Check out our daily puzzle page.



Travel Daily

Bundy tourism gets dirty



THE tourism and agriculture industries are working together in Bundaberg to help feed Australia, fill lockdown labour gaps, and ensure the country's food security remains in good hands.

With the peak harvesting seasons upon us, and COVID-19 impacts having seen the number of seasonal workers dramatically reduced, Bundaberg Fruit & Vegetable Growers is recruiting tourism workers from the region's restaurants, attractions and reef operations to become temporary

pickers, packers, managers and drivers.

"The agriculture and tourism industries of Bundaberg are deeply intertwined," explained Bundaberg Tourism Chief Executive Officer Katherine Reid.

"As an emerging foodie destination this relationship between industries underpins our success and its truly fabulous to see members of our tourism family finding alternative employment over this time in our community".

Zoos to get funding

AUSTRALIAN zoos, wildlife parks and aquariums will receive a share of a \$95 million lifeline from the Federal Government during the COVID-19 shutdown.

Minister for Tourism Simon Birmingham announced yesterday more than 100 of these businesses could apply for a share of the funding to help pay for costs such as food, veterinary bills and power & water needed for animal enclosures.

The money is part of a \$1 billion fund announced as part of the Government's first COVID-19 stimulus package, aimed at supporting sectors hit hardest by the virus.

Oceania webinar

OCEANIA Cruises' second webinar in its new series will introduce the cruise line to travel agents who have not previously sold the brand.

To be titled "The Oceania Way", the webinar will start at 1pm today Sydney time, and will also open up on product knowledge of agents who are familiar with Oceania.

CLICK HERE to register.

SiteMinder tool

SITEMINDER has launched a portal featuring daily updates of its data on hotel bookings around the world.

Called the SiteMinder World Hotel Index, the figures show how current hotel booking volumes in all major tourist destinations are changing when compared to the previous year - **CLICK HERE**.

Data is available at a global, country and city level to provide insight into both macro and local trends in an effort to provide hoteliers with insight into when guests are likely to return to hotels after the COVID-19 pandemic.

Snapshots and analyses of the index are available at HomeForHotels - **CLICK HERE**.

Bench campaign

PAWS and Dream is Bench Africa's new campaign, aiming to inspire travellers to take an African safari once the COVID-19 crisis is over.

The campaign features a video with a reflective poem, which Bench guarantees will "warm your heart."

CLICK HERE to view.

shout out to...

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

CLICK HERE



ACCOMMODATION

WELCOME to Accommodation Updates, *Travel Daily's* Wed feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to accomupdates@traveldaily.com.au.



standards.

Club Med Joyview Yanqing Beijing, located one hour away from the country's capital, is now open for happiness. Designed for three-generation family travellers, the accommodation features heightened hygiene, security and social distancing