

## Today's issue of TD

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

## NCLH cuts until Nov

**NORWEGIAN** Cruise Line Holdings (NCLH) has suspended voyages embarking through to 31 Oct for all three of its brands.

Norwegian Cruise Line, Oceania Cruises and Regent Seven Seas Cruises will not sail until at least Nov, with NCLH to begin providing monthly updates regarding the status of voyage suspensions and potential extensions from Aug.

## Fish Markets move

**WORKS** will get underway on the new \$750m Sydney Fish Markets in a matter of weeks, with the NSW Government awarding the first major contract to construction company Hansen Yuncken.

## Rex coordination closer

**REGIONAL** Express (Rex) may be able to continue coordinating flight schedules with Qantas and Virgin Australia on a range of regional routes until 30 Jun 2021, with the Australian Competition and Consumer Commission (ACCC) releasing a proposed authorisation today.

The slated green light applies to 10 regional routes, including from Sydney to Wagga, Dubbo, Albury and Armidale.

Also included are Melbourne-Mildura, from Adelaide to Port Lincoln, Whyalla and Kangaroo Island and from Townsville to Cairns and Mt Isa.

The ACCC acknowledged that coordination between airline competitors in this way would normally raise competition concerns but noted airlines were still facing significant challenges due to the COVID-19 pandemic.

"Allowing the airlines to

coordinate in this way will contribute to the ongoing provision of services for passengers flying on these 10 regional routes," ACCC Deputy Chair Mick Keogh said.

"The extraordinary circumstances mean that coordination is in the public interest given the relatively short period for which it will be authorised, and the conditions of the proposed authorisation."

The draft determination is on broadly the same terms as the interim authorisation granted in Mar (**TD 27 Mar**).

It is also conditional on airlines charging fares no higher than those in place on 01 Feb and reporting conditions.

The ACCC will now seek submissions on the draft determination, with a final determination scheduled to be released in Sep.

## No Seabourn sale

**SEABOURN** has rubbished rumours that Carnival Corporation is eyeing the sale of its Seabourn and Cunard brands.

A spokesperson for Seabourn told *Travel Daily* the company was aware of these reports, "but there is no truth to this rumour".

Cunard extended its operational pause earlier this month, with sailings now cancelled up to 01 Nov 2020 (**TD 10 Jul**), while Seabourn's global sailings are paused until Oct.

## Steve Baird to IJM

**EX-VELOCITY** Frequent Flyer Head of Marketing Steve Baird has been appointed as International Justice Mission (IJM) Chief Executive Officer.

At Velocity he grew the loyalty program to over 10m members and he has also served on a number of non-profit boards.

More appointments on **pg four**.



— 5-DAY —

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## Tasman bubble delayed

**THE** current outbreak of COVID-19 in Vic has kyboshed plans for trial flights between Canberra and Wellington, which will now not proceed until after the upcoming New Zealand election planned for 19 Sep.

The pilot program initiated by the Tourism Recovery Taskforce (**TD** 04 Jun), aimed to demonstrate the protocols around safe travel inside a trans-Tasman bubble, and was "really far down the line" before the Vic coronavirus setback, according to Taskforce member Jacqui Walshe.

Speaking yesterday at a Visit USA update, Walshe detailed some of the work being undertaken, including the ongoing "aspirational timetable" for restart of various sectors (**TD** 26 May) which aims to keep up the pressure for reopenings.

Walshe noted the inclusion of comments about resumption of international travel in the latest Federal Budget update (**TD** 24 Jul), which indicated some resumptions from Jan 2021.

"But we don't anticipate that that will be full international borders reopening," she said.

"It will be safe border reopening where possible in a managed, planned way, so health and safety protocols around quarantines and testing, tracing, safe and clean environments will be to the fore."

The Taskforce met with officials, including Tourism Minister Simon Birmingham, earlier this week,

and has stressed significant concerns about the distribution channels for travel, both inbound and outbound.

"While domestic is a little bit of the answer, it's definitely not the total answer...there are a lot of businesses that were very reliant on international travel in both directions and that is still a challenge," Walshe said.

She confirmed the Taskforce was working on a range of "managed tourism strategies" to at least get some sectors moving again, such as student travellers and some corporate options like the movie production crews who recently entered Australia.

"We're going to do everything we can to focus on the restart part of our mandate as a Taskforce," Walshe said.

**MEANWHILE** during this week's meeting the Taskforce also highlighted to the Minister the importance of assistance to help the industry restart once borders start to reopen and tourism and travel get back on track.

"Once we know what the timetable is - we're hoping to get at least three months notice - we're going to need support to get going again, investing marketing, bringing people back, adding to workforces, because while there's been hibernation and downsizing, once things are ready to go again we're all going to need employees back to help with that," Walshe noted.

## Samoa Airways cuts

**ALL** Samoa Airways international flights to Australia, New Zealand and American Samoa departing from 25 Mar until 31 Oct have been cancelled amid ongoing COVID-related travel restrictions.

Passengers affected by the changes will be able to change their bookings up until 30 Sep for travel to 30 Jun 2021, without paying any change fees or fare differential penalties.

**CLICK HERE** for the full list of terms and conditions.

## Wendy eyes rebound

**WENDY** Wu Tours MD, Australia Andrew Mulholland believes the business is showing solid signs of recovery, with a steady stream of bookings coming in for 2021.

"We have been campaigning for the past three weeks, and have begun to receive bookings - a modest amount, but customers are definitely about that have an intent to travel in 2021," Mulholland told **Travel Daily**.

"We've placed an investment towards a campaign that is featured within press and online and we have been encouraged with the return, agents have participated in some good future bookings," he added.

The news follows the recent resignation of Head of Sales Tamba Lebbie, who is relocating to the UK for family reasons on 20 Aug (**TD** 29 Jul), with WWT now recruiting for a replacement.



Missed the July issue of *travelBulletin*? Check it out now to catch up on the operators who are pivoting in the face of COVID, plus all our usual news and analysis.

**CLICK to read**

**travelBulletin**



## Window Seat

**THE** staff at Sydney Zoo aquarium near Blacktown were not at all amused when a brazen prankster decided to jump into a tank of rare fish wearing only his underwear this week.

The heavily tattooed man was witnessed deep diving alongside a glass display, making faces at the shocked visitors below.

Like so many shameful incidents these days, the unidentified man's friend promptly posted footage of the incident taken on his phone to the video sharing site Tik Tok.

Police are now chumming the waters to catch the foolish man as soon as they can so they can press charges.



## SIA 99.5% nosedive

**SINGAPORE** Airlines Group (SIA) has reported a \$1 billion net loss in the first quarter, due to difficult market conditions caused by the COVID-19 pandemic.

Passenger carriage for the group also fell by 99.5% year-on-year during the period.

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## Aussies Pacific push

**FRENCH** Polynesia, Fiji and the Cook Islands have all experienced strong surges of interest from Australian travellers, according to new data published by online travel platform Vacaay.

The shift in travel searches before and after the pandemic struck Australia suggest a significant move toward Pacific Island holidays, and away from ambitions to stay in big cities.

Urban holidays have dropped from 25% interest to just 5%, Vacaay's figures show, with an appetite for exotic summer holidays and warmer climates climbing markedly during the travel restriction period.

## A&K appoints CEO

**MICHAEL** Wale has been named President and Chief Executive Officer of Abercrombie & Kent Group, effective 01 Oct.

He will join from Kerzner International, where he is CEO.

## NZ pushes for funding

**THE** New Zealand tourism industry is calling for its government to follow Australia's lead and extend the country's equivalent wage subsidy program.

In an open letter to New Zealand Prime Minister Jacinda Ardern signed by many industry associations, Tourism Industry Aotearoa (TIA) emphasised a need for government support to focus on businesses and jobs directly affected by ongoing border restrictions.

"Thousands of vulnerable workers remain desperately worried about their futures," the letter reads.

"If there is to be no targeted wage subsidy extension, please signal as soon as possible what form ongoing government support for our devastated sectors will take."

TIA said the most financially significant measure for the sector

has been the wage subsidy, which provided NZ\$545.80 per week for people working 20 hours or more a week and NZ\$350 for those working less than 20 hours a week.

"Almost every business in our sectors took up the first 12-week wage subsidy and most also applied for the eight-week extension," the letter contends.

A recent survey by TIA found a third of tourism businesses are planning further layoffs from Aug as the subsidy ends.

"We accept that not every business will survive this crisis, not every job can be saved," TIA continued.

"But well-targeted govt support can limit the damage and give us something to rebuild from."

"With government as a genuine partner we will survive this crisis and be able to welcome back visitors when the time is right."

To read the letter, **CLICK HERE**.

## Travel bubble strings

**THE** "bursting" of the UK-Spain travel bubble represents an issue with the concept, Dr David Beirman believes.

The University of Technology Sydney Business School Senior lecturer in the Management Discipline Group for Tourism said the ability and need for governments to suddenly change the rules upon an outbreak meant the concept would face a range of difficult challenges.

"They come with many strings attached," Beirman said.

"There is a potential danger in prioritising economic needs to revitalise tourism in choosing a travel bubble ahead of addressing health and safety risks."

"The situation, which arose between the UK and Spain, is a salutary warning to avoid hasty decisions about 'corona corridors' which could spread the pandemic."

"Globally, 35% of COVID-19 cases are linked to tourism."



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## \$9m for training

**THE** West Australian Govt has committed to building a \$9.17m hospitality and tourism training centre at South Metropolitan TAFE's Mandurah campus.

The move is part of a \$229 million investment in TAFE as part of the WA Recovery Plan and will improve the greater Peel region's capacity to train job-ready, highly skilled chefs, front of house staff, and events management and tourism workers.

"Having people from WA trained in delivering top-class tourism and hospitality experiences will be crucial to the State's economic recovery post COVID-19," WA Education and Training Minister Sue Ellery said.

## Accor spreads the love



Pictured: An Accor property lighting the way for the sector.

**ACCOR'S** ALL Heartist Fund, a charitable initiative designed to support its employees and partners through the pandemic, has so far supported 1,300 beneficiaries in the Pacific region by awarding more than A\$2.3 million in grants.

Since its introduction, the Fund has provided financial support across three categories: employees in financial or medical distress due to

COVID-19, individual partners suffering financial hardship due to the disruption, and frontline professionals and first responders who are in need of assistance.

"Once we recognised the devastating impacts of COVID-19, we mobilised quickly and have acted in a meaningful way to support our valued people and partners," said Accor Pacific Chief Operating Officer Simon McGrath.

"The ALL Heartist Fund is a long-term project and will continue to support those in need into 2021," he added.

Globally, the hotel chain has already donated "several million of Euros" through its fund, lending a hand 14,000 people.

## Norfolk extends

**NORFOLK** Island has extended its quarantine requirement for travellers from NSW by seven days until 07 Aug, while restrictions on travellers from the ACT have been removed.

Up to 07 Aug anybody who has spent time in NSW is required to quarantine for 14 days on arrival into the island.

## Between Two Palms

**CLUB** Med has selected the PR agency Two Palms to handle the brand's communications strategy, media relations, corporate communications, issues management and social media.

"In an uncertain international travel market, Two Palms stood out as the perfect agency partner to evolve Club Med's Public Relations strategy and promote the brand through new and emerging channels," said Club Med GM Rachael Harding.

## Star Clippers 2022

**TALL** ship cruise line Star Clippers has unveiled details for its 2022 Mediterranean season.

Highlights of the new program include the Croatia & Montenegro voyage sailing between Venice, Rome and Athens, as well as Corsican and French Riverian sailings.

Travellers who book a cabin before 31 Jan 2022 will also receive an early booking discount of up to 30%, while returning guests will receive an additional 5% discount.

Pre-registrations are on offer for customers who want to secure their first choice of cabin.

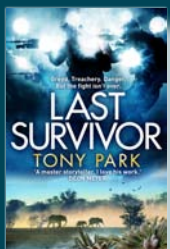
For further details on the sailings, call 1300 295 161.

## Sage tastes better

**SAGE** Hotel James Street in Brisbane has marked the relaxing of travel restrictions in the state by offering guests a complimentary welcome drink, free parking and a late checkout when booking by 30 Sep.

The Rediscover Brisbane package must be used for stays between now and 30 Sep, with prices leading in at \$175 per night - **CLICK HERE** for details.

## WIN LAST SURVIVOR BY TONY PARK



This week Travel Daily and Swagman Tours is giving five lucky readers the change to win *Last Survivor* by Tony Park.

Few people are aware of the robust real-life illegal trade in cycads, an ancient plant species. This lucrative but destructive trade is the backdrop for *Last Survivor* which sees Tony's recurring heroine, former mercenary Sonja Kurtz, join forces with a squad of elderly plant and gun enthusiasts, known as the Pretoria Cycad and Firearm Appreciation Society, to track down the remaining cycads.

To win, simply be the first person to send through the correct answer to the question below to: [tonypark@traveldaily.com.au](mailto:tonypark@traveldaily.com.au)

**Name the Luxury African Lodge that Tony Park is a shareholder in?**

## APPOINTMENTS



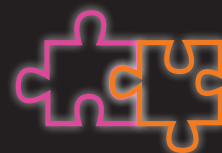
**WELCOME** to Industry Appointments, *Travel Daily's* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email [appointments@traveldaily.com.au](mailto:appointments@traveldaily.com.au).

**Tourism Tropical North Queensland** has welcomed **Lani Strathearn** to the team as Marketing Manager. She joins from creative agency Town Square, where she was a Senior Account Director.

**Royal Caribbean Group** has named **Dr Calvin Johnson** as Global Head, Public Health and Chief Medical Officer. He will lead the Group's global health and wellness policy, manage its public health & clinical practice, & determine the strategic plans and operations of its global healthcare organisation. He will also collaborate with the Healthy Sail Panel.

**Rottneest Island Authority** Board Chairperson **John Langoulant** has been reappointed for a further three years to 30 Jun 2023. Langoulant was first appointed as Chairperson in 2017.

**Ben Patten** has been appointed as General Manager for **Destination Riverland**. He was most recently Group Director of Sales and Marketing for 1834 Hotels.



## We did you a favour, so where's the airline waiver?

### OPINION

Brian Caddle is a  
Corporate Manager  
from Reho Travel.

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**ADMS** (Agent Debit Memos)  
have long been a pain point  
within the travel industry.

Any consultant dreads the  
email notification of a pending  
ADM, wondering what they  
may have done wrong and how  
much is potentially coming out  
of their pockets for those on a  
commission-based structure.

The relief is immense when  
we discover it's not our fault,  
stumbling across the notes and  
names of those we spoke to  
at the airline when trying to  
complete the complex reissue six  
months earlier to dispute.

My big concern for the agency  
network is ADMs issued from  
airlines because of ticket reissues  
during this COVID period.

As an agent we deal with many  
airlines who each have their own  
commercial policies that have  
been applied to COVID affected  
bookings.

Not only has each airline put in  
place their own policy, they have  
constantly changed over the past  
few months with new conditions  
including the use of waiver codes,  
no waiver codes, OSI remarks,

travel date restrictions, and  
validity extensions to name a few.

To say there has been confusion  
is an understatement and  
trying to clarify with airlines  
which policy to use with limited  
resources available has been  
impossible at times.

Our agency has started to see  
a trickle of ADMs come through  
for incorrect waiver codes during  
the current climate, and I fear  
this is only the  
beginning.

No doubt  
there will be  
numerous  
tickets that have  
been reissued  
by travel agents  
during this  
COVID period  
that fall into this  
category.

The manic  
nature of flight  
cancellations  
and rebooking  
or refunding  
affected travellers at the start of  
this pandemic is reason enough  
to excuse a missing waiver code.

Such ADMs will only continue to  
penalise agencies, many of which  
will not be able to continue losing  
money through no fault of their  
own.

Although a hit to the bottom  
line, an ADM for not collecting  
applicable fare difference, change  
fees and taxes where an airline is

losing revenue can be justified.

However, an airline is not  
financially impacted in any way  
by tickets being issued without a  
waiver code.

Although agencies have  
effectively been denied a revenue  
stream with limited products  
to sell and travel restrictions  
continuing to play their part,  
airlines do have the ability to  
earn an income through cargo

and minimal  
passengers on  
board, albeit at  
reduced levels at  
this time.

Travel agencies  
have spent  
numerous hours  
and helped  
all airlines  
immensely in re-  
accommodating  
and re-booking  
passengers on  
affected flights  
during the COVID  
pandemic, and

continue to do so, often providing  
the service free of charge.

Without agency assistance  
thousands of travellers would  
still be chasing airlines directly  
for refunds, to rebook or simply  
asking what options they have  
available to them. For an airline  
to fine an agency in the form  
of an ADM during this current  
climate does not sit well with  
me, with many in the industry no

“  
Without agency  
assistance  
thousands of  
travellers would  
still be chasing  
airlines directly  
for refunds  
”

doubt feeling the same way.

Do we look to have restrictions  
applied to airlines and how  
they can issue ADMs for tickets  
affected by COVID? Perhaps a  
ban on ADMs for a ticket issued  
during this pandemic, or at the  
very least limit the number of  
ADMs allowed for COVID-affected  
bookings? Agencies can't afford  
to constantly lie down and accept  
what the airlines throw at us,  
industry bodies need to start  
a conversation now before the  
avalanche of ADMs come through  
and we are all scrambling to  
dispute these and avoid further  
financial pain.

COVID has thrown many  
challenges to our industry, with  
many agencies having closed  
their doors for good or barely  
getting by with little to no  
revenue. The airline industry has  
also suffered in a big way due  
to travel restrictions and border  
closures in place.

Now more than ever is a time  
when airlines and the agency  
network need to come together  
and work through the challenges  
we are all facing. Airlines have  
long referred to travel agencies as  
their partner and need to show  
understanding and compassion  
during this period when looking  
to process ADMs.

This will only help grow our  
partnership as restrictions are  
eased and the world begins to  
travel again.

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## Argentina word search

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

**SEE** if you can find these words. They are hidden horizontally, vertically and diagonally, forwards and backwards.

SOUTHAMERICA  
SPANISH  
ANDES  
BUENOSAIRE  
PATAGONIA  
CORDOBA

IGUAZUFALLS  
PESO  
EMPANADAS  
LAPLATA  
INCA  
LABOCA

## Where in the world?



**THESE** unusual rock formations are called hoodoos, and this place is full of them.

They have formed over millions of years, when parts of the rocks

that were softer eroded by frost weathering and the passage of a river.

Do you know where this picture was taken?

## Whose animal is this?



**CLEARLY** any country that has a giraffe as their national animal is in Africa, but which nation does this mammal symbolise?

According to the country, the

giraffe stands for being able to see far and wide while looking at the past and the present, and reminds the nation to use their strengths.

## Pub quiz

- Which country was the first to claim territory in Antarctica, doing so in 'Adelie Land' in 1840?
- Virgin Atlantic is 51% owned by Virgin Group and 49% owned by which other airline?
- Residents of which US state are colloquially known as Sooners?
- Greenland is within the kingdom of which country?
- What is the name of the interstate railway station where The Ghan begins its journey?
- What is the official language of the Belgian region of Flanders?
- What is Australia's largest inland city?
- What is the world's second-largest continent by area?
- Stingray Harbour was thought to be the first name given to which body of water?
- The red, white and blue funnels of Carnival Cruise Line ships are shaped like what?

### ANSWERS 29 JUL

Pub quiz: 1 Eagle, 2 False – it would rank second, 3 John F. Kennedy International, LaGuardia, Long Island MacArthur, Newark Liberty International, New York Stewart International, Westchester County, 4 Russia, 5 Kenya and Tanzania, 6 He was attempting to kidnap their monarch, 7 Argentina, Australia, Chile, France, Norway, New Zealand, United Kingdom, 8 Argentina and Uruguay, 9 Gold Coast, 10 The Baltic Sea and North Sea.

Whose flag is this: Morocco

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



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## Not until 2024: IATA

**IN A** further blow to the global aviation sector, The International Air Transport Association (IATA) believes global passenger traffic will not return to pre-COVID-19 pandemic levels until 2024 - not 2023 as previously stated.

The airline association also noted that global passenger numbers for 2020 are expected to decline by 55% when compared to 2019, an even further decrease from the 46% drop it predicted back in Apr.

## COVID-19 summit

**CARNIVAL** Corporation and the World Travel & Tourism Council collaborated this week to hold a virtual COVID-19 Global Scientific Summit, assembling a panel of 12 scientists and health experts.

The forum broke down the session into three main discussion areas, what causes COVID-19, the prevention and treatment of the disease, as well as how the travel sector can survive in a long-term COVID-19 climate.

Watch the summit [HERE](#).

## Preview from the top



**VIRGIN** Galactic Holdings has revealed the first look at the interior cabin design for its SpaceShipTwo *Unity*.

The virtual tour takes viewers through the cabin mid-flight to examine in detail the comfort and features on board.

The centrepiece of the design are the tailor-made spaceship cruise seats, which are designed to be dynamic in flight so that passengers can alter their position to maximise the feeling of weightlessness in space.

Each passenger will also have access to their own personal digital displays which will contain a range of flight data such as speed, g-force and the duration of time remaining on the flight.

The interiors also boast a "honeycomb structure" providing multiple views of Earth from a range of vantage points.

Human headline and founder Richard Branson said the



unveiling of the spaceship's interior represented a significant marker in the timeline to launch.

"Although this event is virtual, it's significance in starting to open space travel to everyone is very real," Branson said.

"The cabin is special because, while it has been created to integrate seamlessly with every other aspect of our astronaut journey, it is also our design centrepiece," he added.

**Pictured** top the spaceship cruise seat, while **inset** the gregarious entrepreneur and his team show the world that they are the "right stuff" to make space travel a reality.



T & CS + full prize details

## SHARE YOUR FAVOURITE AUSSIE CRUISE PORT TO WIN!

This month Travel Daily has partnered with Celebrity Cruises to give you the chance to WIN a free cruise for two people onboard *Celebrity Solstice* departing Sydney.

**In 25 words or less, tell us your favourite cruise port along the East Coast of Australia and why, and you could WIN!**

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