



Today's issue of TD

Travel Daily today has six pages including our PUZZLES plus a page promoting next week's **Travel Executive Lunch**.

Boomer insight

WENDY Harch from Travel at 60 is the special guest on a webinar at 1pm today as part of The Travel Industry Hub's ongoing free "Survive and Revive"

sessions, giving an insight into the Baby Boomer mentality, and what these keen travellers will be looking for once COVID-19 passes.

Tomorrow there's a session with Mary Williams of Celestyal Cruises, and then on Fri Sarah Arane will host a panel of industry relationship managers for a 'no-holds-barred discussion' on how the role of the industry BDM may evolve in the future.

"When the industry begins its recovery, head office will be looking for greater return on investment...will sales calls ever be the same?" will be the topic, with panelists including Tenille Hunt, Kate Foster and Walter Nand - for more information see thetravelindustryhub.com.

Seat selection axed

SINGAPORE Airlines offshoot Scoot has announced that customers will no longer be able to pre-select seats prior to check-in as it resumes operations, as part of further measures to combat the spread of COVID-19.

The change allows Scoot to space customers throughout the cabin as much as possible to facilitate safe distancing.

Currently Scoot is operating a minimal schedule including three weekly SIN-PER flights.

AFTA's dire industry warning

EXCLUSIVE

MORE than 40% of Australian travel agencies could cease trading once the Government's JobKeeper scheme shuts down.

The grim warning is part of a formal AFTA submission to Federal Treasury, arguing for an extension to the scheme for eligible businesses in the travel sector until Jun 2021.

The figures are the outcome of an AFTA Travel Agent Member Survey (**TD** yesterday), in which over 80% of respondents said their revenue had declined 100% as a result of the pandemic.

A further 16% said their turnover had dropped 90%, and almost everyone polled said they had successfully enrolled in the JobKeeper scheme and were receiving payments enabling them to keep staff in work.

However when respondents were asked what they intended to do when JobKeeper ceases as planned at the end of Sep 2020, 42% said they intended to either permanently or temporarily close their business.

AFTA's submission notes optimism around the reopening of intrastate and interstate travel, but also highlights the ongoing international situation of

widespread border closures and longer term uncertainty about any return to normality.

Low consumer confidence and rising unemployment due to COVID-19 were also cited as key factors impacting the travel industry's future.

"Thanks to economic modelling work completed by KPMG and member contributions... the submission was able to meticulously detail the industry impact and the resounding effects that an abrupt end to JobKeeper would have on the Australian travel ecosystem," AFTA said.

The Federation thanked members and the broader industry for their support "as we tackle some of the biggest challenges in the history of our industry as a united force".

The Australia Tourism Industry Council (ATIC) has also called for a targeted extension of JobKeeper, citing the slow recovery in tourism activity.

ATIC MD Simon Westaway urged an extension until 31 Mar 2021, as long as borders with major markets are open by then.

NZ returns to NRT

AIR New Zealand today confirmed the resumption of passenger services between Auckland and Tokyo Narita later this month, with plans for one Boeing 787-9 return flight per week effective from 25 Jun.

MEANWHILE Qantas also looks set to resume its Tokyo flights from 01 Aug, with GDS indicating it will deploy daily A330-200s on the Sydney-Haneda route instead of Boeing 747-400s.

Executive lunch

NEXT Mon's inaugural Travel Industry Men's Health Week Executive Lunch takes place aboard the Journey Beyond Cruise Sydney luxury yacht, with just 30 spots up for grabs.

For more info on the industry's first post-COVID gathering see the **last page** of today's *Travel Daily*.

Quantum leap for Royal Caribbean

ROYAL Caribbean is expected to open its 2021/22 Australasian cruise season for sale tomorrow, including the confirmation that it will deploy two of its massive Quantum-class ships in local waters (**TD** breaking news).

Popular favourite *Ovation of the Seas* will be joined by sister ship *Quantum of the Seas* sailing out of Sydney, while the program will also feature the company's biggest ever Brisbane program with *Radiance of the Seas* homeporting out of the Queensland capital.

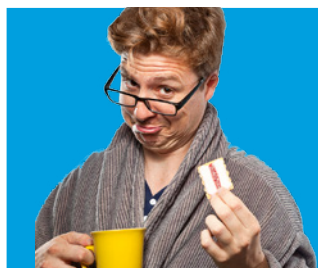
More information in tomorrow's issue of **Cruise Weekly**.

Tourism Restart timetable revised

THE Tourism Restart Taskforce has amended its suggested timeline for the recommencement of the Australian travel and tourism sector (**TD** 26 May), bringing forward the date it expects business events to return.

Australian Chamber - Tourism Executive Chairman John Hart has released a revised timetable which reflects expectations that ticketed events with more than 100 attendees could recommence as soon as mid-Sep.

However other elements of the proposed roadmap remain unchanged, with a Tasman and/or Pacific "bubble" envisaged to be established gradually from next month, followed by bilateral travel to "safe" destinations from Oct - while international travel to all destinations is not expected to return to normal during 2020.



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Wind in the sails

BUNNIK Tours has launched a new business called Little Windmill Marketing, offering the expertise of its current internal marketing team to assist external companies with strategic planning, digital and social media campaigns, content creation, branding, graphic design and website development.

Headed up by Bunnik Director of Marketing Catherine Kelly, Little Windmill's name is a nod to the Bunnik family's Dutch heritage, and promises a "breath of fresh air" to the travel industry.

"We recognise that a lot of small to midsize companies in the travel industry are faced with the need to come out of lockdown in a really impactful way but may not have the marketing resources and know-how or the big budgets to capitalise on the opportunity," Kelly said.

"We are ready to help," she added, with a special launch offer available - more on 08 8312 2299.

NCL cancels local season

EXCLUSIVE

NORWEGIAN Cruise Line's (NCL's) upcoming 2020/21 deployment of *Norwegian Jewel* in Australasia will not take place, with the company today starting to advise customers that all sailings between 25 Sep 2020 and 27 Feb 2021 have been cancelled.

The company cited "changes to the redeployment of our fleet," with Norwegian providing full refunds automatically to the form of payment provided at the time of booking.

In addition, a future cruise credit worth 10% of the price paid will be issued by 15 Jun, valid for 12 months and applicable

IJ adds Philippines

FORMER Helloworld Travel offshoot Insider Journeys (IJ) has added the Philippines to its portfolio, with a new brochure now at insiderjourneys.com.au.

towards any currently published sailings between 01 Jan 2021 and 31 Dec 2022.

A NCL spokesperson reaffirmed the firm long-term commitment to the Asia-Pacific, noting that the recently refurbished *Norwegian Spirit* will be sailing Australia and NZ in 2021/22, alongside *Norwegian Sun* in Asia in 2021.

The 2020/21 *Jewel* local trips are still live at and available for booking on ncl.com.

Cunard extends

CUNARD has announced an extension to its operational pause, with *Queen Mary 2* and *Queen Victoria* sailings now cancelled up to 01 Nov 2020.

In addition *Queen Elizabeth* is now set to resume operations on 24 Nov, with Cunard chief Simon Paletorpe explaining the change in a video now online at traveldaily.com.au/videos.

Excite "dividend"

THE Administrators of the collapsed Excite Holidays have issued a notice of their intention to declare a dividend from one of the company's subsidiaries.

Travel Serv Co Pty Ltd is among entities currently subject to a deed of company arrangement (**TD** 18 Feb), with creditors required on or before 22 Jun to submit formal proofs of debts or claim - excite@kpmg.com.au.

CX govt rescue

CATHAY Pacific will receive a HK\$30 billion (A\$5.5 billion) bailout from the Hong Kong Government, under a support package aiming to maintain Hong Kong's status as an international aviation hub.

The Government has pledged not to interfere in the management of the carrier in return for the lifeline, but will appoint two observers to attend board meetings.

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Sunshine hits out

VISIT Sunshine Coast (VSC) and Sunshine Coast Council (SCC) have accused the Queensland Government of creating an unfair playing field for the destination against the Gold Coast and Tropical North Queensland.

The Sunshine Coast is calling for the Queensland Premier to allocate the destination \$1m for tourism marketing funding after the Qld Government provided \$2.4m each to the Gold Coast and Tropical North Queensland Regional Tourism Organisations in Feb in recognition of the loss of their international visitor market.

“What we now have is a situation where the Sunshine Coast and its tourism industry are having to fight for market share with one hand tied behind their back, due to an inability to compete on a level playing field with the Gold Coast and Far North Qld,” said Sunshine Coast Council Mayor Mark Jamieson.

Aussies crave the top end

THE top destinations on Australian travellers’ must-visit lists are remote areas of the country, AAT Kings Group research has found, with Darwin and the Northern Territory the most desired holiday spots.

AAT Kings recently asked Aussies where they wanted to travel to once travel restrictions are lifted across the country, with the Northern Territory capital the most popular destination, interesting 33% of travellers, followed by the Kimberley at 30% and Tasmania at 29%.

Central Australia was fourth on the list at 23%, followed by Cairns and Far North Qld with 26%.

AAT Kings also found Australian community spirit remained strong, with 17% wanting to visit bushfire-affected areas, and 46% craving an authentic connection with locals.

“We strongly believe in tourism

and the very positive role it plays in the economic recovery as we work with the industry in supporting all those affected, to get back on their feet for the long-term and to help kick start domestic and then international tourism,” said Chief Executive Officer Matt Cameron-Smith.

Aussies are also seeking cultural experiences (59%), bushwalks and nature (38%), and food and wine options (37%).

Interestingly, 50% of travellers plan to travel for seven to 14 days, with 37% wanting to be on the road for over two weeks.

Health and safety also featured prominently in the findings, with 86% wanting sanitiser available, 78% seeking additional cleaning of frequently touched surfaces, 54% needing visible reminders about hygiene, while half of those surveyed want to see social distancing enforced.

A-ROSA CLIA debut

A-ROSA Cruises has made its training debut with Cruise Lines International Association (CLIA) Australasia, offering a new module for the region’s travel agents on the new CLIA Members Hub (TD 14 May).

The new course has been designed specifically for local agents, providing detailed insight into CLIA’s newest river marketing affiliate and its positioning within the European river cruise market.

A-ROSA Regional Director Australia & New Zealand Birgit Eisbrenner added the new tools would allow agents to better “differentiate product”.

Thredbo on sale soon

LIFT passes for Thredbo will go on sale tomorrow, available to purchase online from noon.

The first release of passes will cover 22 Jun to 13 Sep, with passes from 14 Sep to 05 Oct to be released at a later date.

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Aranui restarts in Jul

ARANUI Cruises has announced it will recommence passenger services exploring French Polynesia from 18 Jul.

The decision follows the green light given from government authorities in French Polynesia to lift travel restrictions to international tourism from 15 Jul.

After this date, all quarantine protocols for arrivals will also lift.

In preparation for the resumption of its 13-day voyages from Papeete to the Marquesas, Aranui Cruises will implement enhanced hygiene practices.

Vietnam tests water

AUSTRALIA has been flagged by Vietnam as one of the first countries to participate in its tourism revival program.

The South East Asian nation is gearing up to make the island Phu Quoc accessible to tourists, with only a small number of COVID-19 cases reported in the country.

"We are working...to develop a set of criteria to ensure safety for int'l visitors," said Deputy Tourism Minister Trinh Thi.

Uber of the skies resumes



PRIVATE jet tech startup Airly has announced plans to resume offering its members flights to Byron Bay and Mt Hotham in time for the Jul school holidays.

Describing itself as an "Uber-like" transport company for the skies, Airly members can opt into an existing flight or initiate a new one via the Airly app.

Services require arrivals only 15 minutes prior to departure, with prices for flights to Byron

Bay from Sydney starting from \$1,295pp, while tickets to the NSW destination from Melbourne are priced at \$2,395pp.

Flights bound for Mount Hotham from Melbourne are also on offer for \$995pp, while Sydney to the Victorian ski spot will cost \$1,395 per person.

Airly's co-founder Luke Hampshire (**pictured**), believes the company's services will be especially popular this year as domestic airlines struggle to regain their full capacity as a result of the global pandemic.

"With limited local options from the commercial airlines, and no way to holiday overseas, we expect domestic travellers looking to make the most of the upcoming winter break will make up the next wave," he said.

Aquarium cash boost

THE Qld Government has allocated \$3.5 million to the Cairns Aquarium in a bid to stimulate local tourism at the attraction following COVID-19.

The funds will not be used for expansion or new exhibits, but will instead be spent on keeping up with the costs of current marine drawcards and retaining the services of its 45 employees.

The Cairns Aquarium is dedicated exclusively to species from tropical north Queensland.



Window Seat

THE innovation shown by so many Australian businesses during the pandemic to help out the community has been overwhelming, but lamentably not all efforts have gone precisely to plan.

The Apollo Bay Distillery located on the outskirts of Melbourne has issued an urgent recall after a shipment of hand sanitiser was incorrectly labelled as SS Casino Gin.

"The bottles are not correctly sealed, they can be identified as having no shrink wrap seal," the company said in a statement.

The sanitiser is not considered lethal if consumed by mistake, but may cause nausea, headaches, dizziness, and vomiting - so not too dissimilar to many hangovers by the sounds of it (but don't drink).

Hundreds of alcohol distilleries in Australia began manufacturing hand sanitiser earlier in the year as the COVID-19 pandemic started to take hold all over the world.



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.



The recently renovated **Daydream Island** has revealed the resort will reopen from Jul. Upon its return, the accommodation will be the only eco-certified resort in the Whitsundays, offering 280 newly refurbished rooms and suites, a tropical rainforest, and its own 200-metre reef, bustling with marine life. The resort is currently only accessible to Queenslanders due to current border closures.



MGM Resorts has announced the imminent reopening of a range of Las Vegas-based hotels, including ARIA Resort & Casino, Luxor Hotel & Casino and Mandalay Bay, as well as Excalibur Hotel & Casino, which is set to reopen Fri. The properties are slated to reopen on 25 Jun local time, and will join a range of iconic Las Vegas hotels and resorts which reopened earlier this month following the COVID-19 shutdown. Although some amenities will be limited upon reopening, guests will be able to make use of pool and dining areas.

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

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

Where in the world?



A GIANT hand reaching out of the sand is not the first thing you expect to see in the middle of the desert.

This sculpture is 11 metres tall and has been in this spot since the early 1980s.

Do you know where it is?

Pub quiz

- The phrase 'land of the midnight sun' can refer to how many different countries?
- In what year did the Boeing 747 make its debut?
- How many kilometres does using the Panama Canal save for ships sailing between the east and west coasts of the United States?
 - 8,000
 - 2,000
 - 15,000
 - 20,000
- In which city would you find the East Side Gallery?
- In 1982, New Zealand's sheep to people ratio peaked at one person per 22 sheep. What is the ratio today?
- The 25 de Abril Bridge is often compared to San Francisco's Golden Gate Bridge because of the similarity in colour and construction. Where is the 25 de Abril Bridge?
- The longest straight section of train track in the world is in which country?
- Which will have taken longer to finish: the Pyramids at Giza or Barcelona's Sagrada Familia (when it is completed)?
- Wales famously has a town which has 50 letters in its name. What does the name mean in Welsh?
- Which country has the most number of billionaires?

Funnies Flashback



WE'VE trawled through the **TD** Window Seat archives to give you blast from the past. Here's some gems from 16 May 2012:

THIS travel convention sounds like it may even be more interesting than the Flight Centre Global Ball or the annual HWT, Travelscene, Jetset Travelworld or Travellers Choice conferences.

Kicking off in Las Vegas next month, the annual 'Nudist Clubouse Nudist Expo 2012' will feature a range of exhibitors including nudist resorts, nude cruises, the American Association for Nude Recreation and travel agents specialising in so-called "nakations".

It's taking place off the strip at the Alexis Park Hotel which the event website notes is a "CLOTHED property" meaning attendees will need to be dressed at all times.

But not to worry - delegates wishing to enjoy a nude experience in Las Vegas can take part in special Expo nude BBQ/Pool parties or that convention favourite, nude mini golf - and they're being urged to bring lots of sunscreen.

Due to huge demand, space at Las Vegas' nearby Nude Hotel is already unfortunately sold out.

ANSWERS 09 JUN

Pub quiz: 1 Charminar, 2 Saguaro, 3 b) 37,000, 4 USA, 5 Lily, 6 South Africa, 7 Queensland and Florida, 8 Turkey, 9 San Francisco, USA, 10 Meteroa

Unscramble: admit, aged, aide, aimed, amid, amide, dame, date, digitate, gait, gaited, game, games, date, dated, idea, image, imaged, imitate, imitated, made, maid, mate, mated, matt, amtte, matted, mead meat, mega, mitigate, MITIGATED, tame, tamed, team, teat

WA nets tourists

THE West Australian Government has revealed up to \$200,000 in funding to replace the Ellen Cove enclosure at Middleton Beach in a bid to rekindle tourist interest.

The enclosure was installed in Mar 2016 as part of the three-year trial by the City of Albany to assist with shark mitigation at the popular swimming spot.

"Middleton Beach is one of Albany's greatest tourist attractions and the enclosure has provided...a sense of safety," Premier Mark McGowan said.

IATA's bleak outlook

THE International Air Transport Association (IATA) claims the global airline industry's debt could rise by as much as US\$550 billion by the end of 2020.

The new analysis conducted by IATA showed US\$67 billion of the ballooning debt figure will be comprised of govt loans (US\$50b), while deferred taxes will amount to US\$5 billion and loan guarantees will account for US\$12 billion.

A large portion will also come from loans allocated by the private sector (US\$52 billion).

Plan your clients' next trip around a UK food festival

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

Travel & Cruise Weekly

The homeground advantage



REMOTE personal travel managers have an advantage over traditional office-based travel agents during the global downturn because they have lower overheads, according to TravelManagers' Executive General Manager Michael Gazal. Despite the upside, Gazal conceded the JobKeeper wage subsidy had been vital in ensuring the network's financial viability. "Effectively, many PTMs have had to put their businesses on ice for the time being," he said,

adding that many of its agents had turned their focus toward helping clients who are stranded overseas to return home safely.

The work has involved assisting customers with deferring or cancelling their upcoming travel plans, as well as being able to focus on other life commitments.

Emma Ross, a PTM from Bulimba in QLD, said the business halt during lockdown meant she could spend time homeschooling her kids (**pictured**).

"I consider myself lucky that I can temporarily take time out from my career and be a part of that and was still able to find time to celebrate my 10-year TravelManagers anniversary via Zoom call," Ross said.

New Swedish trip

50 DEGREES North has launched a new five-day tour to Swedish Lapland that takes travellers to the Aurora Safari Camp and the Arctic Bath.

The adventure offers clients a hot air ballooning experience, glamping accommodation at the Aurora Safari Camp, as well as a dog sledding excursion.

Departures take place between Dec and Mar 2021, with prices starting from \$6,638pp.

Blue Lagoon pause

BLUE Lagoon Cruises has decided to further extend the suspension of its cruise operations through to 31 Jul, as travel from key source markets to Fiji appears unlikely to resume before 01 Aug.



Build an A-ROSA Ship & Win a 7-night European River Cruise

This month Travel Daily has partnered with A-ROSA River Cruises to give you the chance to win a 7-night European river cruise.

Dreaming of the French joie de vivre, exploring medieval towns and antique treasures while enjoying culinary delights along the **RHÔNE/SAÔNE?**

To win visit A-ROSA's website www.arosa-cruises.com/au & check out which of their 12 ships operates the cruise of your dreams.

Pick your ship and use your imagination to draw, paint or build it!

Find any utensils suitable to create the A-ROSA ship that operates your favourite cruise on Rhine (Main/Moselle), Danube, Seine or Rhône.

Take a selfie with your creation send it to arosa@traveldaily.com.au. Don't forget to also tell us in 25 words or less why you chose this particular A-ROSA cruise.

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Your exclusive invitation to the inaugural Men's Health Week Executive Lunch for the Travel Industry

Mental health is a major unspoken affliction of men in the travel industry. Held on board **Sydney's newest premium dining experience, Journey Beyond Cruise Sydney**, this executive lunch, which is open to both men & women, at the start of Men's Health Week is to highlight men's physical and mental health and to provide men in the travel industry with encouragement and support against the silent killer.

Special Guest Speaker

Ex-NRL Legend Mr. Wayne Wigham (former winger for the Balmain Tigers), will share what it's like to be a big tough guy with depression.

After ten successful years playing professional first-grade football for the Balmain Tigers, and having been the lead try scorer in the 1980 Sydney competition, Wayne's undiagnosed depression forced him to retire from the game he loved.

Wayne's personal journey highlights the fact that the black dog of depression can strike anyone, even those performing at the elite level.



Date: Monday 15 June 2020
Venue: Journey Beyond Cruise Sydney
Boarding at King Street Wharf No. 8, Darling Harbour
Time: Embarkation at 11:45
Disembarkation at 14:30
Tickets: \$115.00 (includes food & beverage)
All profits will be donated to the Black Dog Institute
RSVP To: <https://events.humanitix.com/inaugural-men-s-health-week-exective-lunch-for-the-travel-industry>

**Please Note: Covid-19 Social Distancing rules
will be applied so numbers are strictly Limited.**

