



Today's issue of TD

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

Industry in crisis

MORE than 97% of participants who have so far completed this week's *Travel Daily* online survey have confirmed they would have to make significant changes to their businesses if the JobKeeper program is lifted without some form of additional support.

An initial analysis undertaken by Malcolm Peak from Peak Corporate Solutions indicates concerning results, with over 99% of respondents accessing JobKeeper and only 26% saying they expect to keep operating for over six months without help.

"Of equal concern is that of the 75% of respondents who have done some scenario planning, 66% planned for the continuation of JobKeeper as one scenario, and only 47% had planned for no ongoing support," Peak said.

"This shows an industry in real crisis with no real plan for the future," he added, noting that a number of his clients both within and outside the travel industry were "stuck in a sort of paralysis given the lack of certainty around future government assistance and ongoing economic restrictions".

The survey will run until Fri ([CLICK HERE](#)), with a full report from Peak available next week.

[TD COVID survey](#)

OS travel off the agenda

EXCLUSIVE

ONLY one-in-five Australians expect to be travelling anywhere internationally for at least the next six months, according to new research commissioned by the Tourism & Transport Forum (TTF).

The TTF COVID-19 Travel and Leisure Survey was conducted by Newgate Research, with a wide range of data about Aussie travel intentions and preferred transport modes.

Almost 40% of Australians expect to travel within their own state or territory within the next two months, while about 20% expect to travel interstate.

Respondents who described themselves as "regular travellers" were more likely to travel both for business and leisure purposes, with overseas holidays envisioned by 32%, and international business trips likely for 42% of them within six months.

Of those who were likely to travel abroad, almost 40% said their trips would be related to visiting friends and relatives.

Concerns about COVID-19 were cited as the key barrier to international travel across all demographic profiles surveyed, with more than half of the respondents citing coronavirus fears as a disincentive.

However more than a third of those polled also reported financial issues, with a reduction in their personal income due

to the pandemic affecting their propensity to travel.

TTF is making part of the report publicly available through a new smartphone app, which enables all interested stakeholders to quickly locate information on tourism, transport, events and accommodation.

The iOS and Android app will be a "single source of truth, with research data, content and contacts available whenever you need it", according to TTF CEO Margy Osmond.

The new platform also features a full catalogue of TTF video interviews and webinars as well as event information, member details and more.

It's available on the Google Play store ([CLICK HERE](#)) or Apple's iOS App store ([CLICK HERE](#)).

Cruiseco initiatives

THE Cruiseco consortium has launched a new "Recovery Room" hub for members aiming to help them bounce back over the next three to six months.

The online portal includes "recovery training" links to all cruise training on offer through multiple cruise lines and associations, "recovery flyers" being produced as collateral as agents reopen, "recovery packages" including cruise line deals, and "recovery images" to use on social media.

Cruiseco has also launched a comprehensive "Ultimate Cruise Line Guide" containing 100 digital pages of information that consultants can use as a central reference for almost every cruise line partner.

The guide is available online by [CLICKING HERE](#).

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ClientKeeper plan

FORMER AFTA CEO Jayson Westbury has published the first blog post in a series from his new Dovic Consulting business, suggesting travel industry companies should initiate their own “ClientKeeper” activities to maintain relationships through the pandemic.

The post is now live online at dovicconsulting.com.au.

HLO holds funds?

SEVERAL travel agents have confirmed that Helloworld Travel’s SevenOceans cruise wholesale division is not passing funds onto suppliers, despite the express wishes of both the agents and their clients (**TD** 15 Jun).

Helloworld hasn’t responded to requests for comment on the practice, which according to **TD** readers is being applied to fully and partly-paid bookings, with lines including Norwegian, Seabourn and Celebrity.

Intrepid Local launches

INTREPID Travel has today unveiled a new collection of Intrepid Local tours, tapping into predictions of close-to-home post-pandemic travel patterns.

The initiative has been under development for some months (**TD** 12 Jun) and includes a comprehensive portfolio of more than 75 multi-day adventures.

Intrepid APAC MD Sarah Clark has led the project, and told **TD** the itineraries include all the elements of a normal Intrepid trip.

“Intrepid Local is our way of bringing over 30 years of experience closer to home.

“We wanted to create a product range for locals by locals, that would not only bring travellers back together after months of isolation, but also give them a way to support their own communities and businesses rebounding from the pandemic.”

Clark also highlighted the introduction of a new Intrepid

Retreats theme as part of the program, seeing groups immerse themselves in a single location in handpicked accommodation while they undertake a range of nearby experiences such as hikes, wineries and farm visits.

“We predict a style of travel will emerge post-pandemic towards slow and grounded travel, where travellers will want to engage with local communities,” she said.

Intrepid research has confirmed that the top priority in domestic travel at the moment is to support local economies, with 66% of respondents also seeking hiking and nature walks, 49% wanting a food and wine experience, and 46% seeking multi-day trips to new regions as their next travel experience.

Intrepid will continue to offer day tours in over 200 cities via its Urban Adventures program.

The programs are showcased at intrepidtravel.com/local.

Minimal May travel

PRELIMINARY ABS estimates of international arrivals and departures for Australia during May have confirmed continuing record low levels of travel.

A total of 19,400 inbound trips took place, the early data indicates - a 98.8% year-on-year decrease - with 11,100 of those being Australian citizens.

Of the non-Australians entering the country, 12% were NZ citizens, while 8.4% were people entering the country on permanent skilled visas.

The month saw 35,400 outbound trips, down 97.8% versus May 2019, with the three largest visa groups comprising 9,600 on temporary visitor visas, 5,500 on student visas and 5,200 on family or skilled visas.

Apart from 5,000 Australians, the five largest countries of citizenship for outbound travel were China (4,200), the UK (3,400), NZ (3,100), South Korea (2,100) and India (1,700).

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CLIA makes grim forecast

CRUISE Lines International Association (CLIA) Australasia claims the continued suspension of cruise operations is likely to cost the country more than \$1.4b in lost economic activity by Sep.

Analysis of the sector commissioned by CLIA (**TD** breaking news) also showed that if the halt of cruising were to continue beyond 17 Sep and into the important summer high season, it would cost Australia's economy a further \$3.8b & place more than 13,000 jobs at risk.

In light of the grim projections, CLIA Managing Director Australasia Joel Katz has backed calls for the Federal Government's JobKeeper scheme to be extended for the travel industry.

"The suspensions that cruise lines and governments have enacted worldwide have been the right response as we confront COVID-19, but there is an enormous cost to those who make up the wider cruise community," he claims.

"There are many thousands

of travel agents, tour operators, ports and destinations, technical support providers, and food and beverage suppliers who support the cruise industry and are suffering enormous financial stress," Katz added.

Meanwhile, the cruise sector has been hard at work at accelerating the resumption in the local market, working on a holistic health strategy to ensure the safety and well-being of future cruise passengers.

"While it is too soon to outline specific measures, the industry is considering protocols that will ideally entail a door-to-door strategy beginning at the time of booking through to when a pax return home," Katz said.

"CLIA cruise lines are using this time to ensure we learn as much as possible from COVID-19 and develop the best possible response...the wellbeing of pax remains our highest priority."

Cruise tourism is estimated to be worth \$5.2 billion a year to the Australia economy and currently supports more than 18,000 jobs.

NSW biz grants

SMALL travel businesses in New South Wales may soon be able to benefit from a new business grant program which will see funding of up to \$3,000 allocated to successful applicants.

Submission to access the funding will open 01 Jul in a bid to assist businesses safely relaunch their operations following the COVID-19 shutdown.

"Today we signal to...NSW a shift in direction, from response to recovery, it's time to get the show back on the road," said NSW Treasurer Dominic Perrotet.

The Small Business Recovery Grant can only be used for expenses from 01 Jul and where no other government support is currently available.

Cash you later peeps

CRYSTALBROOK Collection has announced it will be going "completely cashless" from 01 Jul to help improve its new hygiene and social distancing measures.

The change in policy will apply across its portfolio of hotels, resorts, restaurants and bars, with CEO Geoff York labelling physical currency "nasties" that can carry e. coli and salmonella.

As part of its enhanced hygiene measures, Crystalbrook Collection will also be offering contactless and paperless check-in and check-out facilities, as well as optional complimentary face masks.

Alaska takes the test

ALASKA has become the first US state to require travellers to take a mandatory COVID-19 PCR test no more than 72 hours prior to arrival to ensure arrivals are free of the disease.

Travellers who don't get tested before the required time period will be able to take a test at the airport upon arrival, but will be required to self-quarantine until the results come back negative.

A positive result will see travellers pay for isolation out of their own pocket.

SUPPORTING TRAVEL AGENTS ON THE ROAD TO RECOVERY

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The travel industry is used to hard knocks. But what the industry is experiencing as a result of COVID-19 is

beyond what many would have feared possible. While we have felt the immediate impact of lockdowns and travel restrictions, our long-term recovery is inextricably linked to the economy and the willingness of businesses and consumers to travel again. We have been thinking about what this means for our travel agent customers and how we can refine our solutions to deliver on your needs now:

Service – Travellers will be more sensitive about how their flight reservations are serviced. We need solutions that make it easy for trips to be cancelled, changed or modified in a simple way.

Communication – Efficient communication is critical during disruption. Instant alerts with rich content like photos and videos can give travellers important information like when the plane was last cleaned.

Safety – Travellers need to feel confident that their health is protected. Creating personalised offers based on health and safety criteria like hotel cleanliness or extra seat room can reassure travellers.

Find out how Amadeus can support you on the road to recovery [here](#).

Justin Montgomery, General Manager Australia, Amadeus

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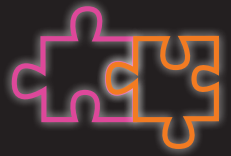
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NCL cancellations

NORWEGIAN Cruise Line Holdings (NCLH) has announced the suspension of all global voyages embarking between 01 Aug and 30 Sep.

The line has also cut select voyages departing throughout Oct due to travel and port restrictions, including Canada and New England sailings.

However, the latest round of cancellations exclude Sep Seattle-based Alaska cruises.

Forex charges laid

CHARGES have been laid against money transfer business Vina Money Transfer Pty Ltd and five individuals for allegedly fixing the AUD/VND exchange rate and fees it charged its customers.

The charges relate to transactions made between 2011 and 2016, and account for almost 25% of the total money transferred during the period.

UA MileagePlus mortgage

UNITED Airlines says it expects to have US\$17 billion available for its operations by Sep, after a range of recent financing initiatives including using its MileagePlus loyalty program as collateral for a US\$5 billion loan.

The carrier is also accessing US\$4.5 billion from the US Government via the Coronavirus Aid, Relief and Economic Security Act (CARES) loan program.

The funding "will provide even more flexibility as the airline

navigates the most disruptive financial crisis in the history of aviation," a UA statement said.

The MileagePlus program has more than 100 million members and over 100 program partners, and has historically generated "material and stable revenues and free cash flows" as well as increasing customer lifetime value, the airline said.

MU plots startup

CHINA Eastern Airlines (MU) is backing a new Hainan-based carrier called Sanya International Airlines, with other partners in the venture including Chinese OTA giant Trip.com and Shanghai-based Juneyao Airlines.

A Hong Kong Stock Exchange filing says MU believes there is a big opportunity for a new carrier based in Hainan which is being positioned as a free trade zone by the Chinese Government.

DL returns to SYD

DELTA Air Lines will resume its Australian operations next month, with the carrier confirming three weekly SYD-LAX flights restarting effective from 04 Jul.

The addition is part of a staged global resumption of operations adding 1,000 flights system-wide subject to demand and evolving COVID-19 restrictions.

A-reminder, folks

TRAVEL Daily readers are encouraged to get creative this Jun, with our monthly competition sponsored by A-ROSA Cruises offering the chance to recreate one of the cruise line's ships to win a seven-night European river cruise.

To win, visit www.arosa-cruises.com/au, choose an A-ROSA ship, and draw it, paint it or build it, then take a selfie with your creation and send it in - see p7.

Qld's opening theme

VILLAGE Roadshow is reopening its theme parks, with Sea World and Paradise Country the first to relaunch on 26 Jun.

Australian Outback Spectacular will then open its doors on 03 Jul, and Warner Bros. Movie World & Wet'n'Wild Gold Coast will all open 12 days later on 15 Jul.

Village Roadshow is currently in takeover discussions with failed VA bidder BGH Capital.

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*Visit celebrity.com for full terms and conditions. Cruise must be booked 16/06/10-22/06/20 Offer applies to select 4-night and longer sailings departing 03/10/20 – 04/05/22. Offer excludes Galapagos cruises. Book Now Bonus Offer: Each of the first two guests in a qualifying inside, ocean view, veranda, Concierge Class or AquaClass® stateroom are eligible to receive a free Classic Beverage Package when booking the "Sailings" cruise only pricing. Offer applies to first two guests in the stateroom and will be applied automatically. Offer is only applicable to FIT and Groups at prevailing rates. Savings Offer: Savings amounts are per stateroom, based on double occupancy, and vary by stateroom category: \$300 AUD/NZD for inside and ocean view; \$600 AUD/NZD for veranda, Concierge Class, and AquaClass®; \$1,500 AUD/NZD for suites. The Retreat Amenities: The first two guests in a suite each receive the following amenities: Premium Beverage Package, Unlimited Internet Package, and \$300 per person onboard credit ("OBC"). Onboard credit is not redeemable for cash and expires at 10pm on the final night of the cruise. 50% Off Savings Offer: Applies to the cruise fares of the 3rd/4th/5th guests booked in any qualifying stateroom or suite. Not applicable to Cruisetours. Offers apply to new individual bookings and to staterooms in non-contracted group bookings, are non-transferable, and are not combinable with any other offer. Changes to booking may result in removal of Offer. Offers and prices are subject to availability, cancellation, and change without notice at any time. ©2020 Celebrity Cruises Inc. Ships' registry: Malta and Ecuador.

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Overseas updates

THE Mauritian Government has announced all economic, commercial and social activities can resume normal operations, with hygiene and social distancing measures in place, according to DFAT's Smartraveller website.

The wearing of face masks in public and on public transport remains mandatory, with borders to the country still closed outside of specially authorised flights.

MEANWHILE, The Department of Foreign Affairs and Trade (DFAT) has also advised travellers that they can no longer enter Singapore for short-term entry until further notice.

However, those transferring are permitted to do so through Singapore Changi if travelling from Australia aboard the carriers Singapore Airlines, SilkAir or Scoot.

Locals back their agency



THE love for travel agents is palpable around Australia as the sector continues to battle the challenges posed by COVID-19.

Travellers Choice independent agents such as Chris Watson

Travel in Tamworth, NSW is just one business feeling the love, with one of its corporate clients handing out travel vouchers instead of its usual end-of-year cash bonuses.

"They ordered vouchers valued at a total of \$15,000," enthused owner Chris Watson (pictured).

"The only stipulations are that they must be used at our agency and spent to support an Australian destination...I was blown away."

Alison Nichols from Middletons Travel in Port Pirie was also grateful for the generosity of her clientele, with some offering to leave deposits with the business and even offering gifts to say thanks for all of their hard work.

"Instead of asking when they would get their deposit back, [one client] told me they'd already withdrawn the balance, just in case the tour went ahead, and they offered to hand it over, if it would help my business out," Nichols said.

"It was an amount in excess of \$45,000, I had to explain that the money would sit in a trust account and we couldn't use those funds to prop us up.

"We've had other clients offer us chocolates and plenty have popped their heads in to see how we are going, but this offer certainly took me back," she added.

Window Seat

WITH staycations the order of the day following the easing of intrastate travel restrictions, holidaymakers in New South Wales now have the opportunity to step back in time with Aura Blacktown.

The accommodation provider is offering guests the chance to combine a stay at its hotel with a trip to the Skyline Drive In movie theatre next door, priced from \$154 per night.

The package also includes breakfast daily at the property's Roadhouse Bar & Grill.



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.



EVEN Hotels has made its debut in Asia with the **EVEN Hotel Nanjing Yangtze River**, the first location outside of the Americas. The 172-room hotel is located near the National Green Bay Wetland Park and the Youth Olympic Stadium, and is equipped with wellness-focused staff, fitness amenities, an indoor tennis court & heated swimming pool, seven meeting rooms with floor-to-ceiling windows and a range of relaxing spaces.



A number of accommodations have been updated during the COVID-19 pandemic by Centara Hotels & Resorts, including **Centara Grand at CentralWorld Bangkok**. Several floors of the \$650 million room refurbishment project at the five-star flagship property have been completed, with the floor-to-ceiling renovation of all 505 guestrooms drawing inspiration from Thai artisans, textures and patterns.



Recently opened **Avid Hotels Fresno** is the first of its brand to open in Mexico, offering six floors and 100 guest rooms. The hotel includes vibrant & open public spaces, inviting communal areas a modern fitness centre and an "eye-catching" red architectural feature. Guest rooms include sound-reducing features, a dedicated workspace; open & easy-to-use storage, and modern wi-fi and electrical amenities.

FAN+ hypes it up

AUSTRALIAN sports experience platform FAN+ has been selected to join the 2020 virtual HYPE sports accelerator program, from a pool of 1,000 applicants.

Over the next eight weeks, FAN+ will be mentored by a high-calibre group of sports administrators and clubs from across the globe, with partners such as Adidas, Asics, FC Barcelona, Fox Sports, LaLiga, NBA, NFL, Paris Saint-Germain and Tennis Australia.

Seychelles luxury

SIX Senses Zil Pasyon on the island of Felicite in Seychelles is inviting travellers to book their own private island luxury resort for €333,000 (A\$538,000).

Private groups of up to 20 guests can access the one-week stay, with 28 one-bedroom and two two-bedroom pool villas available, as well as two residences.

CLICK HERE for more details.

We're still hungry for recipes

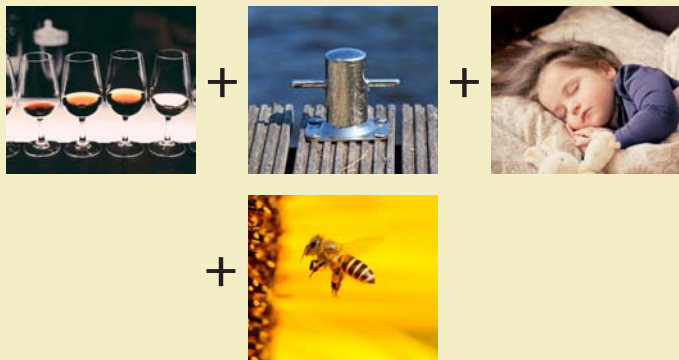
Send us your meatball or mince recipe for our weekly feature.

[CLICK HERE](#)



Pub quiz

- True or false: Denmark has twice as many bicycles as cars?
- How many European countries still have monarchies?
- Where is the world's oldest zoo located?
- Is the official national sport of Sri Lanka volleyball or cricket?
- How many wine regions are there in Australia?
 - 20
 - 60
 - 50
 - 80
- In which country can you find the tallest building in South America?
- Which is the richest country in the world?
- Marrakech in Morocco is nicknamed the 'what' City due to the colour of many of its buildings and walls?
- What city is known by the nickname 'the Silicon Valley of Asia'?
- How many languages are officially spoken in Singapore?
- What city does this collection of pictures spell out?



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.

I	D	A
E	C	T
I	N	V

Good – 18 words
 Very good – 27 words
 Excellent – 36 words

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

Whose flag is this?



THIS flag's colours are symbolic (as so many of them often are) of both Europe and Africa, with the blue, white and red from the

French flag and the red, yellow and green to stand for Africa. Do you know whose flag 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 17 Apr 2013:

NOW this is true QF service.

Passengers on board Qantas flight 9 from Melbourne to London via Dubai this week were bemused when 90 min after departure from DXB, the pilot came over the PA asking them to "take out a pen and paper and write something down".

The news wasn't good - they were told that the A380's fridge had a problem so there would be no meals on board in case the food might cause illness.

After landing, they were told pax would be fed either in one of the lounges or via vouchers at one of three LHR eateries.

Some were a little upset - but were amazed when the captain then told them to write down his name (Richard Champion de Crespigny) and personal mobile number so they could ring him if they weren't happy with the outcome and he would fix it.

ANSWERS 16 JUN

Pub quiz: 1 False, 2 Germany, 3 c) A third, 4 Around 900 statues, 5 b) Feed them, 6 The Philippines, 7 Volga River, in Russia, 8 Indonesia, 9 Bolivia and Paraguay, 10 The Netherlands, 11 Ireland (eye + land)

Where in the world: Fountain of Wealth, Singapore

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

Aussies NZ interest

NEW data from Luxury Escapes (LE) shows a surge of more than 300% in New Zealand travel interest from prospective Australian tourists.

The research found that in the last 90 days, views for NZ deals increased by 328% compared to the 12-month average.

Luxury Escapes members also showed that 43% are keen to travel to the country in Jun or Jul, while 33% said they were keen to travel in Aug, Sep or Oct.

41% of LE's NZ domestic bookings come from Australia.

UAE tourism hub

THE construction of Al Qana, a new Abu Dhabi waterfront dining and entertainment destination, is on track for completion by the end of the fourth quarter.

The tourism precinct will include attractions such as the region's largest aquarium, a virtual reality zone, an E-Sports arena, & Abu Dhabi's largest cinema.

The news comes as the city begins to re-open its cultural sites, with the Department of Culture and Tourism issuing strict health and safety guidelines and precautionary measures.

Plan your clients' next trip around a UK food festival

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

Travel & Cruise Weekly

Australia-Indonesia bubble?



INDONESIA is currently mulling plans for a travel bubble with Australia, according to comments made by the country's Coordinating Ministry of Maritime Affairs & Investment Deputy of Tourism & Creative Economy Odo Manuhutu.

During a digital press conference delivered on 12 Jun, he said Australia was being put forward as a potential green lane destination along with China,

Japan and South Korea, and if successful, would likely lead to an easing of restrictions with a selection of other countries.

Indonesia draws most of its tourists from the proposed quartet, with Manuhutu adding the COVID-19 pandemic would change the way people travel, and the country needed to learn and observe those changes.

Although dates were not revealed, Manuhutu also added corporate travel was likely to resume before leisure travel.

Pictured: Java Island.

VietJet ups domestic

THAI Vietjet Air is adding five new domestic routes, flying from Bangkok to Hat Yai, Khon Kaen, Nakhon Si Thammarat, Surat Thani and Ubon Ratchathani.

To celebrate the launch, Thai Vietjet is offering more than 500,000 promotion tickets, with five months of free travel also up for grabs.

Last week Thai VietJet was the first airline to resume operations to Phuket on 13 Jun, shortly after the Civil Aviation Authority of Thailand approved the reopening of Phuket International Airport in a bid to boost tourism.

Cooking up travel

A COOK Islands accommodation webinar, featuring Rarotonga and Aitutaki, will be held tomorrow at midday AEST.

The online session will cover a variety of property options on the aforementioned islands and their individual offerings for guests, including room types, demographics, dining facilities and unique activities.

Air access, flight schedules, seasonality and more will also feature - **CLICK HERE** to register.



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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