

NSW disclosure

TRAVEL agents in NSW will be forced to disclose any commission, incentive or referral arrangements with suppliers, under new regulations which come into effect from 01 Jul.

The aim of the reforms is to “improve transparency for consumers without overly burdening businesses,” according to an update from the NSW Department of Fair Trading.

“Intermediaries must take reasonable steps to make customers aware of any commission or referral arrangements where the business receives a financial incentive from another supplier,” the Department said, with an explanatory note on its website saying “This means that customers will need to be informed that an arrangement exists, however intermediaries do not need to disclose the nature or value of the financial incentive”.

There are no exemptions from the requirement, with travel agents specifically noted as being subject to the new rules.

Disclosures can be made on quotations provided to customers, in plain English summaries in terms & conditions, in online pop-up boxes and by directing customer attention to appropriate signage.

The Department said it would take an “educational approach to compliance and enforcement” including educating businesses and raising consumer awareness for the first six months of the new arrangements, however agents must take appropriate steps to inform clients and commence changes to their operations - see fairtrading.nsw.gov.au.

Flight Centre slashes staff

FLIGHT Centre employees were informed of wide-ranging job cuts last week, with up to 1,500 redundancies as part of the company’s previously announced cost-saving plans (**TD** 06 Apr).

It’s understood the cuts focus on less experienced consultants, with most of the company’s remaining stores to be left with just a manager and a 2IC.

Flight Centre spokesman Haydn Long told **TD** the move was part of processes initiated in Mar, with the travel and tourism industries hit harder than any other sectors by the COVID-19 pandemic.

“Our hearts go out to those people who are affected and we

are working to preserve as many roles as we can,” he said.

Long said Flight Centre appreciated government support which has been made available in Australia to date, largely through the JobKeeper program.

“However the ongoing challenge is that it does not offset the almost total loss of revenue brought about by the never-before-seen border and travel restrictions that governments have applied,” he added.

Long also noted JobKeeper was set to expire in Sep, “well ahead of any significant rebound in travel and tourism”.

“We are starting to see an increase in domestic bookings, particularly since domestic travel restrictions were relaxed, but half of the bookings that our leisure sales people typically make are for international travel and there is no definitive timeframe for its return or even for the opening of international travel bubbles so this will be a significant contributing factor for staff remaining on stand-down or being made redundant,” he said.

Keep Dreaming #11

THE latest issue of our sister publication *Keep Dreaming* from *Travel & Cruise Weekly* is out today.

Keep your clients inspired with stories on Kimberley cruising, new domestic trips, NZ adrenaline, the ultimate Polar bucket list and sausages!

A full marketing kit with social media assets is also available at traveldaily.com.au.



Thailand specialists

TRAVEL agents can win big prizes courtesy of the Tourism Authority of Thailand’s new online training platform.

For more information and to register see the **last page**.

Today's issue of TD

Travel Daily today has seven pages of news including our **PUZZLE** page and a full page from the **Amazing Thailand Specialist** training program.

US cruises delayed

CRUISE Lines International Association (CLIA) has announced its members will voluntarily extend their suspension of cruising out of US ports until 15 Sep due to the ongoing coronavirus situation.

The current Centers for Disease Control and Prevention (CDC) No Sail Order expires on 24 Jul, but “it is increasingly clear that more time will be needed to resolve barriers to resumption in the United States,” CLIA said.

“Although we are confident that future cruises will be healthy and safe, and will fully reflect the latest protective measures, we also feel that it is appropriate to err on the side of caution to help ensure the best interests of our passengers and crewmembers.”

The voluntary suspension applies to all vessels carrying over 250 pax - more in today’s issue of *Cruise Weekly*.

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Malaysia Airlines Introduces Economy Branded Fares in Australia and New Zealand

For more information

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Barry to head Trafalgar

LONG-TIME Contiki Holidays MD Katrina Barry will shift brands when she returns from maternity leave in Aug, having been appointed as the new Managing Director for Trafalgar and Cost saver (**TD** breaking news).

Barry (**pictured**) will replace Jason Wolff, who will be leaving the travel industry and returning with his family to live in Brisbane.

Trafalgar Global CEO Gavin Tollman said Wolff had made a large contribution since joining The Travel Corporation and Trafalgar just over a year ago (**TD** 14 Mar 2019), having "ensured we have laid a solid foundation



for a prosperous future in what will be a trying time".

"We welcome Katrina...at a time of immense change there is no doubt she will harness the strength of her vast knowledge, vision and enthusiasm for the opportunities that await, and her actions will have a hugely positive impact for ours and our agent partners' business," he said.

The company said Contiki's new global CEO Adam Armstrong, who commences in the company's Sydney office today, will work together with The Travel Corporation Chairman David Hosking on a leadership restructure of Contiki.

Eclipse new trips

ECLIPSE Travel has debuted a range of new Close to Home adventures throughout Australia, NZ and the South Pacific.

Tailor-made packages, small group tours and small ship expedition cruises feature, with Eclipse also offering a flexible booking policy for COVID-related cancellations - 1300 575 752.

MH Economy Branded Fares

MALAYSIA Airlines has today introduced "Economy Branded Fares" in Australia and NZ, allowing customers to select either Lite, Basic or Flex pricing based on their individual needs and preferences.

The carrier is claiming the move as an Asia-Pacific first, with Group CEO Izham Ismail saying MH wants passengers to return to

the skies with a "truly hassle free experience."

"Putting their needs as priority, we took the time to listen and gain invaluable insight...and from there we redesigned, redefined and are proud to introduce our enhanced fare family," he said.

The new offering is effective for Malaysia Airlines Economy class bookings from today, with the Lite fare offering 7kg of cabin baggage, complimentary meals and beverages but no seat selection, no checked luggage, no child discount and no rebooking.

MH's Basic fare product includes 20kg of checked baggage, one free rebooking and the ability to upgrade using Enrich miles, while the Flex fare adds 35kg of baggage, seat selection, a 15% child discount, fee-free refunds, unlimited rebookings and priority check-in, boarding and baggage.

Cyrus Virgin pledge

CYRUS Capital, one of the two shortlisted bidders for Virgin Australia, has committed to protecting the estimated \$100m of pre-paid VA tickets purchased through AFTA member travel agents (**TD** 19 Jun).

The move follows a call for support from the VA Administrators by AFTA Chairman Tom Manwaring, with Cyrus' Jonathan Peachey saying "consumer and agent confidence in Virgin Australia is of paramount importance to Cyrus Capital.

"Cyrus acknowledges the important role that agents play in the travel and tourism industry, and we appreciate the faith that agents have placed in Virgin Australia during recent months," Peachey added.

He said if Cyrus becomes VA's new owner, existing booked and paid tickets will be honoured, along with Velocity loyalty points.

AFTA said it was still awaiting a response from the other final bidder, Bain Capital.

QF extends validity

QANTAS has amended its policy relating to tickets on flights cancelled due to the COVID-19 pandemic, and is now giving customers an additional 12 months to rebook, through until 31 Dec 2022.

The carrier, which last week extended its suspension of most international flying through until late Oct, is also giving customers the ability to split travel credits across multiple future bookings, and is "developing special offers for customers with vouchers".

The Hub's big week

THE Travel Industry Hub has yet another packed program of Industry Survive and Revive sessions this week, including a chat with Josh Thorpe about his new Travel Edjo platform (**TD** 27 May) at 1pm today.

Other sessions this week feature Sustainable Travel with Danaya Brooks and Tess Willcox, a panel about future industry relationships with Pete Rawley (Evolution Travel Collective), Sarah Clark (Intrepid) and Andrew Mulholland (Wendy Wu), and then on Fri "Reinvention in Corporate, Retail & Wholesale" with Penny Spencer (Spencer Travel), Claudia Rossi Hudson (Mary Rossi Travel) and Di Lechner (Addicted to Maldives). See thetravelindustryhub.com.

Norway

HURTIGRUTEN

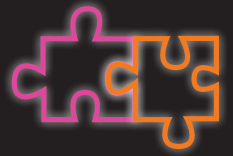
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Travel Daily

O'Sullivan joins Tourism WA Board

EXPERIENCE Co CEO and former Tourism Australia chief John O'Sullivan is set to join the Board of Commissioners of Tourism Western Australia.

He will join the board on 01 Jul for an initial one-year term, with WA Tourism Minister Paul Papalia citing O'Sullivan's work on the 2018 Super Bowl advertisement which generated "terrific exposure for Australian tourism".

Vic COVID setback

THE re-imposition of strict limits on gathering numbers in Vic amid a spike in coronavirus infections has "dashed the hopes for many across the state's tourism and hospitality sector," according to Victorian Tourism Industry Council (VTIC) CEO Felicia Mariani.

A cap on 20 patrons in venues is in place until at least 12 Jul, with Mariani citing a recent survey of members finding that current restrictions make many existing business models unviable.

She said operators were desperate to reopen and had done everything they can to safely welcome visitors back.

"The disregard of hygiene and safety measures within the community has led the Premier to the difficult point of having to make these decisions; decisions that will have a devastating effect on businesses that were already on the edge after three months of hibernation," Mariani concluded.

Disney reservations

DISNEY Destinations has announced a new Disney Park Pass System which allows guests to reserve visits to particular theme parks in order to comply with capacity limitations.

The company is hoping to reopen resorts in early Jul but under the new platform on the My Disney Experience App it will also no longer be possible to "park-hop" on the same day.

QR hails support from trade

EXCLUSIVE

THOMAS Scruby, newly appointed as Australia and NZ Country Manager for Qatar Airways (**TD** 29 May), has paid tribute to travel agents for their partnership in recent months as the carrier continues its mission to repatriate passengers and allow essential travel to continue.

QR is one of the few airlines which have continued operating through the pandemic, with Scruby saying the support of the trade had been "absolutely key".

"We are here to build relationships with travel agents, so that when the industry bounces back we will be firing on all cylinders," he said.

Scruby took up his new role just over a month ago, at a key point for the carrier which has for the moment become Australia's biggest international airline with a 45% market share - more than three times its nearest competitor in Apr.

He said QR had brought about 100,000 Australians home and repatriated 140,000 people back to their home countries, with the pandemic creating many new trade relationships as well as cementing existing partnerships.

Qatar Airways has received "exceptional approval" to operate

flights into Brisbane, which has now been extended until Oct.

QR is also operating daily to Sydney and Melbourne and several times a week to Perth, and as well as about 20 destinations in Europe, last Fri announced the resumption of flights to New York, Boston, Los Angeles and Washington after maintaining services to Chicago and Dallas Fort Worth through COVID-19.

Scruby said services were still primarily carrying passengers for repatriation and compassionate purposes as well as government-approved essential travel.

He said the trade had responded well to QR's flexible policies allowing unlimited date changes as well as voucher redemptions and destination changes within 5,000 miles.

Qatar Airways has implemented strict health and hygiene measures on its flights and at Doha International Airport, and continues to liaise closely with governments on the possibility of options for "safe corridors" to facilitate a wider resumption of travel in the coming months.

SeaLink Vox deal

SEALINK Travel Group's Captain Cook Cruises has announced a new partnership with The Vox Group as part of its post-COVID recovery plan.

The pact will see the Sydney Harbour sightseeing specialist use Vox's POPGuide application which allows guests to use their own smartphones to listen to storytelling and commentary in their choice of language.

POPGuide will come automatically part of a ticket purchase, and once downloaded uses GPS to automatically deliver content on points of interest.



Window Seat

FORGET rockets - tourists may soon be able to head into space via balloon under a plan using a "tethered capsule" system which would take people to an altitude of about 30km.

The project is the brainchild of a company called Space Perspective, which last week confirmed it was about to start testing *Spaceship Neptune* from the former Space Shuttle Landing Facility in Florida.

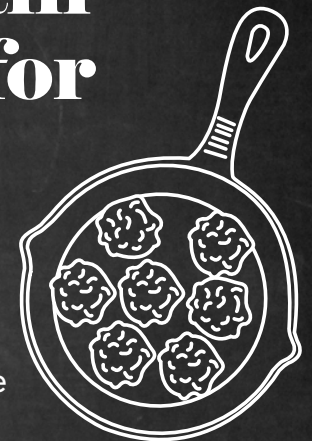
The hydrogen-filled balloon will take about two hours to reach the stratosphere, and once it gets there guests will be able to take in the views from almost three times as high as most aircraft.

The capsule will feature internet access of course, for lots of space selfies, and after the show's over the capsule will splash down in the ocean for a pick-up by boat.

Initially tickets are expected to cost about US\$125,000.

We're still hungry for recipes

Keep submitting your mince and meatballs recipes for our weekly feature so we can travel the world with our tastebuds.



[CLICK HERE](#)

Travel Daily



With Jayson Westbury's shock resignation and no income for the rest of the year, what is the future of AFTA? Find out in the June issue of *travelBulletin*.

**CLICK
to read**

travelBulletin

What agents want

VIKING has redesigned its email communications and adjusted timings to better suit the flow of a travel agent's typical working week, thanks to suggestions received in the cruise line's agent survey.

The company has also improved the information and content within its emails, which will now include links to all ads appearing in the press for the week to help agents stay one step ahead of what travellers may ask for.

Viking has also increased availability of tools to help create low-cost campaigns using an agents' own channel, such as social media, as well as introducing more user-friendly and multi-format content to its marketing centre.

Qantas renewals

THE International Air Services Commission has issued renewal determinations to Qantas for more than 2,700 seats per week to the Philippines and New Caledonia for a further five years from May 2021.

Qantas will be allowed 1,927 seats on the Philippines route and 788 on the New Caledonia route, to be used by either Qantas or Jetstar, with a code share service with Airalin able to be operated to New Caledonia.

TAG's new APAC additions



APEX Travel Group's Niall McNamara and Luke Hardaker will establish a private travel division for the APAC region for travel & event management company TAG APAC.

The APEX team will be mainly based in the TAG offices in Sydney, but also in remote locations throughout the region.

"It's no secret that the travel industry has been hit hard with the recent global crisis, so to bring news of growth at this time is not only encouraging but really refreshing," said TAG MD Australia & Asia Pacific Shane Barr.

"Travel of all kinds is starting to see green shoots and we're delighted to have the APEX team join with us for this exciting next phase of TAG's future."

McNamara said the alignment

of ethos between APEX and TAG made joining forces a perfect fit.

"Luke and I have always worked to deliver a high touch, concierge service to our SME clients, but we knew we had to be competitive with the online offerings.

"We built up a following at Flight Centre and Concierge Traveller based on our service and this was something we were passionate about maintaining and expanding."

TAG has a strong global private leisure division, and the move will bring enhanced capabilities to the APAC region.

Pictured: Luke Hardaker, Shane Barr and Niall McNamara.

Small ship deals

CRUISE Traveller is offering savings on a New Zealand fjords and Sydney fireworks small ship cruise for the end of 2021.

Sailing in Dec next year for 17 nights, the fly, cruise and stay voyage takes place aboard Crystal Cruises' *Crystal Symphony*, which will showcase the mountains and fjords of New Zealand before cruising to Sydney for the New Years Eve fireworks.

Savings available include up to \$8,230 per couple, as well as \$14,640 for solos, which represents a 50% discount.

Complimentary flights, beverages and US\$400 per couple onboard spending money are also available - for more information, call 1800 507 777.

G Adv supports

G ADVENTURES has launched three new funds to support locals in the destinations traditionally visited by the tour operator.

The CEO (Chief Experience Officer) Wellbeing Fund, the Planeterra Impact Fund and the Porters Support Fund come in response to travellers who want to help those who rely on tourism.

The CEO Wellbeing Fund promotes the health, wellbeing and happiness of CEOs who may need financial support following an accident, natural disaster, or through illness or difficult circumstances, such as the COVID-19 pandemic - more **HERE**.

The Porters Support Fund has been established specifically for Inca Trail porters, cooks and horsemen who have been unable to work due to the effects of coronavirus - **CLICK HERE**.

The Planeterra Impact Fund has been created to help people at the 85 existing Planeterra projects in more than 50 countries which rely on travellers visiting to earn an income - **CLICK HERE**.

G Adventures founder Bruce Poon Tip will match the first \$50,000 of donations to both the CEO Wellbeing and Planeterra Impact Funds.

NT's new campaign

THE Northern Territory kicked off a national tourism campaign yesterday called "The Territory is the Answer".

The drive targets domestic travellers who want to escape the winter weather in the southern states, as well as those who might have been planning an overseas trip prior to COVID-19.

The campaign will run from Jun to Oct, and feature a collection of television and digital advertisements, as well as print, radio, social media and more.

The NT last week announced a scheme offering more than 26,000 \$200 tourism vouchers to encourage its citizens to support the region's tourism businesses.

BROCHURES

WELCOME to Brochures of the Week, *Travel Daily's* Monday feature. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to brochures@traveldaily.com.au.



Paul Gauguin Cruises - Jun 2020 to Dec 2021

Paul Gauguin Cruises has gone to press with its Jun 2020 to Dec 2021 brochure. The 59-page program showcases a range of cruises aboard *Paul Gauguin* around Polynesia and the Pacific. The brochure contains the full range of cruises aboard the ship until the end of next year, offering travellers plenty of time to plan their adventure. Itineraries detailed in the publication include trips to Tahiti, Bora Bora, the Marquesas Islands and the Tuamotus.

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.

T	A	D
E	B	O
A	R	M

Good – 29 words
 Very good – 43 words
 Excellent – 57 words

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

Where in the world?



THESE very cute coloured houses are iconic to the Scandinavian regions of the world as many of the buildings were made with wood, which lasts

longer when painted. These houses are located in a country that is generally not often visited - to see this place you'd need to go on a cruise.

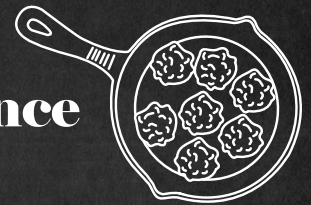
ANSWERS 19 JUN

Pub quiz: 1 True, 2 Spain, 3 Dominican Republic, 4 Sri Lanka, 5 St Petersburg, Russia, 6 Saudi Arabia, 7 New Zealand, 8 Perth, 9 a) Emerald, 10 Alabama, 11 Singapore (sing + ah + poor)

Whose flag is this: Montenegro

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

Travel the world with mince and meatballs



SOMETIMES we can travel the world with mince just from what's in the fridge.

This week a couple of home grown recipes. My 'made up' chicken meatball minestrone –

because I had leftover chicken from one of those bulk packs!

xx
Jenny

Jenny Piper
 Owner,
 Business
 Publishing
 Group



'Whatever is in the Fridge' Meatball Minestrone

INGREDIENTS

- 1 onion, diced
- 1 carrot, diced
- 2 celery sticks, diced
- 2 rashers bacon, chop into small pieces
- 1 garlic clove, crushed
- 1 tbsp oil
- 400g tin chopped tomatoes
- 1 ½ tbsp tomato paste
- 2 cups water or stock
- 2 stock cubes (if using water)
- Any other veggies you want to use up – mushrooms, zucchini, green beans or add a tin of beans
- Fresh or dried herbs – basil, oregano
- Parmesan to serve

METHOD

- Salt & pepper to taste
- Any mince – I used 1 large chicken breast. Made into mince in the food processor.
- Breadcrumbs – maybe ½ cup depending on how much mince you have.
- Garlic - optional
- Shake of herbs – I used Italian mixed blend
- 1 tsp pesto (obsessed with pesto so always in the fridge)
- 1 egg beaten – may not need it all, don't want the mix to be too wet

METHOD

To make the meatballs: place all the ingredients in a bowl except egg. Add enough beaten egg to help bind all the ingredients, you don't want it too moist as its hard to make into balls.

Make mini meatballs and pan fry until browned on all sides. They don't need to be cooked through.

For the soup:

Place oil in saucepan. Cook onion, carrot and celery until beginning to soften. Add bacon and garlic and cook until bacon starting to brown. Add tin of tomatoes, tomato paste, herbs and stock. Bring to the boil. Simmer for 10 minutes. Then add veggies and meatballs, cook until veggies at tenderness you like. Season with salt and pepper. If you want it a little heartier you can add pasta, risoni or pearl barley with the vegetable and cook until its cooked through. You will need to increase the amount of liquid if adding these.

Serve with some parmesan on top.

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Jetstar sells big

JETSTAR sold all 10,000 of its \$19 fares in just four hours on Fri, which were part of a tourism recovery sales initiative with Qantas (**TD** Fri).

On Fri morning Jetstar saw its sale fares sell at a rate of 220 per minute, which is nearly 40 times higher than the rate of bookings on a normal day.

The carrier said the result highlights a huge pent up demand for air travel.

TranzAlpine back

KIWIRAIL'S TranzAlpine train service between Christchurch and Greymouth will resume on 04 Jul.

The operations will be back with a weekend and school holiday timetable, having last run 22 Mar.

"We're conscious of how important this service is to the west coast economy and we're looking forward to bringing visitors to the coast again," said KiwiRail Group Chief Executive Greg Miller.

New Thredbo gondola



THREDBO has launched Merritts Gondola, "Australia's only alpine gondola".

The new structure replaces the Merritts double chairlift, which was dismantled nine months ago (**TD** 20 Sep 2019) and quadruples its capacity.

The cabin-style lift is similar to those found in Europe and North America and represents the culmination of two years of planning, developing and delivering the new inter-mountain link.

The gondola is one of a number of developments at Thredbo, including a new car park, an expanded grooming fleet, new sustainability measures and snowmaking & other improvements to the Dream Run.

Rapid testing for COVID-19 is also now being made available in the Snowy Mountains region.

Pictured: Merritts Gondola.

Air NZ ramps up

AIR New Zealand is ramping up its regional school holiday schedule, bulking up its flights between 06 and 19 Jul.

Frequencies to and from Blenheim, Dunedin, Gisborne, Hamilton, Invercargill, Kerikeri, Napier, New Plymouth, Nelson, Palmerston North, Rotorua, Timaru, Tauranga and Whangarei will all be increased, for a total of 268 extra services.

Capacity on trunk routes will be expanded by upgauging aircraft.

Emirates additions

EMIRATES has added 10 new cities for travellers.

Colombo, Sialkot, Istanbul, Auckland, Beirut, Brussels, Hanoi, Ho Chi Minh City, Barcelona and DC will all see new routes, with the rollout beginning last Sat.

Flights from Pakistan, Sri Lanka and Vietnam will only carry outbound passengers.



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.

Always wanted to sail along the **DANUBE** and embrace imperial splendour and cultural highlights in spectacular cities like Vienna and Budapest?

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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amazing
THAILAND

A stylized graphic element consisting of a curved, multi-colored shape (pink, orange, yellow) that resembles a smile or a wave, positioned below the text 'THAILAND'.

Ko Phi Phi Don, Krabi