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Air NZ cuts Samoa

AIR New Zealand has reduced its Auckland-Apia services from six to three times per week, in line with a directive issued to all airlines by the Samoan Govt regarding stricter health protocols in response to COVID-19.

All passengers to Samoa must now carry a medical certificate dated within three days of arrival.

HK tourism boost

THE Hong Kong Govt has allocated A\$134.6m to the HK Tourism Board & A\$28.8m to the HK Trade Development Council for marketing activities once the COVID-19 outbreak subsides.

Today's issue of TD

Travel Daily today has six pages of news and photos, a front cover wrap for **Expedia**, plus full pages from:

- Hurtigruten
- Travel Trade Recruitment
- TD Sustainability Summit

MTA's decades of joy

MOBILE Travel Agents (MTA) Chief Executive Officer Don Beattie has revealed incredible growth from the company during the past decade at its National Conference on the weekend.

Discussing how MTA agents manage to be increasingly effective despite a growingly challenging marketplace for travel agencies, Beattie revealed to *Travel Daily* MTA's membership had surged 24% over the past six years, while the company's overall Total Transaction Value had jumped a whopping 68%.

"We have no interest in being big by numbers...we have increased the productivity in existing members," Beattie said. "We can demonstrate categorically a massive shift from this number to that over a large period of time, and it's consistent with our focus on learning."

"It's a very adaptable model, it's driven by the success of our

members...our focus is to achieve what they need to achieve, and we have to do that with the appropriate partners, such as Virtuoso.

"We don't tell people what not to sell - you can sell anything you like - but what we do with our partners is better educate our agents on them, because if you're better educated on something, you're going to sell it...if you're not educated, you're not confident, and if you're not confident, you're not going to receive \$50,000 from the customer," he noted.

Beattie also revealed new MTA partnerships with upmarket suppliers including Jumeirah and an Australian-first deal with Hilton Impresario, which offers key client benefits for Waldorf Astoria and Conrad Hotels.

More from the MTA National Conference on **page five**, and in today's **Cruise Weekly**.

Book Los Angeles

EXPEDIA TAAP, Los Angeles Tourism and Universal Studios Hollywood are sending top selling travel consultants on a Los Angeles trip - see the **cover page**.

ITB Berlin cancelled

THE world's largest travel trade fair, ITB Berlin, has been cancelled due to advice from health authorities regarding COVID-19.

"The first-time cancellation of the ITB shows the challenge the travel industry is facing due to the coronavirus," said visitBerlin Managing Director Burkhard Kiek.

The event attracts more than 10,000 exhibitors each year, as well as 160,000 visitors.

Win a Russia cruise!

TRAVEL Daily has partnered with Viking Cruises this month to offer a lucky reader a unique Russian river cruise experience - see comp details on **page six**.

INTERCONTINENTAL
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SALE ENDS - 31 MAR

Another CTM attack

CORPORATE Travel Management (CTM) has issued a response to a new report by hedge fund VGI Partners, which has attacked key elements of the company's recent half year result.

VGI, which benefits if CTM's share price drops, has renewed its earlier assault (**TD** 29 Oct 2018), with CTM CEO Jamie Pherous saying the timing appears to be an attempt to use the current uncertainty caused by COVID-19 to promote further market uncertainty.

Rejecting claims of "irregularities" in VGI's report, Pherous said CTM "remains focused on managing the performance of the underlying business during this period of disruption to the travel sector".

Trafalgar drops Italy trips

THE Travel Corporation's (TTC) Trafalgar and Cost saver brands today announced the suspension of all trips in Italy through to the end of the month, as part of the company's response to the ongoing COVID-19 crisis.

Clients booked to travel to or through Italy until 31 Mar are being offered the chance to rebook on any TTC travel brand internationally, with a 15% saving.

Guests who choose to cancel can apply to take their trip at any

other date in the next year.

Other TTC brands are also expected to shortly issue updates on their plans for Italy as part of a wider company update.

Globus' new waiver

THE Globus Family of Brands is allowing guests departing on any holiday that includes Italy, on any date, to move their tour to a future date without penalties.

The move is part of a wider policy change announced today, which sees pax with existing bookings able to move deposits to any 2020 or 2021 Globus, Cosmos, Avalon Waterways or Monograms trip without penalty prior to final payment.

Cancellation penalties are also being waived until 30 days before departure, according to Globus Managing Director Gai Tyrrell.

Simla's movie debut

INSPIRATIONAL Hands-On Journeys founder Simla Sooboodoo has produced a new short film showcasing the journey of women in an Indian slum to the catwalks of New York Fashion Week - check out the trailer at traveldaily.com.au/videos.

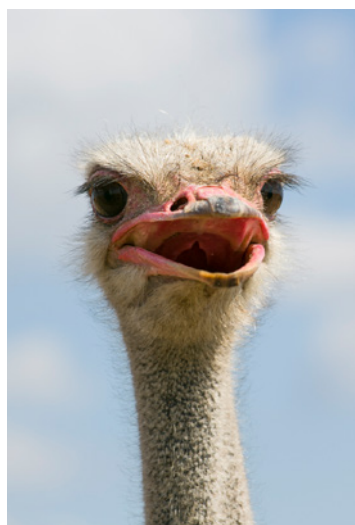
Cruise fusion closes

CORONAVIRUS has claimed its first Australian travel industry corporate victim, with Cruise1st's wholesale division, Cruise fusion, announcing it will cease taking new bookings (**TD** breaking news).

CEO Carl Frier, who has continued to operate the Cruise1st business since it was acquired by German OTA Dreamlines two years ago (**TD** 18 May 2018), broke the bad news to the company's trade partners late on Fri afternoon.

"This is a very regrettable decision but based on the current situation, necessary," he said.

Existing bookings are not impacted, and will be processed and supported as normal, Frier added, thanking the industry for its previous support.



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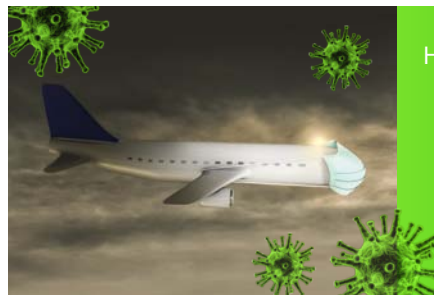
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How will coronavirus affect the travel industry? Read more in the March issue of *travelBulletin*.

CLICK to read
travelBulletin

Collette 24h canx policy

COLLETTE Tours Chief Executive Officer Dan Sullivan has highlighted the company's long-standing agent-friendly policy which allows travellers to cancel tours for any reason up to 24 hours prior to departure.

Sullivan is currently in Australia to meet with the growing Collette team, which now includes eight local sales representatives along with a burgeoning call centre.

He said while some operators were helpfully introducing more flexible options for clients concerned about the coronavirus outbreak, Collette's \$95 waiver option (or \$195 including air) had been in place for some years.

"People don't want to cancel, but sometimes things happen," Sullivan said.

"Our 24-hour cancellation policy has always made it easier for agents to secure bookings."

Sullivan has been on the road

visiting agents alongside his Business Development team, particularly highlighting the company's stability in light of several major collapses in the Australian market over the last 12 months.

"We've been around for 102 years now, and we are completely debt free - that makes a big difference," he told *Travel Daily*.

Sullivan said Collette's product range was resonating well with Australians, with hot destinations including Iceland, Scandinavia, North America, and Japan, which until very recently, was "red hot".

"We know our products are the perfect match for the market," the Collette chief enthused.

MEANWHILE, Collette is putting its money where its mouth is in support of the local community, making donations to towns impacted by the recent bushfire crisis - see **page six** for details.

Rex's profit plunge

REGIONAL Express (Rex) has blamed the US/China trade war and a "series of natural disasters" as the primary drivers for its latest profit slide.

The regional carrier reported a Statutory Profit After Tax (PAT) of \$6.9m for the first half of the financial year 2020, down from the \$9.8 million recorded in the previous corresponding period.

The profit slump was flagged by Rex during its Annual General Meeting back in Nov, where it stated a "challenging economic environment" would test its performance (**TD** 22 Nov 2019).

Reflecting on the disappointing result, Rex Executive Chairman Lim Kim Hai said the airline was in good shape to bounce back.

"We believe that the Rex Group remains fundamentally strong to weather the temporary setback", adding that COVID-19 and the bushfires had not significantly affected its performance to date.



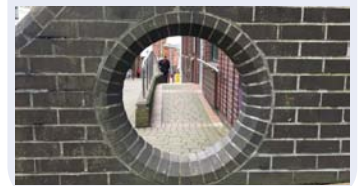
Window Seat

WELL it appears the review system at TripAdvisor might have, well, a few holes in it.

Online pranksters in the United Kingdom have turned a relatively mundane hole in a wall in Derbyshire into an unlikely tourist attraction.

By inundating the site with positive endorsements, the hole was elevated on the site above genuine local attractions.

One dubious review read, "Quite how the workers of the 90s managed to construct such a work of this magnitude is beyond imagination".



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MICE event impact

RUPTIONS caused by the spread of COVID-19 has led the organisers of the inaugural IBTM Asia Pacific conference, Reed Travel Exhibitions, to postpone the event until Apr next year.

Originally scheduled to be held in Singapore from 06-08 Apr, Reed said it was working on new ways to keep the MICE community connected.

Perry shines Bright

POP sensation Katy Perry is set to perform in the northeastern Victorian town of Bright as part of a bushfire recovery concert supported by Visit Victoria.

She will belt out her iconic tunes at Pioneer Park on 11 Mar, with tickets to be allocated to bushfire-affected communities.

APT holds sessions

APT is this month hosting a series of travel showcases for agents across the country, where attendees will be informed about the brand's product range and exclusive deals.

Sessions will be held in Melbourne tomorrow, Perth on 12 Mar, Gold Coast on 16 Mar, Brisbane on 17 Mar and Sydney on 23 Mar, with APT Director Rob McGearry to make an appearance at the workshop in Melbourne.

Register for your spot [HERE](#).

Expedia makes cuts

ONLINE travel company Expedia has flagged plans to chop 12% of its workforce as part of a major restructuring plan that aims to "streamline and focus" the organisation.

An internal email circulated to staff said the changes were needed to arrest "disappointing" business performance.

The restructure follows the sudden departure of Expedia Group CEO Mark Okerstrom in Dec (**TD** 05 Dec 2019) over a disagreement with the board over strategic direction.

Sabre flags growth

TRAVEL technology company Sabre has outlined new "strategic priorities" to help drive growth.

These include personalising offers, integrating more NDC content, and a stronger focus on the low cost carrier market.

Milkshakes bring boys to yard



BROKEN Hill's renowned 1950s Bells Milk Bar was stunningly recreated as a pop-up stand at the International Convention Centre in Sydney last week as part of the International Media Marketplace event.

The attraction was the centre piece of Destination NSW's exhibition stand designed to highlight some of the unique attractions found within the far west of NSW.

Speaking with **Travel Daily**, Broken Hill's Mayor Darriea Turley said that "over the years people have forgotten how colourful we are and we're not out there telling the story that's available for everyone."

"Broken Hill is Australia's first heritage city, we have the world's largest drag queen festival, we have an amazing art and events scene and rich indigenous culture," Turley said.

Turley was also quick to point out the ease of access to Broken Hill with the local airport servicing flights from Sydney, Melbourne and Adelaide.

"Don't make it a short trip, stay for a week and take advantage of all that Broken Hill has to offer," Turley opined.

Pictured with Turley (third from left) are drag queens from the Broken Hill Festival together with reps from Destination NSW and Broken Hill Council.

Celebrate International Women's Day at The Fullerton Hotel Sydney



This week The Fullerton Hotel Sydney & **Travel Daily** are offering readers the chance to attend a lavish purple-themed International Women's Day Afternoon Tea held each day during the month of March.

The Fullerton Hotel Sydney is awarding an Afternoon Tea for two to five readers with most creative responses received.

Send your answers to fullerton@traveldaily.com.au

Q: In 25 words or less tell us who you would like to bring to The Fullerton Hotel Sydney's International Women's Day Afternoon Tea, and why?



THE FULLERTON HOTEL
SYDNEY

Solomons restricts

TOURISM Solomons has advised it will knock back entry to any person who has travelled through a "restricted country" in the 14 days prior to arrival.

Restricted countries include China, South Korea, Japan, Singapore, Thailand and Italy.




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
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
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WA Park expands

RAC Exmouth Cape Holiday Park is set to expand in size by 70% following redevelopment plans.

The blueprint includes the addition of a second pool, a new kitchen and games room, 147 new powered sites, eight new en suite sites, eight new self-contained studios and two new shower blocks.

Cologne smells nice

TOURISM figures for Cologne in 2019 shows a the German city achieved a record 6.6 million overnight stays for the year.

The result is up by 4.6% on the previous year, with Cologne's 3.83 million arrivals also up by 3.4%.

The city performed well in terms of international visitors, and also showed a jump in the meetings market, with 53,397 events notched up, bringing in more than 4.44 million visitors.

Females on track

BOOKINGS for female-guided breaks with Responsible Travel are up almost 200% in three years, the operator claims.

The "activist travel company" has also seen an increase of 60% in bookings for women-owned, locally run holidays over the same time period.

Vale James Kwan

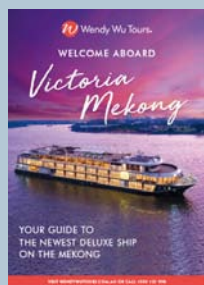
THE travel trade is in mourning as industry stalwart James Kwan has been identified as the first Australian to die from coronavirus.

Kwan, the founder of recently liquidated inbound agency Wel-Travel (**TD** 02 Dec 2019) became infected with the virus aboard *Diamond Princess*, and died in the early hours of Sun morning in hospital in Perth.

His wife Theresa is also in quarantine in a Perth hospital.

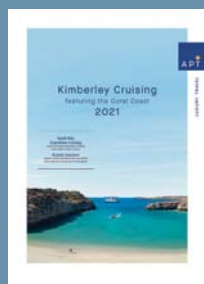
BROCHURES

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.



Wendy Wu Tours - Victoria Mekong

Wendy Wu Tours has gone to press with its new *Victoria Mekong* brochure. The 13-page program, named for the company's newest ship now sailing the waterway, showcases a range of journeys to be had aboard the vessel, in Cambodia and Vietnam. The *Victoria Mekong* is the only vessel to cruise the section of the delta which it covers with a range of three- and four-night itineraries. The publication also details the program's range of shore excursions, including visits to the floating market, Le Longanier Restaurant and Sweet and Tiger Islands.



APT - Kimberley Coast Cruising 2021

APT's new Kimberley Coast Cruising brochure provides itineraries aboard the Ponant chartered *Le Bellot* expedition ship. Complete with a pool and underwater lounge, the vessel accommodates just 184 guests, and sails Broome to Darwin itineraries across 11 days, from \$13,195. Guests can also experience cruises between Kununurra and Broome across 10 days aboard *Island Sky*, from \$12,195 per person twin share. Guests booking before 30 Nov can also score fly free offers, or savings of up to \$4,400 per couple.

MTA roars into the 20s



MOBILE Travel Agents (MTA) held its 20th anniversary National Conference on the weekend, bringing over 400 delegates to the InterContinental Sanctuary Cove on the Gold Coast.

Across the three days, attendees took part in a supplier trade show, personal development sessions, presentations from guest speakers and more, including a Q&A with special guest Guy Sebastian.

The weekend was capped with a

gala dinner held at Warners Bros. Movie World, which saw guests don their best Jazz Age-costumes for an aptly themed Roaring 20s night, as well as a private concert from Sebastian.

Pictured reliving the Golden Age are MTA Chief Executive Officer Don Beattie, Australian Federation of Travel Agents Chief Executive Jayson Westbury and MTA public relations account manager Mike Parker-Brown.

More pics from the conference at facebook.com/traveldaily.

Heathrow responds

HEATHROW Airport will appeal to the Supreme Court of the United Kingdom, after the Court of Appeal blocked LHR's expansion plans on environmental grounds.

"In the meantime, we are ready to work with the Government to fix the issue that the court has raised...expanding Heathrow, Britain's biggest port and only hub, is essential to achieving the PM's vision of Global Britain," an LHR spokesperson said.

More Fiji restrictions

SMARTTRAVELLER has advised that Fiji's borders are now closed for 14 days to foreign nationals who have been to Italy, Iran, mainland China, or South Korea's Cheongdo and Daegu regions.

SCTI appoints COO

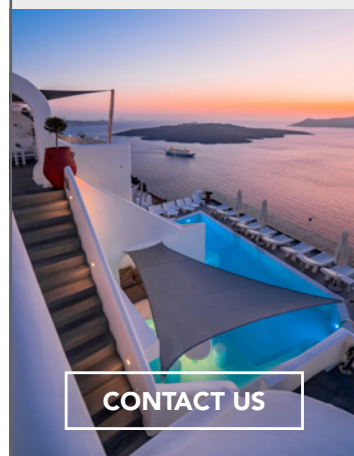
SOUTHERN Cross Travel Insurance's (SCTI) has appointed former EROAD Commercial Director ANZ Damien Tucker to be its new Chief Operations Officer.

He brings with him experience in senior executive roles in a number of industries, including software and healthcare.



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Monday 2nd March 2020

Air North promotion

AIR North has launched discounted prices for select one-way flights between Cairns and Toowoomba in Apr, priced from \$189 per person.

The carrier is also offering cheaper flights to Toowoomba from Darwin, Melbourne and Townsville - **CLICK HERE** for more.

The Louvre closes

THE Louvre in Paris shut down operations over the weekend after concerned staff voted to walk off the job over fears of contracting COVID-19.

The latest measure follows a raft of tourist restrictions in France to help mitigate the spread of the virus, which has so far recorded more than 130 cases.

The art museum is one of the most frequented tourist attractions in the world, with an estimated 10 million visitors entering its doors each year.

Indo tourism boost

THE Indonesian Government has unveiled a US\$21.5 million tourism package to help insulate the sector against challenging economic conditions.

The rollout will include a range of incentives aimed at airlines and tour operators, with funds also allocated toward ramping up marketing activities and rejuvenating existing tourism infrastructure.

QR lounge opens

QATAR Airways (QR) has announced the opening of a new Premium Lounge at Singapore's Changi Airport located at Terminal 1.

The new facility, which spans 700m² and can accommodate up to 85 passengers, features ultra luxurious interiors, a principal lounge, quiet pod areas, a garden bistro, a martini bar, brasserie and private lounge space.

The airline now operates five int'l premium lounges, with the latest aimed at "narrowing" the Business & First class lounge gap.

Collette cares for Australia



COLLETTE global CEO Dan Sullivan last week presented this cheque to the Kangaroo Island Native Plant Nursery, as part of its bushfire recovery contribution.

The \$20,000 gift came alongside two other fire relief donations: one to the Australian Red Cross and the other to the Port Macquarie Koala Hospital as the company celebrates five years since the opening of its expanding

local office (**TD** 14 Feb).

Sullivan is **pictured** right giving the cheque to Blair Wickham from Exceptional Kangaroo Island.

"Collette understands the importance of nature-based tourism experiences...we have always had a strong philanthropic tradition and are very proud to be able to participate in the restoration of native vegetation on Kangaroo Island," he said.



A-LEAGUE
A-LEAGUE
WINNER R21
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from MTA Travel

Amanda is the top tipper for R21 of *Travel Daily's* A-League footy tipping competition. She's won a \$100 travel voucher from Breakaway Travel Club.



A-League tipping competition is sponsored by Etihad Airways and ReadyRooms, with the top tipper for the season winning a trip to Manchester to see Manchester City play.



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Submit your answers to viking@traveldaily.com.au along with your name, state & travel agency details

Contact agents.anz@vikingcruises.com if you need assistance setting up an account



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Sydney, Uncapped \$\$, Ref: 5432SJ9

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Are you an experienced corporate consultant looking for your next challenge or retail agent looking to upskill? This role is working for an established & successful corporate travel company. Located SE Melbourne, this role is responsible for providing both domestic & international travel solutions. Work in a fast paced environment while maintaining high levels of customer service. Competitive salary package & amazing industry perks and discounts. Apply with your CV or call for more information.

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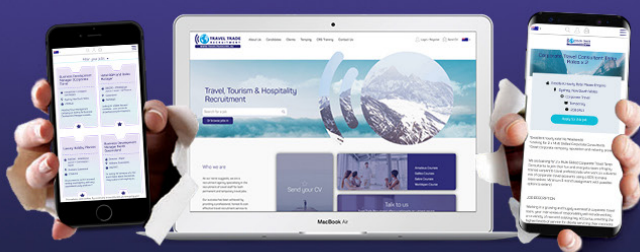
For more information please call Amanda on
(07) 3123 6107 or click **APPLY** now.

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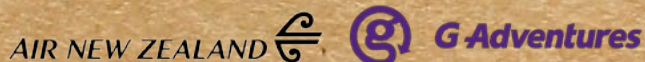
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