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*Travel periods and conditions apply. On sale from 16 March 2020 until midnight 23 March 2020 unless sold out prior. Departing from Sydney to Gold Coast, one way economy Getaway fare, for travel from 5 May 2020 until 24 June 2020, and 22 July 2020 until 16 September 2020. Departing from Adelaide to Sydney, one way economy Getaway fare, for travel from 13 October 2020 until 9 December 2020. Departing from Perth to Melbourne, one way economy Getaway fare, for travel from 13 October 2020 until 9 December 2020. [^]To secure a share of 10 Million Velocity Points, your customer must (1) be an existing member or sign up to the Velocity Frequent Flyer program, (2) activate the offer at <https://experience.velocityfrequentflyer.com/partners-offers/offers> and (3) add their Velocity membership number to their booking. Competition ends 11:59PM AEDT 23 March 2020, for full competition terms and conditions, visit velocityfrequentflyer.com.

Virgin domestic deal

VIRGIN Australia is offering up to 35% off the price of domestic flights when bookings are made by 23 Mar.

Deals include one-way Economy tickets from Sydney to the Gold Coast for \$89, Perth to Melbourne one-way Economy from \$199, as well as one-way Economy flights from Adelaide to Sydney from \$119.

Bookings will also earn the chance to score a share of 10 million Velocity Points.

For more, see the **cover page**.

WEB preps to raise

WEBJET is currently in a trading halt on the ASX pending an announcement relating to a capital raising.



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AFTA emergency support

THE Australian Federation of Travel Agents has lodged an "emergency support submission" with the Federal Treasury, seeking urgent financial assistance for the travel sector across the country.

AFTA CEO Jayson Westbury said while the initial round stimulus package announced last week was a step in the right direction, "the Government must do more to provide immediate relief to struggling businesses in desperate need of cash flow.

"The travel sector is hurting badly...and travel agents are stuck in the middle and desperately need help to manage this cash crisis of catastrophic proportions."

Key proposals include a "Debt Covenants Guarantee" which would see the government back existing loans, as well as clarification of a section of the Fair Work Act relating to Stand Down provisions, along with "immediate, simple and acknowledged Centrelink support for affected employees".

Immediate loans to travel agency small businesses, delays to BAS lodgements and emergency withdrawals of

Tassie gets tough

TASMANIA has taken the strongest travel restrictions of any state to date, announcing that from midnight Fri all non-essential travellers from the mainland, including returning Tasmanians, will need to go into 14 days of quarantine.

Premier Peter Gutwein warned that any person caught breaching the tough new measures would be slapped with a \$16,800 fine or a six-month prison sentence.

"We know that for some it will create disruption, but our aim is to ensure that we protect the health, wellbeing and safety of Tasmanians," he said.

MEANWHILE, WA Premier Mark McGowan has advised West Australians to avoid non-essential interstate travel.

superannuation are proposed.

Westbury said AFTA was "lobbying hard to make sure every single politician understands why these measures must be enacted immediately".

He said the proposals would have positive effects on every small and medium-sized business in Australia, "allowing them to survive this once-in-a-generation emergency".

The full submission can be viewed by **CLICKING HERE**.

Massive QF layoffs

THE Qantas Group will cease all scheduled international flights, and will temporarily suspend two-thirds of its 30,000 employees until the end of May (**TD** breaking news) due to a huge drop in travel demand.

Qantas and Jetstar's regularly scheduled international flights will continue until late Mar to assist with repatriation and will then be suspended until at least the end of May 2020.

The majority of Qantas and Jetstar's 30,000 staff will be stood down in an effort "to preserve as many jobs as possible longer term," the group said.

"The reality is we'll have 150 aircraft on the ground and sadly there's no work for most of our people," said CEO Alan Joyce.

Senior QF executives will take no pay until the end of Jun.

The group has also revealed details of the 60% reduction in domestic capacity (**TD** 17 Mar), with connectivity maintained to almost all Australian domestic and regional destinations but big frequency cuts - more **HERE**.

Qantas is converting all bookings on cancelled flights to a travel credit and any customers travelling before the end of May who wish to change their booking are also eligible for a travel credit.

If customers booked through a travel agency they are being asked to contact them directly.

AA celebrates 21

AA APPOINTMENTS MD

Adriana D'Angelis has marked the company's 21st b'day today by congratulating her "fantastic team" and praising the company's highly valued clients.

"I want to take this opportunity to thank all of our highly valued clients and candidates for allowing us to do what we love for the past 21 years & making us their number one choice in travel & hospitality recruitment," she said.

See **page five** for more.

Today's issue of TD

Travel Daily today has four pages of news and photos, including a front cover page from **Virgin Australia**, plus a full page from:

- AA Appointments

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Discover what you can do with beer (other than drink it) in Europe in the March issue of *travelBulletin*.

CLICK to read
travelBulletin

Status credit moves

QANTAS and Virgin Australia have both announced changes to their frequent flyer programs in the light of COVID-19, allowing members to maintain their status.

Qantas is extending current status levels automatically for 12 months, and will also offer new opportunities to boost status credits with program partners.

Virgin Australia is also gifting bonus status credits to all silver, gold and platinum Velocity members and extending membership by a year.

Hurtigruten pauses

HURTIGRUTEN has made the decision to suspend all operations until the end of Apr as the world battles the COVID-19 crisis.

"It's an emotional moment for me and the entire Hurtigruten team, but I firmly believe it is the only responsible decision in the extraordinary crisis the world is currently facing," said Hurtigruten CEO Daniel Skjeldam.

The line is encouraging customers to move their bookings free of charge - more info [HERE](#).

FCTG prepares for cuts

FLIGHT Centre Travel Group (FCTG) has conceded it will be significantly impacted by the ongoing COVID-19 crisis, revealing plans to accelerate its business review to identify where the group can make urgent cash savings (**TD** breaking news).

The company said that due to unprecedented travel restrictions imposed by the Federal Government to combat the spread of the virus, FCTG would need to hold crisis meetings with major stakeholders to ease the impending financial burden.

Talks with the Federal Government have also commenced to discuss broader industry packages following similar relief funding to the airline industry this week (**TD** 18 Mar).

Despite the obvious hurdles facing the business, MD Graham Turner remained confident that once the crisis subsides, FCTG would bounce back strongly.

"The conditions that our industry is facing is unprecedented and have clearly arisen as a result of the

coronavirus and the initiatives that are being implemented to slow its spread," he said.

"Management is determined to overcome the significant challenges that it currently faces and, with the support of our stakeholders, is ready to prosper when the industry eventually recovers," he added.

MEANWHILE, Flight Centre has confirmed its 2020 Global Gathering has been cancelled (**TD** breaking news).

The event was due to take place in Brisbane in Jul, with Turner citing the ongoing impact of the coronavirus as the reason.

"Unfortunately, one of the consequences is that we have to cancel this year's Global Gathering, an event which has been running annually for well over 30 years," he lamented.

"It's not something we did lightly, but it's just inevitable; a lot of our suppliers are really struggling.

"We know we've got to help them, as well as take the costs out of our business as well".

Air NZ Argentina

AIR New Zealand has brought forward the suspension of its Auckland to Buenos Aires route, effective immediately.

The carrier has flagged the service will be restored on 30 Jun, with the Chief Operational Integrity and Standards Officer David Morgan saying the suspension had been brought forward following additional border measures.

MEANWHILE, Air NZ will close its London cabin crew base this week, originally planned for Oct.

ATE gets canned

TOURISM Australia (TA) has cancelled its flagship trade event showcase, the Australian Tourism Exchange (ATE), which was due to take place in Melbourne in May (**TD** breaking news).

"Whilst the decision to cancel this year's ATE is obviously deeply disappointing...the health and welfare of attendees has to be our primary concern," said TA MD Phillipa Harrison.

The details for the next ATE in 2021 will be released soon.



We want to hear from travel agents about what support you need to help manage these difficult times the industry is currently facing.

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Travel Daily



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TM calls for support

TRAVELMANAGERS Chief Operating Officer Grant Campbell has called for federal support to be extended to sole traders, who he says are “among the hardest hit in the travel industry”.

The group said the Australian Government’s economic stimulus package announced last week (**TD** 12 Mar) “overlooks the needs of sole-trader travel advisors”.

In light of this, TravelManagers has drafted a letter for its PTMs to send to their local MP and state senators, which “calls for relief measures that will specifically assist them”, and urges other home-based travel companies and independent sole traders to do the same.

We want your pics!

HAVE you found a creative way to keep up the vibe in your office during these tough times? Help us spread the cheer around!

Send your snaps through to photos@traveldaily.com.au.

Industry Survive & Revive

IN THE face of ongoing challenges presented by the COVID-19 situation, The Travel Industry Hub’s (TTIH) Richard Taylor and C&M Recruitment’s Melissa Schembri have teamed up with **Travel Daily** to launch Industry Survive and Revive sessions.

The series of Facebook LIVE sessions are intended to provide encouragement, motivation, support and value to industry members, and will draw upon the expert knowledge of a line-up of industry speakers.

Mark Carter of Mark Carter Trainer & Coach, Matt Wood of Flick The Switch Coaching, former Travelport MD Scott Barber, Vara Glover of The Travel Industry Mind Coach and more, have committed to helping deliver the series of sessions.

“We want to demonstrate to the industry what our space and the community it creates can offer people,” said Taylor.

The webinars will address a

range of topics, including career advice, positivity, using downtime appropriately, mental wellbeing and business strategies.

The first session, which will run tomorrow at 1pm, will address the fear, panic and uncertainty the industry is experiencing, and “a constructive three-stage path to help deal with this change”.

Titled Fireside Travel Talk: Finding Calm & A Path Amidst The Storm, the webinar will be presented by Mark Carter, who has more than 20 years’ experience in travel, tourism and leadership.

The Industry Survive and Revive sessions will run on TTIH’s Facebook page - to register your interest, [CLICK HERE](#).

Finnair update

FINNAIR has reduced its services and will only operate on domestic routes and some Europe routes with a limited number of weekly frequencies, starting 01 Apr.

Guests with tickets issued on or before 30 Apr for travel before 30 Nov can rebook without incurring a fee, while guests on cancelled flights can postpone travel until 30 Nov with no extra cost, or receive a full refund - more [HERE](#).

TC bands together

TRAVELLERS Choice members are banding together amid the dire impact of COVID-19 on the industry, taking to the private Facebook group, TC Connect, to share advice and encouragement.

One agent, Kerrie Walker from Y Not Travel in Melbourne, invited fellow TC members to reach out to her to “help make sense of any rules/waivers...or if you just need a listening ear or virtual shoulder to cry on, contact me”.

Travellers Choice Managing Director Christian Hunter said the display of solidarity sends a clear message: “If you are a TC member, you are never alone”.

Which oceanview room has the most space?

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



Window Seat

HAS your local chemist run out of face masks?

Not to worry - one creative travel agent in Sydney has come up with a solution.

Nik Young, General Manager of independent travel management company Anywhere Travel, decided to join the dark side and don a Darth Vader mask instead - and no doubt raise a few eyebrows around the office!



Delta cuts back

DELTA Air Lines announced its officers will take a 50% pay cut through 30 Jun, with directors and managing directors taking a 25% cut during that same period in an effort to reduce costs.

The airline will also park at least half of its fleet; fast-track the retirements of older aircraft; reduce maintenance and contract spend where possible; and is encouraging staff to “seriously consider” taking temporary leave.

AFT collapses

QLD travel agency Adventure Free Tours (AFT) collapsed last week due to COVID-19.

The *Gold Coast Bulletin* is reporting the collapse has seen more than 1,000 travellers left out of pocket, with the liquidator Chris Baskerville of Jirsch Sutherland estimating a value of up to \$2.5 million.

It is understood COVID-19 was the last in a series of hits to the business’ cashflow, which included cyclones and bushfires.

Adventure Free Tours was the trading name for MTG Group.

APPOINTMENTS



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

Sabre Corporation has appointed **Otto Gergye** as Vice President, Regional General Manager, North Asia, Travel Solutions Airline Sales. Gergye, who will lead the company’s airline operations in North Asia, was most recently General Manager Commercial Sales Performance Asia at Qatar Airways.

Rahul Malhotra has joined **Emporium Hotel South Bank** as Director of Rooms, where he will provide guest services and oversees 143 rooms across 21 levels. Malhotra has 10 years of experience in customer service and hotel operations in Western Australia, with his most recent role being Front Office Manager at Crown Towers Perth.

Radisson Hotel Group (RHG) announced the appointment of **Jim Alderman** as Chief Executive Officer for the Americas. The role will be based in the company’s US headquarters in Minnesota. Prior to joining RHG, Alderman worked as Executive Vice President for Extended Stay America.

Vakkaru Maldives has welcomed **Jean-Noel Sangaraille** to its team as Resort Manager. Sangaraille brings 30 years of hospitality experience to role, and has worked for numerous hotel brands, including One&Only, Kerzner International, and most recently, Amilla Fushi Resort and Residences.

La Quinta to New Zealand



WYNDHAM Hotels & Resorts is set to launch its La Quinta by Wyndham brand in New Zealand, after signing two new hotels, one in Auckland and the other in Queenstown, under a franchise agreement with Safari Group.

The 87-room LQ by Wyndham Remarkables Park (render pictured) will be located next to Kawarau River, near Queenstown Airport, and is slated to open late this year.

Additionally, the 246-room LQ by Wyndham Greenlane Auckland will launch in mid-2022, in the

city's Ellerslie district between Auckland Airport and the CBD.

"Despite the current situation, we are confident of the tourism momentum in NZ and that international travellers will return to seek out the country's natural attractions and stunning scenery," said the company's President and MD SEAPR Joon Aun Ooi.

"We look forward to introducing this concept to domestic and international travellers in the country, as part of our multi-brand expansion in the South East Asia and Pacific Rim."

TAT marks 60 years

THE Tourism Authority of Thailand (TAT) celebrated its 60th anniversary yesterday, and thanked Australian travel trade partners for helping make Thailand a preferred destination.

"We are committed to making travel and tourism of Thailand the most economically promising, environmentally sustainable and culturally vibrant in the years to come," TAT said.

Grand Pacific cancel

NEW Zealand coach holiday specialists Grand Pacific Tours has cancelled all tours through to 31 May, in light of the strict border controls enacted by the New Zealand Govt on 14 Mar.

The company has asked travel agents to update clients of their tour cancellation immediately, and, with 21 tours still underway, said it is working to get travellers home safely as soon as possible.

Oaks isolation offer

OAKS Hotels, Resorts & Suites is offering a "home away from home" for guests required to self-isolate due to the COVID-19 pandemic.

The offer includes 25% off stays in two-bedroom apartments and 15% off stays in one-bedroom or studio apartments, plus an extra 5% off with the "MYOAKS" code.

Book by 30 Apr for stays before 31 Aug - **CLICK HERE**.

Indonesia visas

THE Indonesian Government will suspend its visa exemption policy for all countries for a period of one month, beginning Fri local time.

All travellers seeking to visit the country must obtain a visa from Indonesian missions and present a health certificate.

Rocky delays

ROCKY Mountaineer will delay Apr departures in response to COVID-19, with departures for the remainder of the season "to be assessed as things develop".

Guests booked on the cancelled Apr trips will be offered 110% of their trip value as a credit, which they can use for 2020, 2021 or 2022 departures.

Additionally, guests booked on trips for the remainder for the 2020 season can rebook their trip with no penalty, or cancel under the cancellation terms, which can be found **HERE**.

NZ "do not travel"

NEW Zealand's Ministry of Foreign Affairs and Trade today raised its global travel advisory to "Do not Travel," the first time a blanket ban has been imposed.

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EDITORIAL

Editor in Chief and Publisher – Bruce Piper

Editor – Jasmine Hanna

Contributors – Adam Bishop,

Nicholas O'Donoghue, Myles Stedman, Janie Medbury, Jenny Piper, Christian Schweitzer

info@traveldaily.com.au

ADVERTISING AND MARKETING

Sean Harrigan, Hoda Alzubaidi and

Lisa Martin

advertising@traveldaily.com.au

BUSINESS MANAGER

Jenny Piper

accounts@traveldaily.com.au

Suite 1, Level 2, 64 Talavera Rd
Macquarie Park NSW 2113 Australia
PO Box 1010 Epping NSW 1710 Australia
Tel: 1300 799 220 (+61 2 8007 6760)

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CELEBRATING 21 YEARS!

