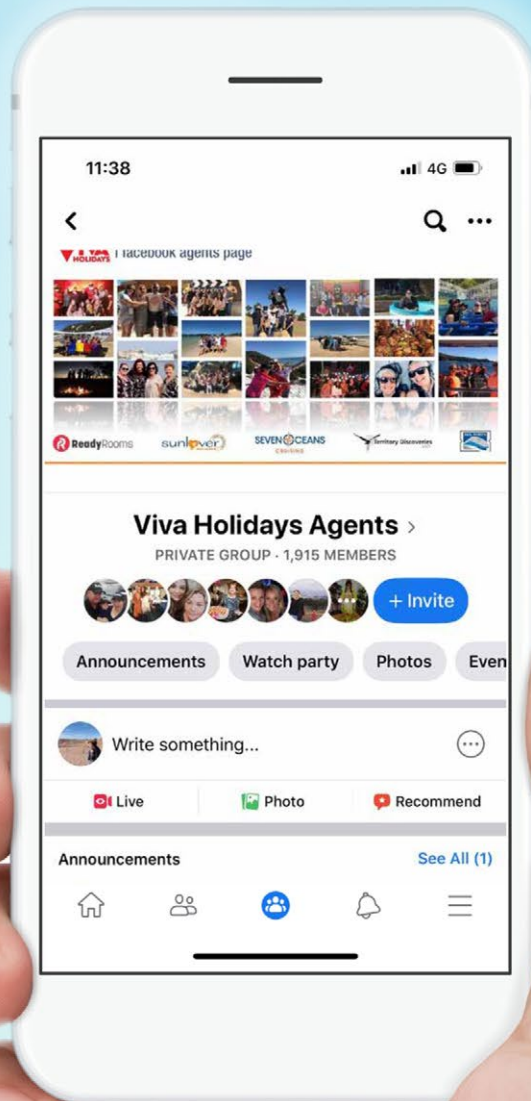
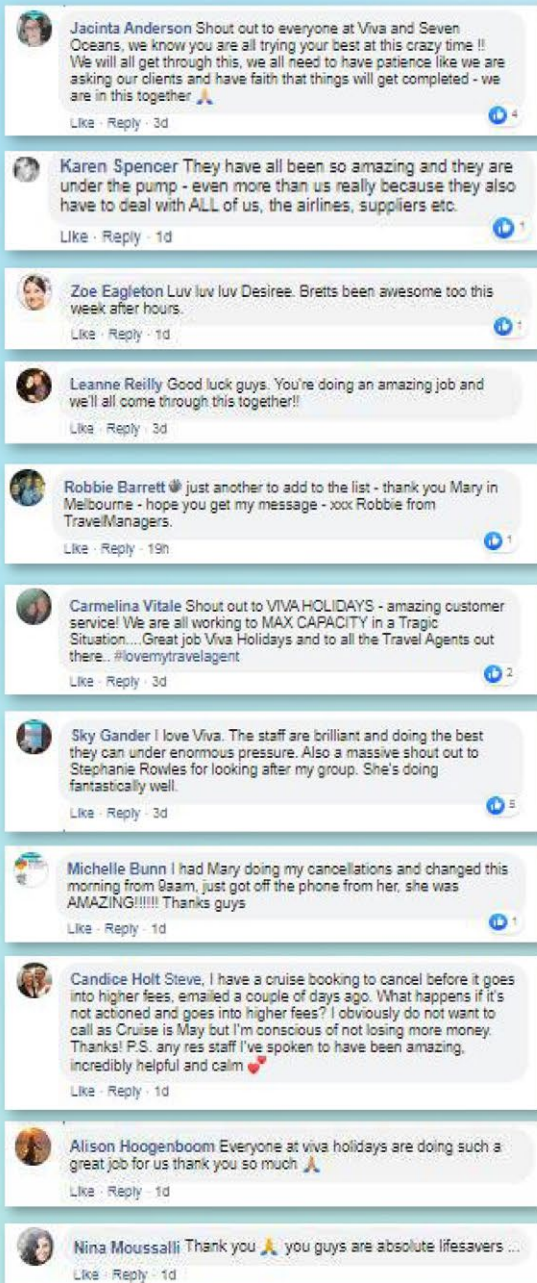




IN THESE DIFFICULT TIMES WE ARE HERE TO HELP MAKE SOMEONE'S DAY & SAY THANKS!



Vale Mike Lee

THE Australian travel industry is mourning the death of Mike Lee after an extensive travel career.

Lee, who was 85, held key roles at Landmark Travel, Orient Line and ANZ Bank Travel, and was the Australian President of Skat International from 1992 to 1996.

He had recently suffered a non-COVID-19 related lung infection which worsened while in hospital.

Current restrictions mean only close family will be able to attend his funeral, but he will be remembered at a memorial service at some time in the future once the COVID crisis passes.

Cruises off till Jun

THE Federal Government has extended its ban on Australian cruise operations until 15 Jun.

Updates from Carnival Australia confirm that P&O, Carnival Cruise Line and Princess Cruises are now scheduled to resume on 16 Jun - more in today's **Cruise Weekly**.

Suresave, NIB suspend sales

NIB Travel Insurance and its various brands including SureSave are set to temporarily suspend the issuing of all travel insurance policies, according to an update sent to agents last Fri.

The suspension of sales, "due to COVID-19 and the travel restrictions imposed by a number of governments across the world," will become effective from close of business this Wed 01 Apr.

Current policies are still valid, and NIB/Suresave said it "remains committed to supporting our travel agents and travellers during this challenging time," with its top priority being making sure customers are safe and assisting them through the crisis.

Earlier this month Cover-More Travel Insurance announced the suspension of its "Cancel for Any Reason" product in Australia and New Zealand (**TD** special edition 13 Mar) but the company has confirmed it is continuing to sell

its other products.

Cover-More CEO, Asia Pacific Judith Crompton told **Travel Daily** the company had not suspended sales of policies "as we still want to offer protection to Australians who need to travel for compassionate reasons".

She said the Prime Minister's 24 Mar travel ban announcement had also included exemptions for a range of categories of travellers, including where travel is essential or necessary on compassionate and humanitarian grounds.

"We are here to help protect those travellers where we can," Crompton said.

Consumer-facing Insurance Australia Group (IAG) which offers travel insurance under the CGU, NRMA, SGIO and SGIC brands, has announced a relief package seeing it refund travel insurance premiums for trips cancelled or cut short due to COVID-19 without cancellation fees.

Viva here to help

VIVA Holidays is highlighting the amazing work its team has been doing to help agents through the current COVID-19 situation, thanking consultants who have shown their appreciation along with a #changedontcancel message on the **cover page** of today's **Travel Daily**.

FCTG office sale

FLIGHT Centre is understood to be soliciting offers for its office tower in St Kilda Rd, Melbourne, as part of measures to boost liquidity in the COVID-19 crisis.

The *Financial Review* said the property was estimated to be worth about \$60 million.

Today's issue of TD

Travel Daily today has five pages of news and photos, a **cover page** from **Helloworld** and our first ever **PUZZLE PAGE** for some welcome diversion during the COVID-19 crisis.

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Window Seat

THERE was a silver lining from COVID-19 in Israel last week, when a man returned an ancient artefact he stole 15 years ago.

The anonymous larcenist apparently pinched a 2,000 year old "ballista stone" (pictured) during a visit to a Jerusalem archaeological site in 2005, but has now arranged to return it to the Israel Antiquities Authority.

He was a teenager at the time, fascinated by the stones which were believed to have been used as ammunition by Roman soldiers when they besieged the city in 70 AD.

"For the past 15 years the stone is weighing heavily on his heart," according to a Facebook post by a friend who was asked to help return the item.

Apparently the thief wanted to clear his conscience because the coronavirus crisis makes him feel "the end of the world is near".



New Skal committee

FRANCES Fausett from Darwin has been elected as National President of travel industry networking club Skal International, after an electronic vote which was required because of the cancellation of the group's National Assembly scheduled to take place in Darwin last week.

Other positions filled include Denise Scrafton (Melbourne) as International Skal Councillor for Australia; Ivana Patalano (Cairns) and Ash Munn (Broome) as Vice Presidents; Corren Hurley (Gold Coast) as Secretary; Ernst Krolke (South Sydney) as Treasurer; and Gary Gelenter (Sydney) as Auditor.

FC axes Universal Traveller

FLIGHT Centre last week closed the doors of all its Universal Traveller stores across the country, less than a year after launching the brand as a makeover of its long-standing Student Flights operation.

The group comprised more than 50 shops nationally, predominantly targeting the youth market, with customers advised that the operations will now be amalgamated into the main Flight Centre brand.

Bookings are being transferred to Flight Centre stores, which will continue to manage reservations, honour Universal Traveller vouchers and gift cards and the various Book Now, Pay Later options on offer.

Customers have been advised they will also continue to be able to access a range of Student Flights and youth discounts at Flight Centre stores.

Due to the impact of COVID-19,

the company is also axing the free cancellation component of the Universal Traveller "UFlexi" product, which also offers price drop protection and unlimited date changes on selected flights.

Customers wanting to cancel travel are able to keep the full amount of their bookings on file (less any supplier fees) to spend on future travel.

An update to clients says "as you may know, Universal Traveller is already a part of the Flight Centre Travel Group and by combining forces we're going to create a stronger Flight Centre Brand for all of our customers".

Lally returns to ATG

JUSTINE Lally has taken a new role as General Manager of Product & Marketing at APT Travel Group.

Lally rejoins the company from her most recent role as Marketing & Sales Director for the Melbourne Food and Wine Festival (**TD** 15 Nov 2018), but prior to that spent more than 13 years in marketing with APT.

ASTW nominations

THE Australian Society of Travel Writers (ASTW) is now calling for nominations to fill the casual vacancies which have opened up following the sudden resignation of five members of its Committee last week (**TD** 25 Mar).

Almost half of the Committee, including President Helen Hayes, Vice President Aleney de Winter, Secretary Jeremy Bourke, PR member Mandy Dwyer and writer member Sue Preston, voluntarily stepped down, with a member announcement citing "personal, work, health, family and financial commitments".

Current full/associate writer members and a PR member of the ASTW who have been part of the organisation for two years or more were asked to nominate for the positions by 5pm yesterday, with the organisation calling for "patience and understanding as the Secretariat and Committee go through this unprecedented situation".

Plan your clients' next trip around a UK food festival

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

Travel & Cruise Weekly

Incoming travellers in hotel quarantine

STRICT new procedures for travellers arriving in Australia (**TD** breaking news) are now in place, with incoming pax to spend 14 days in hotel lockdowns in a bid to curb the spread of COVID-19.

Announcing the move on Fri night, PM Scott Morrison said it was necessary because the vast majority of cases in Australia were linked to international travel.

The biggest contingent is in NSW, with the majority of inbound flights coming via SYD.

Arrivals are being checked for COVID-19 symptoms and then bussed to Sydney CBD hotels, with the Australian Defence Force assisting in the operation.

A group who arrived from Hawaii after disembarking *Norwegian Jewel* is being housed at the Swissotel, while the Hyatt Regency is also being used.

However 27 doctors who were aboard Hurtigruten's *Roald Amundsen* before being repatriated to Australia on a flight from Chile over the weekend ignored orders and took onward domestic flights.

INDUSTRY SURVIVE & REVIVE SESSIONS

Industry support Facebook LIVE speaker series

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Great news amid the crisis!

LIFE goes on in all its richness, despite the ever changing world of COVID-19.

Last week Collette Tours Director of Strategic Partnerships, Amanda McCann Wilson and her husband Pete, welcomed her new baby Jack.

The newly expanded family is pictured, with the whole travel industry extending its hearty congratulations and felicitations!



One&Only deferrals

ONE&ONLY Resorts has postponed the planned opening of new resorts in Montenegro, Mexico and Malaysia, and also closed a number of other properties amid the global coronavirus crisis.

Government travel advisories have forced the closure of One&Only Cape Town, One&Only Nyungwe House and One&Only Gorilla's Nest in Rwanda, while Dubai's One&Only Royal Mirage has closed its Arabian Court and The Palace precincts.

One&Only The Palm in Dubai remains open, along with Emirates One&Only Wolgan Valley west of Sydney.

Cancellation service

FREQUENT flyer points specialist Steve Hui is pivoting his business through the COVID-19 crisis by launching a new "iFLYflat Travel Cancellation Assist Service".

He said with global travel grounded and business at a standstill, his team has been flat out assisting clients to cancel their bookings.

"I realised we could keep my clever team employed across this crisis, by extending the same skillset to help other people solve this awful mess of trying to cancel their travel plans, navigating the ever-changing refund or travel credit, or whatever quirky policies are out there," he said.

Also..."who has the ability to sit on hold continuously for up to four hours when trying to work from home with kids screaming," he said - iflyflat.com.au.



\$298m for regional aviation

AUSTRALIA'S regional and remote communities will be able to still receive vital flight services via a government bailout package announced on the weekend by Deputy Prime Minister Michael McCormack (TD breaking news).

A \$198 million fund has been created to ensure that the existing network of Regular Public Transport regional services is maintained, although at a reduced capacity.

A further \$100 million grants fund is available for all regional operators to help alleviate their current cash crunch and stave off being placed into administration.

Regional Express has welcomed the funding, with Deputy

Chairman, John Sharp, saying the money was an investment in the future of regional communities.

The move follows lobbying by small carriers warning they were within days of running out of cash.

"With this assistance package, regional Australia can be sure that all previously sustainable regional operators will be able to spring back into business if the crisis dies down within the next six to nine months," he said.

Sharp said Rex itself had been steeling itself to announce the total shutdown of its network, but will now be able to continue to operate to the majority of its current network of 59 destinations across Australia.

BROCHURES

THIS week's Brochures of the Week is brought to you by Outback Queensland Tourism Association. 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.



Outback Queensland Travel Guide

The new Outback Travellers Guide is the latest edition of what has always been a "bible" for travellers in Queensland's outback. The guide focuses on three separate consumer approaches: events, families and soft adventure.

Denise Brown, Outback Queensland Tourism CEO said the organisation was already planning for recovery, and would be partnering with the industry to extend the "holiday at home" messaging. "When our tourists are ready to dream about travel again, we are ready to give them great experiences in Outback Queensland," she said, with the immediate focus on galvanising the region's tourism sector to ensure it is ready to welcome visitors to see its beautiful landscapes, starry skies, outback characters and amazing national parks - outbackqueensland.com.au.



Railbookers 2020 Travel Agent Reference Guide

The newest edition of Railbookers' Travel Agents Reference Guide (TARG) highlights everything travel agencies need to answer customer queries and book the ultimate holidays. Featuring insider tips such as a detailed European rail route map, customer profiles and popular packages, the guide is a valuable resource for any consultant wanting to grow their business. Pricing is in Australian dollars and trips can be booked up to 24 months in advance, with instant quotes and the ability to customise any itinerary to meet customer needs - 1300 650 257.

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Pub quiz

1. What is Scotland's second most populous city?
2. According to MysteriousWorld.com, which Australian tourist attraction records the most visitors per year?
3. Which US state's official motto is "North to the Future"?
4. Which Hans Christian Anderson fairy tale character is located by the waterside in Copenhagen?
5. What is the name of the company that conducts tours across the arch of The Sydney Harbour Bridge?
6. What is the better-known name for the Hellenic Republic?
7. Which Venetian canal does the Rialto Bridge span?
8. How many streets in Berlin are named after Adolf Hitler?
9. What is Latin America's northernmost nation?
10. What is the world's oldest operating airline?
11. Can you guess what word this collection of pictures is spelling out?



+



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Where in the world?



WE KNOW that travel agents often have encyclopedic knowledge of destinations so we're testing your brains with some lesser known landmarks, often in famous cities. This statue

of a woolly mammoth is quite far from where you would expect his home to be. Can you tell us where you can get a picture with this gentle giant?

Check tomorrow for the answer.

Check here tomorrow for today's answers!

Sudoku

MEDIUM

THE aim of Sudoku is to complete the entire grid using the numbers 1-9. Each number can only be used once in each row, once in each column, and once in each of the 3x3 boxes.

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

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

Funnies Flashback



WE'VE trawled through the **TD** Window Seat archives to give you blast from the past that will hopefully add some cheer to your day. Here's some gems from 01 Apr 2010:

VICTORIA'S Daylesford region has reinforced its therapeutic credentials by setting a new world record for the largest simultaneous massage.

263 qualified massage therapists took part in the "history making event" at Lavandula Lavender Farm, working away the aches and pains of 263 volunteer 'massagees' (now that's a tough job) - with the stunt adjudicated by Chris Sheedy from the Guinness Book of Records.

Tourism Victoria marketing director Don Richter said the event "confirms that Daylesford is the nation's leading spa and wellbeing destination".

THIS is an unusual way to get a pay rise.

Flight attendants at grounded Spanish airline Air Comet have launched a nude calendar to draw attention to their push for up to nine month's back pay owed to them by the carrier. The calendar shows the Air Comet female crew in various naked poses in airline cabins and in one case on top of a jet engine, according to Reuters.

"We are just demanding our rights to receive what is ours," said a spokeswoman for the group.

HOW about a holiday in a former bloodthirsty dictator's villa?

Officials in Iraq are seeking foreign investment to revitalise a desert paradise built by Saddam Hussein.

The dictator built 76 lavish villas in areas around Baghdad, with artificial lakes and date orchards near the Tigris River.

A spokesperson for the Iraqi govt said the palaces "only need rehabilitation and a few other things to turn the whole area into a wonderful tourism site".

Webjet update

WEBJET today issued a further advisory on its ongoing suspension of share trading, saying "work on its proposed capital raising remains ongoing". The company's freefalling shares were placed into a trading halt more than a week ago (**TD** 19 Mar), with this morning's update saying Webjet currently expects to be in a position to announce the outcome of the proposed raising within five business days.

Disney closures

THE Walt Disney Company has announced that its US theme parks will remain closed until further notice due to the coronavirus pandemic. Previously the parks were only set to close until tomorrow (**TD** 13 Mar) but now the company says it's not clear when the properties will reopen due to uncertainty around COVID-19. Staff at the resorts will still be paid until 18 Apr at this stage.



There's so much more you can do in Africa than just safaris. Read more in the March issue of *travelBulletin*.

CLICK to read
travelBulletin

Solomon Is. still here



TA plots recovery

OVER 2,000 travel and tourism operators across Australia took part in a webinar last Fri, convened by Tourism Australia, with presenters including Tourism Australia MD Phillipa Harrison and Simon Birmingham, Minister for Trade, Tourism & Investment. Harrison vowed that Australia was on the front foot in preparing for the global recovery from COVID-19, but warned that when it comes it will be "very competitive" because destinations across the world will be coming back at the same time. "That's why it's crucial that we're ready to go, that we have plans that we can just push the button on," she said. A page on the Tourism Australia website has been created to highlight various government support programs through the COVID-19 crisis - access via tourism.australia.com.

THE Tourism Solomons team is still smiling - and no wonder, since the idyllic Pacific destination is also known as the "Hapi Isles". "There's nothing that makes us happier than an opportunity to have you come visit our wondrous Solomon Islands and see for yourself just why we are so uniquely different," said Fiona Teama, Tourism Solomons Head of Sales & Marketing. "If you have already booked, there's no need to cancel - just postpone your visit until the time is right...we're not going anywhere," she added. Teama is **pictured** front right with members of her Honiara team.

Phuket curfew

LOCAL authorities have ordered residents and remaining tourists to stay off the streets of Phuket after dark, as an escalation of Thailand's national COVID-19 state of emergency.

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- 2) In 25 words or less, let us know what else you'd like to see on the Viking Marketing Centre



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

Got a confidential tip? Contact Travel Daily via our secure WhatsApp service on +61 2 8007 6760 or click [HERE](#)

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