



SPECIAL EDITION

THIS special supplementary issue of *Travel Daily* has been produced following this afternoon's unprecedented announcement by Prime Minister Scott Morrison recommending against international travel.

Turner slams govt

FLIGHT Centre Travel Group Chief Executive Graham Turner has slammed the Australian Government's response to the coronavirus as "nonsensical".

Turner told *Fairfax Media* the impending recommendations on gatherings of over 500 people, as well as travel bans to virus-affected countries, were "ridiculous".

"Why is a gathering of 500 people okay, but 600 isn't?" Turner questioned.

"It is so ridiculous it's hard to believe someone with a degree of intelligence came up with something like that," he said.

Cover-More change

COVER-MORE Travel Insurance will today suspend the sales of its Cancel For Any Reason (CFAR) add-on product in Australia and NZ for an interim period.

Cover-More CEO Asia Pacific, Judith Crompton said the company made the decision to suspend sales while it assesses the risk profile and immediate sustainability with Zurich, Cover-More's underwriter in Australia and New Zealand.

"We have not taken this decision lightly and we stress that we hope this suspension will enable us to keep CFAR in market in the longer term.

"We are in uncharted waters and unprecedented times for the travel industry with the global impact of the coronavirus (COVID-19) outbreak and we will continue to do everything we can to support our travel agents and partners and Australian and NZ travellers," Crompton said

PM advises against travel

THE Australian Government has advised all Australians to reconsider their need for non-essential overseas travel, "regardless of your destination, age or health" (**TD** breaking news).

Speaking at a special press conference earlier today, Prime Minister Scott Morrison said the extraordinary measure was needed to help mitigate the impact of COVID-19 on the Australian population.

"If your travel is not essential, consider carefully whether now is the right time," he said.

"So we are effectively putting in place what is called a Level Three travel advice for travel of Australians overseas.

"Given the spread of the coronavirus to so many countries now, across Europe, including to the UK, the United States, and throughout the world, I think this is a very common-sense measure to put in place at this point," the Prime Minister added.

Morrison was quick to reiterate that the measure was not a ban, declining to follow the United States down the same path they took this week, when President Trump banned entry for non-American citizens from Europe,

Get the facts: AFTA

AUSTRALIAN Federation of Travel Agents (AFTA) Chief Executive Jayson Westbury has urged agents to equip themselves with credible information to pass on to their clients.

"There's a lot of information floating around and it will be difficult to work out what's fact from fiction," he told **TD** in Bangkok today, where he is attending the 2020 Travel Partners conference.

"The important thing is to try and have reliable sources, in particular when you are talking to your customers, so your point of reference is a reference of authority," Westbury added.

excluding the United Kingdom.

The Prime Minister also relayed further advice relating to non-essential mass gatherings of more than 500 people from Mon, suggesting people should avoid such congregations in the interests of the community health and lowering the risk of infection.

The advice came after Australia's Chief Medical Officer Brendan Murphy told heads of government at a COAG meeting that mass gatherings are not in the public's health interests.

The Department of Foreign Affairs and Trade, which earlier this week warned of the health risks of international cruising, has also advised Australian travellers who are already overseas to follow the advice of local authorities and take measures to minimise the risk of exposure to COVID-19 where possible.

"Contact your airline, travel agent or insurance company to discuss your travel plans and options for cancelling or postponing current bookings, or to arrange flights back to Australia," a DFAT statement said.

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Globus to protect comm

GLOBUS family of brands, consisting of major divisions such as Globus, Cosmos, Monograms and Avalon Waterways, has decided to suspend all travel until 30 Apr (**TD** breaking news).

Travel Daily understands that travel agent commission will be protected on the original bookings, if customers opt for the new Peace of Mind plan.

The plan will allow travellers booked on affected holidays from now until 30 Apr to reschedule their trips in 2020/21/22, to any destination or brand without

incurring a cancellation fee.

Globus will also offer a credit to travellers who reschedule their plans; specifically, \$300 that can be redeemed for an Avalon Waterways cruise, \$150 for a Globus tour, and \$80 for a Cosmos tour, Escapes by Globus tour, or Monograms package.

"We recognise that travellers are faced with a great deal of uncertainty right now, and we are committed to helping them through this situation with the right options," said Globus MD Australasia, Gai Tyrrell.

"We are doing our best to cater to each and every traveller and help them feel confident in their decision to explore the world with us."

For more information, contact the Globus family of brands on 1300 230 234 or email enquiries@globusfamily.com.au.

Windstar furls sails

WINDSTAR Cruises has paused its ship operations worldwide from tomorrow through until 30 Apr "due to the unpredictable environment surrounding the coronavirus COVID-19 pandemic".

Guests on cancelled cruises will receive the choice of a future cruise credit valued at 125% of all monies paid to Windstar Cruises or a refund equal to the amount paid on the Windstar booking.

Guests will have 24 months to book and embark on any available Windstar cruise using their future cruise credit and Windstar Cruises will protect travel advisor commissions on the affected bookings.

"After much thought, we believe we are making the most responsible decision we can during this coronavirus pandemic," Windstar Cruises Chief Operating Officer Christopher Prelog said.

Seabourn update

SEABOURN Cruises has updated its "Book with Confidence" policy, confirming it will continue to protect commission on all bookings inside of final payment deadlines for sailings up to 31 Jul 2020.

Should clients elect to take advantage of the future cruise credit option under the policy, commission will be protected on both the postponed booking and the future reservation, where 100% of the credit is redeemed.

For cruises after Aug 2020 guests can cancel up to 30 days prior to sailing.

Hub launch delayed

THE official opening party for the new Travel Industry Hub in Sydney, scheduled for next Thu 19 Mar, has been postponed.

Co-founder Richard Taylor said a new date would be advised in the coming weeks, but in the meantime he would be happy to provide private tours of the office in North Sydney, said to be the first co-working space dedicated to the travel industry.

The facility features desks and offices available on a flexible short-term basis, meeting rooms suitable for offsite gatherings or sensitive discussions, and "a terrific event space for when things pick up again".

The event space, which comfortably fits 80 seated guests and has a commercial oven and other facilities, is available for just \$600 per evening.

See thetravelindustryhub.com.

Hurtigruten rebooking

HURTIGRUTEN has introduced a flexible rebooking policy allowing guests booked to travel 12 Mar-30 Jun to change their bookings to any Hurtigruten cruise until 01 Jul 2021.

Guests who change their bookings will receive a future cruise voucher to the value of 100% of the fare plus a 10% discount on their future cruise including fees.

The offer is also valid for any new Hurtigruten bookings made by 30 Apr.

Changes to bookings need to be made 48 hours prior to hotel check-in or cruise embarkation.

Travel Corporation suspends EMEA

THE Travel Corporation (TTC) is suspending all trips to Europe & the United Kingdom, the Middle-East and Asia from tomorrow (**TD** breaking news).

All Trafalgar, CostSaver, Insight Vacations, Luxury Gold and Contiki itineraries in the region will be suspended through to the end of Apr, with the suspension to begin tomorrow, while TTC's recent cancellation policy update is now applicable to all brands.

The policy sees cancellation penalties waived until 30 days prior to departure, allowing passengers to change their dates or travel to a different destination.

"We can assist you with your new date or destination for any time in 2020 or 2021, with a full credit of all monies paid redeemable against your revised journey with Trafalgar or another TTC brand (Insight Vacations, Luxury Gold, Brendan Vacations, Costsaver, Uniworld, U by Uniworld) to any destination," a copy of the advice on the Trafalgar website read.

"Guests currently travelling in Europe, UK, the Middle East and Asia have the option to continue their travels or return home early and receive a pro-rata travel credit for the unused land portion of their trip."

Further information and full terms and conditions are available on each brand's website, and trips operating in North and South America, South and East Africa, Australia and New Zealand are continuing as planned.

For confidential tip offs, connect with **Travel Daily** via our secure WhatsApp service on +61 2 8007 6760 or click [HERE](#)

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