

New CLIA platform

CRUISE Lines Industry Association (CLIA) Australasia this morning launched its “next-generation education platform,” with a host of new features including new content and simplified services to make travel agents’ lives easier and boost their cruise knowledge.

CLIA Head of International Training & Development Peter Kollar said the all-new update combined the existing CLIA Learning Academy and CLIA Member Hub systems, creating a more cohesive experience for travel agent users as well as adding a host of enhancements.

The change was partly due to the upcoming retirement of Adobe’s Flash Player this year, with CLIA taking the opportunity to build a new system which also provides a foundation for future expansion.

The new platform is accessible via www.cruising.org.au - for lots more of cruise industry news see today’s issue of **Cruise Weekly**.

Flight Centre “on target”

FLIGHT Centre Travel Group (FCTG) today said it was making “significant progress” in reducing its cost base, with reductions to be implemented at less than the \$210 million in one-off costs originally anticipated (**TD** 06 Apr).

In addition, despite heavy travel restrictions remaining in place globally, some sales continue to be generated, with TTV tracking at between five and 10% of normal levels last month.

“There has been some ongoing activity in most countries and we are seeing a slight uptick in bookings in countries like China as travel and trading restrictions ease,” MD Graham Turner said.

“Importantly for the future, we continue to win and implement new corporate accounts that will help drive TTV growth when conditions recover and normalise,” he said.

Flight Centre is also anticipating an increase in activity in countries

such as Australia as soon as interstate borders open.

“Given that domestic travel represents roughly half of the leisure tickets that we normally issue in Australia and the overwhelming majority of our corporate volume, we are well placed to play a positive role in the recovery and are keen to work closely with local tourism bodies, airlines and other suppliers in the coming months.

“We also believe that Virgin Australia will play an important role in this recovery, and we look forward to continuing to work closely with it and its management team,” Turner said.

Flight Centre also expects a net positive cash impact from the likely sale of its Melbourne St Kilda Rd property and additional government support initiatives - such as Australia’s JobKeeper and a €4.5 million govt loan in France. More from FCTG on **page three**.

Today’s issue of TD

Travel Daily today has six pages of news including our **PUZZLES**.

New BNE runway

BRISBANE Airport Corporation has celebrated the practical completion of its new runway, with CEO Gert-Jan de Graaff saying “in many respects this runway is symbolic of the very firm belief we have that aircraft will, in the not too distant future, return to our skies and our terminals will once again be full”.

The works are the culmination of eight years of physical construction preceded by many years of planning and foresight from nearly half a century ago for an airport with the growth capacity to meet the aspirations of the city and state.

The new runway, which will formally open on 12 Jul, was produced under budget at \$1.1 billion, a saving of \$200 million.

Keep your clients engaged and planning their next trip with *keep dreaming...*

A weekly e-magazine with destination features, puzzles and more, to inspire your clients’ next escape.

Plus click here for a toolkit to help promote the magazine.



Omniche Holidays is still working hard to re-arrange your clients holidays and plan new adventures, with all staff remaining with the company.

We are committed to supporting the trade and are here, ready and waiting for when you are. We know how hard you are working with little reward. We see you, and we're here to help. Reach out if there is anything we can do to make life easier.

#weareallinthistogether #loveyourtravelagent

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Keep Dreaming #4

THE latest weekly edition of our new consumer-facing Travel & Cruise Weekly Keep Dreaming publication is out today, along with a full agent marketing toolkit to make it easy to promote to clients and keep them inspired.

The online flipbook also features a selection of *Travel Daily's* popular puzzle pages - see it at travellandcruiseweekly.com.au.



Do-not miss out!

THERE'S just over a month before International Donut Day, and once again *Travel Daily* will commemorate this landmark with an industry competition.

We want you to send in your donut-flavoured poetry, with the best entry received each week to feature in our new podcast, and a donut prize for the overall winner.

So send your donut ditties to donuts@traveldaily.com.au!

Travel top recovery priority

EXCLUSIVE

MORE than 60% of consumers plan to spend their money on travel to "make up for lost time" after the world recovers from COVID-19.

That's one of the key findings of a new report released last week by advertising agency Doyle Dane Bernbach (DDB) which commissioned surveys of consumers in Australia, New Zealand, the UK and Hong Kong to gauge their reactions to the pandemic.

The "lessons from lockdown" polls, conducted between 25 Mar and 14 Apr, aimed to help advise brands on how they should communicate at this unprecedented time.

Australian respondents indicated that they were wanting to hear from brands that are useful and can help, seeking messages from grocery (50%), retail (47%) and food & beverage suppliers (35%) - but interestingly travel wasn't completely out of the mix, with 26% wanting to hear about travel & tourism.

Key messages being sought

include what brands are doing to help their customers, and how they are working during the crisis.

Values are important to consumers, with initiatives such as Qantas arranging for its stood-down baggage handlers to work as Woolworths packers resonating positively.

And when consumers were asked whether they wanted to hear about deals and offers at this time the response was an overwhelming yes, cited by more than 75% of Aussies surveyed.

Asked what they were most likely to spend their money on once the pandemic passes, 61% said travel was their top priority, eclipsing other consumer sectors such as fine dining (56%), technology and gadgets (21%) and luxury goods (13%).

IHG's big Micro deal

INTERCONTINENTAL Hotels Group (IHG) has signed a long-term agreement to take over Fiesta Resort & Spa in Saipan in the Northern Mariana Islands.

The deal, effective from this month, will see the 416-room Micronesia property rebranded as Crowne Plaza Resort Saipan in 2022 after a refurbishment, with a further 116 rooms to be added in an extension by 2025.

Last year IHG also announced it had taken on management of the 318-room Fiesta Resort Guam (TD 16 Oct) which will also rebrand as a Crowne Plaza in 2021, with the combined 850 rooms making the deals the biggest ever conversion signing for IHG's Australasia, Japan and Pacific Islands region.

Crown update

CROWN Resorts Limited says its net profit after tax for the period 01 Jul 2019-23 Mar 2020 (when gaming activities ceased) was \$210 million, saying any costs and revenue incurred since then should be treated as "significant items" on its financial results.

New Silversea MD

QATAR Airways country manager Adam Radwanski has been appointed as the new Asia-Pacific Managing Director for Silversea Cruises.

Radwanski, who has been with QR in a range of roles for almost 12 years, will take over the Silversea role from Adam Armstrong effective from 01 Jun.

Armstrong has been appointed as the Global CEO of Contiki Holidays (TD 07 Feb) but has not yet taken up his new role.

Silversea President, Roberto Martinoli, said Radwanski's "wealth of leadership experience will contribute to our cruise line's growth in the Asia-Pacific region".

He also thanked Armstrong for his "valuable contribution to the company's success".

Viking goes virtual

A NATIONAL roadshow series set to be conducted by Viking Cruises in Mar and May has now pivoted to a major online initiative designed for both new customers and seasoned cruisers.

Viking's new Virtual Information Sessions will take place each weekday over a two week period from Mon 11 May, with National Sales Manager ANZ, Keira Smith, saying the creation of the online platform had enabled Viking to target a much wider audience "as we're not limited by geography".

"It's all part of our wider campaign to encourage travellers to keep dreaming and consider their future travels today, which in turn will support our travel agent partners during these challenging times," she said.

Both ocean and river cruise product will feature, along with Viking's new expedition cruises in the Arctic, Antarctic, the Galapagos and North America's Great Lakes.

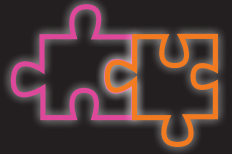
Though designed for consumers agents are also welcome to register, giving the ability to share the presentation with clients later - vikingcruises.com.au.

Finding it hard to know what's going on?

Visit C-19 Central on our website for the latest updates relating to the coronavirus.

Travel Daily

**NEED A DISTRACTION
AMID THE DOOM
AND GLOOM?**



Check out our daily puzzle page.

Travel Daily

FCTG backflips on fees

FLIGHT Centre's announcement that it will waive cancellation fees for COVID-19 affected travel (**TD** breaking news Sat) has been welcomed by the Australian Competition and Consumer Commission (ACCC).

The new policy, which applies across all Flight Centre brands including Aunt Betty, Universal Traveller, BYOjet and Travel Associates, follows "weeks of pressure from the ACCC for Flight Centre to improve its treatment of customers," the Commission said yesterday.

The ACCC said if Flight Centre hadn't changed its position the next step would have been court action, with the government body saying it had received a large number of complaints via its website & social media channels.

"This is a very welcome move made by Flight Centre for thousands of customers impacted by COVID-19 travel cancellations,"

said ACCC Chair Rod Sims.

"We are continuing to discuss issues in relation to refunds and cancellations within the travel sector, and encourage travel providers to treat consumers fairly in these exceptional circumstances," he said.

Sims also asked consumers to remain patient and be mindful of the significant pressures on businesses at this time.

Flight Centre's new policy applies retrospectively to bookings cancelled as a result of COVID-19 on or after 13 Mar 2020, with refund requests to be processed in date order with an initial focus on bookings for travel up to and including 30 Jun.

Customers who alternatively choose to postpone their holidays and leave money on file as a Flight Centre credit will receive a bonus credit voucher of up to \$200 per person, on a sliding scale depending on booking value.

CCL bonus comm

CARNIVAL Cruise Line (CCL) has launched an "Onboard with You" initiative, pledging to help supporting and sustaining travel partners during the line's pause in operations.

This includes an additional 1% bonus commission on new retail bookings made through the GoCCL.com.au portal through until 30 Jun.

Carnival Cruise Line is protecting travel agents' commission on all fully paid bookings cancelled due to the voluntary pause in operations and is offering full commission on the value of the future cruise credits.

"We want our travel partners to know how much we value and appreciate them and that they are not in this alone," Carnival Director of Sales for Australia/New Zealand Anton Loeb said.

Carnival has also made enhancements to GoCCL Navigator, the line's online booking and service tool.

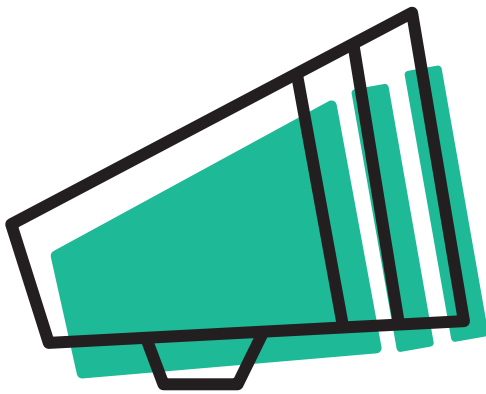
Lindblad plans

LINDBLAD Expeditions has flagged "strategic advantages" which it believes should allow it to deploy its ships safely and quickly once travel restrictions have been lifted.

It highlighted the size of its vessels (48-148 pax) allows for a highly controlled environment and efficient testing of guests and crew prior to boarding.

Lindblad also emphasised the majority of its expeditions take place in remote locations so there would be less opportunity for external influence and that its guests have historically been very resilient following periods of uncertainty.

The company has suspended or rescheduled the majority of its expeditions departing 16 Mar-30 Jun and ships are currently being maintained with minimally required crew on-board to ensure they comply with all necessary regulation & can be fully put back into service quickly as needed.



ATTENTION NZ TRAVEL INDUSTRY

To our Kiwi cousins, in this time of upheaval make sure you stay up to date. Sign up for a **FREE** *Travel Daily* subscription.

[CLICK HERE TO SIGN UP](#)

Travel Daily



travelBulletin May out!

THE latest issue of *travelBulletin* is out, focusing on the industry's recovery from the COVID-19 pandemic and the role agents will play.

The May edition sees Bruce Piper detail the faint glimmers of hope for the industry's revival for businesses that can weather the storm.

The issue also includes *travelBulletin's* monthly features, such as state of the industry, issues & trends, and cruise, as well as columns from the Publisher, AFTA and CLIA's view, and Steve Jones' say.

Available online, in focus throughout the edition is the AFTA chargeback scheme, STA Travel, Alatus Corporate, Air New Zealand, Flight Centre Travel Group and more.

There is also a look at how the travel industry is coping in isolation, details on Virgin Australia going into administration, additions from Marriott in western Sydney, and a look into the cancelled deal between Sabre and Farelogix.

Is your business applying for



the JobKeeper payment? Then catch up on what it might mean for you, whether or not your business is eligible, payment methods, registration & payment dates and more.

In this month's cruise feature is an update on Quark Expeditions, and its voyages aboard the new *Ultramarine*, *Emerald Azzurra's* progress, the repatriation of Australians on cruise ships abroad, and Crystal Cruises' closure of its Australian office.

[CLICK HERE](#) to read.

INDUSTRY SURVIVE & REVIVE SESSIONS

Industry support
Facebook LIVE
speaker series

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Hurti's new hub

HURTIGRUTEN has launched a new travel inspiration hub called Explore From Home.

Aimed at would-be travellers, the platform offers behind the scenes stories, 360° destination footage, destination videos, webinars, and expert insights and information.

"Right now, people are confined to their homes, but it doesn't mean we all have to stop dreaming of travel," Hurtigruten Asia Pacific Managing Director Damian Perry said.

For more, [CLICK HERE](#).

Virgin Galactic

VIRGIN Galactic last week completed its first glide flight, landing in the desert in New Mexico, USA.

Taking off from Spaceport America, VSS Unity completed its first proper test flight after years of development and trials at nearby Mojave Air & Space Port.

It is believed Virgin Galactic is close to starting actual operations at its terminal and hangar in southern New Mexico.

The flight provided the first opportunity to test all components required to fly the carrier aircraft and spaceship in glide configuration from their new home base.

Frasers weekly rent

FRASERS Hospitality Australia has teamed up with Fraser Property Management to make its hotel rooms available under rental terms from three to 12 months.

One-bedroom apartments are available from \$600 per week and two-bedroom apartments from \$900 per week, all fully furnished and with utilities and wi-fi included in the rent.

The flexible short-term stays are available at Fraser Place Melbourne, Fraser Suites Perth and Capri by Fraser Brisbane.

For more, [CLICK HERE](#).

See inside the iconic Atlantis The Palm in Dubai

Travel & Cruise Weekly



Window Seat

SOCIAL isolation doesn't seem to be getting to TAG's Australia-Pacific (APAC) team, who have taken on Queen's iconic hit, *Don't Stop Me Now*.

In an hilarious video, the global travel company has collaborated to return to its roots as an entertainment and touring business.

TAG APAC MD Shane Barr, who also stars in the clip, said creating the video was a joy during difficult times for the entertainment industry.

"To have the chance to do something fun, something uplifting and positive, to be shared across the industry with all our colleagues and partners, has been a blast for everyone," Barr said.

Grab an air guitar, get pumped up and watch the clip [HERE](#).

Lufthansa lifeline

LUFTHANSA Group is expected to reach a deal with the German Government on an aid package, *Bloomberg* has reported.

In a letter to employees signed by Chief Executive Officer Carsten Spohr and his peers on the management board, the carrier said "aid by governments is also important to resume flight operations as soon as circumstances allow".

The company is reportedly also in talks with the governments of Switzerland, Austria and Belgium and has warned it will run low on cash within weeks.

Vic wildlife support

MELBOURNE Zoo, Werribee Open Range Zoo, Healesville Sanctuary and Phillip Island Nature Parks will share in \$14m in Victorian Government funding to help them to continue their operations at a modified capacity and keep 785 staff employed.

New Zealand word search

E	B	C	R	C	L	A	N	S	J	I	V	F	S	N
Z	Z	A	N	O	T	G	N	I	L	L	E	W	O	H
Q	G	N	I	H	T	A	Q	S	R	Z	E	T	Z	I
M	R	T	A	D	S	A	K	X	Q	O	I	N	W	K
Y	A	E	Z	T	N	I	S	U	G	B	A	I	E	I
B	G	R	Q	C	I	A	E	M	B	H	K	M	A	N
G	V	B	L	N	F	E	L	O	A	R	A	S	O	G
U	Q	U	G	B	N	I	H	D	R	N	D	I	R	M
R	Q	R	K	S	O	M	O	D	R	H	A	K	A	B
K	H	Y	T	N	I	R	O	F	T	O	S	N	E	M
A	W	O	G	R	O	T	O	R	U	A	I	U	T	U
V	W	P	E	E	H	S	X	U	R	X	G	F	O	J
N	C	E	F	Q	D	W	Z	W	G	Z	X	G	A	D
I	X	L	D	S	S	L	K	L	A	H	I	P	N	J
U	X	X	L	E	E	B	J	K	S	U	L	U	V	A

SEE if you can find these words. They are hidden horizontally, vertically and diagonally, forwards and backwards.

AOTEAROA	KIWI	SHEEP
CANTERBURY	MAORI	SKIING
FIORDLAND	MARLBOROUGH	TASMAN
HAKA	QUEENSTOWN	WELLINGTON
HIKING	ROTORUA	
HOBBITON	RUGBY	

Word jumble

UNJUMBLE each of these words and then use the letters circled to form a new word.

aastl = _ _ _ l _

tnlape = _ _ _ _ e _

looig = _ _ _ _ o _

inicesu = _ _ _ _ s _ _

urto = _ _ _ o _

videocr = _ _ _ _ _ r _

eeaibn = e _ _ _ _ _

sholet = _ _ o _ _ _

○ ○ ○ ○ ○ ○ ○ ○ ○

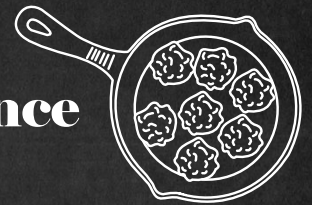
ANSWERS 01 MAY

Pub quiz: 1 Italy, 2 Russia, 3 Saigon, 4 Purnululu National Park, 5 Lion, leopard, Cape buffalo, elephant, rhinoceros, 6 Spanish, 7 Russia, 8 Southern Alps, 9 France, 10 Dubai, 11 Canberra (can + bear + ahh)

Whose flag is this: Thailand

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

Travel the world with mince and meatballs



AS THE weather starts to cool we all look to some comfort food and what better food than mince, in the form of cottage pie!

Today we have a twist on your classic cottage pie, made with duck mince.

The recipe was supplied to us by Fiona Dalton and the team at Uniworld. It is from Bea Tollman's cookbook *A Life in Food*. Bea is founder of the Red Carnation Hotel Collection, and also consults on all Uniworld onboard menus. She is known

for her simple but delicious comfort food.

Fiona has test cooked the pie and describes it as the 'most delicious and decadent cottage pie on the planet'.

Enjoy cooking it, and don't forget to send us a picture of the end result.

Keep sending in recipes to meatballs@traveldaily.com.au

xx *Jenny*

Jenny Piper
Owner,
Business
Publishing
Group



Duck Cottage Pie

Serves 4-6

INGREDIENTS

- 1kg coarsely ground duck breast
- 50g clarified butter
- 1 tbsp tomato puree
- ½ tsp of rubbed thyme
- 1 bay leaf, crumbled
- 1 tsp chopped sage leaves
- 2 stalks finely chopped celery
- 1 ½ Spanish onions, chopped
- 6 medium sized carrots, chopped
- 1 tsp each of parsley and chervil, chopped
- 500ml chicken stock
- 1kg cooked potatoes, flavoured with cream and butter, salt and freshly ground pepper.

METHOD

Saute the onions in butter until transparent. Add the duck meat and saute, stirring continuously until brown.

Stir in the carrots, celery, tomato puree, parsley and chervil, rubbed thyme, crumbled bay leaf and sage leaves. Add the chicken stock and season to taste with salt and freshly ground pepper, then cover and simmer for 30 to 40 minutes or until the meat is tender.

Put the meat mixture in a well-buttered deep oval pie dish. Mash the cooked potatoes and add clarified butter, salt and freshly ground black pepper to taste.

Pile the potato mixture on the meat and brown in the oven at 180°C for about 10 minutes or until golden brown and crispy.



Dine in with Ovolo



AUSTRALIANS may not be able to dine-in at restaurants around the country, but Ovolo has come up with a clever alternative, Restaurant In Room.

Launched at Canberra's Monster Kitchen & Bar at Ovolo Nish last Thu, guests can book a private dining Restaurant In Room experience (**pictured**) on Thu, Fri and Sat and have the additional option of an overnight stay.

A three-course set meal is priced at \$229, with the option to stay the night for \$90.

As State Governments relax

restrictions, Ovolo plans to roll out the initiative to other properties, including Alibi Bar & Kitchen in Sydney and ZA ZA TA in Brisbane.

"To take this concept to the next level, we are even looking to collaborate with our Creative Culinary Partner, Ian Curley from French Saloon, at Ovolo Laneways in Melbourne and even one step further working with our fellow restaurateurs to potentially do pop-up Restaurant In Rooms," Ovolo Group Food & Beverage Director, Vince Lombino said.

Air NZ cargo deal

AIR New Zealand has entered into a deal with the NZ Government to allow cargo customers to access capacity across the carrier's traditional network, with a few exceptions.

"The new agreement means Air New Zealand can publish scheduled cargo services into key markets which will allow freight forwarders, exporters and importers to plan and operate their logistics supply chains with certainty," Air New Zealand GM Cargo Rick Nelson said.

"We are working to offer connectivity to and from the United Kingdom and Europe, as well as Houston and Chicago via Los Angeles and San Francisco, Hong Kong and Narita gateways."

Air NZ won't operate cargo flights under the deal to London & Buenos Aires, and Singapore isn't included in the initial phase.

G Adv trivia nights

G ADVENTURES has launched weekly trivia nights on Zoom, starting tomorrow at 7pm AEST and hosted by Global Purpose Specialist Jake Hilbert.

Every week, the quiz will focus on a different country, starting with Australia and New Zealand.

The events are free and open for anyone to attend, teams can register their attendance **HERE**.

A4A face coverings

AIRLINES for America (A4A) has confirmed its member passenger carriers will be voluntarily requiring that customer-facing employees and pax wear a cloth face covering over their nose and mouth throughout their journey.

Carriers are working to implement this policy as quickly as possible & have also enhanced their sanitation policies.

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.



Riviera Travel - Europe 2021

Riviera Travel has launched its largest ever program of river cruises in Europe next year. The season packs in a new ship, a record 350 sailings on 20 different itineraries, new itinerary, new-look dining amenities, new VIP benefits and solo-only cruises. New to the fleet, the 169-guest *MS Geoffrey Chaucer* offers a lounge with panoramic views, two restaurants, gym and plunge pool. The fresh itinerary, the eight-day Amstersam, Cologne and the Best of Holland and Flanders river cruise covers

the canals, windmills, palaces and cultural highlights of Holland, the medieval streetscapes of Belgium and the Gothic marvels of Cologne.

shout out to...

Nominate someone who has gone above and beyond and win a voucher for yourself, and them!

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Got a confidential tip? Contact *Travel Daily* via our secure WhatsApp service on +61 2 8007 6760 or click **HERE**

EDITORIAL

Editor in Chief and Publisher – Bruce Piper
Editor – Jasmine Hanna
Contributors – Adam Bishop, Nicholas O'Donoghue, Myles Stedman, Jenny Piper, Christian Schweitzer
info@traveldaily.com.au

ADVERTISING AND MARKETING

Sean Harrigan and Hoda Alzubaidi
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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