



TASTE OBSESSION

SINGAPORE



DAY 1



DAY 2



DAY 3



DAY 4



DAY 5

ALL THE RECIPES AT YOUR FINGER TIPS

Singapore is home to more dishes than you can eat in a lifetime. From Michelin-starred delicacies and international cuisines to scrumptious creations by home-grown chefs and timeless hawker favourites, Singapore is where you can taste it all.

Experience the smell, flavours and comfort of some of the Singapore Tourism Board's favourite dishes (and drinks) through the Taste Obsession Singapore Home Edition.

In-case you missed it last week, click here to download all the recipes for you to try at home.

DAY 1 HAINANESE CHICKEN RICE

DAY 2 HOKKIEN MEE

DAY 3 ROJAK

DAY 4 FRIED CARROT CAKE

DAY 5 FORAGER'S GARDEN COCKTAIL

Now it's your turn to share your creations with your colleagues, and tag us at [#VisitSingapore](https://www.instagram.com/VisitSingapore).
www.visitsingapore.com

RECIPE HERE ▶



ASTW probe finds "irregularities"

THE Australian Society of Travel Writers (ASTW) continues to be in the news, with an internal investigation into the 2019 ASTW awards finding systemic failings throughout the process and "considerable areas of concern".

The probe, conducted by two former ASTW Presidents, Mike Smith and David McGonigal along with long-time PR member Peter Hook, was "precipitated by feedback from some ASTW members who believed that some anomalies may have impacted the transparency...surrounding the 2019 awards," according to a summary of the investigation.

The probe identified a range of deficiencies including flaws in the handling and processing of results, inconsistencies with scoring, concerns about validity of entries, and conflicts of interest between judges, entrants and the then-Committee.

The review panel concluded that the issues were due to lack of resources, time pressures on those responsible, some ill-advised decision making, poorly managed processes, a failure to disclose potential conflicts of interest, a deeply divided Committee and structural deficiencies in the awards process.

Almost half of the 11 committee members of the ASTW have been replaced (TD 01 Apr) after resigning (TD 25 Mar) and the organisation last week also put the duties of its Secretariat and conference manager out to tender.

P&O, Carnival defer

P&O Cruises and Carnival Cruise Line have extended their voluntary pause of operations in Australia and NZ through until 31 Aug this year.

However Carnival Cruise Line has also announced plans for a gradual resumption of service in the USA effective from 01 Aug.

More of the latest cruise news in today's issue of **Cruise Weekly**.

QF updates credit offer

QANTAS is modifying its systems to allow users with flight credits to redeem them across multiple future bookings.

The change was announced as part of a trading update issued this morning, which also confirmed that the suspension of Qantas international flights would now be extended until the end of Jul (TD breaking news).

The multi-use credit functionality applies to original bookings made before 30 Apr 2020, for travel between 31 Jan and 30 Sep 2020, with the feature to be updated in the QF system from Jun, the airline said.

The ongoing lack of travel demand is seeing Qantas extend the stand downs of its staff until at least the end of next month.

The airline said while the impact of the stand downs was deeply regrettable, this had been greatly softened by the Government's JobKeeper program, which

NT names taskforce

ACCOR COO Pacific Simon McGrath and AAT Kings MD Matt Cameron-Smith are among the big names on a Tourism Rebound Taskforce appointed by the Northern Territory Government.

Members have been appointed for an initial one-month period and tasked with providing a national and int'l perspective on forging a pathway to recovery.

The taskforce is chaired by Tourism NT's Chair of the Board of Commissioners, Michael Bridge, and members include Tourism & Transport Forum CEO Margy Osmond, Voyages Indigenous Tourism Australia CEO Grant Hunt and Discovery Parks Group COO Michaela Webster.

Banubanu Wilderness Retreat MD Helen Martin, Darwin Convention Centre GM Peter Savoff & Linchpin Director and member of the National Tourism Restart Taskforce Denis Pierce have also been appointed.

Qantas commenced paying several weeks ahead of its official payment start date.

Qantas and Jetstar are also extending their existing domestic and trans-Tasman flight cancellation through until the end of Jun, but the airline said the initial easing of restrictions suggests some domestic travel may start to return before the end of Jul "though initial demand levels are hard to predict".

This morning's update also confirmed that QF had obtained \$550 million in further debt funding against three of its wholly owned Boeing 787-9 aircraft.

"The Group has sufficient liquidity to respond to a range of recovery scenarios, including one where the current trading conditions persist until at least Dec 2021," the carrier said.

Qantas Loyalty continues to perform well with external billings flowing from Frequent Flyer partners, while QF cited a recent survey showing 85% of its 13 million members were planning to travel as soon as conditions allow.

AFTA canx facts

AFTA has issued a new fact sheet on cancellations and refunds for use by member agents, saying it strongly supports the continued implementation of reasonable cancellation fees where they are appropriate.

The Federation is writing to the ACCC to seek clarification on the matters, but in the meantime is standing firm, with the fact sheet explaining the role of agents, the payment flow, reimbursement delays from suppliers and the massive impact of COVID-19 on the industry - see afta.com.au.

Today's issue of TD

Travel Daily today has six pages of news including our PUZZLES & a front cover from Singapore Tourism Board.

Singapore is tasty

THERE'S been a huge response to the Singapore Tourism Board's recipe campaign, with hundreds of **Travel Daily** readers enjoying and sharing the Taste Obsession Singapore Home Edition dishes over the last week.

In case you missed them, links to the full line-up are accessible from the **cover page** of TD today.




Tasman discussions

NEW Zealand Prime Minister Jacinda Ardern took part in a National Cabinet meeting convened by PM Scott Morrison today to discuss a potential "trans-Tasman travel bubble".

Ardern said a statement would be released later today and emphasised both countries stand to benefit from opening up travel.



www.visitmonaco.com

FOLLOW US   



Celeb's new team

CELEBRITY Cruises has revealed its new line-up for Australia and New Zealand, after parent company Royal Caribbean Cruises embarked on plan last year to create dedicated teams for each of its brands (**TD** 22 Nov).

Cameron Mannix has been promoted to Celebrity's Director of Sales for Australia and is joined by previously tri-branded team members, Nicole Stojic, Jessica Jones & Daragh Robbins, who now exclusively represent Celebrity.

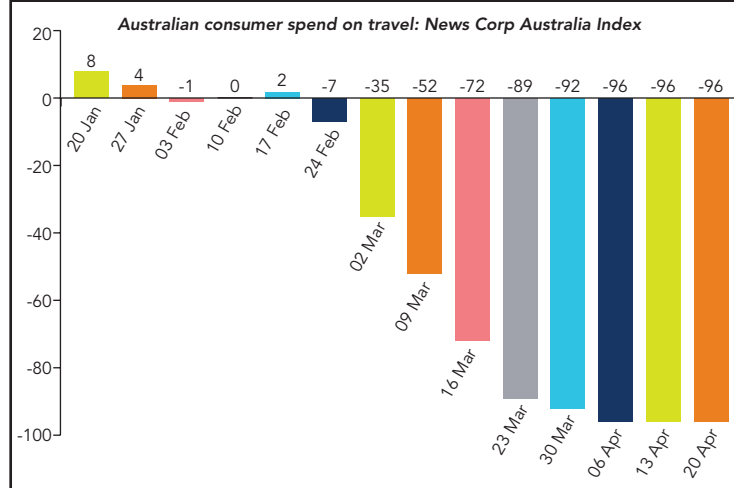
New additions are Fiona Heron, who returns to the brand from Scenic Luxury Cruises & Tours and Hannah Taylor who joins Celebrity from Wendy Wu Tours.

Anamaria Torres Mosquera joins as Commercial Manager, Emma Mumford has joined as Head of Marketing (**TD** 06 Mar) and Tenneal Baker has been named PR & Social Manager (**TD** 02 Apr).

The team is led by Susan Bonner, who was earlier this year appointed to the newly created role of Celebrity Managing Director and Vice President of Australia, NZ and Asia (**TD** 20 Jan).

More details in today's issue of **Cruise Weekly**.

Spending drop bottoms



EXCLUSIVE

THE relaxation of stay-at-home orders is seen as key to initiating a recovery in consumer spending on travel, which has bottomed out for the last three periods covered by **Travel Daily's** exclusive News Corp Australia index (**pictured**).

The figures, collated from credit card spending data, indicate the year-on-year comparison sitting at -96, with the latest data covering the week to 20 Apr.

News Corp Australia's Industry

Head of Travel, Omri Godjin, said it's hoped that the coming week brings some good news, with states now openly talking about lifting restrictions on intrastate travel.

South Australia in particular has identified the relaxation as a priority ahead of last week's National Cabinet Meeting, while the Northern Territory has already laid out a path to recovery which indicates a return to normality in a month.

The data is an index of consumer credit card spend with major bands across accommodation, air, cruise, OTAs, travel agents and tour companies, and is produced as part of work being done by News Corp to help its clients better understand the total retail travel market.

Additional weekly sub-category data is available to CEOs and CMOs, who are welcome to reach out to News Corp if that is of interest, Godjin said.

Domestic pivot

THE Travel Industry Hub will tomorrow host a webinar on "Pivoting to Domestic" featuring Lisa Pagotto & Jorge Fendandez.

Part of the Industry Survive and Revive program, the session is already proving very popular, with hundreds having registered to take part - for info and to sign up see thetravelindustryhub.com.

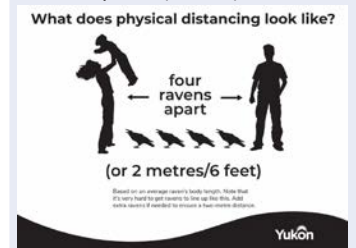
Take a glimpse at the reimagined Intercontinental Hayman Island

Window Seat

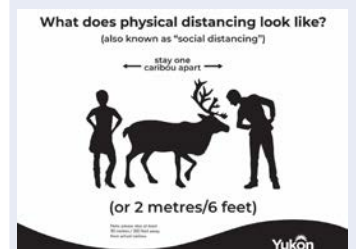
CANADA'S remote Yukon territory has launched a unique public information campaign as part of its response to the COVID-19 pandemic.

As with the rest of the world, social distancing is being encouraged, but rather than providing actual measurements, authorities have instead offered more familiar guidance.

A range of suggestions for suitable separations are provided, including being "four ravens apart" (below).



If you're not quite sure about how big a raven is, other versions of the ads (**pictured**) say people should be apart by the distance of one caribou - along with fine print warning them to "please stay at least 90 metres away from actual caribou".



Airbnb extension

AIRBNB has extended the window for its "extenuated circumstances policy" through until 15 Jun, allowing refunds or cancellations without service fees.

Reservations for stays and Airbnb Experiences made before 14 Mar, with a check in date between then and 15 Jun, may now be cancelled with guests offered their choice of a travel credit or a full cash refund.

Travel & Cruise Weekly

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

A weekly e-magazine with destination features, puzzles and more.



LISTEN TO OUR
NEW PODCAST!

Available on all podcast
listening apps now

CLICK HERE
FOR DETAILS

Travel Daily

Travel class action planned

LAW firm Slater & Gordon is soliciting input from consumers whose travel plans have been impacted due to COVID-19 and were then provided with a credit voucher rather than a refund.

The firm says it believes major travel providers, including Qantas and Jetstar, may have breached legal obligations by offering voucher schemes rather than providing cash refunds.

Slater & Gordon is also looking at vouchers provided in lieu of refunds for tours or cruises, and for both direct and travel agency or third party online bookings.

It's early days yet, with the law firm confirming that at this stage it had not yet determined the structure of any class action.

"Our mission is to recover the amount you paid for your travel," according to a dedicated page on the Slater & Gordon website which includes forms for consumers to complete in

relation to their possible claims.

Specific questions on the site relate to bookings made through Webjet, Expedia, Trivago, Flight Centre, Helloworld, STA Travel and Luxury Escapes, with operators cited including Intrepid, Topdeck, Carnival, Royal Caribbean, Princess and P&O.

Key issues cited include relying on blanket "no refund" clauses in terms and conditions, inducing customers to exchange tickets for restricted travel vouchers, and "continuing to offer and accept payment for international flights".

Promotion of QF and JQ flights to Bali as early as 01 Jun "may breach the prohibition in the Australian Consumer Law on 'wrongly accepting payment' for a service when it is reasonable to expect that service will not be able to be provided," Slater & Gordon said, in the face of Govt advice that current travel bans will be in place for the long term.

USTA guidance

THE US Travel Association (USTA) has issued detailed guidance for travel-related businesses to keep customers and employees safe in a post-COVID world.

Titled *Travel in the New Normal*, the document describes "vigorous measures the travel industry will follow to reduce the risk of COVID-19 and help to communicate across each and every step of a travellers' journey," with the goal of allowing travel to resume safely as restrictions across the USA are eased by states and regions.

Six key areas are covered, including adapting operations and redesigning public spaces; the implementation of touchless solutions; enhanced sanitation procedures; health screening measures for staff; procedures to deal with positive cases; and best practices in food and beverage services.

See the full guidance document at ustravel.org.

Sabre, Farelogix abandon merger

THE refusal of the proposed Sabre takeover of Farelogix by the UK Competition and Markets Authority (CMA) (**TD** 14 Apr) has seen the companies confirm they will not proceed with the deal.

First announced in late 2018, the \$360 million acquisition was also opposed by the US Department of Justice, but a Delaware judge ruled in favour last month (**TD** 09 Apr).

However, the subsequent CMA blockage has seen Sabre CEO Sean Menke now agree with Farelogix that there is no way to complete the deal, particularly in the current environment.

"We remain committed to our long term goal of creating a new market for personalised travel," Menke said, while Farelogix noted its disappointment but said it was well prepared, having made "great strides in advancing our technology" in the last 18 months.

INDUSTRY SURVIVE & REVIVE SESSIONS

Industry support Facebook
LIVE speaker series

Regular webinars covering career advice, local area marketing and networking, mental wellbeing, business strategies and resilience.

CLICK HERE
TO TAKE PART

BROUGHT
TO YOU BY

THE TRAVEL
INDUSTRY HUB

C&M TRAVEL
RECRUITMENT

Travel Daily
travelBulletin

Quarantine sparkles with Accor



ACCOR'S Pullman Adelaide has proved mandatory quarantine doesn't have to be dull, with guests treated to a performance by international German wonder-boy Hans (**pictured**) and the sounds of Entertainment Adelaide.

Guests joined in the fun from their balconies as many of them marked the completion of their mandatory isolation, with 376 of them checking out of the hotel yesterday.

The evening performance was also paired with a three course meal for guests to celebrate the end of isolation.

Pullman Adelaide General Manager Llewellyn Wyeth said "We are doing everything we can to make sure our guests have a comfortable and pleasant stay with us, despite being confined to their rooms.

"Seeing our guests dancing to the music from their balconies was fantastic."

During the past few weeks, the hotel team has helped 18

AQSC offer savings

AMERICAN Queen Steamboat Company (AQSC) is offering savings of US\$800 per couple, plus a free drinks package for bookings of a Kentucky Derby steamboat river cruise in 2021 made by 30 Jun - [CLICK HERE](#).

guests in isolation celebrate their birthday with a special Pullman-baked birthday cake; a couple marked their first wedding anniversary with a bouquet of flowers and guests were given access to 15 min workouts filmed within a room by a Personal Trainer and Yoga instructor.

Air France bailout

THE European Commission has given the green light on a €7 billion (AU\$11.9b) bailout package for Air France.

"This €7 billion French guarantee and shareholder loan will provide Air France with the liquidity that it urgently needs to withstand the impact of the coronavirus outbreak," EU Executive Vice President Margrethe Vestager said.

The Commission found that if no public support was provided the airline would likely face the risk of bankruptcy due to the sudden erosion of its business, which would could cause severe harm to the French economy.

As part of negotiations, the French Government outlined conditions for the airline, including a reduction in its carbon-dioxide emissions, calls to move towards a more efficient fleet and a reduction in domestic flights of less than 2.5 hours, where there is a rail alternative.

AFTA UPDATE

from Jayson Westbury



IN THE words of Hamlet; "to be or not to be – that is the question; whether 'tis nobler in the mind to suffer the slings and arrows of outrageous fortune, or to take arms against a sea of troubles, and be opposing end them" would seem to me to be an appropriate quote in the light of whether to charge a cancellation fee or not.

At a time when the travel agency community is hurting beyond words, beyond the contemplation of Hamlet, it would be wrong of me to say any other word than to charge.

Over the past few days the Australian Competition and Consumer Commission (ACCC) appears to have taken the sword of Hamlet and placed it into the heart of the agency community.

If it was not bad enough that the travel industry is already dealing with hundreds of thousands of cancellations and refund requests and all the while trying to accommodate customers as best we can and with the best possible and reasonable approach that we are able, the confusion and messaging left this week over should a cancellation fee be levied or not, appears open.

AFTA holds the strong view that travel agents are, where terms and conditions allow, free to charge whatever fee they feel necessary in order to operate and run their business.

The ACCC does not have the power to set cancellation fees nor does it have the power to override existing cancellation clauses issued to consumers prior to the COVID-19 pandemic kicking in.

For clarity, nothing in any of

the statements made by the ACCC contradicts this fact – the statements have related to one agency only and that agency made its own decision.

In order for travel agents to remain in business they must have the ability to gain income and given the approach towards remuneration by suppliers and the design of the industry remuneration models being based on booking, not cancelling, then I don't know how the ACCC expects travel agents to remain in business during this crisis if no fees are to be charged.

The complexity of all of this sadly has increased and there is no doubt that the social media and ferocious approach by the consumer media to pile on travel agents has not helped the situation.

It has unfortunately not recognised the reality or the facts of the matter in that travel agents need an income stream in order to survive, how else then than a cancellation fee is this to be or not to be.

AFTA will continue to put forward the strong view that agents need to charge fees for their services. People's time cannot come free. It is simple economics and while all the various govt support packages may help prop up an agency, they do not keep them open.

AFTA has continued to provide members with a strong understanding of the best way forward with cancellations and refunds, [CLICK HERE](#) to see a AFTA-branded flyer for agencies to hand to customers.

We will continue to ensure the ongoing viability of travel agents at this dreadful time of the COVID-19 pandemic.

Uniwold enhances

UNIWORLD Boutique River Cruises has unveiled its enhanced health and safety protocols onboard its ships in preparation for a return to travel.

President & Chief Executive Officer Ellen Bettridge & her team have reviewed "every protocol of interaction" in preparation for the industry's return, with new measures to be added to onboard dining, the maintenance and service of guest suites, excursions and crew etiquette.

Atlantis pledges

ATLANTIS Resorts has pledged 20,000 meals, worth AED225,000, to the 10 Million Meals campaign.

The initiative is the nation's biggest community campaign, providing meals or food parcels to support vulnerable individuals and families.

Atlantis' donation will be among those highlighted by the illumination of 1.2m LED lights adorning the Burj Khalifa, with the initiative seeing it become the "world's tallest donation box".

Sudoku

BEGINNER

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.

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

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

Pub quiz

1. Which Middle Eastern city is considered the longest continuously inhabited city in the world?
2. On what mountain in Turkey is Noah's Ark said to have landed?
3. Which South Asian country famously prioritises 'Gross National Happiness', even placing it in their constitution in 2008?
4. What country, officially created in 2011, is the youngest country in the world?
5. What country shares its name with a US state?
6. Only one country in the world ends with the letter 'h'. What is that country?
7. What goddess is the capital of Greece named for?
8. Near what major city would you find Old Trafford stadium?
9. Florence is the capital of what Italian region?
10. 'Prison Age' is an anagram for which country?
11. What word is this collection of pictures spelling out?



Which oceanview room has the most space?

Travel & Cruise Weekly

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

Funnies Flashback



WE'VE trawled through the *TD* Window Seat archives to give you blast from the past. Here's some gems from 08 Apr 2013:

RUSSIAN businessman Alexander Lebedev has given a one-finger salute to local aviation officials, announcing he has sold his airline Red Wings for a paltry 1 rouble (AUD \$0.03).

According to a Tweet from the entrepreneur, Lebedev said he was getting out of the airline "because of the fears of the bureaucrats in charge".

The carrier was grounded in Feb by Russian civil aviation authorities after a crash late last year at Moscow's Vnukovo Airport which killed five crew, although entirely different reasons were given by air officials for the airline's grounding, including safety violations and a lack of financing.

Lebedev is apparently quite widely known in Russia also for his anti-authoritative stance against Kremlin officialdom.

"I did everything I could to save the company," he added, with the identity of the airline's buyers not made public.

Whose flag is this?



MOST flags tend to go with horizontal or vertical blocks of colour, so it's nice to see a flag that offers a bit of variety on this tried and tested design.

This nation had two earlier flags

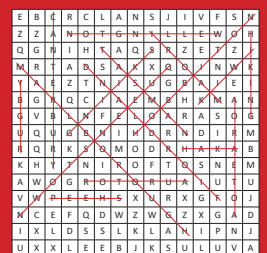
before it settled on this one.

It also used to be part of the British Empire, despite not having the union jack on the flag.

Do you know whose flag this is? Check tomorrow for the answer.

ANSWERS 04 MAY

atAs, planEt, igloO, cuiSine, touR, discoVer, bEanie, hoStel, OVERSEAS



Scott to love the Sunny Coast



FORMER world number one golfer Adam Scott has hit a hole-in-one for Sunshine Coast's tourism, broadcasting a live Instagram feed of his recent round at Maleny Golf Club.

The region is renowned for its golf courses, such as Mount Coolum, Twin Waters and Peregrin Springs, which was designed by Scott's father.

A long-time Sunshine Coast resident and proud Queenslander, Scott broadcast his nine holes with house pro Wayne Peske to help put his hometown on the map.

Scott said he wanted to help promote the area he lives, & talk up golf on the Sunshine Coast.

Visit Sunshine Coast Chief Executive Officer Simon Latchford also took the opportunity to spruik the region.

"I have no doubt that in the post-coronavirus era demand

for fresh, uncrowded and authentic destinations will grow exponentially," he enthused.

"We obviously have world-class beaches, but our Hinterland is another great asset, with its dramatic landscape, historic villages and a really genuine, laid-back lifestyle.

"Thanks to Adam, the rest of the world has been able to see that for themselves."

Peske and Scott are pictured.

EK SkyCargo to NZ

EMIRATES SkyCargo has announced weekly services to New Zealand to help connect businesses to trading partners.

The partnership with the New Zealand Government will see food items such as chilled meat, honey, dairy products and seafood delivered to various destinations in the Middle East and Europe.

HKG cleaning pods

HONG Kong International is trialling a disinfectant booth for its staff to protect passengers and staff from COVID-19 infection.

Staff members using the facility will have a temperature check before entering an enclosed channel for the 40-second hygiene and sanitising procedures.

The Airport Authority said it is also using the latest disinfection technologies around the airport, including disinfection channels, antimicrobial coating and autonomous cleaning robots.

Eurowings ideas

EUROWINGS is asking its customers to help to shape its future, with an innovation competition, Ideas get Wings.

Private and business customers are being encouraged to suggest desired product and service ideas.

All new ideas will be examined by Eurowings, with the best suggestion to be implemented by the airline as soon as possible, with prizes on offer.

Visit Cali toolkit

AN INDUSTRY toolkit has been prepared by Visit California for California Tourism Month.

The toolkit highlights findings from Visit California's 2019 *Economic Impact Report* specific to different counties and regions, and offers a sample press release, talking points, social media graphic templates, sample articles and social media posts.

CLICK HERE to access the toolkit.

What has been the impact of the coronavirus pandemic on land and air operators? Read more in the April issue of *travelBulletin*.

CLICK to read *travelBulletin*

Wyndham plans

WYNDHAM Hotels & Resorts has unveiled its long-term plans to build confidence among guests and to support franchisees as it looks to welcome back travellers, with the first step to ramp up health procedures.

Wyndham will now require consistent use of disinfectants approved by the Environmental Protection Agency Ecolab, and will ship face masks, hand sanitizer and disinfectant wipes to over 6,000 US hotels.

MONEY

WELCOME to Money, *TD's* Tue feature on what the Australian dollar is doing.

AU\$1 = US0.640

THE Australian dollar rebounded from one-week lows overnight despite a notable drop in job ads.

The bounceback was helped by a rally in US shares, which ended higher after the two previous days saw heavy selling due to growing tensions between the US and China.

The benchmark Dow Jones was up just 0.1%, but the move largely bucked global trends.

Wholesale rates this morning.

US	\$0.640
UK	£0.514
NZ	\$1.054
Euro	€0.587
Japan	¥68.43
Thailand	฿20.64
China	¥4.515
South Africa	11.79
Canada	\$0.898
Crude oil	US\$27.20

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

