

Abu Dhabi training

THE Department of Culture and Tourism - Abu Dhabi has announced the launch of a new e-learning program for travel trade industry professionals.

The new Abu Dhabi Specialist Program is available to travel agents across Australia and New Zealand, who are being encouraged to register and complete the online courses with a range of incentives.

Four weekly prizes of \$250 gift cards per week are on offer for the first six weeks, with a final prize of a five star Abu Dhabi trip when it is suitable to travel.

The program will be rolled out in multiple languages across 17 markets, including the United Kingdom, the United States, Canada, India, China, South Korea, Germany, France, Italy, Ireland and Russia as well as Australia and NZ and GCC countries, with the first phase to debut locally on 11 May online at abudhabispecialist.com.

NZ travel could be sooner

NEW Zealand's Foreign Minister Winston Peters has stated travel between Australia and his country could arrive "a whole lot sooner than people think".

Speaking to the ABC yesterday, Peters asserted that so long as the approach to travel was handled safely, the move would inject much needed life into both nations' respective economies.

"Look at the big picture, with tourism carefully handled we could get it started a whole lot sooner than people are conceptually owning up to at this point in time," Peters said.

"Time is of the essence in terms of both of our economies and if we have confidence in each other, and the same systems and see ourselves as one for the purpose of economic recovery, then I think it will be a whole lot sooner than people think," he added.

The comments were slightly more sanguine than Prime

Minister Scott Morrison, who cautioned that any travel between New Zealand and Australia would need to factor in state and territory movement restrictions and "would not happen next week".

"When we are seeing Australians travel from Melbourne to Cairns - at about that time I would expect, everything being equal that we would be able to fly from Melbourne to Auckland or Christchurch or things like that," he told reporters in Canberra.

New Zealand Prime Minister Jacinda Ardern added that although the two countries had commenced travel negotiations, the priority remained continuing to suppress COVID-19.

A joint statement delivered by both leaders also stated both nations were exploring opportunities to resume travel to Pacific Island countries.

Today's issue of TD

Travel Daily today has six pages of news including our PUZZLES, plus a full page from:
• Monaco Tourism

Monaco virtual fam

WE MAY not be able to hop on a plane right now, but Monaco Tourism is making it easier to experience the Principality via a new 360° virtual reality tool.

Check it out for yourself on the **last page** of today's *Travel Daily*.

No Indaba in 2020

SOUTH African Tourism will not proceed with its annual Travel Indaba trade show and the associated Lilizela awards, with the decision confirmed by the country's Tourism Minister, Mmamoloko Kubayi-Ngubane.

Originally postponed until Sep, the Minister said it would not be possible to start tourism activities and events until the country moves to Level One restrictions.

Love donuts?

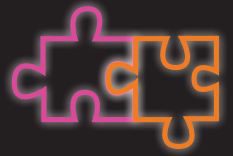
Travel Daily

So do we! Send us your donut poem, song or ditty to win.

In celebration of International Donut Day on 5 June, the best donut ditty will be read out on our podcast weekly and the best overall will win themselves some of the real delicious deal.

Send your entries to donuts@traveldaily.com.au





Tourism awards off

THE Qantas Australian Tourism Awards will not take place in 2020, for the first time in the event's 36-year history.

The Australian Tourism Industry Council (ATIC) said it had made the decision after careful deliberation, with the move meaning that while individual state and territory awards programs may continue, any Gold Award achievers will not have a national program into which to progress for 2020.

The Australian Tourism Awards program is delivered as part of the Quality Tourism Framework, and while they are deferred ATIC will continue to deliver other business development programs, including a recently launched COVID-19 Business Recovery module.

The awards scheme will return in 2021, with the gala celebration event anticipated to be held on the Sunshine Coast in early 2022.

IATA faces future

THE International Air Transport Association has urged the industry to adopt the wearing of face masks and coverings for crew and passengers, but "does not support mandating social distancing measures that would leave 'middle seats' empty".

An update from IATA overnight cited evidence suggesting that the risk of transmission of COVID-19 on board aircraft is low. "Mask-wearing by passengers and crew will reduce the already low risk, while avoiding the dramatic cost increases to air travel that onboard social distancing measures would bring," the Association said.

Other layers of biosecurity measures being proposed include temperature screening of passengers, airport workers and travellers; boarding and deplaning processes that reduce contact; limiting movement within the cabin; simplified catering; and more frequent cabin cleaning.

Cameron-Smith promoted

THE Travel Corporation (TTC) has appointed Matthew Cameron-Smith to the newly created role of CEO of the AAT Kings Group (**TD** breaking news yesterday).

Cameron-Smith became AAT Kings' MD just over a year ago (**TD** 12 Feb 2019), with TTC Chief Executive, Brett Tollman, saying "we are delighted to elevate Matt deservedly to become a CEO, a career-long goal of his".

"Matt's strong commercial skills and business acumen, strategic thinking, internal and external stakeholder relations and motivational leadership style are all assets to the AAT Kings Group as we look to provide immediate support in our operations."

The move will see Cameron-Smith continue his domestic and inbound tourism leadership role, which is expected to be key as the industry begins the post-COVID recovery phase.

"Our domestic and trans-Tasman communities need us more than ever," he said.

"We live and breathe these communities, strongly believing in tourism and the very positive role it plays in the economic recovery," Cameron-Smith added, with AAT Kings working closely with various tourism associations to ensure a smooth transition for when borders open up.

Brands in the AAT Kings

Celebrity on sale

CELEBRITY Cruises this morning launched a Dream Big Sale with offers including a Classic Beverage Package, unlimited internet and \$150 onboard credit.

The deal is applicable for four night and longer sailings across the Celebrity Cruises fleet departing Oct 2020-Dec 2021, excluding Galapagos.

Stateroom categories available include Inside, Outside, Veranda, Concierge Class and AquaClass, with the sale valid for bookings confirmed from today until Sun 10 May - rcihomeport.com.au.

portfolio also include Inspiring Journeys, SEIT, Down Under Tours and Aussie Adventures, while the operation also includes the inbound ground handling services for sister TTC brands including Trafalgar, Insight, Costsaver and Luxury Gold in Australia & NZ.

The executive reshuffle also sees the appointment of James Dixon as AAT Kings GM for Northern Australia, with responsibility for Queensland and Central Australian operations.

The Group is currently working on a redesign and enhancement of its operations to adhere to expected new Government standards for an effective and seamless traveller experience.

All staff will partake in COVID-19 training and AAT Kings will ensure its entire supply chain complies with updated requirements.

CATO MD on air

COUNCIL of Australian Tour Operators MD Brett Jardine yesterday took part in an *ABC Radio* session discussing travel industry credits and refunds.

Jardine continued to press the message that consumers should postpone rather than cancel trips, saying "we would like to think that whatever you booked for, say in Jul or Aug 2020, is feasible for you to undertake in 2021.

"Push it back 12 months, the whole 2020 year is potentially a write-off," he said.

Listen online at abc.net.au.

Tassie trans-Tasman

TASMANIAN Premier Peter Gutwein has confirmed discussions about quarantine and Border Force measures which would enable the launch of non-stop flights between Hobart & NZ.

Direct flights have also been the subject of talks with Tourism Tasmania and Hobart Airport, with Gutwein flagging the possibility as part of a proposed trans-Tasman "travel bubble".



Window Seat

DISNEY is clearly preparing for a post-COVID-19 world, with the launch of a new range of themed face masks.

The new line of non-medical, reusable cloth masks feature a range of Disney, Pixar, Marvel and Star Wars (**pictured**) themes and are now available to order via shopDisney.com.

The initiative follows an official Centers for Disease Control recommendation to use cloth face coverings to slow the spread of the coronavirus.

"We realise this is a challenging time for families, and wearing any type of mask can be daunting," said Disney Senior VP, Edward Park.

"Our hope is that Disney's cloth face masks featuring some of our most beloved characters will provide comfort to the families, fans and communities that are so important to us".

A pack of four themed masks costs US\$19.99, with Disney saying it will donate profits from the sales to charity.



Tui's new share app

TUI Eruera, the former CEO of the collapsed Si Holidays (**TD** 29 Mar 2018) has launched a new share-trading smartphone app which claims to "level the playing field for the everyday investor".

Titled "Jaaims" the app has its own Australian Financial Services Licence, with users paying \$49 per month for share buy and sell recommendations and trades.

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Virgin Atlantic cuts back

VIRGIN Atlantic has announced plans to lay off more than 3,150 staff across all functions of the business in a bid to ensure it can emerge from the COVID-19 crisis in a recoverable position.

Company-wide restructuring will also entail temporarily ceasing all flights from London Gatwick and transferring operations to London Heathrow, with the intention to return when customer demand is restored after the COVID-19 crisis.

The airline also flagged it will only fly wide-body, twin-engine aircraft from London Heathrow and Manchester to its "most popular destinations" for the short-term future.

Virgin Atlantic indicated the move forms part of a strategy to recalibrate the business needs for immediate future.

"To safeguard our future and emerge a sustainably profitable business, now is the time for

further action to reduce our costs, preserve cash and to protect as many jobs as possible," said Virgin Atlantic Chief Executive Officer Shai Weiss.

"This will mean taking steps to reshape and resize Virgin Atlantic in line with demand, while always keeping our people and customers at the heart of all we do...it is crucial that we return to profitability in 2021," he added.

Analytics company GlobalData said news of the restructure at Virgin Atlantic confirmed its view that airlines would need to become "leaner" and "agile" to survive the pandemic crisis.

"They need to preserve cash and cut costs to ensure they live to fight another day, particularly as it becomes increasingly apparent the impact...will be measured in years, not months," said GlobalData's Head of R&A Travel & Tourism Nick Wyatt.

Hertz staves off bankruptcy

CAR rental giant Hertz Corporation has entered into "forbearance and waiver agreements" with its lenders, after failing to make payments on leases for its global fleet which were due late last month.

A filing with the US Securities and Exchange Commission said Hertz had been granted until 22 May to come up with a new financing strategy and structure "that better reflects the economic impact of the COVID-19 global pandemic and Hertz's ongoing operating and financing requirements".

The company had previously engaged restructuring and bankruptcy specialist FTI Consulting to provide advice as it grapples with the downturn.

The company also noted that it "believes it will not need to acquire new vehicles for its fleet through the remainder of 2020".

SITA "new normal"

AVIATION technology specialist SITA has released a positioning paper canvassing the post-COVID landscape, citing the impact of economic pressures, safety & security and sustainability as key drivers of the industry.

The company said better collaboration among air transport industry players would be complemented by technology, processes and new ways of working to help facilitate the coronavirus recovery.

The journey through the airport will become increasingly "touchless" SITA predicted, with more automation to facilitate passenger flow and cut queues.

Open APIs will unlock the data needed for mobile boarding passes, baggage check-in and tagging, security, boarding, transfers and baggage claim, while new kinds of digital identity will also facilitate a new mobile-enabled self service experience.

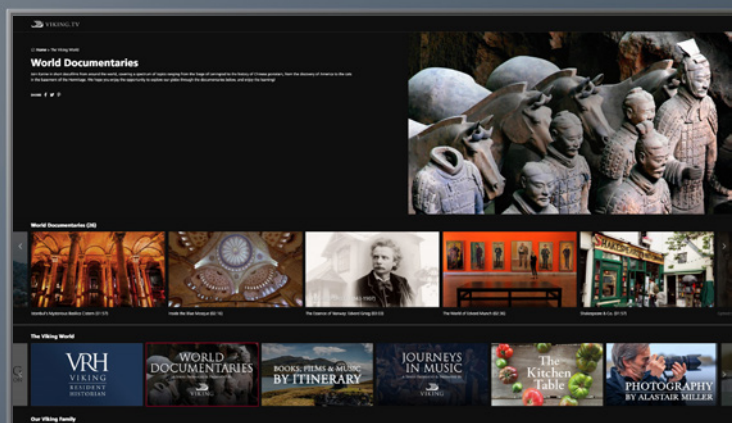
EXPLORE THE WORLD VIRTUALLY WITH VIKING.TV

We've been busy using the time in self-isolation to create and launch our brand new digital destination, *Viking.TV*.

It's a way for us to unite our community and inspire our culturally curious guests from their own homes, until we are able to explore the world together again.

It's also a great tool for you, our trade partner, to see all that's happening in the world of Viking through inspiring, informative and enriching content in one location.

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NCLH depression

NORWEGIAN Cruise Line Holdings (NCLH) has warned that the economic impacts of the COVID-19 pandemic are “expected to depress demand for cruise vacations into the foreseeable future”.

A US Securities and Exchange Filing lodged overnight outlined a range of measures being undertaken by NCLH to boost its liquidity, including a US\$400 million capital injection from private equity firm L Catterton.

The company is also forecasting newbuild delivery delays, but confirmed it was continuing to receive bookings for departures in 2020, 2021 and 2022 on Norwegian, Oceania and Regent Seven Seas Cruises - more in today's issue of *Cruise Weekly*.

QR campaign push

QATAR Airways has launched a new “Taking you home” campaign, with the airline having flown 36,474 pax to and from Australia during the pandemic.

QR has also repatriated 6,570 people to and from New Zealand. View the new campaign [HERE](#).

ETG's Alatus signing

THE first corporate agency to join the new Alatus Corporate offering from Express Travel Group (**TD 29 Apr**) is expected to be revealed later this week.

The new operation, backed by Express Ticketing as well as the group's marketing, sales and payment support platforms, will be included in supplier contract negotiations from 01 Jul.

Sunset for Sunrise

QANTAS CEO Alan Joyce has confirmed the suspension of the carrier's highly anticipated Project Sunrise ultra-long-haul network plans, saying due to COVID-19 “the time is not right”.

QF had undergone an extensive evaluation program to select modified Airbus A350-1000s as a preferred aircraft and previously flagged orders by the end of Mar with plans to launch by 2023.

However, while there “is still a good business case” for non-stop flights from Australia's east coast to New York and London, the global aviation shutdown and lack of demand means the project has now been placed on hold.



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Cathay colour spreads cheer at SYD



CATHAY Pacific has brought the rainbow artwork movement to Sydney International Airport, with a chalk rainbow drawn next to its A350-900 aircraft before it departed Sydney.

The movement has seen people create rainbow artworks from their homes in an effort to spread some cheer to passerbys.

Cathay said its artwork (**pictured**) brought a smile to the faces of airport staff.

No deposit booking

WORLD Expeditions has introduced a no deposit booking offer on its Australian and New Zealand trips in 2020 and 2021.

The offer is designed to remove any financial risk to travellers and is currently limited to Australian and NZ bookings at present.

“With the very real possibility of Australia and NZ opening the bubble for cross-Tasman tourism, we expect to see strong demand from travellers keen to get out and enjoy the stunning natural environments,” World Expeditions CEO Sue Badyari said.

Venue into admin

SYDNEY events and function centre Carriageworks has been placed into voluntary administration, with gathering restrictions due to COVID-19 leading to an “irreparable loss of income” for the business.

Key events cancelled have included Mercedes-Benz Fashion Week Australia, the Sydney Writers' Festival and more.

Student exemption?

INTERNATIONAL students may be able to return to Australia ahead of a wider relaxation of travel bans, under plans being prepared for the National Cabinet by the local education sector.

The Australian Health Principal Protection Committee suggested any students would have to follow strict health guidelines if granted an early exemption from the bans.

Dest GC say thanks

DESTINATION Gold Coast has released a video putting the spotlight on parents and thanking them for the role they play in helping the recovery of tourism.

“Unlike the majority of destination messages currently in the market, which are focused on spotlighting their own selling points, we're taking a very different approach and simply reaching out to connect with families across Australia,” Destination Gold Coast CEO Annaliese Battista said.

Battista said while recovery wouldn't happen overnight, Destination Gold Coast has content and campaigns ready for rollout - see the video [HERE](#).



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.

Having trouble unpacking the government stimulus packages and how they can help your business? Read the May issue of *travelBulletin*.

CLICK to read **travelBulletin**



Pub quiz

- Which country has more lakes than the rest of the world combined?
- What English town is famous for its 'white cliffs'?
- What is the German word for Germany?
- The 'Prime Meridian', the line of longitude at 0 degrees goes through which UK town?
- In 2017 which territory of Spain demanded independence?
- Which of these is untrue about the annual 'Burning Man' festival in Nevada?
 - Kids are welcome at Burning Man.
 - Burning Man involves the burning of a temple as well as a large effigy.
 - Burning Man has a 'Department of Mutant Vehicles'.
 - Burning Man in 2014 broke the Guinness World Record for largest gathering to play Dungeons and Dragons
- Which two countries include the word 'North' in their names?
- What country is entirely surrounded by South Africa?
- In what city would one find the world's tallest building?
- 'Lock Moths' is an anagram for which city?
- What word does this collection of pictures spell?



Funnies Flashback



WE'VE trawled through the *TD* Window Seat archives to give you blast from the past. Here's some gems from 03 May 2001:

VISITORS have this week been flocking to Tokyo for the annual Naki Sumo contest, in which sumo wrestlers deliberately make babies cry.

The event is held each year at the Sensoji Temple in the Japanese capital, with the baby who cries the loudest and longest winning the competition.

The wrestlers aren't allowed to physically hurt the infants, but instead growl and grimace in order to induce wailing - and parents are eager to take part because the competition is claimed to induce good health and ward off evil spirits.

BRITONS who yearn to visit Australia can now have a little taste of Down Under at home, after a Sussex farmer decided to breed wallabies and market them as an alternative to lawn mowers for small landholders.

Mary Davis charges £1,000 for each marsupial and there's so much interest that she now has a waiting list.

Where in the world?



DEAD-LOOKING crows aren't necessarily our idea of an ideal sculptural subject, but this interesting art proves that

nothing is a bad idea. Do you know where this downed-bird is located? Check tomorrow for the answer.

Unscramble

HOW many words can you make out of these nine letters? Every word needs to include the centre letter, have four letters or more and not be a proper noun or a plural. You can only use each letter once.

A	I	G
R	P	N
E	V	E

Good – 21 words

Very good – 32 words

Excellent – 42 words

NOTE: We've used Chambers Dictionary to decide what words are acceptable.

ANSWERS 05 MAY

Pub quiz: 1 Damascus, Syria, 2 Mount Ararat, 3 Bhutan, 4 South Sudan, 5 Georgia, 6 Bangladesh, 7 Athena, 8 Manchester, 9 Tuscany, 10 Singapore, 11 Jamaica (jam + ache + car)

Whose flag is this: Seychelles

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

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

©Dyan Hallworth

Ponant exploration sessions



PONANT is launching a series of expedition lectures on Facebook.

Each week's lecture will showcase an expedition team member from the cruise line elaborating on their areas of specialisation relative to the destinations or environments being reviewed.

Throughout May, the focus will be on the Antarctic region including South Georgia Island and the Falkland Islands - **CLICK HERE** to view the lectures.

Pictured: Naturalist Chloe Power.

Genting supports

GENTING Hong Kong has extended its support to Singapore to provide temporary accommodation on Star Cruises' *SuperStar Aquarius* and *SuperStar Gemini* for foreign workers who have recovered from COVID-19.

Genting's Head of International Sales Michael Goh thanked Singapore for its show of trust in the company, with the ships receiving a strict evaluation before getting the tick-off from authorities.

PATA forecasts more

THE Pacific Asia Travel Association (PATA) has released 39 destination-specific forecast reports.

Following on from last month's launch of its Crisis Resource Centre and Tourism Recovery Monitor (**TD 03 Apr**), the new reports, released yesterday, delve into the changing dynamics of travel and tourism in and across the Asia Pacific region from a single destination focus.

Each of the reports forecasts annual visitor arrivals into each destination by source market, annual arrivals from the destination across other Asia Pacific destinations, aggregate visitor receipts, estimations of the income and price elasticities of tourism demand, key visitor trends over the forecast period, analyses of scheduled inbound flights & seats and more.

The reports are available **HERE**.

Southwest ups GDS

SOUTHWEST Airlines has made its full content available in Travelport's Apollo and Worldspan Global Distribution Systems.

The move makes available all of the airline's fares along with industry-standard booking, ticketing, and functionality, with the airline flagging plans to add similar capability to Amadeus' GDS by the end of the year.

Previously, those using a GDS channel could only book or cancel a Southwest reservation.

Africa virtual safari

TRAVELLERS can now join Tourism Corporation Africa and Maasai Wanderings and Nasikia Camps on a virtual safari.

The live streaming is available via Instagram posts via @maasaiwanderings and @nasikiacamps.

ACCOMMODATION

WELCOME to Accommodation Updates, *Travel Daily's* Wed feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to accomupdates@traveldaily.com.au.



Skycity Adelaide has revealed it will call its new hotel set to open in late 2020 **Eos by Skycity**. The five-star hotel will offer 120 suites which stretch across 12 storeys. It will feature new restaurants, skybars, a wellness centre, and a pool deck. Guests will have access to in-room styling, post-flight treatments, personal training and an on-call mixologist for an in-room service.



Quest Apartment Hotels has this week opened its first property on the Gold Coast, **Quest Robina**. The \$32m property offers 80 serviced apartments, a gym, lap pool and conference facilities. The hotel is located within walking distance of CBUS Stadium precinct and next door to Robina Hospital.

shout out to...

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Hotel Metropole Monte-Carlo, Terrasse Suite Carré d'Or © MC_W.Pryce



Monaco 360 Virtual Reality © Monaco Government Tourist & Convention Authority



Hotel Hermitage, One Bedroom Suite Sea Terrace © Monte-Carlo Société des Bains de Mer

Monaco Misses You!

...and invites you to take a Virtual Famil

Monaco wants the travel industry to know just how much they are missed in the Principality by sending a simple message of affection: "Take care of yourself, we miss you!"

AND whilst overseas famils are on hold for now, the Monaco Tourist & Convention Authority makes sure you can keep dreaming and skilling up virtually, thanks to their 360° Virtual Reality tool.

Discover the all-new Hotel de Paris Monte-Carlo, Monaco's most iconic 5-star hotel, that recently started a new chapter after completing a

4-year multi-million dollar renovation program last year with additions and enhancements including the opening of the ultra-luxurious Prince Rainier III Suite and the opening of ÔMER, a new concept by Alain Ducasse.

Delve into the luxurious world of the 5-star Hotel Metropole Monte-Carlo, its recently revamped luxurious Carré d'Or Suite overlooking the Casino de Monte-Carlo, or explore 'Odyssey', the hotel's pool area designed by Karl Lagerfeld.

Outside of the hotels, there is a wealth of museums, beaches, parks and gardens to explore, including the Prince's Palace, the Oceanographic Museum and the famous Monte-Carlo Casino, with its diverse game

rooms and the Opera de Monte-Carlo.


To start your 360° Virtual Reality Journey to Monaco, visit: <http://monaco360.visitmonaco.com/>

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