

#LoveNSW

NOW'S THE TIME TO ❤️ NSW



While Australians can only dream of their next holiday
we're inspiring them with everything we love about NSW.

And when they're ready to travel again, you can help their dreams come true.

Thank you for your support.

[Click here](#) to receive all the latest industry news and information on travel in NSW.



visitnsw.com
Destination NSW

Today's issue of TD

Travel Daily today has six pages of news including our PUZZLES and a front cover from Destination NSW.

ATG restructures

THE APT Travel Group (ATG) has appointed Susan Haberle to the newly created role of General Manager Sales.

Harbele will head up a new ATG Customer Experience, Sales and Service team, which integrates the company's reservations call centre with its sales team across Australia and New Zealand.

The restructure has also opened up an opportunity for ATG National Sales Manager, Scott Ellis, to take on additional responsibilities including heading up the ATG Groups division as well as having oversight for the NZ sales team.

"I am delighted to announce that we will be doing something a little different by integrating the two teams to create a specific Customer Sales focused team," said ATG Chief Commercial Officer, Debra Fox.

"As part of our strong belief and commitment to continuous improvement this recent change ensures we remain best in industry, assisting our trade partners in any way we can."

More appointments on **page 6**.

CTM well placed

CORPORATE Travel Management (CTM) today announced an agreement with its bankers to waive all financial covenants for calendar year 2020, on a reduced £100m line of credit.

"We are pleased with the continued support of our banking group and the outcome that we have achieved," said MD Jamie Pherous, noting CTM has a net cash position of about A\$30m (net of client cash).

The revised banking terms and a low cash burn means CTM is "well placed to rebound once travel resumes," Pherous added.

TA goes live with recovery

TOURISM Australia has revealed plans to kick off a major tourism campaign, designed to keep the country's tourism sector front-of-mind when travel restrictions are eventually lifted.

The Live from Aus series of live-streamed activations will officially kick off during a special one-hour broadcast on Network Ten's *The Project* on Fri 15 May, and then over the ensuing weekend Tourism Australia will broadcast on the hour, every hour to a potential online digital and social media audience of over 13 million, highlighting various cultural, food and wildlife experiences around the country.

An impressive cast of local celebrities have also been recruited to head up the campaign push, which will include a dance party with The Wiggles, crocodile encounters with the outback wrangler Matt Wright and a special dinner party with celebrity chef Matt Moran.

Tourism Australia Managing Director Phillipa Harrison said the latest marketing push would help leverage the success of its With Love From Aus social media

campaign, which started rolling out early last month.

"Even though demand for travel is currently on hold and the timing of the recovery is still uncertain, it's important that we don't go quiet as a destination, while people can't travel right now, they can certainly dream and plan for those holidays to come," she said.

"Our marketing job right now is about keeping Australia front of mind for travellers by using this enforced period of self-isolation to engage with people in their living rooms, feed their escapism and inspire them to travel again once the restrictions start to lift.

"The brands that continue to engage with their audiences in a crisis are the ones that tend to recover the fastest," she added.

Tourism Minister Simon Birmingham welcomed the Tourism Australia initiative, citing the travel sector as a "crucial" pillar in rebuilding the country's dented economy.

"The international border controls and restrictions that have helped to keep Australians safe are sadly inflicting enormous pain on tourism businesses all over Australia," Birmingham said.

"Australians may not be able to travel across our wide brown land at present, but those who can should definitely be dreaming and planning to tick off some bucket list items when it's safe to do so," he added.

Cruise lines defer

SEVERAL cruise lines under the Carnival Corporation umbrella this morning announced the further extension of their global pause of voyages, with Princess, Seabourn and Holland America all cancelling cruises through to the end of the northern summer season.

Princess is cancelling voyages in Australia, Alaska, Europe, Japan, Taiwan, the Pacific and the Caribbean, while Holland America will not sail this year's summer voyages in Alaska, Europe and Canada/New England.

Seabourn Cruise Line's five ships will also not resume operations until Oct or Nov, with details of future cruise credit and rebooking options in today's **Cruise Weekly**.

Love NSW now!

DESTINATION NSW is inviting travel agents to receive all the latest industry news and information on travel in NSW, as part of a campaign to inspire travellers once COVID-19 lockdowns are lifted.

"And when they're ready to travel again, you can help their dreams come true," DNSW said - see the **cover page** for details.

NCLH raises \$2.2b

NORWEGIAN Cruise Line Holdings (NCLH) has successfully secured more than US\$2.2 billion in additional liquidity, after undertaking a series of capital markets transactions which were significantly oversubscribed.

The fund raising aimed to respond to the ongoing impacts of the COVID-19 pandemic and safeguard the cruise company against a "further downside scenario".

Once the transactions settle NCLH will have about US\$3.5 billion in liquidity, which positions it to withstand "well over 12 months of voyage suspensions".

"While this is not the company's base case expectation, the company has taken a swift and proactive approach to protect its future given the significant uncertainty and unknown duration of the COVID-19 global pandemic," NCLH said.

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



RCL Cares program

ROYAL Caribbean Cruises (RCL) has launched a new "RCL Cares" support program for Australian travel professionals, aiming to help them deal with the negative impact of the COVID-19 pandemic.

A variety of services and tools to support and educate travel consultants has been developed in partnership with the Australian Federation of Travel Agents, including educational materials, webinars, policy updates, wellbeing tips and tricks and messages from RCL leaders.

RCL Cares is housed within the company's online HomePort trade portal, with Royal Caribbean International Australia/NZ MD Gavin Smith saying "we want to do all we can to support those who have supported us".

The program first launched in the USA on 31 Mar and has since been adapted for the local market.

The program can be accessed by [CLICKING HERE](#).

ETG's first Alatus agent

EXCLUSIVE

EXPRESS Travel Group (ETG) has announced that business travel specialist Connections Group has joined its new Alatus Corporate agency network (**TD** 29 Apr).

Connections Group operates several brands including CT Connections, Executive Edge Travel and Totem Group, with ETG CEO Tom Manwaring saying to have the group join as a founding member of Alatus "is exciting and a great endorsement of our 'member for members' model".

Gary Reichenberg, Connections Group Director, said Alatus' value proposition offered a holistic approach to member agents, by assisting them to create more value differentiation.

"The partnership will focus on transcending digital divides while building tomorrow's technological advancements along with greater cost management.

"This will equip members to navigate uncharted territories supported by a guiding group of experts from the travel industry," Reichenberg said.

ETG said Alatus offered the opportunity for owners to align with a cooperative group focused on ensuring travel management companies stay relevant in the current environment.

As well as helping to navigate NDC, mid-office systems, OBTs, reporting suites, GDS contracts and ticketing, services such as HR and legal support are also covered by the group.

"The collaboration with Alatus Corporate propels Connections Group's efforts to capture value and long-term growth, focusing on making necessary investments to achieve the right level of impact and elevating service delivery," the company said.

See alatuscorporate.com.au.



Window Seat

THERE may not be any tourists left on the streets of Turkey during the global lockdown, but this absence has been filled with an unexpected interloper.

Reminiscent of the "fake news" return of dolphins to the canals of Venice, a large flock of sheep, numbering in the hundreds, was recently spotted strolling through the streets of the northern city of Samsun.

Turkey is home to millions of sheep but it is not yet known where the large group of bovidae originated from, potentially a negligent shepherd left quite sheepish by it all.

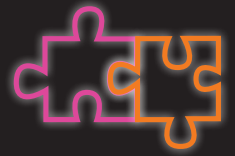
But for the bemused residents who witnessed the bizarre event it was, as you would imagine, far from a baaaaah humbug spectacle.

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.





The trans-Tasman bubble and post COVID-19 travel

OPINION

Dr Jeff Jarvis is
Director of the
Graduate Tourism
Program at
Melbourne's
Monash University.



Got an opinion
to share? Let us
know in up to 400 words via email to
feedback@traveldaily.com.au.

COVID-19 has been incredibly tough on the tourism industry, and a trans-Tasman travel bubble would be an excellent way to support the recovery phase.

Travel bubbles are a hot topic globally - parts of Europe (the Baltic States) are already opening up on 15 May.

Executed safely, travel between Australia and New Zealand would be a great way to boost both our tourism industries.

There is also a great opportunity to include Pacific destinations such as Fiji, as tourism is a key economic pillar for them.

Travel between New Zealand and Australia is commonplace already, with around 1.3 million Kiwis visiting Australia in 2019

and contributing more than \$2.6 billion to the economy.

Each NZ visitor spends just over \$2,000 in Australia.

New Zealand is a key market for Australia; in terms of visitor arrivals it is number two, just behind China and accounts for just under 13 million visitor nights.

Kiwis also have a very high awareness of tourism products in Australia.

For New Zealand, Australia is a key market and worth NZ\$2.4 billion - just on 1.5 million Aussies go there each year and they disperse widely, with 71% being self-drive visitors.

Interestingly 64% of NZ's international ski market comes

from Australia, with 24% of Australian arrivals in winter.

There's also the added benefit of people being able to see

their family and friends from whom they have been cut off.

Visiting friends and relatives is a key component of the market for NZ visitors in Australia.

Other segments Australia could consider opening up our borders for include 'high yield - long term' strategic int'l visitors such as int'l students and working holiday makers.

Both of these segments are

able to stay in Australia for up to and over a year.

The highest yielding international market into Victoria is education visitors, worth just

over \$4 billion to the state out of \$8.8 billion in 2019.

Each is also worth over \$20,000 and in total they account for 23.5 million nights.

They also stimulate a significant VFR (Visiting Friends and Relatives) market.

Research we previously conducted at Monash indicated that every Working Holiday Maker in Mildura spends just under \$4,000 in the local economy while based there.

Domestic travel is also hugely important and likely to be the first option available to Australians.

Before we open our international borders, I'd like to see our domestic sector open up.

I think we'll see intrastate travel allowed first, then interstate and then this trans-Tasman concept could work.

Our domestic tourism sector was worth \$80 billion in 2019 and it's a great way to get the economy kick-started.

If people can't travel overseas, they'll likely opt to travel interstate, further boosting the economic recovery.

“
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”

QR plots network recovery

QATAR Airway today announced the phased rebuilding of its international flight network, with plans to have services operating to 80 destinations by the end of next month.

Having maintained flights to as many ports as possible through the COVID-19 crisis, QR has been in a "unique position to closely monitor global passenger flows and booking trends," the carrier said, enabling it to confidently plot service resumptions.

QR will gradually reinstate suspended destinations and boost frequencies in line with the expected relaxation of entry restrictions around the world, according to CEO Akbar Al Baker.

He said the carrier would take advantage of its "diverse and

efficient fleet" to ensure the best fit for expected demand on each route, with the 80 destinations envisaged including 23 in Europe, four in the Americas, 20 in the Middle East/Africa and 33 in the Asia-Pacific region - including Sydney, Melbourne and Perth.

The rollout will also focus on connections with QR's global partner airlines, through hubs including London, Chicago, Dallas and Hong Kong.

Al Baker said while the situation remains hugely dynamic, expectations are that short haul travel will rebound first, with business between large global cities to pick up more gradually.

He also forecast a move towards visiting friends and relatives following months of lockdowns.

Love donuts?

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

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**

Travel Daily



Air NZ has charity covered



AIR New Zealand has announced it will be donating more than 8,000 in-flight blankets no longer required to several charities to keep vulnerable people warmer this winter.

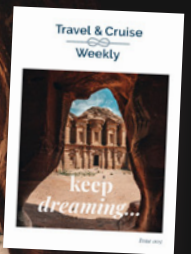
Organisations set to receive the blankets include the New Zealand Red Cross, Middlemore Foundation, VisionWest, Foster Hope and Kidz First Community Health Services, with Middlemore Foundation CEO Sandra Geange indicating the much needed donations will be distributed

as part of the Middlemore Foundation Send Help, Spread Hope appeal.

"The donation of the blankets by Air New Zealand is an incredible gesture at a time when it could not be more needed and welcomed," she said.

"We will get these blankets straight out to those who need them the most - the young, the elderly, those with underlying health conditions and those living in unsanitary living conditions," Geange added.

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



Disney income slide

THE Walt Disney Company estimates its operating income for the current quarter has been impacted by the COVID-19 pandemic to the tune of US\$1.4 billion, with approximately \$1 billion of that number resulting from the closure of its theme parks and cruise cancellations.

Income from continuing operations before income taxes for the quarter ending 28 Mar saw a whopping 85% decrease when compared to the corresponding period last year, dwindling to US\$1.06 billion from US\$7.24 billion.

The company reportedly plans to reopen Shanghai Disneyland on 11 May, the first theme park to relaunch since the crisis began.

QTIC polishes policy

THE Queensland Tourism Industry Council (QTIC) yesterday hosted a meeting with representatives from the tourism and hospitality industries to fill any gaps in the sector's public health policies.

The goal of the meeting was to demonstrate to the Queensland Government that the state's tourism sector is undertaking an industry-led approach to public health management in tourism through a suite of improved guidelines and practices.

QTIC said it was hopeful that the results of the meeting would help to accelerate the easing of travel restrictions in the state.

New health frontier

LOW-COST American carrier Frontier Airlines is offering passengers the chance to have more social distancing on flights for an extra fixed fee of US\$39.

The new More Room seat assignment offers travellers either a window or aisle seat with the middle seat left vacated.

Compulsory wearing of face masks is already in place, with only young children exempt from the strict health policy.



SUSTAINABILITY MATTERS

Today's Sustainability Matters is brought to you by Hurtigruten

When citizen science is more than just marketing.



As the cruise industry's sustainability efforts come under increasing scrutiny, it is crucial

that we offer transparent, authentic and robust programs that are genuinely engaging and interactive. It's my feeling that integrity will be a key differentiator for expedition cruise companies as travellers return to cruising.

At Hurtigruten, we know our Science Centres, Expedition Teams and onboard lectures are second to none. Our citizen science programs include collaborations with universities, PHD students, and research institutions.

A recent citizen science project with the University Centre in Svalbard (UNIS) is a great example. The project offered guests the opportunity to participate in real research as they helped UNIS scientists gather nearly five hundred scientific samples. UNIS' evaluation showed the project provided real value: UNIS secured practical assistance with their research, and the guests came away with a much greater understanding of climate science. The university concluded the project helped bridge the gap between science and ordinary people, while increasing knowledge and awareness of Svalbard's unique wilderness areas. A win for the university the environment, and our guests.

Damian Perry, Managing Director
Hurtigruten APAC



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Travel Daily

Funnies Flashback



WE'VE trawled through the **TD** Window Seat archives to give you blast from the past. Here's some gems from 14 Jul 2014:

THE American ultra-low-cost carrier Spirit Airlines has come up with a unique way to engage its disenchanted customers - get them to vent their spleens.

The carrier has launched the Hate Thousand Miles Giveaway in which it is encouraging its passengers to slam and criticise the carrier on all of its social media channels.

From an inventory of 1 billion Miles, it is giving away 8,000 to all passengers who dish out some public vitriol.

Spirit has launched a website - www.hatethousandmiles.com - for pax to air the dirty laundry and bad flying experiences.

Passengers can submit their gripes in 140 characters or less on the site to earn 8,000 Miles to use on a future Spirit flight, which the carrier's CEO says will give it a chance to redeem itself.

Pub quiz

1. In which country is Khmer the primary language?
2. The Henley Passport Index ranks the most 'powerful' passports in the world. Which is currently the most powerful?
3. Which two countries famously competed together in women's hockey at the 2018 Winter Olympics?
4. Which city was formerly known as Peking?
5. Which city has the most Michelin stars in the world at 230 starred restaurants and 308 total stars?
6. What well-known dance originated in Argentina and Uruguay?
7. Lemurs are native to what African island?
8. New Zealand is named for 'Zeeland'. In which country is 'Zeeland'?
9. Whose faces appear on Mount Rushmore in South Dakota?
10. 'Laced In' is an anagram for which country?

ANSWERS 06 MAY

Pub quiz: 1 Canada, 2 Dover, 3 Deutschland, 4 Greenwich, 5 Catalonia, 6 D) Burning Man in 2014 broke the Guinness World Record for largest gathering to play Dungeons and Dragons, 7 North Korea and North Macedonia, 8 Lesotho, 9 Dubai, UAE, 10 Stockholm, 11 Kyoto (key + owe + toe)

Unscramble: aping, gape, gaper, grape, GRAPEVINE, grip, gripe, nape, neap, neep, page, pager, pain, pair, pane, pang, pare, paring, pave, paving, pean, pear, peen, peer, peering, peeving, pier, pine, ping, pinger, prang, preen, prig, rape, rapine, reap, reaping, repave, repine, ripe, ripen, viper

Where in the world: Charlottetown, Nova Scotia, Canada

Where in the world?



EUROPE is full of beautiful old castles and fortifications.

We usually romanticise what it might be like to live in those times, because when you look at this tower, it doesn't seem to really have any windows, just some slots to shoot arrows through.

Do you know where it is?

Check tomorrow for the answer.

Africa word search

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

SEE if you can find these words. They are hidden horizontally, vertically and diagonally, forwards and backwards. This word search is themed around Africa

BUFFALO	NAIROBI
ELEPHANT	RHINOCEROS
GAZELLE	RWANDA
GIRAFFE	SAFARI
HIPPOPOTAMUS	SAVANNA
JOHANNESBURG	TANZANIA
LION	TRIBAL
LODGE	ZEBRA

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Dreaming of Deutschland



I'm dreaming

THE German National Tourist Board (GNTB) is expanding its successful #DiscoverGermanyFromHome campaign.

Since it went live on 16 Mar, the initiative has reached 9.6 million users via GNTB's channels, and generated more than a million interactions, including 94.4% positive reactions.

Aiming to maintain the "tomorrow" messaging with consumers during lockdown, the campaign hopes to provide inspiring and informative content, across GNTB's 30 social media channels.

The Board has also supplemented this with a "microsite", launched in mid-Apr, offering a virtual experience for different destinations in all 16 German states, such as Spotify playlists, an interactive map, quizzes and recipes.

The new three-minute film

which now complements the campaign showcases the diverse offerings of Germany.

GNTB is also expanding the microsite with a chatbot, with visitors to the site able to access the most current information on travel planning, tourism offers and more.

"The established appeal of our Destination Germany brand, combined with high flexibility in creating and implementing the campaign, as well as the multi-layered use of digital possibilities keeps the interest in the product alive, even in times of lockdown," said Chief Exec Petra Hedorfer.

"With inspiration and information, we maintain active customer dialogue and contacts in the international travel industry...we are creating the basis today for launching successful recovery programs in the future."

CLICK HERE to view the video.

More cruise canx

BLUE Lagoon Cruises and South Sea Cruises have both extended their suspension of services to the end of Jun.

The Fijian operators will review their ability to operate services from Jul at a later date, or in line with any changes to international border restrictions and/or airline schedules.

Radisson cleans up

RADISSON Hotel Group has launched the Radisson Safety Protocol, "a global commitment to cleanliness and hygiene".

Partnering with multinational SGS, the program aims to provide in-depth cleanliness and disinfection procedures, taking cues from SGS' inspection, verification, testing and certification.

The company has conducted a thorough review of all its health and safety processes, also developing additional protocols.

Airbnb lays off 25%

AIRBNB has announced it will be laying off a quarter of its 7,500-strong workforce.

Up to 25% of its staff will go as the company admits it has been "hit hard" by the COVID-19 pandemic.

The company said its roughly 1,900 laid off workers would receive 14 weeks salary.

Airbnb will also cover non-US employees' health insurance costs until the end of this year, and for the next 12 months for United States employees.

The company has raised an extra US\$2 billion and instituted cost-cutting measures.

Macao gaming slide

MACAO'S casino gaming revenue has plunged 97% year-on-year for Apr.

Just US\$94 million in gross revenues came in for the month, compared to US\$3 billion in Apr 2019.

APPOINTMENTS



WELCOME to Industry Appointments, *Travel Daily's* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

Marriott has named **Girish Talreja** as the opening General Manager of **Marriott Docklands Melbourne** ahead of its opening in Dec. Talreja was most recently Hotel Manager of Sheraton Grand Sydney Hyde Park.

Radisson Hotel Group has appointed **Nisha Menon** as its new General Counsel, Asia Pacific. She joins Radisson with almost 15 years of legal experience, with her most recent post being at medical company Parkway Pantai.

Dan Penner has taken on a new Senior Partnership & Product Manager role with **PLAY Travel**. He joins the company, which is a partnership with Afterpay, from his previous role with TripAdvisor.

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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