

Premier hails hotels

NSW Premier Gladys Berejiklian has commended the accommodation sector for the way it has assisted with the state's strict quarantine protocols.

Over 30 hotels in NSW have so far housed more than 13,000 returning international travellers in the service of quarantine arrangements introduced by the Federal Government in Mar to help contain COVID-19.

"Ensuring all returning travellers were quarantined for 14 days in hotels was a key decision that led to NSW flattening the curve," Berejiklian said.

The participating hotels have hosted 1,059 families to date, many with children, with 3,637 people still in quarantine.

"We know quarantine hasn't been easy for anyone involved, which is why I'd like to thank... hotels and their staff for adapting at short notice to help us manage this situation," Berejiklian added.

Virgin pauses refunds

VIRGIN Australia has paused issuing new travel credits and refunds while it awaits direction from its administrator.

The Guardian is reporting the move shields administrators, Deloitte Restructuring Services, from accruing new debts while they are in charge of the airline, as under insolvency law, they would be personally liable.

A spokesperson for the administrators told *Travel Daily* that since the appointment, it had been logging customer requests for refunds and credits while they work on a solution for affected customers.

"The administrators will be able to provide more certainty on arrangements for those customers in coming days," the spokesperson said, assuring that Virgin's customers are important now, and will be important under a new owner of the business.

Virgin Australia's social media accounts have been inundated with clients asking about refunds.

The carrier has responded to customers on Facebook, advising that although its business operations are continuing while it is in voluntary administration, it has temporarily paused issuing new travel credits and refunds while it waits for direction from the administrator.

Flight credits issued before administrators were appointed (*TD* 21 Apr) remain valid.

Last week administrators tasked investment banking companies Morgan Stanley and Houlihan Lokey with management the sale.

They also flagged a sale was "achievable" by Jun, indicating that eight interested parties had signed non-disclosure agreements and negotiations were continuing with a further 12 (*TD* 01 May).

Today's issue of TD

Travel Daily today has seven pages of news including our PUZZLES.

NCL partners first

NORWEGIAN Cruise Line (NCL) has launched its first Facebook group for Australian and New Zealand travel agents, providing access to the cruise line's latest news, promotions, training options and marketing collateral.

The group will also provide a forum for agents to ask questions and participate in competitions.

"Our Partners First Facebook group is one of many educational resources offered to travel partners, it's a place where they can connect with a like-minded community," said NCL Director of Sales ANZ Damian Borg.

"It is more important than ever to support and communicate with our valued travel partners".

Request to join the group [HERE](#).

NEW
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Read about incredible animal encounters in Canada

Inspire your clients' next trip – send them the Autumn edition of *Travel & Cruise Weekly*

Travel & Cruise Weekly

CMV suspends again

CRUISE & Maritime
Voyages (CMV) is extending its suspension of services globally from 25 May until 30 Jun in response to the ongoing COVID-19 pandemic.

CMV has also updated its Peace of Mind booking guarantee for sailings departing up to 31 Aug, allowing passengers with existing fully-paid bookings to transfer without charge, up to seven days prior to departure, to any 2020, 2021 or 2022 sailing, as well as receive up to 125% in Future Cruise Credit.

In a statement issued this morning, CMV Australia MD Dean Brazier thanked travel agents for their "tremendous support and understanding throughout this period".

FC sells off St Kilda office

FLIGHT Centre Travel Group has agreed to sell its Victorian office in St Kilda to Shakespeare Property Group for \$62.15m.

The travel company had previously hinted it would seek to offload the property in order to free up cash during the challenging COVID-19 shutdown period (**TD** 30 Mar), and the sale will provide a much needed boost to its liquidity.

Reports today have also suggested Flight Centre will lease back 75% of the premises to

continue operations at the site.

The company made close to a 100% capital gain on the sale, having purchased the 7,506m² building back in 2008 for \$32 million.

Earlier this week, Flight Centre said it was making "significant progress" in reducing its cost base (**TD** 04 May), and indicated that despite the challenging conditions, it was seeing a slight uptick in forward bookings to destinations such as China as restrictions in the country continues to ease.

The sale of the Melbourne property is expected to be formally completed in Jul.

WA new virtual hub

TOURISM Western Australia has launched a new virtual hub aimed at showing travellers the beauty of the state in preparation for domestic travel.

The online immersive tours feature swims with the whale sharks at Ningaloo, listening to indigenous storytelling, or taking in a beautiful sunset in Broome.

Access the state's new suite of exciting adventures **HERE**.

2020 to drop 80%?

INTERNATIONAL travel could plummet by as much as 80% over the course of 2020 as a result of the COVID-19 pandemic, the UN World Tourism Organization (UNWTO) has warned.

New data released overnight revealed a 22% drop in overseas travel in the first quarter alone, while Mar saw 67 million fewer international tourists making trips than during the prior corresponding period.

The UNWTO also noted that the timing of gradual opening borders and easing of restrictions would be critical to reviving the sector in the months ahead.

The organisation has predicted that Asia and the Pacific region would be the first to recover, with evidence from previous crises suggesting leisure travel will rebound quicker than corporate.

Noosa waives fees

TOURISM Noosa has announced it is waving annual membership fees until the end of the 2020/21 financial year in a bid to ease the economic burden on local tourism businesses.

"The tourism industry in particular has been hugely affected by the COVID-19 restrictions and in a region like Noosa that relies heavily on tourism, businesses are doing it tough," said Tourism Noosa CEO Melanie Anderson.

Membership packages include: participation in strategic marketing decisions, invitations to networking events, and regular information updates.

For more information about memberships, **CLICK HERE**.

AC temp checks

PASSENGERS boarding Air Canada services will undergo mandatory pre-flight temperature checks as part of the airline's "enhanced aircraft grooming", to reduce the risk of exposure to COVID-19.

The move, which is part of the Air Canada CleanCare+ program aimed at ensuring the safety and well-being for customers and staff, will be active from 15 May - for more info, **CLICK HERE**.

MEANWHILE, the Canadian carrier has also released a "sneak peek" of the improvements made to its loyalty program, Aeroplan, which are set to be rolled out later this year.

As part of the upgrade, members will be able to use Aeroplan Miles to bid for upgrades and purchase miles for themselves, or gift them to other Aeroplan members.

CLICK HERE for further details on the changes to the program.

Indo trade boost

AUSTRALIA'S tourism sector is likely to benefit from the Indonesia-Australia Comprehensive Economic Partnership Agreement, which comes into force from 05 Jul.

Through the deal, Australian service providers in tourism will have improved access to the Indonesian market, with its population of more than 250 million people.



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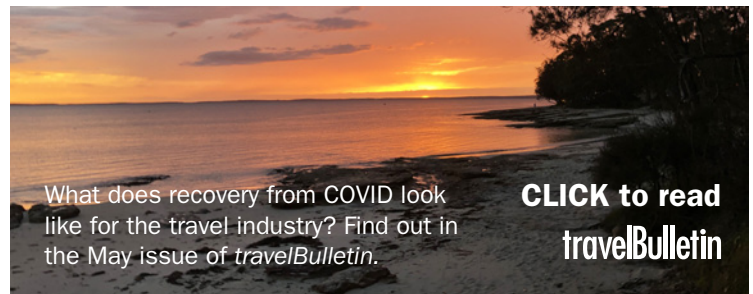


Keep dreaming of Western Australia

A message from Tourism WA

CLICK

Tourism
WESTERN AUSTRALIA



ACI forecasts further falls

NEW modelling released by Airports Council International (ACI) indicates there will be a global reduction in air traffic of more than 4.6 billion pax for the full year 2020 due to COVID-19.

The same report also suggests the sharp drop in air demand would result in an estimated US\$97b decline in global airport revenue during the same period.

ACI believes the grim forecast is further evidence that airports around the world need government funding assistance in order to preserve essential operations and protect the millions of people employed in aviation hubs globally.

"The impact of the COVID-19 pandemic on airports, the wider aviation ecosystem, and the global economy continues to worsen and represents an existential threat to the industry unless governments can provide

appropriate relief and assistance," ACI World Director General Angela Gittens said.

MEANWHILE the Dean of the University of Washington's School of Public Health, Hilary Godwin, has warned that airports and airlines around the world must implement a range of enhanced health measures in the wake of the COVID-19 pandemic.

The revised protocols proposed by Godwin include the wearing of masks and gloves by all staff, in-flight seating configured so as to space people further apart, and redesigning terminals to prevent large crowds from clustering in one area such as restaurants, boarding areas and security lines.

"Each of the strategies discussed here comes with inherent limitations...but combining them together creates a net that will help to reduce overall risk to the millions of individuals," she said.

WA inspires travel

THE Kalgoorlie-Boulder and Goldfields regions in Western Australia have teamed up to launch a new domestic tourism campaign, designed to "inspire people to travel to the region when the time is right".

The thrust of the marketing push, a collaboration between Australia's Golden Outback and the Eastern Goldfields Historical Society, revolves around a newly created eight-minute documentary following Stirling resident Toni Barnett tracing her family history in the region.

"We could never have predicted the COVID-19 pandemic, but even in these uncertain times, especially for tourism, we feel this documentary will help entertain and inspire people," said Managing Director of Wanderlust Communications Amy Gough.

The campaign will be supported by digital and social activations. View the documentary [HERE](#).



Window Seat

FOR all of those readers of *Travel Daily* who are sick and tired of lockdown and are already dreaming of exchanging their houses for a luxury hotel room sometime soon, spare a thought for the residents of this pokey little joint in Sydney.

The small Surry Hills unit comes equipped with modern amenities, including a shower & toilet located in the kitchen!

The glass walls do little in the way of privacy, prompting one Twitter user to ask: "Why wouldn't they at least frost the glass?" - why indeed?



We can't wait TO WELCOME YOU ON BOARD AGAIN

Just like you, we're dreaming of seeing new shorelines on the horizon. Experiencing new cultures and savouring new flavors. Meeting people far and wide and realizing we aren't so different after all. And the moment these dreams can become reality, we'll be ready to welcome you back. Until then, the world is changing, and we're changing with it. We're taking every step to ensure you and our crew stay healthy and safe when we set sail. That's our top priority—so that enjoying your holiday can be yours.

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CORPORATE UPDATE

Egencia lends a hand

EXPEDIA Group's corporate travel division Egencia has launched the Helping Healthcare travel program, a service aimed at assisting global healthcare providers secure hotels for employees who are travelling to COVID-19 impacted areas.

The program provides healthcare workers the opportunity to access savings of up to 30% on hotel accommodation, as well as three months of free travel management services.

"We are deeply grateful to healthcare professionals all over the world who are working to keep our communities safe," said Expedia Business Services President Ariane Gorin.

"Healthcare providers need

their staff to be able to easily find affordable rooms near their workplace, and at Egencia we've purpose-built a program to do just that.

"It's fantastic to see so many hotel partners unite to support healthcare professionals all over the world through this and other programs designed with health and safety as touchstones," Gorin added.

Further benefits of the Helping Healthcare program include a 90-day Egencia booking fee waiver, an accelerated onboarding experience, ongoing travel disruption notifications, as well as full access to Egencia's reporting capabilities.

To sign up for the program, [CLICK HERE](#).

Platinum new agent series



PLATINUM Travel Corporation is running a series for travel agents during the COVID-19 pandemic.

Covering topics such as the cruise industry, fee structures and travel insurance, agents are invited to submit their own questions also.

The series is hosted by Platinum Travel's Director Andy Buerckner (pictured).

"Success in this industry has always been driven by both innovation and by those who are willing to ask the hard questions," Buerckner said.

Keep tabs on Platinum's YouTube channel [HERE](#).

Masterclass sessions

CORPORATE Travel Community (CTC) will be running the next chapter in its Masterclass Series on Wed 13 May at 1pm AEST.

The webinar will bring together leading corporate travel buyers to discuss important issues facing the corporate travel sector, including what business travel programs will look like in the second half of 2020 and how they can deal with the mental wellbeing of travellers during the COVID-19 pandemic.

Register for your spot to attend the webinar series by [CLICKING HERE](#).

INDUSTRY SURVIVE & REVIVE SESSIONS

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CORPORATE CHATTER

with David Goldman

A word on wellness

THERE is no shortage of talk around wellness in the consumer travel trade - but what about in the corporate travel space?

While many companies are striving to better understand and manage their employees' mental health, when it comes to doing so for a corporate travelling workforce, the challenges are more complex.

Building a happy, resilient, productive business travel culture goes beyond securing hotel upgrades, preferred airline seats and lounge access. It's important for companies to empower travelling employees and be vigilant when tracking their mental and physical health - especially those who may feel isolated or disconnected when away from home.

Tech companies have been early adopters of the wellness imperative, and it is great to see the corporate

travel sector follow suit. Plenty of companies offer on-site yoga, subsidise gym memberships or allow flexible working hours, and companies such as Headspace have been able to lure corporate clients to use their guided meditation app with great

success. Here at Goldman, we issue each employee with a \$250 wellness voucher to be used towards gym memberships or health improvement sessions.

To have your employees feel comfortable discussing their physical and mental wellbeing and asking for support will take a significant cultural shift, and there's still work to be done.

To genuinely prioritise wellness,

innovative employers are experimenting with pop-up medical or mental health clinics, nutrition and stress-management seminars, purpose-built wellness apps with features like hotel room workouts, life coaching, group health challenges, telephone counselling, and medical services.

Research suggests investing in wellness at work leads to higher morale, improved retention, lower costs and

increased productivity, and I don't know many companies that wouldn't like that.

I would love to hear about your approach - including what's worked, and what hasn't.

Please send your comments via email to david@goldmantravel.com.au.

“Research suggests investing in wellness at work leads to higher morale, improved retention, lower costs, and increased productivity, and I don't know many companies that wouldn't like that”



David Goldman is the joint Managing Director of Goldman Travel Corporation, a third-generation travel management company and a part of the Virtuoso network.

Friday 8th May 2020

Donut entries flooding in

TRAVEL Daily has been inundated with an amazing array of inventive donut ditties, songs and poems.

This page includes just some of the creativity of the travel industry.

Entrants have the next month to send through their submissions to the competition, with the best each week read out on the **Travel Daily** podcast, *News on the Fly*,

while the best poem overall will win themselves a box of tasty donut treats on International Donut Day, held on 05 Jun.

To be in with a chance of donut glory, send your entries to donuts@traveldaily.com.au.

My favourite treat is something sweet,
With many sprinkles, no lines or wrinkles and glossy overall.

To show my love of Donut Day, I'd eat mine and I'd eat yours.

Oh, sweet donuts you're never a bore – you're the only one I adore!

BUT I need to keep up bells, burpees and bops, so I don't grow those muffin tops!

Celeste Janina, MTA Travel

"I donut want to give you up,
Do-nut want to let you down,
Never gonna stop selling travel,
never gonna dessert you"

Sinead Allison, Weston Cruise & Travel

Ring the bells and sound the horns
5th of June is the day I was born
Corona may have us grounded for now
Stronger together we'll rise again and how!
Travel daily sending donut treats.
Would make my special day so so sweet

Lisa Borowick, Goldman Travel Group

There once was a girl named Sam,
Who ate nothing but donuts with jam.
She tested so many,
In her bigger and bigger belly,
That she now weighs more kilograms.

Tanya Whitehurst, TravelManagers

Donut you wish you were as round as me?
Donut you wish you were as sweet as me?
Well, donut you?

Donut you wish you were as yummy as me?
Donut you wish you were as good as could be?
Well, donut you?

Anneliese Pigott, Royal Caribbean International

There once was a cake who was not like the others,
He was not whole like all his brothers
His centre was hollow, he did not look the same.
His brothers teased him and used it as a game.
But this special cake liked to be unique, he knew he has that special streak.
For a donut is the best kind of cake
Enjoyed by all, make no mistake.

Daniela Chiro, RoundAbout Travel

In planning for my Fiji time
A yellow Donut that was mine
Caught a plane across the sea
Then got filled with air by me

Ben is crew with Captain Cook
He tried to make a brand new look

Thought he was the Donut Guru
And wore my donut as a sulu

Anne Foster, Helloworld Travel Cooma



Donuts are the best

I'd eat donuts every day
Best you don't pass me the tray
Probably shouldn't...but what a treat!
Eat so much, eat them 8 days a week!!!

Black coffee and a choc ring or two
Really...don't mind if I do!
I am subdued. I have no might.
These tasty treats are my Kryptonite!

If they're glazed, I'm dazed.
If they're jam, they'll be slammed.
If they're cronuts I'm gonna go nuts!

If they're chocolate that's hot!
LIT!!!

I should be working
Instead I'm swerving
Into the donut shop
T'grab a dozen piping hot!

My patience now subsiding
Involuntarily my hand is sliding
Deep into a donut hole
In my gob and that's a GOAL!!

Happier than a pup with tails
Pig in mud or winning snail!
Must admit my heads a mess
I think Donuts are the best!

Ed Tabanar, FBI Travel

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



shout out to...

THIS week is our last shout out. It's been wonderful reading all the submissions and the way that

agents and suppliers have both gone above and beyond to support each other during this trying time. A big thanks needs to go to Quark Expeditions also, for their generous support of this feature. Having the thanks and recognition of your colleagues is wonderful, but so is being rewarded for your hard work and Quark Expeditions has provided \$50 gift cards to all those who have been nominated, as well as those who nominated them.



SUSAN Payard from Helloworld Travel Ayr has nominated Sylvia Lawrence from SevenOceans Cruising. Susan says:

"I'd like to nominate Sylvia Lawrence from SevenOceans.

This lady is amazing, nothing is too much trouble for her to address and her customer service is outstanding.

Currently working from home under the most difficult of conditions and still everyday finding solutions and answering the never ending questions from her agents...she's the best!"

Whose flag is this?



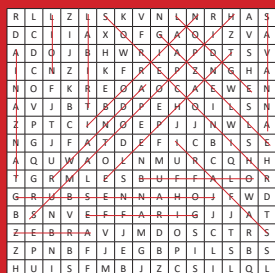
WE ASSUMED that the interesting flags with different shapes and symbols might make things tricky to guess, but we've discovered that more simple flags are equally tricky.

This flag is almost identical to another, although one country would argue that their ensign's colours are more specific shades. Do you know whose flag it is? Check Monday for the answer.

ANSWERS 07 MAY

Pub quiz: 1 Cambodia, 2 Japan, 3 North and South Korea, 4 Beijing, 5 Tokyo, 6 The Tango, 7 Madagascar, 8 The Netherlands, 9 George Washington, Abraham Lincoln, Thomas Jefferson and Theodore Roosevelt, 10 Iceland

Where in the world: Korcula, Croatia



Sudoku

FIENDISH

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.

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

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

Pub quiz

1. What is the tallest mountain in Africa?
2. Which country has the lowest population density (fewest people per square metre) in the world?
3. What is the only country in the world in which Komodo dragons live in the wild?
4. 30 December 2011 never officially happened in Samoa. Why?
5. The Whanganui River was officially recognised in 2017 as a legal person. Which country is the Whanganui River in?
6. Which South American capital translates in English to 'fair winds'?
7. What is the only major city located on two continents?
8. True or False: The Terracotta Warriors are not in fact made from terracotta.
9. A 'magnum' contains 1,500mL of wine or champagne, double that of a regular bottle. How many mL are in a Nebuchadnezzar?
10. 'Bare Bins' is an anagram for which city?
11. What US state does this collection of pictures spell out?



+



+



+



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

Check out our daily puzzle page.



Airbus virus detection solution



AIRBUS is working with neurotechnology company Koniku to adapt a biotechnology solution which tracks and locates chemicals and explosives to identify biological hazards.

In light of the COVID-19 crisis, the aircraft manufacturer has expanded its research activities to include biological hazard detection.

The solution under research uses genetically engineered odorant receptors that produce an alarm signal when they come into contact with the molecular

compounds of the hazard or threat that they have been programmed to detect.

In-situ testing is planned for Q4 2020, with hopes the solution will contribute to the continuous improvement of security in the air transport ecosystem, increase operational efficiency and improve passenger experience.

Pictured: an aircraft cabin with biotechnology solutions for aviation security operations.

ACCC eyes Qantas

AUSTRALIAN Consumer and Competition Commissions (ACCC) Chairman Rod Sims has indicated the industry watchdog would be keeping a close eye on Qantas to ensure a relaunched Virgin Australia has every chance of remaining competitive.

Sims said it was important that any player isn't "killed at birth" through tactics such as predatory pricing when the travel restrictions are lifted in Australia.

EEAA calls time

THE Exhibition and Event Association of Australasia (EEAA) is calling for the State and Federal Government to distinguish exhibitions and business events from mass gatherings to speed up a restart date for domestic events in the Australian market.

EEAA Chief Executive Claudia Sagripanti highlighted that the business events industry could operate under a controlled set of bio-safe principles and capable of implementing measures to comply with hygiene and physical distancing requirements.

Rail with confidence

JOURNEY Beyond Rail Expeditions (JBRE) has released a partial 2021 season, accompanied by a new suite of flexible booking conditions.

Under the new booking terms, guests will be able to change their date of travel at no cost up to 14 days before their scheduled departure for everyday fares.

The deposit amount required has also been reduced and the 2021 prices will remain the same as the 2020 prices.

"We know people are keen to travel and have had a significant number of people registering their interest in our partial season release," JBRE's Chief Commercial Officer, Peter Egglestone said.

For more information on the new program, **CLICK HERE**.

Vale hotelier Gill

HOTEL General Manager and Australian national John Gill passed away last week after being hospitalised from COVID-19.

Gill had worked in Thailand's hotel industry for more than three decades, most recently as GM of Manathai Resort on Khao Lak beach.

Israel beams appeal

THE Israel Ministry of Tourism has teamed up with culinary, fitness and entertainment experts to help inspire future travel to the destination in its #InspiredByIsrael program.

The initiative will see a series of at-home experiences streamed to the destination's Facebook (**CLICK HERE**) & Instagram (**CLICK HERE**).

TRAVEL SPECIALS

WELCOME to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to specials@traveldaily.com.au

Sage Hotel Adelaide has launched a Work & Work Out day package for execs looking to use hotel rooms as an office. A 9am-5pm day is priced at \$70, with the option to stay an extra night for \$30. Call (08) 8223 2800.

Savings of 15% plus a free one-night stay are available on **Adventure Canada's** 11-night Newfoundland Circumnavigation itinerary. Trips must be booked by 31 Oct for travel on 30 Sep 2021, with fares starting at \$US5,945ppts (A\$9,149). Relaxed bookings available until 30 Jun - **CLICK HERE**.

Rydges and **QT Hotels** in New Zealand are offering hotel rooms which can be used as private, socially distanced workspaces, equipped with high speed wi-fi, fully stocked mini-bars and complimentary coffee and tea. Long-stay seven-, 14- or 21-day overnight stay options are also on offer, for more details from Rydges **CLICK HERE** and from QT, **CLICK HERE**.

Two Sun Siyam Resorts hotels, the **Sun Aqua Vilu Reef** and **Sun Aqua Iru Veli** are available for private hire, as soon as restrictions are lifted. 15-night stays for up to 50 guests are priced under \$1,000,000. For more, email shanyz.zihunee@sunaqua.com.

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



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