

new season, new horizons

I T ' S T I M E



THE GHAN



INDIAN PACIFIC

## 2021 PARTIAL SEASON RELEASE - NOW OPEN!

Booking an adventure on The Ghan or Indian Pacific should be a time of excitement and anticipation. We can appreciate however, that in this current climate, some of your clients might be wary of committing to their next adventure.

That's why we've partially released our 2021 season with new booking conditions to offer your clients greater peace of mind and flexibility.

As we all look towards brighter horizons and wait for the skies to clear, please rest assured that our team is still here to support you and to help your clients reconnect with their travel dreams.



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JOURNEY BEYOND



## Air NZ eyes takeoff

AIR New Zealand has revealed it will throttle up domestic operations to 20% of its “usual” capacity once the country moves to Alert Level 2.

Destinations earmarked for a return during the phase include Queenstown, Invercargill and Blenheim in the South Island, and Rotorua, Gisborne, Palmerston North, New Plymouth, Hamilton, and Kerikeri in the north.

The carrier’s Chief Executive Officer Greg Foran said that while it was crucial to resume air services as soon as possible to propel New Zealand’s economic recovery, it would likely be a very challenging period ahead.

“The ramp up to higher frequencies will be a slow journey and even when we come out of Alert Level 1, all of our domestic destinations will see fewer flights and reduced frequencies,” Foran conceded.

Air NZ is requesting customers with bookings who don’t intend to travel to cancel and receive a credit to free up seats for others.

The NZ Govt is expected to make a call on whether to relax restrictions to Alert Level 2 today.

## Door open for Jul travel

TRAVEL industry bodies have welcomed the National Cabinet’s three-step strategy to navigate the country out of COVID-19 lockdown (**TD** breaking news Fri), but cautioned more work will be needed.

The strategy opened the door for the resumption of interstate travel by Jul, however each state and territory will decide on their own specific timelines regarding increased travel flexibility (more on **page two**).

Stage one of the national plan advocates for intrastate travel to take place “in the coming weeks”, with “some” interstate travel encouraged from stage two of the road map at the earliest, likely to take place at some stage in Jun.

Council of Australian Tour Operators MD Brett Jardine said opening of domestic borders would pave the way for international travel and tourism recovery, but acknowledged there was still a long way to go.

“With a successful relaunch of domestic travel, we will continue to work with CATO members in preparing for what post-COVID

international travel may look like,” Jardine said.

“We will need to carefully consider operational procedures across all aspects of the global travel ecosystem.

Australian Federation of Travel Agents Chief Executive Jayson Westbury has called for the travel sector to be at the core of a “runway to recovery”.

“With travel of substance not potentially recognised until states and territories get to step three, we need to make sure that things get moving as quickly as possible,” he said.

Meanwhile, leaders from the Tourism Restart Taskforce (**TD** 29 Apr) have called for State and Territory Governments to work with industry to bring forward the timeframes and review some of the proposed restrictions.

Taskforce Chair Jeremy Johnson highlighted stages one and two would make it economically unviable for most hospitality businesses to open and encouraged leaders to reconsider their position on state border restrictions.

## It’s time to plan ‘21

JOURNEY Beyond has released partial 2021 seasons for The Ghan and the Indian Pacific, along with new booking offers designed to provide clients with greater peace of mind and flexibility - see the **cover page**.

## Today’s issue of TD

*Travel Daily* today has six pages of news including our PUZZLES and a front cover from *Journey Beyond*.

## AFTA progress

THE Australian Federation of Travel Agents (AFTA) is continuing its campaign to support travel agents, and is advocating at a political and regulatory level, and working to boost consumer and mainstream media awareness.

Last week the federation’s primary focus was on making sure agents and the public understand why cancellation fees are necessary, in addition to formally communicating with all State Consumer Affairs Ministers as part of The Facts on Refunds campaign (**TD** 05 May).

## Armstrong in Syd

THE Travel Corporation has confirmed Adam Armstrong will commence his new role of Contiki Holidays Global CEO on 22 Jun and initially be based in the Sydney office.

It was announced in Feb that Armstrong would relocate to Switzerland “later this year” to take up the role, stepping down as Silversea Cruises MD Australasia (**TD** 07 Feb).

Silversea revealed last week (**TD** 04 May) Qatar Airways Country Manager Adam Radwanski would take over the MD role from Armstrong effective from 01 Jun.

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## Keep dreaming of Western Australia

A message from Tourism WA

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Tourism WESTERN AUSTRALIA

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

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## Disney reopening

**DISNEY** Springs in Orlando has announced it will begin a phased reopening on 20 May with limited capacity, parking and operating hours.

The initial phase will see the resumption of a limited number of shopping & dining experiences owned by third parties.

The announcement came after Disney issued a wider update on reopening strategies on Fri.

The company did not announce reopening dates for other locations, but indicated it would limit capacity and encourage social distancing in an effort to slow the spread of COVID-19.

"Upon reopening, theme parks, Disney Resort hotels, restaurants, attractions, experiences and other offerings may be modified and will be limited in capacity and subject to limited availability or closure, based on direction from health experts and government officials to promote physical distancing," Disney said.

## States map a travel plan

**STATE** and Territory leaders have flagged their roadmaps for a return to travel following the National Cabinet on Fri (**TD** breaking news Fri).

South Australia is urging residents to return to regional travel, caravanning and camping from today, provided they adhere to gatherings of no more than 10 people and social distancing and density requirements.

The SA Govt also indicated it would assess interstate travel no sooner than 08 Jul.

Tasmania is allowing visits to national parks and reserves within 30km of residents' homes for exercise, with camping, overnight boating and shacks to open from 15 Jun.

Western Australia will ease up its travel restrictions from next Mon, bringing the number of current borders within the state from 13 to four.

This will see travel permitted

within the Mid-West, Gascoyne and Pilbara; the Esperance-Goldfields region; and within the Kimberley.

WA Premier Mark McGowan noted state borders are expected to be the final restriction lifted.

Queenslanders will get more freedom from Fri, when they will be able to travel up to 150km within their region or up to 500km for those in the outback - but only for a day trip.

This will be followed by allowing holiday travel within regions on 12 Jun and a review of border restrictions from 10 Jul.

The NT remains cautious about committing to any opening of the interstate borders, but indicated all travel within the territory would be operational by 05 Jun.

NSW Premier Gladys Berejiklian said it was too early for the state to allow for regional holidays, while Victorians are still being urged to stay at home.

## Viking extends

**VIKING** is encouraging travellers to plan with confidence, extending its risk-free guarantee (**TD** 13 Mar) until 29 May.


Guests are able to change or postpone their cruise up to 24 hours before departure, with the policy applicable to any reservation made before 29 May.

The cruise line will provide a future cruise voucher for the full value of the amount paid, valid for 24 months.

The company has also launched a new interactive and customisable digital catalogue called Journeys Worth Planning.

Available now for travel agents to personalise at Viking's Marketing Centre, the catalogue aims to encourage travellers to consider turning travel dreams into future journeys.


The e-catalogue includes a selection of destination insights as well as new and popular itineraries departing from 2021 to 2023 - **CLICK HERE**.



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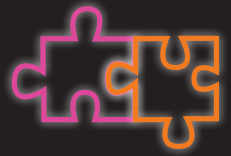
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Abu Dhabi 



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Travel Daily

## BA, QR receive ACCC tick

**QATAR Airways** and **British Airways** have been granted a five year approval for coordination of services on routes between Australia and the UK/Europe by the Australian Competition and Consumer Commission (ACCC).

The carriers applied for authorisation earlier this year, seeking the ability to coordinate routes from Adelaide, Canberra, Melbourne and Perth and

through to ports including London, Manchester and Edinburgh in the UK.

BA and QR already have an existing Joint Business Agreement (JBA) covering their respective routes between the UK and Qatar and on more than 80 routes behind and beyond each of London and Doha.

The JBA has been gradually implemented in stages, initially covering routes into Asia and Africa and now into Australia under this proposal.

The carriers identified a range of competitors likely to constrain their operations on the UK/Europe route, including QF/EK, SQ, CZ, VA/VS and VA/EY, noting that the proposed routes are "highly contestable".

After seeking input from major competitors, suppliers, customers, industry groups, airports, governments and regulatory bodies, no submissions were received by the ACCC.

A draft determination proposing to grant authorisation for five years was issued on 26 Mar, with the decision confirmed on Fri.

The ACCC said the proposed conduct was unlikely to result in public detriments in the form of unilateral or coordinated effects, given the strength of competitors on relevant routes.

The decision to approve the pact comes into force on 29 May 2020 for a five year period.

## Counsellors award

**TRAVEL Counsellors** has been honoured with a Queen's Award for Enterprise in International Trade, in recognition of its growth in international markets.

It's the second time the group has received the accolade, which was also awarded to Travel Counsellors six years ago (**TD** 02 Sep 2014).

Travel Counsellors MD Australia Kaylene Shuttlewood noted that 20% of the company's business was now generated outside the UK, with the award a testament to the "hard work, passion and dedication colleagues and business owners across the business have demonstrated over the last 12 months".

The Queen's Awards this year went to 128 British companies which had demonstrated outstanding achievement in the international trade category, with all winners personally approved by the UK Royal Family.

## Expedia advertising options expand

**EXPEDIA'S** holiday home rental websites Stayz, HomeAway and VRBO have been added to the Expedia Group Media Solutions portfolio, giving advertisers new opportunities to "reach, engage and influence travel audiences around the globe".

The platforms are already part of Expedia but until now have not offered advertising via the Expedia Media Solutions service.

## Oceania on sale

**OCEANIA Cruises** has today launched an "ultimate sale" offering major price reductions on more than 400 voyages departing in 2020, 2021 or 2022.

Fares start at \$2,220 per guest for inside staterooms, with the offering including several specialty cruises hosted by luminaries such as Oceania CEO Bob Binder or celebrity chef Jacques Pepin.

More info on 1300 355 200.

## Bench for kids

**BENCH Africa** is continuing its ongoing support for the COVID-19 impacted industry with the launch of a downloadable pack of activities and learning opportunities for children.

Dubbed "Bench Africa Home's Cool," a new pack will be released on a weekly basis for children of all ages, with GM Cameron Neill saying that having to balance work with entertaining his own young child at home has "required every trick in the book".

The first downloadable pack is available by **CLICKING HERE**.

## Cebu's clean slate

**PHILIPPINE** airline Cebu Pacific has announced a raft of new sanitation protocols in a bid to resume commercial flights as soon as possible following a two-month suspension.

The new suite of health regulations include rapid antibody tests for all pilots and crew before being assigned to flights, the mandatory wearing of personal protective equipment by all staff at all times, and more intense disinfection of all of its facilities.

Cebu Pacific has flagged plans to restart initially with a limited number of domestic flights.

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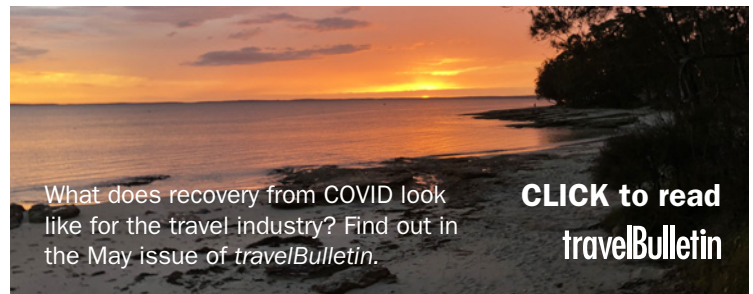
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What does recovery from COVID look like for the travel industry? Find out in the May issue of *travelBulletin*.

**CLICK to read**  
**travelBulletin**

## Shangri-La loves Sydney



**SYDNEY'S** Shangri-La Hotel has been beaming a message of hope in these COVID-19 times, with the property's exterior (**pictured**) configured to spell out "LOVE SYD" across the iconic harbour.

GM Philippe Kronberg said the Shangri-La team had brainstormed ways to send a message of care and solidarity.

"We thought our unique location on the harbour was an ideal way to do so," he said, with the hotel's engineering team selecting 104 rooms and suites across 36 levels to create the tribute, using environmentally friendly LED bulbs.

A timelapse video showing the illumination is also online at [traveldaily.com.au/videos](http://traveldaily.com.au/videos).

## Aurora class action

**A STATEMENT** of claim against Aurora Expeditions confirms the imminent launch of legal action relating to the recent *Greg Mortimer* voyage on which the majority of passengers ended up with COVID-19 infections.

Lead plaintiff Antony Philip is being represented by law firm Arnold Thomas and Becker, which said it expects to file documents in the Supreme Court of Victoria later this week.

The ship was the last vessel to set sail from Ushuaia for Antarctica on 15 Mar, just before Argentina closed its borders.

## Virgin Hotels kicked out of SFO?

**VIRGIN** Hotels has filed a lawsuit against the owner of its property in San Francisco, seeking to overturn a decision to "prematurely and unlawfully terminate our 20-year hotel management agreement".

Virgin Hotels San Francisco opened less than a year ago, and while operations are currently suspended due to COVID-19, the company continues to manage the property and is planning for its reopening when public health authorities say it's safe.

CEO Raul Leal said Virgin Hotels had "gone to great lengths" to support the hotel's owner, Jay Singh, despite numerous starts and stops to the project, and was hopeful of reaching a resolution that serves the best interests of both parties.

The lawsuit claims Singh is "attempting to seize upon the disruption created within the hotel industry by the current COVID-19 pandemic as an opportunity to prematurely and wrongfully terminate the hotel management agreement upon manufactured and false grounds".

Virgin Hotels San Francisco opened early last year, with other properties in the group in Chicago and Dallas and planned openings in New York, Nashville and Miami.

## UK quarantine plan

**NEW** COVID-19 measures to be imposed by the UK government will include a mandatory 14-day self-quarantine for international arrivals into the country.

British Prime Minister Boris Johnson confirmed the move overnight as part of a roadmap for lessening coronavirus restrictions, saying "to prevent reinfection from abroad, I'm serving notice that it will soon be time, with transmissions within the UK significantly lower, to impose quarantine on people coming into this country by air".

A subsequent statement said the restriction would not apply to arrivals from the Republic of Ireland or from France.

Details are still unclear, including where non-UK citizens would be required to stay while quarantining.

**MEANWHILE** authorities in Europe are expected to extend the current inbound travel ban for an additional month.

Currently all non-essential travel to the European Union is blocked, with the proposed extension taking restrictions out to 15 Jun.



## Window Seat

**AIR** New Zealand enlisted the help of crooner Ronan Keating to help Kiwi mums celebrate Mother's Day yesterday.

The carrier clearly knows a lot about its customers, with several Keating "superfans" selected to receive personalised video messages.

Ronan Keating has been associated with Air NZ since 2016 when he performed the airline's "Summer Wonderland" Christmas song, with NZ GM Global Brand & Content Marketing Jodi Williams saying it was a privilege to have the singer back on board.

The video tributes have been summarised online at [traveldaily.com.au/videos](http://traveldaily.com.au/videos), with Keating also cheekily noting in one of the updates that he had written a personal song to one of the mums.

"Oh no, I haven't. Wrong person. Your kids chose the basic package sorry," he said.

## INDUSTRY SURVIVE & REVIVE SESSIONS

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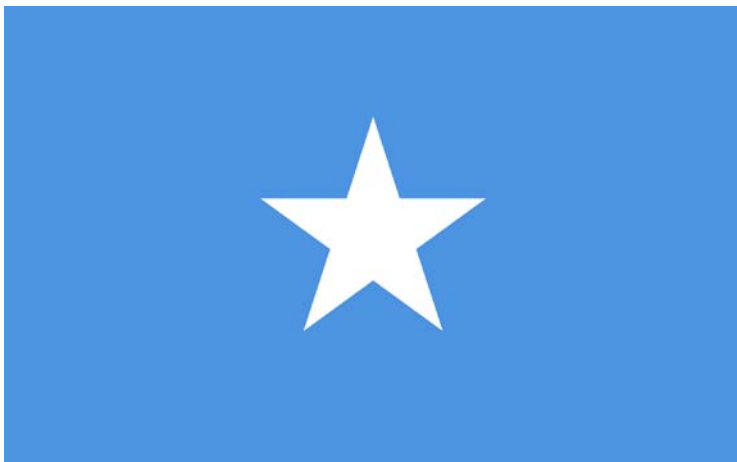
travelBulletin



## Pub quiz

1. Goulash is the national dish of which country?
2. Which city was once known as New Amsterdam?
3. What is the official residence of the Russian president?
4. In which US state would you find the Grand Canyon?
5. What is the main island of Japan?
6. Which volcano erupted over Pompeii?
7. What is the name of the well-known overland trade route connecting China to the Mediterranean?
8. Which mountain is known as 'The Savage Mountain' in part due to its 29% mortality rate for those attempting to summit?
9. In which country would you find Transylvania, setting of Bram Stoker's 'Dracula'?
10. 'Salad Lover' is an anagram for which country?

## Whose flag is this?



**THIS** country is keeping their flag nice and simple - not too many different colours and no extra coat of arms.

The blue of the flag comes from the colour of the UN, who played a role in creating the nation that it is today. Whose flag is it?

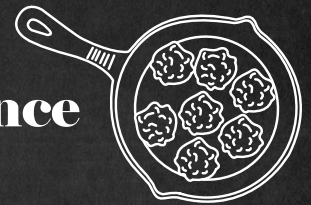
### ANSWERS 08 MAY

Pub quiz: 1 Mount Kilimanjaro, 2 Mongolia (1.9 people per km<sup>2</sup>), 3 Indonesia, 4 Samoa moved across the International Date Line. In the process, they missed a day, 5 New Zealand, 6 Buenos Aires, Argentina, 7 Istanbul, Turkey, 8 False, 9 Traditionally 15L, or 20 regular wine bottles, 10 Brisbane, 11 Oklahoma (oak + la + home + ahh)

Whose flag is this: Romania (Chad's flag is the same arrangement of colours but with slightly different shades)

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

## Travel the world with mince and meatballs



**THIS** delicious Sri Lankan meatball curry comes to us from Kirsty Thomas-Thoehn of Authenticities. It can be made in two slightly different versions – lamb or beef.

I gave the beef one a go and it was really good. Adjust the amount of chilli and curry powder to suit your own

tastes.

Still lots of recipes to come – thanks to everyone who is sending them in.

Enjoy travelling the world with mince and meatballs.

xx *Jenny*

Jenny Piper  
Owner,  
Business  
Publishing  
Group

### Sri Lankan Meatball Curry

#### INGREDIENTS

##### MEATBALLS – OPTION 1 BEEF

- 500g trim beef mince
- ½ tsp ginger paste
- ½ tsp garlic paste
- ½ tsp turmeric powder
- 1 tsp of chilli powder (more if you like more spice)
- 1 tbsp curry powder

##### MEATBALLS – OPTION 2 LAMB

- 500g trim lamb mince
- ¼ tsp of ground cardamom
- 1 tsp garlic paste
- ¼ tsp of ground cloves
- ¼ tsp of ground cinnamon
- 1 tsp ginger paste or grated fresh ginger

##### CURRY MIXTURE

- 1 tbsp mild flavoured oil
- 1 tsp garlic paste
- 2 tsp ginger paste or grated fresh ginger
- 1 tsp of chilli powder (more if you like more spice)
- 1 tbsp curry powder
- 1 tsp mustard seeds
- 2 onions, finely chopped
- 1 tsp turmeric
- A couple curry leaves

- 1 long green chilli, finely chopped
- 2 large tomatoes or punnet of cherry tomatoes if prefer
- 400ml can coconut cream
- 1 cinnamon stick (*NOTE 1*)
- 4 medium potatoes, peeled and cut into small cubes
- Handful of green beans, chopped roughly
- Handful of coriander (to serve)

#### METHOD

Choose either beef or lamb meatballs and combine those ingredients in a bowl (don't use both lots of meatballs or it will be too many for the recipe). Roll into small meatballs.

Heat oil in a pan and cook meatballs for approximately 3 minutes each side, until browned all over (don't worry about making sure they are cooked through - they will continue to cook in the curry sauce).

Remove meatballs from pan and place on a plate.

Now make the curry. Heat oil in wok or large pan. Add mustard seeds and curry leaves, stirring for a minute until the mustard seeds pop releasing aroma. Add remaining ginger & garlic, plus turmeric, onion, curry powder and chilli. Cook for 5 minutes until onion softens.

Add tomato and cook for 2 minutes.

Stir in coconut cream and cinnamon stick, bring to boil.

Add meatballs, potatoes and beans.

Reduce to simmer and simmer until vegetable are soft and meatballs are cooked through.

Serve with steamed rice and garnish with coriander.

*NOTE 1: Try and get Ceylon cinnamon or cinnamon that is product of Sri Lankan, most of what is in our supermarkets is Cassia from Vietnam and the aroma/taste is not the same.*

## Eye-to-eye with 1000MTG



**BEN** Ross and Nicola Veltman from 1000 Mile Travel Group (1000MTG) (pictured) have crafted a “Staying Stronger Together” initiative aiming to pave the way to recovery when restrictions start to ease, as well as offering a helping hand to those facing difficulties in the industry through the pandemic.

As well as working tirelessly to assist clients with re-booking travel, processing credits and refunds, 1000MTG created the #GUIDETHEMHOME campaign in late Mar to ensure that clients, friends, family and followers were able to easily find the right resources and services as the crisis escalated.

The next phase, titled “The Future of Travel”, aims to stimulate and inform travellers on how to plan the perfect trip once borders open and travel resumes.

“The moment the environment started to shift, we took it upon ourselves to change our entire

business strategy and structure,” said 1000MTG MD Ben Ross.

He said the company’s Victorian team and 50-strong travel expert network in Australia and the UK had changed their mindset to suit the new climate and “address the concerns, safety and overall travel management of every unique client we have.

“When it’s all said and done and you’ve found the help you need, we’re ready to start planning your next journey for when travel resumes. It’s that simple.”

A “myth and fact” list has also been compiled to counter recent negative press about the role of travel agents through the crisis.

### Hang your hat here

**FREE** beds are being provided for stranded backpackers through Hostelworld, under an initiative in which the accommodation site has cooperated with over 70 partner properties in 35 countries.



## A-ROSA resumption

**A-ROSA** Cruises is planning to restart selected itineraries at the end of this month.

The move follows Austrian and German governments relaxing rules on river and day cruises for tourists, as well as hotels and restaurants, allowing departures on the Danube and Rhine rivers to begin to take place.

Information relating to cruises in France and Portugal will be announced in due course, the cruise line said.

A-ROSA has convened a team of health and hygiene experts in anticipation of the restart, with authorities in various countries being monitored.

“Following the long period of lockdown, we are delighted to be able to welcome our guests on board again and enable them to enjoy their holidays with us,” said Chief Executive Joerg Eichler.

## Cook Is webinar

**COOK** Islands Tourism Corporation is hosting two webinars this week, one on Wed focusing on destination and another, zoning in on accommodation on Thu.

Hosted by National Sales Ambassador Australia Matt Brookfield, RSVP [HERE](#).

## Jones still tourism

**THE** tourism portfolio for Queensland has remained in the hands of Kate Jones, following the Queensland cabinet reshuffle over the weekend.

The shuffle was prompted by the shock departure of Deputy Premier Jackie Trad, who has stepped down during an investigation by the Crime and Corruption Commission.

Jones has also been named Minister for State Development.

## BROCHURES

**WELCOME** to Brochures of the Week, *Travel Daily*’s Monday feature. If your firm is releasing a new brochure you’d like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to [brochures@traveldaily.com.au](mailto:brochures@traveldaily.com.au).



### Japan National Tourism Organization - 100 Experiences in Japan

Japan National Tourism Organization has gone to press with a 100 Experiences in Japan brochure. The program showcases one experience per page, for a total of 100 pages. The options highlighted in the brochure are divided into the categories of traditional, outdoors, cuisine, cities, nature, art, and relaxation. The experiences guide travellers through idyllic villages, virgin forests, ancient temples, modern art museums, lush gardens, fine restaurants and more, in anticipation of when visitors are able to be welcomed back into the country.

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