

PER calls out QF

PERTH Airport has served Qantas with 30-day breach and termination notices on all of its 39 leases at the facility over a rental dispute.

The facility has accused Qantas of giving itself “a 100% rent waiver, with no negotiation”, with the airport saying it has not received payment for the more than 10,000 flights Qantas has operated in and out of the airport since 01 Feb.

“This situation is neither fair nor sustainable,” Perth Airport CEO Kevin Brown said.

“Paying nothing while using all of the airport’s services is no longer an option.”

Perth Airport said it had no intention to impact FIFO flights in Western Australia.

In response, Qantas Chairman Richard Goyder has called on Perth Airport to immediately withdraw the termination notices and enter urgent arbitration to resolve the deadlock.

ACA host accepts apology

TRACY Grimshaw, TV star of Channel Nine’s *A Current Affair* (ACA), this morning accepted an “unreserved apology” from AFTA CEO Jayson Westbury, over comments he made last Fri in a closed AFTA member webinar.

Westbury was updating agents on the industry’s response to repeated mainstream media attacks on travel agents, which have included several ACA stories blaming them for holding onto client money and charging excessive refunds.

His comments, which figuratively suggested Grimshaw deserved a virtual “firm uppercut or a slap in the face” have caused a further media storm after being detailed in a *Nine Publishing* report in *The Age* yesterday.

This morning Westbury issued a sweeping apology, admitting that his comments about Grimshaw “involved a very poor choice of words...I apologise for that choice

and accept the language used was completely inappropriate”.

Grimshaw was interviewed on Melbourne radio station 3AW this morning, saying it was “not the sort of language that flies these days...you can’t talk like that about women and the sooner blokes realise that the better”.

However she also recognised that travel agents are “suffering through this pandemic...I do understand that the industry is facing enormous challenges”.

Westbury had been scheduled to do an ACA interview today, and after the overnight controversy “I fully expected him to cancel,” Grimshaw said.

However the interview, which will be on the show this evening, went ahead, with Westbury “fronting up, saying I used poor language and I apologise”.

“I do accept the apology...it would be churlish not to accept it,” Grimshaw told 3AW.

Today's issue of TD

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

Qatar giveaway

QATAR Airways is giving away 100,000 free tickets to frontline health professionals to thank them for their work during the COVID-19 pandemic.

The first 100,000 healthcare professionals who register for the offer by submitting a form at qatarairways.com/ThankYouHeroes will receive a unique promotion code that will allow them to book up to two complimentary Economy Class return tickets on Qatar Airways operated flights.

The giveaway opened yesterday, on International Nurses Day, and will close at 23.59 on 18 May (Doha time) and each country will receive a daily allocation of tickets that will be staggered over the period.

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Rex confirms plans

REGIONAL Express (REX) has confirmed it has been approached by several equity partners to provide funding to expand its domestic operations.

Responding to reports this week that the carrier was eyeing off plans to launch flights between Australia's capital cities to challenge Qantas and Virgin Australia (**TD** 12 May), the airline said it was "exploring the feasibility" of this ambition, citing a need to raise \$200 million in equity to fund the endeavour.

"At this juncture, the Rex board believes that with sufficient capital injection, there is a confluence of circumstances which render the start of domestic operations by Rex to be a particularly compelling proposition," the airline said in a statement today.

Rex indicated it would make a formal decision on whether to proceed within the next eight weeks, flagging 01 Mar 2021 as a start date for the expanded operations.

Viking trade emails

VIKING Cruises is encouraging agents to sign up for a series of training emails which will provide info on Viking Expeditions.

The seven weekly emails will begin on Mon and cover what Viking's two purpose-built ships, which will launch in 2022, will offer clients.

To register, [CLICK HERE](#).

Sojern dashboard

DIGITAL marketing specialist Sojern has launched an interactive dashboard providing real-time COVID-19 travel insights available on its website.

It will provide market-level details on future searching and booking trends indexed to pre-COVID levels, which will be updated daily.

To see the dashboard, head to sojern.com/covid-19-insights.

Apollo cuts fleet & staff

APOLLO Tourism & Leisure has made deep cuts to its fleet and staff in response to the challenges the COVID-19 crisis presents, but is starting to see bookings for the coming weeks and months.

The group has put its USA operations into hibernation until the northern summer 2021, with much of its northern hemisphere annual rental revenue generated from international travellers over the Jun-Oct period.

It has secured commitments from its dealer partners to purchase most of its current USA fleet, which will substantially retire the USA fleet debt of approximately \$60.5m as at 31 Dec 2019.

Apollo is set to have delivered approximately 1,090 USA fleet deliveries by 30 Jun.

The company has also taken measures to reduce its employment costs over the six months from Apr 2020 by 70% on

what was previously planned.

This has been achieved by a combination of reducing its workforce through redundancies, reduced hours, asking employees to take leave, a 30% salary and fee reduction by senior executives and board members for the remainder of FY20 and by government funding assistance.

Apollo said it has started to see a small number of bookings for pickups in coming weeks and months, with RV customer orders in Australia picking up to close levels not seen since the start of the COVID-19 crisis.

In areas where restrictions are beginning to ease, Apollo has launched a campaign to inspire domestic travel.

Called "On the road again", the push targets guests in the dreaming, consideration and decision-making stages of purchasing a holiday.

New Cal trade site

NEW Caledonia Tourism has launched a new trade website and e-learning platform, and is offering travel agents who complete the online module the opportunity to win a spot on a famil to New Caledonia.

The trade website features brochures, maps and imagery, and a section on how to sell New Caledonia, containing itineraries and a list of wholesalers.

The training platform covers three modules and features a badge and score system, with agents who rank highly to go in the draw to win a spot on a famil to New Caledonia.

A second and third module will be added throughout the year and will include key details such as currency exchange, entry requirements, the cost of living, and important cultural learnings about the locals.

For further information on the new site, [CLICK HERE](#).

Virgin V Facebook

VIRGIN Voyages has launched a Facebook page dedicated to Australian travel agents to allow them to connect with the team and keep updated - [CLICK HERE](#).

The cruise line will also be running three webinars in the next couple of weeks to update Australian agents.

The first will be held on Tue 19 May at 4pm AEST.

To register to attend the webinar, [CLICK HERE](#).



Window Seat

JAPANESE aquariums are trying novel ways to keep their animals and the public socialised and entertained during the nationwide state of emergency in place in Japan until the end of May.

A group of eight penguins at Yokohama Hakkeijima Sea Paradise near Tokyo have added a new stop to their regular waddle around the aquarium - a tank of seals they had never met before.

An aquarium spokesperson said the idea came about because "they're both really cute, so we decided to let them see each other, film it and share it on social media".

Pictured: a couple of penguins and their new mate.



MEANWHILE, across the city the Sumida Aquarium is asking people to make video calls to their 300 garden eels, as the creatures have begun hiding every time keepers pass by.

Five tablets have been set up facing the tanks housing the eels to facilitate the interaction.



Keep dreaming of
Western Australia

A message from Tourism WA

[CLICK](#)

Tourism
WESTERN AUSTRALIA

Sabre drops LH, OS, LX

SABRE Corporation has terminated its GDS agreements with Lufthansa Group airlines, including LH, Austrian Airlines SWISS and Brussels airlines.

The move is effective from 30 Jun 2020, and also affects the Abacus GDS.

Revealed in an email update to UK travel agents overnight, the termination applies globally, and is the latest move in an ongoing dispute between the airlines and the technology provider.

A US Securities and Exchange filing from Sabre last Fri confirmed the GDS firm was in litigation with the Lufthansa Group over a range of matters, including the controversial surcharge LH carriers are applying to GDS bookings.

The Lufthansa Group is seeking a judgement that the surcharge does not violate its Sabre GDS agreement, with Sabre filing a counterclaim seeking the airlines to fulfil their obligations.

The agent update from LH said it was "open to constructive, solution-oriented discussions and is engaged in amicable talks with Sabre in the interest of Sabre and Abacus users."

"Beyond that, however, the Lufthansa Group airlines continue to work on making the distribution of flight tickets more

innovative, attractive and more customer-oriented."

Lufthansa's local manager, Anil Rodricks, confirmed the move, with an official statement adding that the carriers were "also taking this opportunity to assess options to accelerate modern airline retailing".

Sabre said it remained committed to reaching an agreement with Lufthansa "that fairly balances the needs of all members of the travel ecosystem including consumers, Lufthansa Group, travel agencies and Sabre".

Cruise departures

ORLANDO Ashford, the President of Holland America Line since late 2014, has announced he will leave the company at the end of this month.

Stein Kruse, Group CEO of Holland America Group and Carnival UK, said Ashford had led a rejuvenation of the brand through an emphasis on enhanced onboard entertainment, live music and culinary experiences, bringing a "renewed energy to the premium cruise line".

Also leaving Carnival Corporation is Rick Meadows, President of Seabourn Cruise Line, who is departing after nine years leading that brand and an overall 35 years with the Carnival organisation.

During his career Meadows has also led Cunard in North America, as a variety of roles with other Carnival brands including Carnival Cruise Line and Holland America.

The sudden departure of the two senior executives is understood to be part of wider cuts across Carnival Corporation as it deals with COVID-19.

The *BBC* is reporting that about 450 UK-based staff of Cunard Line and P&O Cruises UK will be let go while the remainder of employees will take a 20% pay cut through until Nov.

Ex GA-chief jailed

FORMER Garuda Indonesia CEO Emirsyah Satar has been sentenced to eight years in prison on charges of money laundering.

Satar, who led GA from 2005 until 2014, was the subject of a probe by Indonesia's KPK anti-corruption agency, which also investigated claims of bribery in relation to orders of Airbus aircraft and Rolls Royce engines.

The judge's verdict said the sentence had been shortened due to Satar's work in "bringing Garuda Indonesia recognition as a prestigious airline".

Love donuts?

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[CLICK HERE TO ENTER](#)

Travel Daily



NZ domestic push

TOURISM New Zealand has kicked off a range of new activity to support the recovery of the country's tourism industry, as COVID-19 restrictions ease.

Tourism NZ CEO Stephen England-Hall said "as we move into alert level two, the tourism sector is one that is able to get back on its feet to help communities start to rebuild".

Prior to the pandemic about 60% of the country's tourism expenditure was due to domestic travel, with England-Hall saying that while locals alone will not fill the void of international visitors, while borders are closed "we will give it a good shot".

Social media encouraging safe travel will be complemented by a campaign to encourage Kiwis to get out and experience their own back yard, along with domestic insights for the industry and content partnerships with key media outlets.

Globus off till Sep

THE Globus Family of Brands this morning announced the further suspension of travel worldwide, with resumptions now scheduled for 01 Sep 2020.

The move applies to Globus, Cosmos, Monograms and Avalon Waterways departures, with the company also extending its "Peace of Mind Travel Plan" in accordance with the new date.

"There is still uncertainty in travel with inconsistent plans for reopening regions and countries as well as compromised air schedules and access to the world's must-see sites," said MD Australasia, Gai Tyrrell.

"To add some certainty to this situation we are giving control back to our travellers - and their travel agents - by being proactive and looking ahead through Aug."

Globus' policy allows travellers booked on affected trips to reschedule to any departure in 2020, 2021 or 2022 without fees.

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Abu Dhabi

Tasmania reactivates plan



TOURISM Tasmania CEO John Fitzgerald has revealed the organisation has “reactivated” its systems in preparation for the rebooting of domestic tourism.

Fitzgerald flagged a number of initiatives that will take place shortly in order to restore and drive the state’s important tourism economy.

“In relation to our priorities, we are thinking recovery, we are thinking demand generation for when the time is right,” he said.

“We have been continuing to put warming messages out into the market to make sure people stay aware and stay connected to Tasmania and next it will be an intrastate campaign...that will encourage Tasmanians to get out and support businesses across Tasmania,” Fitzgerald added.

The announcement follows Premier Peter Gutwein’s decision to commence easing travel restrictions in the state over the next few months.



VIKING EXPEDITIONS EMAIL SERIES

Over seven weekly emails, you’ll discover how Viking are setting a new standard in expedition cruising with a number of innovative industry firsts.

Learn how booking Viking Expeditions benefits your clients as well as you as an agent!



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Agents’ role in recovery

DOMESTIC travel will be critical to travel agents’ ability to generate revenue in the early phases of the industry’s recovery, AAT Kings Group CEO Matthew Cameron-Smith told *Travel Daily*.

“We have a real opportunity to strengthen our industry, to strengthen what we deliver to the economy and tourism can play a real role in economic recovery here, as well as across the ditch in to New Zealand,” he said.

Cameron-Smith highlighted that when the time was right, AAT Kings would return to bushfire-affected communities, with five itineraries already “in the tank”.

“Those regional economies that were so profoundly impacted by the bushfires still need help, that’s not finished,” he said.

“It’s travel with a purpose, not just getting out and having a break, having great food and wine and meeting amazing people but you’re actually doing something meaningful.”

Cameron-Smith was last week promoted to the newly created role of AAT Kings Group CEO (*TD* 06 May), after being named MD of AAT Kings last year (*TD* 12 Feb).

He told *Travel Daily* his focus for AAT Kings Group was expanding its guided programs.

Inspiring changes

G ADVENTURES founder Bruce Poon Tip has launched a new e-book designed to challenge the travel industry to reshape itself for the future.

“This pandemic has created the largest startup economy ever seen as we all go into hibernation and wait until we can travel again...but we can do it better,” Poon Tip said upon the book’s release to the market.

Topics covered in the book include home-sharing, climate change and overtourism.

Unlearn: The Year the Earth Stood Still is free to download on Apple Books, Amazon and Kobo.

“I think for us it’s about expanding our exclusive offerings where we can to make sure we’re offering our guests something truly unique and distinctive to really bring home to importance of domestic travel to the retail community, our agent community.

“What we want to do is get Australians to fall in love with their own country again and NZ.”

This would ensure the business was delivering to the tourism economy of Australia, he said.

“About 88% of all of our bed nights are actually in regional and rural Australia.

“It’s really about expanding the tourism dollar into more places in Australia and ensuring that visitor economy is actually helping support regional tourism.”

Yesterday Cameron-Smith revealed details of the Travel Corporation’s plans to expand its domestic guided holiday range across multiple brands, with the ground handling services to be managed by the AAT Kings Group (*TD* 12 May).

Aviation challenges

DATA and analytics company Cirium believes airlines around the world face a long and challenging period in returning to profitability, following what it labelled “the worst market shock in the history of the industry”.

Speaking during the company’s latest webinar, Global Head of Consultancy Rob Morris said that a lack of global demand in the aviation sector would inevitably lead to premature retirements in certain aircraft, particularly widebody aircraft built between 2001 and 2005 such as Airbus A340s and Boeing 777s.

Morris also indicated the aviation sector would likely shrink before things got better, calling for a “networked community response greater than there has ever been”.

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.

B	I	N
A	T	I
R	E	E

Good – 30 words
 Very good – 45 words
 Excellent – 59 words

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

Funnies Flashback



WE'VE trawled through the **TD** Window Seat archives to give you blast from the past. Here's some gems from 13 Oct 2010:

LOVELORN tourists are likely to rush to the newest attraction in Croatia - the so-called "Museum of Broken Relationships" in the country's capital, Zagreb.

Eclectic exhibits include a wooden leg - apparently to commemorate a failed romance between a war veteran and his nurse - with the caption: "The prosthesis lasted longer than our love - it was made of stronger material".

Also on show is an axe used to destroy an ex-girlfriend's furniture, as well as some garter belts from Sarajevo with the lament: "I never put them on...the relationship might have lasted longer if I did".

THERE'S no longer any room for planes at an airfield in Lebanon, where a new world record has been set for the biggest ever national flag.

The Lebanese military released a picture taken from the air on Sun, showing the massive 65,000 square metre flag "unfurled" on the tarmac of the Rayak air base in the country's east.

The flag was reportedly stitched in Kuwait and assembled in Lebanon, and beats the previous record holder, Morocco, which only has a measly 60,000 square metre flag.

The green cedar emblem in the middle of the giant Lebanese flag covers an area of 10,452 square meters - the same figure as the country's surface area in square kilometres.



Whose flag is this?



THE colours of this flag are the traditional pan-Arab black, green, red and white, but the order of

them is unique to this country. Do you know whose flag it is? Check tomorrow for the answer.

Pub quiz

1. What extinct creature is the national animal of Mauritius?
2. True or False: Paris' nickname as 'The City of Light' is a mistranslation of *Ville du lubricité*, actually meaning 'City of Excess'?
3. What Tasmanian festival has previously involved an artist burying themselves alive for 72 hours?
4. What mythical creature is the national animal of Scotland?
5. Nasi Goreng is a traditional dish of which country?
6. True or False: Iceland's population is so small they have developed an app to check if you are related to a potential romantic partner.
7. Which U.S. city is the birthplace of jazz music?
8. What city is home to the busiest airport in the world?
9. The largest stadium in the world is the 'Rungrado 1st of May' Stadium. In which country is it located?
10. 'Earlier Ones' is an anagram for which country?
11. What place is this collection of pictures is spelling out?

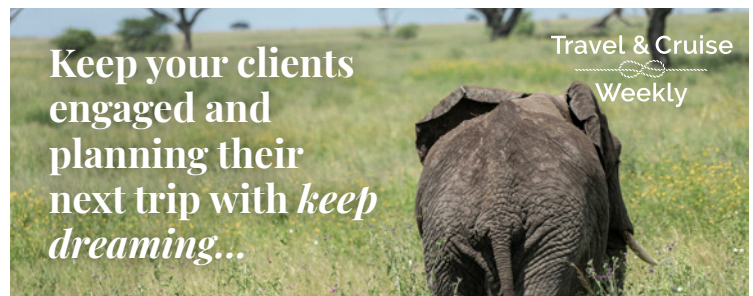


ANSWERS 12 MAY

Pub quiz: 1 Marrakesh, 2 Hagia Sophia, 3 Rio De Janeiro, 4 France, 5 True, 6 London, 7 Tomatoes. 145,000kg were thrown in 2015, 8 The Day of the Dead (Día de Muertos), 9 The Palme d'Or, 10 Rio de Janeiro, 11 Kentucky (ken + tuck + E [note])

Where in the world: Church of the Transfiguration, Kizhi, Russia

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



I can feel your Solomons halo



TOURISM Solomons is reminding Australian agents and travellers that the island paradise will one day soon welcome holidaymakers once again.

Representatives from the tourism body gathered to say Halo Frens (hello friends), offering agents who say “halo back” the chance to win one of five \$10 Westfield gift vouchers.

Hawaii tourism #s

YESTERDAY'S total of 893 air arrivals in Hawaii is down from nearly 30,000 passengers arriving in Hawaii daily during the same time last year.

The total included 339 residents and 286 visitors.

Mar also saw monthly demand of 557,400 unit nights for vacation rentals, against a supply of 871,500 unit nights, representing an average monthly unit occupancy of 64%.

This compares to Hawaii's hotels occupied at 44.5% for the month.

All out-of-state and inter-island arrivals must quarantine.

Email Tourism Solomons a photo of you with a sign that reads “Halo Solomon Is” for your chance to score a prize.

Send entries to info@ptm.net.au, with winners drawn 15 May.

ATEC calls on govts

THE Australian Tourism Export Council (ATEC) says the sharp drop in visitor numbers outlined by ABS figures for Mar (*TD* yesterday) provides further impetus for governments across the country to work in partnership to rebuild the shattered industry.

“A few months ago tourism was a rising star of Australia's export sector, bringing \$45b to our economy each year, but now it's fallen to a pale imitation of its great past,” said Managing Director Peter Shelley.

“We all hope the recovery will be quick and that govts across the country work in partnership with the industry to build back a better tourism industry which will thrive into the future,” he added.

\$14.4m WA funds

THE Government of Western Australia this morning announced a \$14.4 million funding package to support the tourism industry as the state emerges from COVID-19 lockdowns.

The money includes a \$10.4 million Tourism Recovery Fund to provide one-off grants of \$6,500 “to assist thousands of businesses to adapt to the new tourism landscape,” as well as a further \$4 million in Tourism Business Survival Grants for firms dealing with exceptionally difficult circumstances.

Eligible businesses must have a valid ABN, have annual Australian taxable wages of less than \$1 million and be an active part of the WA tourism industry, via membership of one of the state's eligible tourism organisations or tourism accreditation schemes.

MGM reopen plan

IN PREPARATION for the reopening of operation, MGM Resorts has revealed a new Seven-Point Safety Plan that has been developed in consultation with medical experts.

The new health protocols include temperature checks of staff, the wearing of masks, physical distancing rules, custom-built handwashing stations, improved air circulation and quicker incident response protocols.

“MGM Resorts properties will not look the way they used to for a while, and that's not only okay, it's critically important,” said Acting CEO and President MGM Resorts International Bill Hornbuckle.

Moving on up there!

AUSTRALIA has moved up from 13th to 12th in the International Congress and Convention Association's country rankings, holding 272 international association meetings in 2019.

Boeing predicts fall

BOEING CEO David Calhoun believes it is likely that at least one major US airline will go out of business before the year is out.

Speaking to *NBC*, Calhoun said the forecast was due to anticipated air traffic levels not being restored to 50% of normal levels by 2021.

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.



New Zealand's largest historic residence, **Otahuna Lodge** is getting ready to reopen on Fri, in anticipation of the country lifting travel restrictions in coming weeks. The 125-year-old lodge is located south of Christchurch and is offering special packages to mark its reopening, including private dining and special rates for booking out the property.