

## Today's issue of TD

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

## No quarantine: IATA

**THE** International Air Transport Association (IATA) has released new modelling which indicates global travel will not return to the levels of 2019 for several years.

IATA has warned against measures which will further damage confidence in air travel, such as mandating quarantines for arriving travellers.

A temporary risk-based layered approach has been proposed by IATA, including preventing travel by those who are symptomatic with temperature screening and other measures, and a robust system of health declarations.

## Westbury steps down

**THE** Australian Federation of Travel Agents is suddenly without a leader, after the shock resignation of CEO Jayson Westbury in the wake of a public outcry over comments about TV host Tracy Grimshaw from *A Current Affair* (TD breaking news).

The AFTA Board held an urgent meeting yesterday to discuss the issue, ultimately deciding to accept Westbury's resignation, despite his public apology over the issue and its acceptance by Grimshaw (TD yesterday).

"His choice of words cannot be condoned," said AFTA Chairman Tom Manwaring.

"His work history stands in good stead for the service he has provided the travel industry and AFTA's members," he added.

Courtney Duddlestone, AFTA's Head of Strategy and Finance, has been appointed as acting General Manager Operations while a recruitment process is put in place for a replacement CEO.

Channel 9's *A Current Affair* made the most of Westbury's resignation last night, screening an interview he had done earlier

in the day before stepping down.

The apparently selectively-edited piece continued the show's relentless criticism of the industry, with aggressive questioning of Westbury about his comments, whether he would be watching the show, and interspersed video footage contradicting his attempts at explaining the true situation with industry refunds.

His resignation has prompted an outpouring of support from across the industry, with social media tributes expressing their devastation and regret over Westbury's departure.

More on this development in TD's exclusive opinion piece on page four of today's issue.

## Qld to make VA bid

**THE** state-owned Queensland Investment Corporation has confirmed its interest in acquiring a stake in a relaunched Virgin Australia, with Qld Treasurer Cameron Dick saying participation could take the form of direct equity, a loan or other financial incentives to retain the carrier's HQ in Brisbane.

"We have been very clear - two sustainable, national airlines are critical to Australia's economy," Dick said.

The move has been mocked by Federal Minister for Home Affairs, Peter Dutton, who described it on social media as "laughable".

## CLIA trains agents to be champions

**CRUISE** Lines Industry Association (CLIA) has today launched a new training module to help travel consultants gain additional knowledge and become ambassadors for the industry.

The new "Cruise Champion" interactive program will allow cruise specialists to respond to many common misconceptions brought up by clients.

Topics covered include regulations, safety, health, security, environmental protection and corporate social responsibility, with the new course available within CLIA Australasia's newly launched Members Hub - [cruising.org.au](http://cruising.org.au).

## Ctrip IHG deal

**INTERCONTINENTAL** Hotels Group and Chinese online travel services provider Ctrip have launched a new partnership which sees an IHG Flagship Store launch on Ctrip's web platforms.

The pact will allow more than 300 million Ctrip members in Greater China to register as members of the IHG Rewards Club, and access exclusive offers at more than 470 IHG properties across Greater China.

A matching program will also see Ctrip Diamond level members and above given similar status in the IHG Rewards Club when they join via the new platform.

## Cruise lines cash up

**ROYAL** Caribbean Cruises Limited has announced a private offering of "senior secured notes" worth US\$3.3 billion, secured by 28 of the company's ships along with "material intellectual property".

The net proceeds of the raising will be used to repay a US\$2.35b loan secured in late Mar from Morgan Stanley, as well as for general corporate purposes.

Viking Cruises has also gone to the market to boost its liquidity, seeking US\$675 million on 2025 notes with a 13% interest rate.

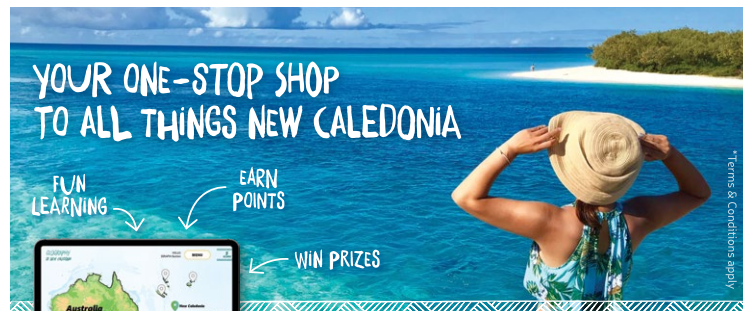
Viking said it also intends to use the money for general corporate purposes, as well as funding the repayment of US\$74 million of existing debt and accrued interest on certain river vessels.



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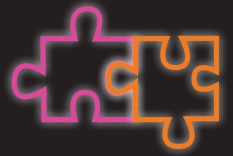
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Travel Daily

## 99% drop for Apr

**OVERSEAS** arrivals to Australia crashed by a dramatic 99% in Apr this year when compared to corresponding month in 2019.

The latest figures release by the Australian Bureau of Statistics showed a meagre 22,000 people arrived in the country during the period, more than two thirds of whom were Australian returning from overseas.

ABS Director of Migration Statistics Jenny Dobak said the massive drop was in line with most regions across the globe, and continued a downward trend for Australia experienced in recent months.

## Old tourism levy?

**CAIRNS** Mayor Bob Manning believes a tourism bed levy is still on the cards for Queensland, revealing both political parties may negotiate an agreement before the upcoming state election in Oct.

"I can say this much, it's quite likely that there will be a meeting with the leaders of both major parties about this," Manning told *The Cairns Post*.

"In other words, parties will give their undertakings they will not shoot each other over this, they will put...Queensland tourism first," he added.

The levy could raise more than \$16 million in marketing spend for Queensland's struggling tourism operators.

## Tassie tourism deal

**THE** Tourism Industry Council of Tasmania has inked a deal with the University of Tasmania to provide educational training in tourism on a scholarship.

The initiative gives Tasmanians the option of completing a Graduate Certificate in Tourism, Environmental and Cultural Heritage, providing an opportunity for people to upskill during the COVID-19 downturn in the tourism sector and prepare the industry for a bounceback.

## Emirates to make return

**UAE-BASED** airline Emirates has announced plans to operate a select number of international flights from 21 May - including routes to Sydney & Melbourne.

The airline has cautioned that travellers from Australia will only be accepted on flights if they comply with the eligibility criteria requirements of their destination countries, which includes approval from the Federal Authority for Identify and Citizenship (ICA) for UAE residents who wish to return to Dubai.

The move from Emirates follows a partial resumption of

international services by rival airline Etihad, which kicks off flights to Melbourne tomorrow.

"We are pleased to resume scheduled passenger services to these destinations, providing more options for customers to travel from the UAE to these cities, and also between the UK and Australia," said Emirates Chief Operating Officer Al Redha.

"We are working closely with the authorities to plan the resumption of operations to additional destinations."

In addition to Sydney and Melbourne, Emirates will also commence flying to London Heathrow, Frankfurt, Paris, Milan, Madrid, Chicago and Toronto.

**MEANWHILE**, Hong Kong carrier Cathay Pacific has confirmed the date it will resume services between Sydney and Hong Kong (**TD 01** May), indicating it plans to fly five times weekly from 21 Jun.

## Virgin resort delays

**VIRGIN** Limited Edition, Richard Branson's collection of luxury resorts, will further delay the re-opening of its properties.

The company had initially hoped to relaunch from the beginning of next month, but today revealed it would be forced to push that back to Jul at the earliest.

The company said it would contact people directly regarding any affected bookings.

## QF revives a classic

**QANTAS** has dusted off its successful "I still call Australia home" campaign, releasing a social media video featuring children from the The Australian Girls Choir and The Gondwana National Choir performing the original Peter Allen classic.

Regarded as one of the carrier's most effective marketing initiatives, the return of the song is designed to inspire people to travel in the wake of the COVID-19 pandemic.

"If isolation and travel restrictions have shown Australians anything, it's how much they value seeing the people and places they love," said Qantas Chief Customer Officer Stephanie Tully.

Watch the heartwarming reboot by **CLICKING HERE**.

## New Bill Peach tours

**LUXURY** tour operator Bill Peach Journeys has launched a range of new tours in Australia and New Zealand for 2021.

The company's General Manager Amanda Highfield said the tours aimed to take "guests to destinations that they might not be able to travel to on their own".

For further information, call 1800 252 053.

## Window Seat



**THE** COVID-19 pandemic has been tough on everyone, and not least of all the beer-swilling pub dwellers of France.

The barflies could only watch as Paris discarded 10 million litres of their favorite amber fluid which was due to expire.

To put that into context, that's roughly four Olympic-sized swimming pool's worth of beer poured down the drain.

"These are very hoppy beers, and if they are kept for too long, when they spend more than two to three months in storage, the olfactory and taste effects, the aroma, disappears," Brewery Association MD Maxime Costilhes said.

The liquor body blamed the closure of cafes and restaurants, and the abrupt halt to tourism and festivals as the reason for huge beer surplus.

It is not clear how the huge volume of beer will be jettisoned, but we suspect that these pub owners might say goodbye with a bang!



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## Air NZ safety regs

AIR New Zealand has revealed the suite of safety policies it will introduce to ensure the airline's staff and passengers remain healthy during its reboot of domestic operations.

At airports, the carrier will enforce social distancing in queues, the spacing of check-in desks, and the staggered boarding and disembarking of passengers in smaller groups.

In-flight, Air NZ will allocate seating to allow an empty seat between customers travelling alone and delay food and beverage services "until at least 25 May" to minimise contact between customers and crew.

## KE to raise trillions

KOREAN Air is attempting to raise ₩2.2 trillion (A\$2.78b) to help the carrier overcome a liquidity crisis brought on by COVID-19, taking the form of issued shares & govt assistance.

## Lux operator rallies

LUXURY Escapes is seeing improvement across a number of key metrics to indicate a gradual return to normality, Chief Executive Officer Cameron Holland told *Travel Daily*.

"We are starting to see some of the key early indicators we tend to look at, product views, booking trends, we've definitely seen a bit of an uptick over the past three-to-four weeks since the bottom of the trough," he said.

It is a positive incline from the company's toughest trading period of mid-Apr/Easter, where Luxury Escapes was in lock-step with the rest of the travel industry at roughly a 90-95% decline, Holland added.

"We're seen an improving trend, particularly in domestic travel in New South Wales and Queensland, and we're seeing product views get back to at least half of what they used to be, an upward swing".

## Gradual recovery: CAPA

CAPA - Centre for Aviation (CAPA) predicts the Australian domestic aviation sector will enjoy a 60% recovery in capacity by Christmas.

The organisation's modelling is based on a combination of analysis of government statements, airline projections and underlying demand, all of which, according to CAPA, suggest there will be a gradual recovery by the end of the year.

The figures released show that domestic capacity could be restored to an estimated 800,000 seats per week, still down from the close to 1.5 million seats per week that were in operation before travel restrictions were enacted, but a significant boost on the current levels.

"Australia is one of the best positioned countries globally to suppress the first wave of COVID-19 infection, if this

continues and we avoid a second outbreak, the Australian domestic air market could see some signs of life by mid-year and a steady improvement by Christmas," affirmed CAPA's Chairman Peter Harbison.

The rationale for the forecast also took into account airline route plans and pricing, the public's willingness to fly, the introduction of standardised health protocols, as well as the "right-sizing" of aircraft to match passenger demand.

The report was far less optimistic about the question of international travel, citing more challenging conditions ahead.

"International will be hit harder and potentially take multiple years to recover," Harbison said.

"However, this will be to the benefit of the domestic market - potentially also embracing trans-Tasman operations," he added.

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## Who will speak for the Australian travel industry now?

### OPINION

Bruce Piper is the publisher of *Travel Daily*, *travelBulletin*, *Cruise Weekly* and *Business Events News*.

Got an opinion to share? Let us know in up to 400 words via email to [feedback@traveldaily.com.au](mailto:feedback@traveldaily.com.au).



**FORMER AFTA CEO** Jayson Westbury has always been a colourful character, who will be sorely missed after his abrupt resignation yesterday.

Taking over the position almost 13 years ago from the well respected Mike Hatton, Westbury took his leadership role to new heights, with exceptional skills enabling him to work right across the spectrum - from high level ministerial meetings and lobbying on the international stage right through to dealing with the individual concerns of small independent travel agents.

Following in Hatton's footsteps he has also firmly established Australia as a global leader in the travel agent space, with key roles on IATA committees, the

World Travel Agents Associations Alliance and as Vice Chair of the World Tourism Alliance.

Westbury has also been a valued contributor to *Travel Daily* and *travelBulletin* through his regular columns - not to mention close engagement right across the industry as he took part in every function, conference and event both local and overseas.

Under Jayson's leadership the National Travel Industry Awards has gone from strength to strength, while behind the scenes he has overseen the dismantling of a huge amount of red tape strangling the industry, held off government tax increases and delicately managed a host of relationships across the nation for the benefit both of individual agents and the wider sector.

However with Westbury's resignation yesterday, that has all

come to a screeching halt - and at this stage it appears AFTA has been left rudderless.

Unfortunately his comments about *A Current Affair* host Tracy Grimshaw - despite being spoken in jest, in private, and in utter frustration - were indefensible, and the AFTA Board members

understandably felt they had no choice but to set Westbury adrift.

And they may be right, with the negative coverage likely to have overshadowed any ongoing attempts at putting the industry's case.

Be that

as it may, the move has left AFTA without any well-known representative at all levels - right in the midst of the greatest crisis the industry has ever faced.

AFTA's directors are also understandably heavily focused on the impacts of coronavirus on

their own high profile businesses.

However with the government's JobKeeper program set to run out after Sep, who will put the case that the travel sector has been more deeply affected than any other area of the economy?

Who will continue to argue the unique issues faced by the outbound industry before the Reserve Bank of Australia, the Australian Competition and Consumer Commission, and State & Federal leaders?

Not to mention IATA's relentless incursions on travel agent business practices, GDS rebates disappearing, the impacts of NDC and airline commission cuts.

The power of the contacts in Westbury's little black book should not be underestimated and it's difficult to imagine someone filling his shoes.

Like many in the industry, I count Jayson as a friend, and I do believe he will be deeply missed, despite his intemperate comments in this situation.

At this key moment in history, travel agents urgently need someone arguing their case.

“  
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”

### QR trade support

**QATAR** Airways has launched a new round-the-clock travel industry support service.

Effective immediately agents can contact QR 24 hours 7 days a week by calling 1300 340 600, or via email to [ausupport@au.qatarairways.com](mailto:ausupport@au.qatarairways.com).

The airline's trade portal (**CLICK HERE**) has also been upgraded with full information on QR products and services, policies and procedures, with no login required.

The latest update to Qatar Airways' Travel with Confidence policy now allows tickets to be retained for two years, with unlimited changes of date or destination, refunds for flight cancellations, vouchers for future travel with a 10% bonus, or the ability to swap with Qmiles.

### Scenic extends

**SCENIC** Group has now suspended its river and ocean cruise operations as well as land touring through until 31 Aug.

In addition *Scenic Eclipse* sailings will be suspended through until 30 Sep, with Chief Operating Officer Rob Voss saying "our priority is to ensure that our guests and crew are able to travel safely before we resume operations".

Impacted customers are being offered Future Travel Credits valued at 110% of moneys paid on river and ocean cruise bookings, and 100% on affected land tours, including Egypt.

Credits are fully transferable to other guests and valid for travel until 30 Jun 2023 at which point a cash refund will be paid if not redeemed prior.

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## Italy word search

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

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

CHIANTI	MOZZARELLA
COLOSSEUM	PARMESAN
ESPRESSO	PIZZA
FETTUCCHINE	POMPEII
FLORENCE	ROME
GELATO	SICILY
GNOCCHI	TUSCANY
MILAN	VATICAN

## Funnies Flashback



**WE'VE** trawled through the **TD** Window Seat archives to give you blast from the past. Here's some gems from 13 Jan 2011:

**"I WANT** to see the captain".

These were the words of a passenger on a flydubai flight from Amman to Dubai earlier this week, who threatened to blow the plane up when he was told that he couldn't see the captain during takeoff.

After the passenger was removed from the plane for questioning, it was discovered that he works as a co-pilot for an unnamed airline in the UAE.

He told security officials he was "just making a joke".

Obviously his joke failed to fly and the man was arrested, with an investigation now under way.

## Pub quiz

1. Belgrade is the capital of which European country?
2. 'Bloomsday' held on the 16 June in Dublin each year, attempts to commemorate the events of which novel by a famous Irish author?
3. Which ex-Soviet country is the only nation to contain more than one 'y' in its name?
4. This year's Olympics (Tokyo 2020) have been postponed. When was the last Olympics to be postponed?
5. Donald Trump discussed purchasing Greenland last year. Greenland is an autonomous territory of which country?
6. What is the country with the largest population to never win an Olympic medal?
7. Which American state is the most recent to be granted statehood?
8. The Inuit are the native people of which country?
9. True or False: the artificially constructed language Esperanto is an official language of at least one country in the world?
10. 'Diagnose' is an anagram for which city?

## Where in the world?



**WHEN** it comes to famous bells, the Liberty Bell in Philadelphia usually takes out top gong.

But this bell is also quite exceptional, possibly most

notable for its size but also because it has never actually been rung.

Do you know where it is?

Check tomorrow for the answer.

### ANSWERS 13 MAY

Pub quiz: 1 The Dodo, 2 False, 3 Dark Mofo. Mike Parr buried himself beneath a road in 2018, 4 The Unicorn, 5 Indonesia, 6 True: The 'Islendiga App' is its name, 7 New Orleans, Louisiana, 8 Atlanta, Georgia, 9 North Korea, 10 Sierra Leone, 11

Unscramble: abet, ante, anti, arete, bait, banter, barite, bate, beat, beaten, beater, beet, bent, berate, beret, beta, bite, biter, brant, brat, Brent, eaten, eater, enter, entire, INEBRIATE, inert, inertia, inter, irate, neat, neater, nitre, rant, rate, rebate, rent, retain, rete, retie, retina, rite, tare, tarn, tear, teen, tern, tibia, tier, tine, tinea, tinier, tire, train, trainee, tree, treen, tribe, trine

Whose flag is this: Kuwait

## Jess marks 10 years with MTA



**MOBILE** Travel Agents' (MTA) brand ambassador Jessica Watson (**pictured**) has marked 10 years with the company.

Tomorrow will mark a decade from the day the sailor completed her solo circumnavigation, which Watson was honoured for at MTA's recent 20th anniversary conference (**TD** 05 Mar).

## Disney covers it up

**DISNEY** Parks in the United States will likely require face masks for guests and staff after reopening, Chief Executive Officer Bob Chapek has conceded.

The change is already in place at Disneyland Shanghai, which reopened last week, with the park also limiting visitor numbers and checking for fevers.

Despite Disney Springs opening its doors next week (**TD** 11 May), no other US-based Disney locations have identified reopening dates.

## Safe Travels launch

**TRIP.COM** Group has joined the World Travel and Tourism Council in launching their "Safe Travels" protocol, aimed at leading a revival for the industry.

The initiative hopes to rebuild confidence among consumers by bringing together industry leaders to implement the best available guidelines on health and safety.

The standards are based on advice from the World Health Organization, the United States Centers for Disease Control and Prevention and other public health authorities, and will enable the industry to standardise practices across the board to give consumers the necessary assurance to travel safely and at ease when practical.

Trip.com is also leading an industry initiative providing refunds and flexibility for affected travellers through its Safeguard Cancellation Guarantee program.



## Which oceanview room has the most space?

Find out more in the Autumn edition of *Travel & Cruise Weekly*

## Outrigger casts off

**OUTRIGGER** Hotels and Resorts has introduced its inaugural newsletter, *Outrigger Sails*.

The publication has been launched in conjunction with the #OutriggerCARES campaign, and is another tool for agents to utilise and gain insight to the brand.

The newsletter will focus on property updates, new online initiatives and activities, quirky background information and team member news.

*Outrigger Sails* will be circulated globally, with each edition catering specifically for the intended market - Australians will receive the Oceania version.

Those wishing to subscribe can email [sales@outrigger.com.au](mailto:sales@outrigger.com.au).

## Virtually Japanese

**THE** Japanese prefecture of Gifu has premiered a video series promoting the region.

Located in central Japan, the series showcases Gifu as home to the great outdoors, timeless tradition, local culture and exquisite food.

The first in a series of five was released on the destination's YouTube Channel last week - **CLICK HERE**.

## TAANZ wants cash

**THE** Travel Agents Association of New Zealand (TAANZ) has submitted a case for an economic recovery stimulus package to prominent government leaders, including Prime Minister Jacinda Ardern.

## 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](mailto:appointments@traveldaily.com.au).

Alma has named **Ingo Stoneberg** as the Executive Chef of the new **Alma Resort** in Vietnam. Stoneberg was most recently Executive Sous Chef at Emirates Flight Catering in Dubai.

**Vancouver Airport Authority (VAA)** has appointed **Tamara Vrooman** as its new President & Chief Executive Officer. She joins VAA after succeeding Craig Richmond, who announced in Nov he would be retiring at the end of Jun after seven years leading the organisation.

**Mathieu Montmessin** is the leader of the new Research & Development department for **Hahn Air**. He joins the airline to help analyse new technologies, foster innovation and broaden its product portfolio by generating new revenue streams and sales channels.

**Marriott** has announced plans to consolidate the company's lodging operations under two long-time leaders. **Liam Brown** is the Marriott's new Group President North America, and **Craig Smith** is the new Group President International. The moves come following the retirement of Group President The Americas **Dave Grissen**.

For confidential tip offs, connect with *Travel Daily* via our secure WhatsApp service on +61 2 8007 6760 or click **HERE**

