



Sea you soon...

'Nothing prepares you for the emotional impact of seeing cute Adélie penguins waddling and tobogganing on their bellies on ice floes within that ice-blue Antarctic back-drop. Named in 1840 by French explorer Jules Dumont D'Urville, after his wife Adèle, you are sure to encounter them while exploring by Zodiac® or onshore.'

'As we await the time we can explore again, let's remind ourselves of the many beautiful and exciting experiences that lie ahead of us.'

Sea you soon...

Monique Ponfoort
Vice-President Asia Pacific

Monique Ponfoort



Etihad ups Sydney

ETIHAD Airways has added new services between Sydney and the United Kingdom via Abu Dhabi.

The new flights will take place 26 May, 02 Jun and 09 Jun, bolstering the carrier's Australian connections following the recent launch of services between Melbourne and London starting tomorrow (**TD** 14 May).

TTC brushes up

THE Travel Corporation (TTC) will adapt its group sizes as part of a raft of new procedures to elevate hygiene protocols and sanitary practices for all of its guided holidays once domestic and international travel resumes.

The groups will be size-based on govt distancing requirements and visit hotels and restaurants which have been vetted based on distancing & hygiene guidelines.

Coaches will also be cleaned daily and staff trained in new health procedures.

TA adapts training prog

TOURISM Australia has launched a local version of its Aussie Specialist Program to equip Australian agents to sell domestic travel (**TD** breaking news).

Usually the training is for the international market, but Tourism Australia has launched the adaption for travel sellers in Australia in an effort to accelerate the recovery of Australia's tourism industry.

The online program has been designed to equip agents with relevant, up-to-date information and showcase new regions, destinations and experiences within Australia.

It features interactive training modules, itinerary suggestions, fact sheets, the industry news and monthly email updates.

"We know that Australians also spent almost \$65 billion in overseas trips last year so if

we are able to encourage them to spend some of their holiday dollars in Australian instead, it will really help our tourism industry on its road to recovery – and travel agents will have an important role to play in this," Tourism Australia Managing Director Phillipa Harrison said.

"Alongside the great work of the states and territories, the Aussie Specialist Program will equip frontline sellers with updated destination information and news to encourage Aussie travellers to explore the many great destinations and tourism experiences that Australia has to offer," she added.

Australian-based agents who register and qualify as Aussie Specialists by 22 Jun and email **HERE** with their favourite Australian holiday photo have a chance to win one of 20 Aussie care packs - more info **HERE**.

Today's issue of TD

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

Ponant is waiting

PONANT is reminding our readers about all of the amazing cruise adventures that await travellers when sailing becomes operational again.

See the **front cover** for info.

Myrmell steps down

CARNIVAL Australia and P&O Cruises Australia President Sture Myrmell has called for the industry to stand up for its interests, as he completes his two-year term as Chairman of CLIA Australasia.

Myrmell will continue on CLIA's Executive Committee and has penned an opinion piece in **Cruise Weekly** today - read it **HERE**.

Tell US WHAT YOU NEED NOW

Like you, we're dreaming of new shores on the horizon.
But until then, we want to do everything we can to support you, so we all come out stronger than ever.

Please take a few minutes to answer 10 short questions on how we can help you today.

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NSW ticks 01 Jun

TRAVELLERS in New South Wales will be able to take a holiday anywhere in the state from 01 Jun as intra-state restrictions are formally lifted.

NSW Premier Gladys Berejiklian said although the move would signal an exciting resumption in regional travel, she cautioned that social distancing guidelines would still need to be observed.

"I must stress to everyone that, while we want people to enjoy a well-earned holiday, we must do this responsibly and continue to abide by physical distancing measures, as the last thing we want is further outbreaks that will force us to reintroduce restrictions," she said.

The Premier also encouraged all venues and operators to review their booking policies to allow travellers to easily cancel their trip if they have any symptoms.

Silversea eyes return

DURING a global teleconference call last night, Silversea Cruises said it was working hard to make sure *Silver Explorer* and *Silver Muse* were able to return to the local region as soon as possible, suggesting the chance of being included in any planned trans-Tasman bubble agreed to by government.

The line's Managing Director Australasia Adam Armstrong said the company had the advantage of having ships the right size to accommodate any such plan.

"They're ideally sized ships to get into all the ports of call around Australia and New Zealand, so if the bubble is expanded to include cruise - the Government is only currently considering air - we've got two ships ready and waiting, ready to go," he said.

MEANWHILE, Silversea said its highly anticipated *Silver Origin* vessel is close to completion despite the challenges faced at the Netherlands-based shipyard De Hoop during the pandemic.

AABH pivots to domestic

AUSTRALIA and Beyond Holidays (AABH), the inbound operator led by former Qantas Holidays chief Simon Bernardi, has launched a new range of "handmade domestic journeys" which are available to Australian travel agents for the first time.

AABH is a well established operator which in pre-COVID times handled significant volumes of inbound groups, with Bernardi now opening up the product range as a wholesale option.

"We will hand make an unforgettable Australian adventure for your clients one by one to ensure they receive a unique experience from our intimate knowledge of Australia and New Zealand," Bernardi said.

"Our Hand Made Holidays are designed to work to a budget... to provide a unique experience where the land components are packaged up including activities, car hire, transfers and set and optional experiences."

While the company generally only offers land product, commercial air can be added if required, along with private jet and helicopter transfers.

Several trips are already featured on the AABH website.

"Selling Australia has got some really good opportunities in this new environment.

"There are a lot of people that

Sri Lanka no deposit

THE Travel Concierge Sri Lanka is offering Australian agents the option of booking future holidays now without paying a deposit.

The move is designed to encourage travellers to book a holiday to Sri Lanka sooner rather than later, with the peace of mind that their booking is protected.

"Booking sooner than later without paying a deposit, should give both agents and guests... something fabulous to look forward to," said local rep Mark Snoxell - email enquiries **HERE**.

want to get away that usually would go overseas and want to tick some things off their bucket list...now they have the opportunity to tick those things off their bucket list in Australia."

Bernardi said there's a great opportunity for agents to cash in on the domestic and potential trans-Tasman travel bubble.

"We can provide excellent commissions and rates," he said, with AABH having a deep knowledge of Australian product and direct relationships with many hotels, touring companies and other experience suppliers.

With some agents not having concentrated on selling Australia for many years, AABH is able to provide assistance to what is available that can add value.

"Packaging works all for us in international markets and I'm sure will do here too," he said.

The company also offers an online booking tool for FIT clients including hotels, touring, transfers and excursions.

A video showcasing the range is at traveldaily.com.au/videos, and for more info see aabh.com.au.

Rex masks from Jun

REGIONAL Express (Rex) has revealed it will mandate the use of face masks for all passengers from 01 Jun to provide "an extra layer of protection" against the spread of COVID-19.

The airline indicated that passengers would have to bring their own masks before flights, or purchase one prior to boarding from one its check-in counters.

"We thank our passengers for putting up with the inconvenience as an act of consideration for our staff and other passengers," said the carrier's National Airports Manager David Brooksby.

Breezing by Australia

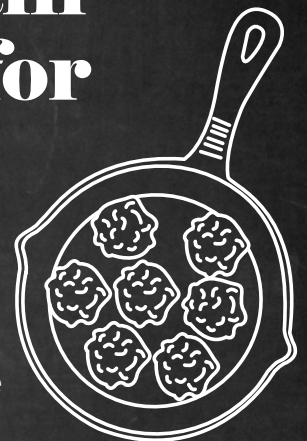
WINDSTAR Cruises has today announced the cancellation of the local deployment of *Star Breeze*, citing shipyard delays in Italy related to the COVID-19 pandemic as the cause.

The ship was originally slated to sail down under later this year boasting a host of expedition selling points such as Zodiacs and kayak excursions, but *Breeze* will instead redeploy to the Mediterranean from 27 Oct.

We're still hungry for recipes

Keep submitting your mince and meatballs recipes for our weekly feature so we can travel the world with our tastebuds.

CLICK HERE



Travel Daily

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

Check out our daily puzzle page.



Travel Daily

Open sooner: Birmingham

FEDERAL Tourism Minister Simon Birmingham has called for Australia's state leaders not to delay the opening of their borders so that interstate travel can start healing the country's damaged economy.

The Minister's plea was made in the face of a growing disparity between several state & territory leaders and the Federal Government's tourism road map to recovery, which flagged Jul as the likely date to ease domestic travel restrictions.

"Those states who've got border controls in place, assuming we've continued to see very low rates of transmission of COVID-19, ought to be looking at opening up their borders," Birmingham told the Nine Network yesterday.

"We need people moving across this country again when it's safe to do so," he added.

While NSW and Victoria do not have any border restrictions

in place, Qld, WA, SA, NT and Tasmania have all indicated they are unlikely to lift border restrictions by Jul.

Qld Premier Annastacia Palaszczuk revealed that interstate travel would likely take place from Sep at the earliest (**TD** yesterday), while WA Premier Mark McGowan said his state's hard borders with the east would stay for "months to come".

Tasmanian Premier Peter Gutwein has only committed to evaluating the easing of travel restrictions from Jul, suggesting to do so sooner would "not make common sense", while SA Premier Steven Marshall would only concede lifting restrictions "this year", citing too many COVID-19 cases interstate for the state to "open anytime soon".

Meanwhile the NT said it was waiting on further medical advice before it gave the green light for any interstate visitation.

South west dreams

WA TOURISM body, Australia's South West, has launched a tourism recovery campaign aimed at attracting people from Perth to travel to the region.

The Dreaming of Australia's South push can be viewed **HERE**.

Joyce bullish return

QANTAS CEO Alan Joyce has weighed in on the debate about when interstate travel should recommence, indicating the carrier could have close to half of its domestic network up and running by Jul.

"We don't think we'll go back to 100% honestly in Jul but we have the capability to easily add 40-50% of the capacity that we had before COVID-19 in that month and then a ramp up even further every other month," Joyce said.

The airline's chief also backed the idea of the states opening up their borders more quickly than they have so far stated publicly.

ATIC seeks mid-year

AUSTRALIAN Tourism Industry Council (ATIC) Executive Director Simon Westaway believes the states need to align with the national cabinet's road map which recommends the opening of interstate borders by mid-year.

Westaway said that tourism and travel businesses needed clarity and uniformity across the country so that they can effectively plan for the future as soon as possible.

"It serves no purpose for a scattered and long drawn-out approach to the removal of state and territory borders," he said.

"If it is good enough to have a beer or a meal in a socially-distant setting across all states and territories, it surely is good enough to have clearly-articulated and declared dates for hard border lifting," he added.

Westaway also criticised the "mixed messages" from the states on border restrictions, stating industry needed an opportunity to get back on its feet.

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Hertz CEO resigns

HERTZ'S Chief Executive Officer Kathryn Marinello has stepped down amidst reports that the company is preparing for a possible bankruptcy.

Marinello has been replaced by Paul Stone in the role, who was Exec VP & Chief Retail Operations officer for North America.

The company announced in a Securities & Exchange Commission filing that Marinello will remain with Hertz for up to a year, during which time she will work as a consultant.

Maldives webinar

MALDIVES Tourism is inviting Australian travel partners to participate in a Facebook Live event next month.

On 08 Jun, the Tourism board will hold a The Sun Will Shine Again event to showcase the experiences to be enjoyed in their country once international travel resumes as normal.

Maldives Tourism is also seeking participation from Australian tour operators and travel agents who specialise in selling the Maldives - [CLICK HERE](#) to get in touch.

Port of Townsville volunteers



THE Port of Townsville has been working to support the local community over the past few weeks (**pictured**), partnering with Townsville City Council and various industry bodies to lift the spirits of the city.

Staff at the Port have donated meals to the team at the at Reid Park COVID-19 clinic, with 20 \$250 grocery gift cards also distributed to families in need across the city, with the help of

the *Pricey for Breakfast* on the local Triple M station.

A donation of \$2,000 has also been donated to the Mission to Seafarers, the cash injection coming as maritime company Smit Lamnalco, the Port's Marine Pilots and Kate's Campaign for Change donated goods & money.

IATA five step plan

THE International Air Transport Association (IATA) board has declared five principles for a "layered approach" to the industry's restart.

As part of the principles, IATA will commit to working with governments and other aviation partners to put safety and security first, respond flexibly as the crisis and science evolve, be a key driver of the economic recovery, meet its environment targets, and operate to global standards which are harmonised and mutually recognised by governments around the world.

TC comes out on top

TRAVEL Counsellors (TC) has been named number one in a survey of customer experiences, which was initiated by MoneySavingExpert.com, scoring well with a range of travel companies during the current COVID-19 pandemic.



Window Seat

IN THE most convincing sign yet that a popular tourist destination can turn a travel challenge into an opportunity, an ice cream shop in Hong Kong has rolled out a new flavour of ice cream - tear gas.

The main ingredient is black peppercorns, and has been hurled at consumers as a sign of support for the pro-democracy movement in the semi-autonomous Chinese city.

"It tastes like tear gas and feels difficult to breathe at first, and it's really pungent and irritating," said eager customer Anita Wong.

"It makes me want to drink a lot of water immediately," she added with bleary eyes.

We feel the shop might want to omit that particular review from the menu perhaps.



Disney appoints

DISNEY has named Josh D'Amaro as Chairman of Disney Parks, Experiences and Products, promoted from the role of Disney World Resort President.

D'Amaro will lead Walt Disney World Resort President Jeff Vahle, Disneyland Resort President Ken Potrock, Consumer Products, Games and Publishing President Kareem Daniel, and Disney Signature Experiences.

D'Amaro will oversee Disney's travel and leisure businesses, including its theme parks, Disney Cruise Line, Disney Vacation Club, and Adventures by Disney, as well as consumer products, print publishing, Disney store locations and e-commerce.

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

A weekly e-magazine with destination features, puzzles and more.

Travel & Cruise
Weekly

We're still hungry for recipes

Send us your meatball or mince recipe for our weekly feature.

CLICK HERE



Pub quiz

1. What meat is traditionally used in Austria's Weiner Schnitzel?
2. Which tropic is closer to Hawaii, Cancer or Capricorn?
3. Which country is considered by the UN to be the least developed nation in the Caribbean?
4. Which future actor and politician was born in the Austrian village of Thal?
5. What country's national anthem is called La Marseillaise?
6. What mountain range covers more than 70% of southern Switzerland?
7. What is the only US state with a single syllable name?
8. What country protects the local turtle population in the marine park called Gumoo Woojabuddee?
9. What is the collective name given to the islands located at the tip of the Florida peninsula?
10. What is the name of New Zealand's highest mountain?
11. What place is this collection of pictures is spelling out?



+



+



Sudoku

DIABOLICAL

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, column, box.

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

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

Whose flag is this?



SOMEHOW we thought that it might be nice and easy to guess the country's flag if it had basic colours, but it turns out with only a limited palette generally used, it

might be trickier than we thought, compared with nations who have symbols on their ensigns.

Do you know whose flag it is? Check tomorrow for the answer.

Funnies Flashback



WE'VE trawled through the **TD** Window Seat archives to give you blast from the past. Here's some gems from 10 May 2012:

AIRLINES appear to be stepping up to the challenge of providing their creatively-demanding frequent flyers with all sorts of offers and experiences to suit every possible taste.

A recent study by airline consulting firm Ideaworks has looked at the frequent flyer programs of more than 150 airlines and found some of the weirder and wonderful rewards on offer to discerning earners and burners.

How about a leather vest autographed by George Clooney, or perhaps a dog-sled adventure from Latvian airline AirBaltic for 13,754 points?

Or maybe one can be tempted with a regular supply of socks?

ANSWERS 19 MAY

Pub quiz: 1 A sauna, 2 Hungary, 3 China, 4 Antarctica, 5 Mount Kilimanjaro, 6 Greece, 7 Fava beans, 8 An eagle, 9 Anchorage, 10 The Atlantic, 11 Rio de Janiero (re [email] + owe + d [note] + jar + near + owe)

Unscramble: cent, chit, chute, cite, cute, echt, entice, etch, ethic, ethnic, hint, hunt, itch, quiet, quieten, quint, quit, quite, tech, TECHNIQUE, teen, tench, thee, then, thence, thin, thine, tine, tune, tunic, unit, unite, untie

Where in the world: Johann Strauss statue in the Stadtpark, Vienna, Austria

Tiffin and co to the rescue



TRAVELMANAGERS has called out Personal Travel Manager (PTM) Tamara Tiffin and the network for a collaborative approach to serving clients' needs during the COVID-19 crisis.

Together with the help of her fellow PTMs, Tiffin (**pictured**) was able to get her client home safely from Vietnam.

The difficulties began with a late night call from the mother of the client and Tiffin got to work, advising her client to hop on a train from Nha Trang to Saigon, where she would fly home via Taipei the next day.

Fortunately later that evening her fellow PTMs alerted Tiffin to an updated travel policy, which meant her client would not be able to travel through Taipei and Tiffin voided the original ticket and reissued a replacement with a new routing via Japan.

When her client arrived in Saigon to a city in lockdown and

no taxis, Tiffin reached out to her network of PTMs, who provided personal contacts who were able to transport her client to the airport.

Her customer was then able to board a plane to Tokyo and make it home safely to Australia.

"Her journey home was long, tiring and at times incredibly stressful, but knowing that she had not just one but a whole bunch of experts supporting her every step of the way was incredibly reassuring," Tiffin said.

JobKeeper must stay

ADVENTURE Tourism Victoria (ATV) is calling on the Federal Government to continue the JobKeeper program as it was originally announced on 30 Mar.

The push follows some MPs endorsing a JobKeeper rollback, with ATV reinforcing that JobKeeper is vital to get tourism businesses through this period.

Plan your clients' next trip around a UK food festival

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

Travel & Cruise Weekly

Israel tourism swap

ISRAEL has appointed Asaf Zamir as its Minister of Tourism, replacing Yariv Levin in the role.

Zamir said Israel faced a great challenge to restore its tourism industry to its previous success, but "there are plans in place to rebuild the industry, and in order to do so, we will get businesses back on track, starting with domestic tourism".

Uber cuts 3,000

UBER Technologies has confirmed it will cut 3,000 more staff, in addition to the 3,700 announced earlier this month.

It will also close around 45 offices, including its Singapore base and instead move to a new hub in the Asia-Pacific region.

The measures are expected to save US\$1b in annual costs.

Agoda restructure

ONLINE travel booking platform Agoda has announced it is laying off more than 1,500 members of its workforce, citing a need to reduce costs in the face of the global downturn in travel.

The downsizing equates to roughly 25% of the company's total workforce, with CEO John Brown confirming the majority of the cuts have come in the customer service division, with layoffs also made in the IT, finance and marketing teams.

Norwegian reprise

NORWEGIAN Air has moved on a plan to take £230m (A\$431m) of Norwegian state aid by issuing 400m new shares each after a big debt-for-equity swap to prevent its bankers, bondholders and leasing companies foreclosing.

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.



Centara Hotels & Resorts is launching a spa for kids inspired by Charlie and the Chocolate Factory. Called Spa Candy, the experience offers children aged up to 15 years old candy-themed spa treatments, manicures, pedicures, the chance to get creative by mixing their own lotions and potions or hold parties. The first Spa Candy is slated to open in 2021 at Centara Mirage Beach Resort in Dubai.



CE Boston Hotels has revealed its \$100m plans to revive West's Olympia Theatre at One Oxford Street Paddington, renowned for housing the Grand Pacific Blue Room in the 1990s, into a mixed-use luxury boutique hotel. The operator of the hotel will be announced in the third quarter of this year, with the property to feature 101 rooms, food and beverage options and conferencing, banqueting and medical spaces.