EK details safety plan

EMIRATES has today unveiled new “multi-faceted measures for employee and customer care at every step of the travel journey,” which are being implemented effective immediately as the carrier phases in operations.

Regularly scheduled EK passenger services to nine destinations were reintroduced today, including Sydney and Melbourne as well as London Heathrow, Frankfurt, Paris, Milan, Madrid, Chicago and Toronto.

At check-in each passenger gets a free hygiene kit including masks, gloves, antibacterial wipes and hand sanitiser.

Masks are mandatory on all EK flights, while gloves must also be worn at Dubai International Airport where thermal scanners monitor the temperatures of all passengers and employees.

Physical distancing indicators have been installed in all areas including check-in, immigration, boarding and transfer locations, along with protective barriers at all counters and desks.

Thermal screening is also undertaken upon disembarkation at DXB, while boarding sequences are staggered from the last row to the first, in small numbers.

On board all cabin crew are fully kitted out in PPEs, and more crew are on board flights over 1.5 hrs to keep common areas clean.

Single-use menus and wine lists will be provided in Business class, while all blankets, pillows, toys, headphones and mattresses will be hygienically sealed.

Cabin baggage must be checked in, with the only items allowed including a laptop, handbag, briefcase or baby items.

Layover crew are housed in single hotel rooms and undergo COVID-19 testing and mandatory quarantine when they return.

VA domestic boost

VIRGIN Australia has revised its Federal Government agreement, taking the underwritten schedule to 76 return flights per week including a new thrice weekly ADL-PER service.

The new deal also sees VA frequencies between Brisbane and Melbourne move to double daily, increased frequencies to Mackay and Cairns and larger aircraft on the Newman, Karratha and Port Hedland routes ex PER.

VA Chief Commercial Officer John MacLeod said the extension of the government-backed schedule, effective from today to 11 Jun, would provide more options and flexibility for travellers and cargo customers.

Yay it’s Friday...!

CONGRATULATIONS travel industry - we have survived another week of COVID-19. As a reward we have produced a special new video featuring yet another intriguing interpretation of sausages - a follow-up to our previous Sausages Tartare delight. This time it’s Sausage Jerky - an innovative way to maximise the use of those cold leftover snags - and we can promise it’s going to become a staple in every home.

Please don’t confuse this effort with Jenny’s “Travelling the World with Mince and Meatballs” recipes, which thanks to you are actually genuinely delicious.

Check out the unique sausages now at traveldaily.com.au/videos.

MEANWHILE the eighth episode of our News on the Fly podcast has dropped and can be heard at traveldaily.com.au/podcasts, while today’s issue features a tasty new batch of your donut poems on page six.

What a whopper!

Travel Daily today has eight pages of news including donut ditties, Corporate Chatter and a new batch of PUZZLES.
Travel a high priority

THE Australian Chamber – Tourism has urged all states and territories to follow the lead of NSW by easing border restrictions and allow for interstate travel. Labelling the move as “one of the country’s highest priorities”, the Chamber’s Chairman John Hart argued that the lion’s share of the $80 billion that the domestic tourism market generates comes from interstate travel.

“Any hope we have of seeing the sector revived relies on breaking down our state border restrictions,” Hart said.

Domestic tourism needs to fill the gap created by absent international visitors, that cannot happen in any significant way if the state borders are closed”.

Canberra requests bubble

CANBERRA Airport Managing Director Stephen Byron has written to the Premiers of Queensland and South Australia to request a travel bubble be created between the ACT and each state. The ACT has been free of any known COVID-19 cases for close to a fortnight, leading Byron to formally ask for a special exemption for travel, despite each state publicly declining to ease border restrictions to the rest of Australia.

The airport’s proposal would effectively sanction residents of the ACT to travel to both states without a need for any quarantine requirements upon arrival, but they would need to apply for a special permit first.

In a letter to South Australian Premier Steven Marshall obtained by ABC News, Canberra Airport chief Stephen Byron made the case for a mutual economic benefit between the ACT and South Australia if a travel bubble were to be established.

“There is much demand from business between our two cities and states, and there is also significant demand from the desire to visit friends and relatives between our two regions,” Byron said.

“Further, this incremental - and safe - opening up of access to South Australia for tourism will support jobs in your state, from Adelaide into the wine regions and beyond,” he added.

Neither Premier has made any public response to the request by the time of press.

If agreed to, the states could potentially give the proposal the green light within the next couple of weeks.

Premier bites back

QUEENSLAND Premier Annastacia Palaszczuk has hit out at suggestions made by the NSW leader Gladys Berejiklian that her state should open its borders to interstate travel sooner.

Palaszczuk told reporters yesterday that she would not consider opening up until the COVID-19 infection rate in NSW drops even further.

“We’re not going to be lectured to by a state that has the highest numbers in Australia,” she said.

“I hope they get their community transmission under control because that means we will be able to open up sooner!” Queensland’s Chief Medical Officer Jeannette Young is likely to be the driving the current policy, recently warning that the lifting of borders restrictions could take longer than Sep, and should only be considered when both Queensland and NSW record one month’s worth of zero cases.

AirAsia flexibility

AIRASIA is now allowing passengers who book flights departing between 23 Mar and 31 Jul a credit account valid for two years or unlimited flight changes before 31 Oct.

AirAsia flexibility

QR restructures ops

QANTAS has purchased a stake of Cobham Aviation for an undisclosed amount, providing QantasLink with greater flexibility in servicing segments of the local domestic market. QantasLink CEO John Gissing said the acquisition was mainly a “back office” move that is unlikely to be noticed by its customers.

W Melb flags Dec

MARRIOTT has announced its highly anticipated hotel in Flinders Lane Melbourne will open its doors in Dec. W Melbourne will feature 294 guest rooms and suites and boast amenities including four restaurants, fitness centre, pool, and 830m² of events space.

Watch The Project

TONIGHT’S episode of Channel 10’s The Project will feature an interview with Destination HQ and Beaumaris Travel Managing Director Stuart Ingram, where he will discuss the impact of the show airs at 6.30pm AEST.

SIN allows transit

SINGAPORE will allow the transit of passengers through Changi Airport from 02 Jun. Those travelling through will need to “remain in designated facilities in the transit area and not mix with other passengers”.

QR travel confidence

QATAR Airways has extended its flexible booking policy to include unlimited date changes, as well as destination changes so long as the new choice is located within 5,000 miles of the original one. QR will not charge any fare differences for travel completed before 31 Dec, with tickets also able to be exchanged for Qmiles, a refund, or for a travel voucher valid for two years.
Rex responds to ASX query

REGIONAL Express has apologised to the Australian Securities Exchange (ASX) for not providing a formal update about its possible plans for services between the country’s capital cities (TD 13 May), telling the ASX that it “did not expect that information to have a material effect on our share price”.

Compliance officers at the ASX wrote to CEO Lim Kim Hai and Chairman John Sharp in the wake of an article in the Australian Financial Review about the potential plan, which saw the REXex share price jump more than 45% to a high of $1.31.

The ASX asked the Rex execs for a “please explain” and urged the company to ensure its future compliance with the exchange’s continuous disclosure rules.

In its response, the carrier noted that “in the almost 15 years since Rex has been listed on the ASX, we have observed that nothing much excites the stock market concerning Rex besides news of exceptional dividends or profits. Rex has made many announcements of contracts worth several hundreds of millions with barely a ripple on the share price.”

Another example is how the newspapers recently carried reports of Rex receiving an outright grant of over $50 million from the Commonwealth and the share price did not even move.

“Given this background, we didn’t expect our share price to move as it did,” the carrier said.

Lim and Sharp added that given the surge after the AFR report “it is evident that our judgement call was erroneous.

“We wish to reassure ASX that Rex will err on the side of caution in the future,” the pair said.

Rex shares are now at $1.05.

P&O extends pause

P&O Cruises today announced it would extend the “rolling pause in cruise operations in Australia” until 17 Sep.

P&O chief Sture Myrmell said the move was a response to the Australian Government’s approach to managing the resumption of international cruising in our region.

“As the pause continues we will continue to develop additional protocols and procedures to keep you safe when the time is right to resume sailing and people again feel comfortable to gather.”

ATG clarification

APT Travel Group has confirmed its Canada and Alaska touring program will resume from 01 Oct, not 01 Aug as reported in the version of Travel Daily received by some subscribers yesterday.

All other ATG trips are suspended until the end of Jul.

THOUSANDS of love-struck Aussie couples were prevented from getting married and taking a special overseas honeymoon due to COVID-19, but here is some very tasty consolation.

Dominos Pizza is offering couples who missed out on their dream wedding the chance to finally say “I dough” at a special pizza party.

All they have to do is describe their dream wedding in 250 words and why they deserve a pizza to cheer them up.

Entries can be posted HERE.

Window Seat

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Post COVID-19 travel: a shift towards sustainability?

**OPINION**

Sandra Camia is Deputy General Manager of the Monaco Government Tourist and Convention Authority. Got an opinion to share? Let us know in up to 400 words via email to feedback@traveldaily.com.au.

THE smallest country in the world wants to send a message of hope to one of the largest world wants to send a message of hope to one of the largest destinations.

Crucial criterion for choosing a destination. More than ever become a long time. travelling significantly and for a change the ways people are experienced before, and it will be mobilised than ever to change the tourism industry to be more balanced sustainable growth, become new standards. Travellers will focus on balanced sustainable growth, giving stronger value to the local communities they are visiting.

COVID-19 may speed up changes in the way we travel, encouraging us to evaluate how we could minimise our environmental impact and adapt our ways of travelling accordingly.

Especially in the tourism sector, there has been increased awareness about the climate emergency for several years and just as much as the tourism industry is one of the most affected by this crisis, it is also the sector which could play a vital key role in shaping a better sustainable world.

COVID-19 may speed up changes in the way we travel, encouraging us to evaluate how we could minimise our environmental impact and adapt our ways of travelling accordingly. Like HSH Prince Albert II of Monaco said in the message he delivered on the occasion of the 50th Earth Day recently: “It is the choices each one of us makes that will enable us to save our environment. Let us not miss this opportunity.”

However, these positive effects will only occur if the tourism sector recovers without losing millions of jobs.

All policy makers should use the COVID-19 crisis to create a more sustainable and resilient tourism system in order to respond, united, to any future shocks.

We would also like to take this as an opportunity to thank our environmental impact and adapt our ways of travelling accordingly.

COVID-19 may speed up changes in the way we travel, encouraging us to evaluate how we could minimise our environmental impact and adapt our ways of travelling accordingly.

Domestic tourism will reach new heights and smaller destinations will become more appealing and safer than ever. These new trends may mark the end of mass tourism, giving way to a more selective and sustainable way of travelling.

Scott interim plans

**SINGAPORE** Airlines low cost long-haul offshoot Scoot has updated its interim flight schedule through to 30 Jun, with thrice weekly Boeing 787-9 services planned between Singapore and Perth.

The temporary network will also include three weekly Hong Kong flights, two services per week to Ipoh, Kuching and Penang in Malaysia, and one weekly Singapore-Guangzhou frequency.

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**Princess pushes into Latin America**

**PRINCESS** Cruises has announced a new partnership with Latin American travel agency group CVC Corp.

Brazil-based CVC is the region’s biggest travel group, with the new agreement giving agents and customers right across Latin America access to all Princess Cruises inventory.

The deal was put in place by Discover Cruises, part of Discover the World which provides sales and marketing support for Princess in Brazil, Argentina, Hungary, Paraguay, South Africa, Uruguay and the West Balkans.

Princess is the first Carnival Corporation brand to partner with CVC Corp.

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**Expedia COVID loss**

**UNPRECEDENTED** customer service demand due to COVID-19 saw Expedia Group handle a whopping 22 million requests over a ten-week period, with the company rapidly developing self-service options to cancel air and accommodation bookings without speaking to an agent.

Automation capabilities were added to allow partners to initiate cancellations, and as a result the percentage of cancellation inquiries for air travel managed without an agent increased from about 65% in Feb to more than 95% last month.

The measures were detailed in a first quarter earnings release from the company overnight, which confirmed gross bookings declined 39% year on year for the three months to 31 Mar.

Expedia incurred an operating loss of US$1.29 billion on gross bookings of US$17.9 billion during the period, which also saw the company secure US$3.95 billion in additional funding.

The travel giant has implemented major cost reductions including cuts to variable marketing expenses and deferring capital projects.
Biz travel optimism noted

A STUDY conducted by the Global Business Travel Association (GBTA) has found that 54% of respondents are considering resuming all business travel in the “near future”, but don’t yet have any definitive plans in place.

The same study also suggested that roughly one in seven businesses have mapped out a business travel plan for trips taking place soon, while 14% said they had no plans to resume any form of travel in the near future.

The most likely international destinations for travel for businesses were Canada and the United States, scoring 24% and 28% respectively with organisations who plan to travel overseas soon.

GBTA Chief Executive Officer Scott Solombrino said the figures demonstrated that despite its members needing a level of safety assurance across aspects like flights and hotel stays, the responses clearly showed the preliminary signs of optimism for the corporate travel space.

“People aren’t going to travel until they feel safe…but as restrictions across the globe begin to lift, small green shoots of optimism are sprouting in the industry with more than half (54%) of companies considering resuming all travel in the near future,” he said.

“That is a positive, albeit small, sign that we are finally headed in the right direction.”

Further key findings of the survey showed that the majority of confidence was being expressed for domestic travel, 78% of those questioned revealing their intention to travel soon, while a lower, but still significant, 52% were willing to travel overseas on business soon.

With regard to hotel stays, business travellers listed an increase in cleaning protocols as their primary concern (80%), with 55% requiring hotel staff to wear a face mask, and 44% wanting to see additional communication of the property’s sanitation practices.

CTM adds COVID safety features

CORPORATE Travel Management has enhanced its Lightning online booking tool with new COVID-19 related health and safety details to help customers make more informed travel choices.

Airline service features included new feature aircraft cleaning, food and beverage hygiene, health screening, flexible booking conditions and more, as part of the flight search results.

The data is powered by ATPCO’s Routehappy rich content with the new “Reassurance UPAs” (TD 09 Apr) which are provided by more than 100 global carriers.

CTM CEO Australia and NZ, Greg McCarthy, said the company had responded quickly to customer feedback, citing an internal survey which “clearly showed the negative impact that not travelling is having on our customers’ business performance.

“We understand the challenges they now face in getting their teams back on the road with maximum safety and peace of mind,” McCarthy said.

FCM NZ response

FLIGHT Centre’s corporate division has detailed its actions in New Zealand when the country implemented its Alert Level 4 with little advance notice.

FC Corporate handled more than 9,000 customer phone calls, including 700 after hours, and almost a third of staff worked full time over the weekend of 14/15 Mar to help clients out.

Over 1,850 refunds and 3,500 cancellations were processed, with $3.9 million worth of customer air credits on hold over a total of 9,022 bookings.

CORPORATE CHATTER

Redefining cleanliness for the ‘next normal’

FOR the first time in living memory, the world has hit the pause button. And, while our hearts break for the devastating impact on peoples’ lives, economies and industries around the world, there has been a small upside: we have been forced to stop for a moment and spend some time doing the things that matter most to us, and to rethink the values we want to be part of our new world.

That perspective will frame the way everyone thinks about the ‘next normal’ and, for travellers unleashed back on the world after months of isolation, the most immediate concern will be around cleanliness, safety and wellbeing.

IHG, like most of the major hotel operators, has been busily reshaping the experience for guests by redefining cleanliness and supporting guests’ personal wellbeing throughout their stay – and it is driving innovation, especially where technology can make a difference.

For example, Crowne Plaza Sydney Coogee Beach recently unveiled technology which simultaneously connects its 11 meeting rooms, ultimately allowing guests to share their content through integrated IT technology - safe, practical solutions to meet very new, and very real, consumer needs.

Guests can also expect to see evolved procedures, which may include: reduced contact, touchless transactions, front desk screens, sanitiser stations, paperless check-out, reduction of high-touch in-room items, use of electrostatic technology, new service approaches to buffets, additional deep cleaning of high touch surfaces, and new practices for pools, fitness centres and lounges – to name just a few.

IHG is building on its industry-leading ‘Way of Clean’ program to develop new science-led protocols and service measures, partnering with industry leading experts, and launching a global ‘IHG Clean Promise’ that gives guests greater confidence and protection.

Visit www.ihg.com/clean if you want to find out more.

What’s certain is that hospitality will be back and better than ever – it might look a little different, but it will feel just as special as it always did.

What’s certain is that hospitality will be back and better than ever – it might look a little different, but it will feel just as special as it always did.

Leanne Harwood is the Managing Director - Australasia & Japan for InterContinental Hotels Group (IHG®). She has over 20 years experience in the hospitality industry, and oversees the operations, growth and performance of more than 70 hotels across Australasia and Japan.
Donut entries still coming

ONCE again we are bringing you your weekly dose of donut entries to continue to inspire your donut creativity.

We are heading into the pointy end of the competition with just over a week left to go to send in your donut-themed, poems, ditties and songs.

The competition is open for entries until 02 Jun with the grand winner awarded on International Donut Day on 05 Jun.

Weekly winners have had their entries read out on the Travel Daily podcast, News on the Fly (CLICK HERE to check out previous weeks’ winners), but just because your entry hasn’t been read out doesn’t mean you’re out of the running for the grand prize of a box of donuts delivered to you on International Donut Day.

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

Does Doug dig a donut?
Donuts are doughy and definitely nutty
Doug definitely digs a donut!

Pauline Tucker,
Helloworld Travel Thames

Sitting at my desk reading the latest travel news,
However I hear my stomach grumble and my thoughts drift to food.
Trying to keep focus during these unprecedented times,
But DONUTS keep taking priority in my mind.
Scrumptious, mouth-watering treats my workplace once brought us,
Is now so far away from my temporary work from home office.
Maybe I can order some donuts online?
Then I can snack on them later (with a bottle of wine!)
Yes. Now I can get back to some focus,
When donuts are at the centre of my mind, working is just hopeless.

Candice Stafford, MP Travel Melbourne

I donut want to work today,
I donut want to play!
I donut know what I should say,
I fear it is too late!
But if I had a sugar rush,
This could be the very push!
To find the motivation within to crush,
And help guests through these woods!

I donut want to quit today,
I donut want to stop!
I donut want to have to say,
My time right here is up!

We will all get through this all together,
There will be an end to this!
We will all get through this stormy weather,
And find our love for the travel bliss!
I donut want to say goodbye,
I donut want to cry!
I donut want to lose this life,
So we will continue to hold our heads up high!

Justine Hatcher, Adventure World Travel
Funnies Flashback

WE’VE trawled through the TD Window Seat archives to give you blast from the past. Here’s some gems from 05 Oct 2012:

IF YOU’VE been wondering why the Tourism Industry Council of New South Wales’ website and the NSW Tourism Awards site had disappeared in recent days, they were hijacked by The Joker.

Not just any Joker, but by Batman’s arch-nemises himself. As part of his latest evil plot, the super-villain hacked into the sites, adding a photo of himself, a Guy Fawkes mask and a symbol from last year’s Occupy Wall Street Movements.

TICNSW however had the last laugh, with considerable coverage of the plot provided in The Australian, giving the sites worldwide exposure and a spike in web traffic and visits.

It was unknown if Batman himself foiled the plot, but the sites have since been cleaned up and returned to normal.

Council GM Andrew Jefferies turned the tables on the hackers, thanking them for giving the state of NSW a considerable amount of free publicity.

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.

G A I F D T T E N E

Good – 27 words
Very good – 40 words
Excellent – 53 words

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

Pub quiz

1. What is the capital of Uganda?
2. What precious commodity is found at Kimberley, South Africa?
3. What country produces more hydroelectricity per capita than any other nation on earth?
4. What were not worn in the Hawaiian Islands until the 1870s?
5. What is the largest city in Libya?
6. Which islands off the coast of Africa introduced bananas to Jamaica in the 16th century?
7. How many times is the United States mentioned in its national anthem?
8. Which country's government building is a vast wooden structure referred to as The Beehive?
9. What Cuban naval base has been leased to the US until 2033?
10. How many of the 10 highest mountains in the world are located in Asia?
11. What city does this collection of pictures spell out?

ANSWERS 21 MAY

Pub quiz: 1 Sweden, 2 The Gulf Stream, 3 The Strait of Magellan, 4 Alaska, 5 Muammar Gaddafi, 6 The Great Pyramid of Giza, 7 The Flamingo Hotel, 8 Missouri River, 9 Canada, 10 Helsingor, 11 Korea (core + E [note] + ahh)

Where in the world: Christ Church College, Oxford, England
Alma Cam Ranh set to open

THOSE who have already started to put together plans for their next holiday to Asia will be excited to hear that a new luxury resort is about to open its doors to international visitors in Cam Ranh, Vietnam from next week.

The independently owned Alma resort boasts 196 pavilions, 384 suites and occupies 74 acres of beachfront property.

Amenities include a diverse selection of restaurants, bars, a beach bar, cinema, gym and an 18-hole putting green.

The resort also has plenty of appeal for families with kids, featuring a waterpark, a youth centre with virtual reality games, kids’ club & water sports centre.

“With a broad spectrum of inspiring things to see and do, this ambitious resort is emblematic of what Vietnam is just now becoming - a destination not merely for travellers but for people on holiday,” said the hotel’s General Manager Herbert Laubichler-Pichler.

Inset is Alma’s seafood restaurant offering options like Long Beach sea crab, Nha Trang groper and Cam Hai sweet snails.

Zoom to Italy now

BANYAN Tree Hotels & Resorts has launched a new integrated global health and wellbeing program called Safe Sanctuary.

A safer sanctuary

Seychelles beats it

POPULAR Indian Ocean tourist destination The Seychelles is now officially free of COVID-19.

The virus reached the island back in Mar, prompting a travel ban to be implemented in Apr. Beating the virus has since led its government to lift travel restrictions from 01 Jun.

India set to take off

India will lift the ban on domestic flights from next week in another sign the global travel sector is emerging from the worst of the pandemic.

The easing of restrictions will be undertaken in a phased manner, with a selection of domestic airlines expected to release their schedules over the next few days.

The new protocols will incorporate staff training covering a range of renewed procedures, including sanitising with a disinfectant that meets leading health authority requirements.

TRAVEL SPECIALS

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

Savings of 15% are available on In the Wake of the Vikings 2021 cruise with Adventure Canada through Cruise Traveller. Deals are valid for the 12 Jul departure, with prices starting at US$6,135 per person, twin-share for the 12-night voyage from Reykjavik to Kangerlussuaq. Further conditions apply, for details CLICK HERE.

American Queen Steamboat Company's 2021 Memphis Mississippi cruises are currently on sale. Valid for bookings made until 30 Jun, the deal includes savings of US$2,000 per couple - book HERE.