

TD tipping is off

THE COVID-19 pandemic has taken out another victim, with the popular **Travel Daily** AFL, NRL and Super Rugby footy tipping competitions cancelled for 2020.

Unfortunately the general uncertainty around the seasons and potential for ongoing schedule changes means it's just not practical to continue the tipping this year, according to **Travel Daily** Head of Marketing Sean Harrigan.

Our sincere thanks to Emirates and Expedia TAAP who had both provided major prizes.

However, with just a few rounds left, our A-League tipping competition will resume once the rest of the season is confirmed.

Prior round winners in all codes have already been contacted, with hopes that we can resume the competitions again in 2021.

More cruise delays

INTERNATIONAL cruise ships will not be permitted to visit Australian ports until at least 17 Sep, with Health Minister Greg Hunt extending his previous COVID-19-related prohibition for a further three months.

The Australian Border Force confirmed the move, noting that the restrictions include both direct cruise ships arrivals from foreign ports as well as round-trip voyages from Australia.

Carnival Australia has confirmed its local P&O, Princess & Carnival cruises are off until 17 Sep - more in today's issue of **Cruise Weekly**.

Fly365 directors face claims

EXCLUSIVE

THE directors of the collapsed Fly365.com online travel agency (**TD** 24 Feb) have been accused of authorising "uncommercial transactions" worth more than \$6.25 million in the final days of the company.

Administrators Vincent Pirina and Ian Niccol of Aston Chace Group have also confirmed they are liaising with major creditors and stakeholders - believed to include the Australian Federation of Travel Agents (AFTA) - in relation to obtaining funding to commence public examinations against Scott Mayne and Mustafa Filizkok to "gather evidence which may be used in subsequent civil and criminal proceedings".

The Second Report to Creditors, released last week, confirms the administrators have investigated allegations of the company's manipulation of airline bookings to delay the issuance of tickets (**TD** 28 Feb), looked into claims the Directors misappropriated customer funds, and reported fraud allegations to the Australian Securities and Investments Commission.

The report also notes that AFTA had notified Fly365 of its intention to cancel the company's ATAS accreditation in Dec last year due to a range of issues including failure to resolve customer disputes and non-supply of financial records for the prior financial year.

However in Jan AFTA accepted

a further submission from Fly365 and issued an invoice for its ATAS renewal fee.

In Feb the company began receiving email demands for repayment of overdue debts from Air Tickets, Express Travel Group and CVFR, and subsequently its directors resolved to have a liquidator appointed.

Fly365's ownership is complex, with its holding company, ADG EnerTech Limited, based in Hong Kong and with shareholders in the British Virgin Islands.

The Administrators believe the company collapsed due to poor strategic management, as well as "high cash use" after identifying payments to related parties worth \$6,252,723 - of which \$5.5m was transferred just a few days before Fly365 ceased trading.

Unsecured creditors of Fly365 are estimated to be owed almost \$27 million - including \$18 million to the Commonwealth Bank, \$3.1 million to Helloworld Travel offshoot Air Tickets, \$2.6 million owed collectively to 957 customers, \$2.27 million owed to credit card processor Ingenico, \$358,000 to SkyScanner and \$201,000 to Kayak.

The Administrators have not been given access to the Fly365 software so have been unable to process refund requests, confirm the status of bookings or facilitate any changes, while airlines and consolidators have been reluctant to provide customer details to assist, due to privacy concerns.

Today's issue of TD

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

Hertz in Chapter 11

CAR rental behemoth Hertz Corporation has filed for Chapter 11 bankruptcy protection in the USA after failing to reach an agreement with its creditors.

The company said the impact of COVID-19 caused an abrupt decline in revenue and future bookings, with a financial reorganisation giving Hertz a "path towards a more robust financial structure that best positions the company for the future as it navigates what could be a prolonged travel and overall global economic recovery".

Hertz noted that all of its businesses globally, including Hertz, Dollar, Thrifty and Firefly subsidiaries were open and serving customers, while its principal operating regions including Europe, Australia and NZ as well as its franchised locations are not included in the US Chapter 11 proceedings.

Vale Jenness Royston

AUSTRALIAN travel industry stalwart Jenness Royston is being mourned after she died in Perth on Fri following a battle with cancer.

Royston has been hailed for her impeccable professionalism through a career spanning more than 40 years including roles at Grace Bros Travel, Qantas, Qantas Holidays and Tour East.

VIKING

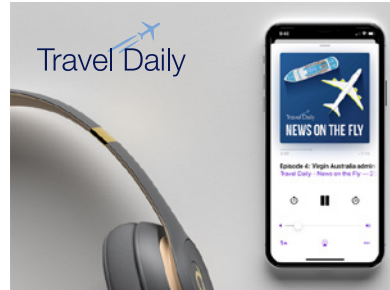
JOURNEYS WORTH PLANNING

AIR CREDITS

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RISK-FREE CANCELLATION POLICY

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Travel Daily

Catch up on the news of the week

[CLICK HERE TO LISTEN](#)

Air NZ exec restructure

AIR New Zealand has announced a “streamlining” of its executive ranks as it grapples with the fallout of COVID-19, reducing its executive team by a third.

The changes will see Chief Strategy Networks and Alliances Officer Nick Judd depart on 31 May, Chief Air Operations and People Safety Officer John Whittaker move on from 31 Jul, and Chief Marketing and Customer Officer Mike Tod step down from the role in exchange for a part-time advisory role.

The portfolios of the three departing execs will be absorbed by the remaining team members.

Chief Executive Officer Greg Foran said the drastic changes were necessary as the carrier continues to adapt to being a much smaller operation in the wake of the pandemic.

“As we have done in all parts of our business, we are creating the structure that is appropriate for an airline which we expect will take two years to get back to 70% of its former size,” he said.

“On that basis I have reduced

the size of the executive team from nine to six,” he added.

Foran also spoke in glowing terms about the three departing executives, who between them boast 68 years of service.

“In my short time at Air NZ, they have been incredibly helpful to me as I have settled into the role and their deep experience has been vital as we’ve navigated through a most tumultuous past 100 days,” he said.

“Mike, John and Nick are going to be deeply missed and they have interacted with thousands of our Air New Zealand whanau, near and wide over many years.”

The NZ executive team now comprises Chief Revenue Officer, Cam Wallace; CFO Jeff McDowall; Chief Operations Officer, David Morgan; Chief Digital Officer, Jennifer Sepull; Chief People Officer, Joe McCollum and Chief Ground Operations Officer, Carrie Hurihanganui.

After thinning the top ranks of the carrier, Foran will now commence a formal review of Air NZ’s Senior Leadership Team.

FBI lends a hand for seniors



THE team at FBI Travel found another way to provide assistance, after spending the past two months, like all other agencies, ploughing through mountains of refunds and working with their clients to look after their needs.

Last week they organised

themselves into groups to volunteer with a local charity.

The group are **pictured** working to pack and deliver boxes of dried goods and pantry essentials to seniors experiencing poverty and isolation in the current COVID-19 climate.

More peace of mind

NORWEGIAN Cruise Line (NCL) has updated its Peace of Mind Policy, extending its Future Cruise Credit offer until 31 May.

Guests who rebook using their credit on any sailing embarking 01 Oct 2020 to 31 Dec 2022 will receive an additional 20% discount off their cruise fare and agents will receive 5% bonus commission on bookings made during the offer period.

NCL has also launched its Flash Sale for new bookings made until 31 May.

More on the policy [HERE](#).

Dreaming of Dream

THE Dream Cruises crew is allowing would-be voyagers to have their own cruise experience from home, through a series of live videos called #DreamCruisesAtHome.

To be streamed on Facebook Live each Wed and Fri at 5pm AEST, the series will offer segments ranging from fitness and dance to cocktails and cookery.

The series kicked off earlier this month and will continue over the coming weeks.

CLICK HERE to see the Dream Cruises Australia Facebook page.

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

Travel & Cruise Weekly



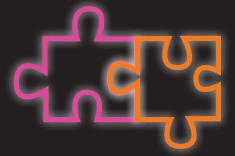
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nouvelle calédonie Pacific heart



Border "friction"

TRAVEL from NSW and Vic to New Zealand may open up sooner than to Queensland, as state premiers squabble over the potential reopening of borders.

Tourism Minister Simon Birmingham said yesterday he would not let state border bans create an "obstacle" to a trans-Tasman travel bubble.

Japan to fund trips?

AUTHORITIES in Japan are considering heavily subsidising inbound travel in a bid to revive the country's tourism sector.

Japan Tourism Agency CEO Hiroshi Tabata has flagged funding of up to US\$12.5 billion, hinting that up to 50% of travel expenses may be subsidised.

Tabata said the scheme could start as early as Jul, with the aim of filling the gap left by COVID-19 border closures which have also seen the cancellation of this year's Olympic Games.

UK coach operator collapses

BRITISH company Specialist Leisure Group has been placed into administration, with more than 2,500 jobs lost as a result.

The company's brands include coach tour operator Shearings, Coast & Country Hotels, Bay Hotels and National Holidays.

Specialist Leisure also operated retail travel outlets trading under the Wallace Arnold Travel brand.

All tours, cruises, holidays and hotel breaks booked with the group have been cancelled and will not be rescheduled.

Shearings Holidays had been operating for over a century, with the Association of British Travel Agents (ABTA) saying the collapse of such a well known brand was a "stark indication of the pressure that the holiday industry is under as a result of the coronavirus pandemic".

"ABTA has repeatedly highlighted to the Government the urgency of the situation

and the need to set out a coordinated strategy with clearer communication if it wants to help avoid significant job losses and support companies to weather the storm," according to ABTA Director of Membership and Financial Services, John de Vial.

All package holiday bookings with Specialist Leisure Group are financially protected, with coach tours protected by the Confederation of Passenger Transport.

Sth African return

SOUTH Africa's Home Affairs Minister, Aaron Motsoaledi, has approved travel for the country's citizens who work overseas.

An official update on Sat confirmed that those who wish to leave the country can now depart for "essential reasons" which include work, study, family reunion, and for medical reasons.

Vic to allow stays

VICTORIA'S tourism industry is set for a welcome boost, with the state's Premier Daniel Andrews announcing overnight stays in accommodation will be allowed from 11:59pm on 31 May.

Overnight stays will also be able to resume at private residences, along with campgrounds and caravan parks – but not with communal facilities like kitchens or bathrooms.

Outdoor gatherings have also increased to 20.

G Adv still on pause

G ADVENTURES has extended its suspension of all tours departing up to and including 31 Jul and will also be suspending all G Expedition departures up to and including 31 Aug.

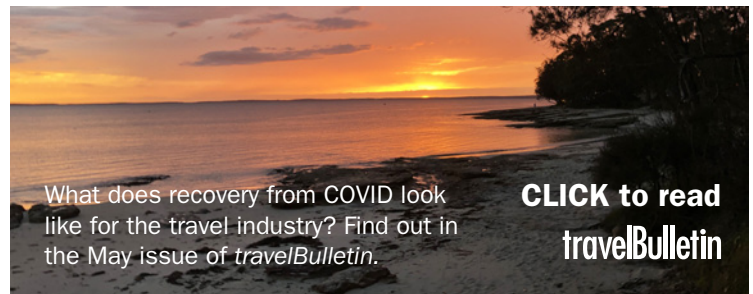
The operator has also today launched the W Trek Step Challenge for agents, with registration for the competition closing today - [CLICK HERE](#).

**BECOME AN ABU DHABI
SPECIALIST**

Register for your chance to win a 5-star trip to Abu Dhabi, as well as four weekly \$250 vouchers.

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Abu Dhabi



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

CLICK to read
travelBulletin

VSC CEO gone

VISIT Sunshine Coast (VSC) Chief Executive Officer Simon Latchford has announced his resignation after almost four years in the role (**TD** 05 Aug 2016).

Latchford was appointed Chief Executive after working for over a year as Head of Marketing & Strategic Relationships.

The Sunshine Coast was Queensland's fastest-growing region in 2019 in visitor numbers and expenditure.

Memphis learning

MEMPHIS Tourism has announced a "recovery webinar", aiming to give agents fresh insight into the "city of blues, soul, rock and roll, and the world's best barbecue".

Led by Australian & New Zealand Director Chris Ingram and International Sales Manager Lisa Catron, the webinar will cover key destination facts as well as lesser known sights, sounds, and attractions.

The Soul of Memphis Webinar will take place next Thu at 9am AEST - **CLICK HERE** to register.

Table Bay shares the love



THE team at The Table Bay Hotel in Cape Town has been putting its time towards helping local organisations that support those affected by personal losses from the COVID-19 crisis.

Although the waterfront landmark remains closed during COVID-19, the property's GM Joanne Selby and members of her hotel team (**pictured**) are doing what they can to provide assistance to organisations, including Ladles of Love, which operates soup kitchens to feed the homeless and also offers assistance to local beneficiaries

and schools.

The Table Bay has donated much of the produce it had to Ladles of Love, which is using it to create meals being served daily at The Haven in Green Point, Safe Space under Culemborg Bridge and outside The Hope Exchange.

"We will continue to support organisations, including Ladles of Love, and the amazing work they do in trying to ease the awful plight so many people face all around us," Selby said.

"It is terrific to have our hotel team wanting to help out wherever they can including gathering and packing items stored in our kitchens which can be used in creating lovely meals for those in need."

Virgin Galactic up

VIRGIN Group has completed the sale of 25 million shares of its common stock in Virgin Galactic Holdings.

The sale was completed by Vieco 10, an investment vehicle controlled by the group, through wealth manager Credit Suisse.

The group said it intends to use the net proceeds of US\$366 million from the sale to support the rest of its struggling portfolio.

The sale amounted to a fifth of Virgin Group's stake in Virgin Galactic, and also brought its holding from a majority to 40%.

Virgin Group's airlines are expected to receive the lion's share of the proceeds.

Window Seat

CELEBRITY Cruises' sales team released a heartfelt video message for travel agents on Fri, to celebrate National Travel Agents Day.

Dropping first thing in the morning in the cruise line's Australian and New Zealand travel partners Facebook group, the video features Head of Sales Australia Cameron Mannix and Strategic Sales Managers Fiona Heron, Jessica Jones, Nicole Stojic and Hannah Taylor.

The message also sees a collection of photo memories from past trips with travel partners.

CLICK HERE to view the video - and happy belated National Travel Agents Day!

PK8303 crash

PAKISTAN International Airlines flight 8303's black box has been found, following the plane's crash on Fri.

PK8303, operated by an Airbus A320, crashed into a residential neighbourhood in Karachi, killing 97 of the 99 people aboard.

The crash occurred during the plane's second landing attempt on arrival at Jinnah International from Lahore.

Pakistan's Secretary of Aviation Hassan Nasir Jamy has vowed there will be compensation for the family members of victims.

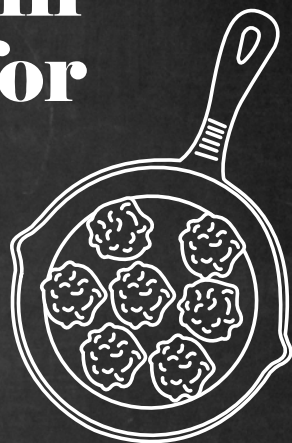
US restricts Brazil

THE United States has updated its border policy and will not allow entry of foreign nationals who been in Brazil in the previous 14 days.

The South American nation recently became the world's second major hotspot for COVID-19 cases, behind the US, having recorded more than 360,000 cases and 22,000 deaths.

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

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.

T	A	O
A	P	N
M	R	U

Good – 17 words
 Very good – 25 words
 Excellent – 33 words

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

Pub quiz

- Where would one find the city of Taipei?
- In which Australian State or Territory would one find the Devil's Marbles?
- I.M. Pei designed which famous glass structure?
- To which Islamic site do Muslims pilgrimage to as part of a rite known as 'hajj'?
- Which country was predominately used for the filming of the Lord of the Rings trilogy?
- True or False: Indira Ghandi, former Prime Minister of India, was the daughter of Mahatma Ghandi.
- Freddie Mercury was born in which idyllic Tanzanian region?
- From what region is the dish 'bulgogi' from?
- Which country has hosted the Olympics the most times?
- Which country is IRON PAGES an anagram for?

ANSWERS 22 MAY

Pub quiz: 1 Kampala, 2 Diamonds, 3 Iceland, 4 Grass skirts, 5 Tripoli, 6 The Canary Islands, 7 None, 8 New Zealand's, 9 Guantanamo Bay, 10 All ten, 11 Busselton (bus + Elle [Woods] + tonne)

Unscramble: aged, aide, anted, daft, date, dating, deaf, deafen, dean, defat, defeat, DEFEATING, defiant, define, deft, deign, dent, detain, diene, diet, dine, ding, dint, edge, edit, fade, fading, fainted, fanged, fated, feed, feeding, feigned, fiented, fend, feted, fetid, fidget, fiend, find, fined, gained, gated, geed, gifted, idea, need, negated, teed, tend, tide, tied, tinged

Whose flag is this: Chile

Travel the world with mince and meatballs



TECHNICALLY these are not meatballs, not even mince!

But for our vegan/vegetarian readers we don't want you to miss the meatball journey. So thanks to Sharon Bacich from TTFN Travel we have this recipe for Adzuki meatballs.

They do require a bit of extra preparation. I have to confess

to being a meat lover but these look really good!

Keep sending in recipes to meatballs@traveldaily.com.au

xx
Jenny

Jenny Piper
 Owner,
 Business
 Publishing
 Group

Adzuki Meatballs with Avocado Pesto Zoodles

INGREDIENTS

- ½ cup adzuki beans soaked overnight
- ½ cup green lentils soaked overnight
- 2 tbsp flaxseed
- 225g mushrooms (of your choice)
- 1 cup rolled oats
- Handful of fresh mixed herbs (eg. parsley, basil and oregano)
- 2 Asian shallots (or a medium onion), chopped
- 2 cloves garlic, chopped
- Olive oil
- Salt and pepper to taste
- 1 large zucchini per 2 people
- Pine nuts or almonds to dress

ZINGY AVOCADO PESTO (MAKES EXTRA)

- One large avocado
- Clove of garlic
- ½ tbsp lemon or apple cider vinegar
- 1 tbsp rinsed capers
- 3 tbsp olive oil
- Handful of fresh basil
- Handful of pine nuts or walnuts (optional)

METHOD

Preheat oven to 190°C (180°C fan forced). Place the beans in a heavy medium saucepan and cover with 5cm of water. Bring to a boil then simmer for 15 mins before adding lentils for the last 10 mins, keeping an eye on them so all the liquid hasn't been absorbed. Drain well and let cool. Meanwhile combine flaxseed in a small bowl with a ¼ cup warm water. Leave 10 mins to form a gel. Add mushrooms, well-drained bean mix, oats, herbs and flaxseed in a food processor and pulse until it combines. Fry chopped shallots or onions in 1 tbsp of olive oil for 2 mins then add chopped garlic, salt and pepper and cook another minute or two.

In a large bowl combine the onion mixture and mixture from the food processor and form into golf ball size balls or patties if you prefer.

Line a baking tray with greaseproof paper. Transfer balls to tray and bake 15 mins. Flip and bake for another 10 mins.

For the pesto, add all ingredients in a food processor and process until combined. It doesn't have to be completely smooth.

Make zucchini noodles with a spiralizer. If cooking them make them thicker, or thinner if eating raw.

Fry off the zucchini in a little coconut oil but add some great texture by keeping some raw and adding to the cooked. Turn off heat and toss enough pesto through for your liking.

Serve by placing meatballs on top of pesto zoodles and scatter some nuts over.

Plan your clients' next trip around a UK food festival

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

Travel & Cruise Weekly

Crown Sydney tops out



CROWN Resorts' Crown Sydney development has reached the milestone of "topping out" on Fri, ahead of schedule.

This marks the completion of vertical construction of the 275m-high hotel resort and residences (*inset*), which begun construction four years ago.

Crown Sydney is set to open its 349-room hotel in Dec 2020, alongside 14 restaurants & bars, & select retail, while homeowners at Crown Residences at One Barangaroo are scheduled to move into the building in the first half of 2021.

Rather than the traditional large ceremony which usually would take place when a major building reaches this milestone, the occasion was marked by a site visit by NSW Treasurer Dominic Perrottet.

The Treasurer was joined by Crown Chair Helen Coonan; Crown CEO Ken Barton; Crown Executive VP - Strategy and Development Todd Nisbet; and Group CEO and MD of Lendlease,



Steve McCann.

Pictured are McCann, Barton and Nisbet.

BYO coffee webinar

DESTINATION Webinars is launching a new weekly webinar series for Australian and New Zealand travel agents on Thu.

The series will run weekly on Thu, from 11am AEST and is designed to replace usual face-to-face clusters and keep agents and suppliers connected via webinar clusters at this time.

Each session will showcase three suppliers - more **HERE**.

NZ updates int'l

AIR New Zealand has extended the timeframe for its significantly reduced network through to 31 Aug, in response to government travel restrictions and low demand due to the COVID-19 pandemic.

Previously the carrier announced the limited international network would operate through to 30 Jun.

From Auckland, Air NZ will operate four weekly return services to Sydney; three weekly Brisbane return flights and three weekly Melbourne return flights.

Pacific services and long-haul flights to Los Angeles and Hong Kong will continue to operate, on a reduced schedule.

Air New Zealand has also reopened a number of lounges in NZ today, including at Auckland Regional, Wellington Domestic and Christchurch Domestic, and nine regional lounges.

Zoos to reopen

ZOOS are among the venues which will be allowed to reopen in New South Wales and Victoria from 01 Jun as part of further easing of coronavirus restrictions.

In Victoria, from 11:59pm on 31 May entertainment and cultural venues like galleries, museums, drive-in cinemas and historic sites will be able to open, along with zoos and outdoor amusement parks.

They will need to ensure physical distancing and a limit of up to 20 patrons per space will apply, while indoor venues will be required to keep customer contact details.

Zoos, aquariums and wildlife parks across NSW will also be able to re-open from 01 Jun, provided they develop a COVID-19 safety plan.

NSW announced last week cultural institutions would be able to reopen from 01 Jun.

BROCHURES

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



Luxury Lodges of Australia - e-Brochure

Luxury Lodges of Australia is offering downloadable e-Brochures available in nine languages. The e-Brochures outline the company's collections of lodges and camps and is available to be white labelled with contact details and a call-to-action. Luxury Lodges of Australia is planning its reopening, which will happen over from as early as Jun for some destinations while others will be several months down the track due to seasonal and air access complexity.

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

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