

*Sea you soon...*

'As the tide drops rapidly, imagine 400 square kilometres of reef emerging from the sea, torrents of water cascading from the reef's edge, right before your eyes... Montgomery Reef on the Kimberley coast embodies the raw power and sheer beauty of Australia's nature waiting to be witnessed.'

'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*





**LIVE from Athens**

This weeks LIVE Instagram chat with **Unforgettable Greece** tomorrow at 5pm




## Tourism industry "Restart Timetable" released

### EXCLUSIVE

**AUSTRALIANS** could be heading to New Zealand for a holiday in early Jul and venturing to other short-haul international markets by Sep, according to a timetable released today by the newly formed Tourism Restart Taskforce (**TD 29 Apr**).

The schedule (**pictured**) outlines when the council agrees each sector should be able to begin to move out of hibernation and on the road to recovery and was created following a meeting last Fri joined by Federal Tourism Minister Simon Birmingham.

Tourism Restart Taskforce member and Australian Chamber - Tourism Exec Chair John Hart told **Travel Daily** the six steps in the timetable would act as "markers" for the industry, and be adjusted based on ongoing health advice and as State Governments made further decisions.

He said establishing a timetable allowed for industry and

government to identify the next steps and what measures could be done to reach them.

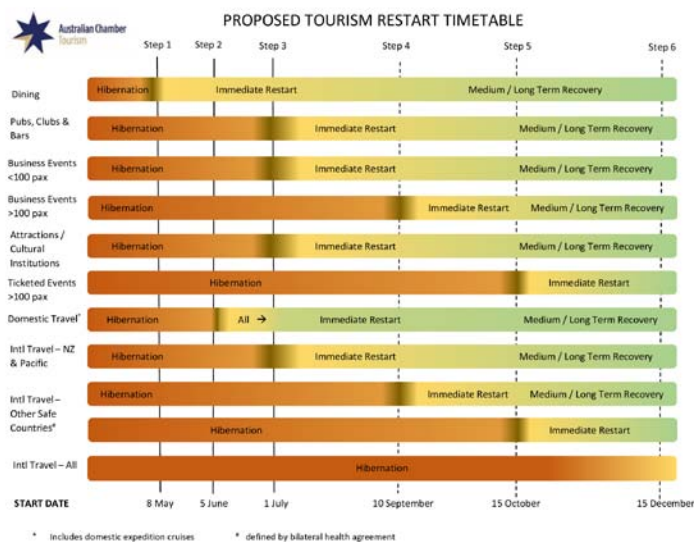
He noted that domestic travel could begin by the beginning of Jul, but cautioned "the reality is, tourism cannot restart until the state borders are opened".

On the international front, Hart said there's a lot of activity planning what a trans-Tasman bubble will look like, with the taskforce pinning early Jul as a potential start date.

"From the taskforce's perspective, what we wanted to do is put a line in the sand and say it should be possible from that date," he said.

He also flagged the opening of further international markets as possible by Sep or Oct, but the timetable does not envision a full return of international travel until 2021 at the earliest.

Acknowledging it was too soon to say which market would likely follow New Zealand, the taskforce



thinks it will be short-haul.

"I think it's reasonable to think that we'll have a couple of markets being able to return on

those sort of dates," he added.

The taskforce also envisions local expedition cruising phasing in from as early as 05 Jun.

### Ponant prepares

**PONANT** is today inspiring prospective cruisers with a stunning image of the Kimberley Coast as a reminder of the many beautiful and exciting experiences that lie ahead of us once the world emerges from COVID-19.

See the **cover page** for more.

### TD training is here!

**THE** newly launched **Travel Daily** Training Academy provides a perfect option for destinations and suppliers to showcase their products and ensure travel consultants are well trained to sell as the industry recovers.

Check it out on **page seven**.

### JobKeeper ongoing?

**THE** travel and tourism sector is urging the Government to recognise that the industry was the first to be hit by COVID-19 and is likely to be the last to emerge, with a targeted extension of the JobKeeper program vital to ensure businesses survive the pandemic.

The Australian Tourism Industry Council (ATIC) said the program was "clearly a real enabler to many businesses coming out of hibernation," with ATIC Executive Director Simon Westaway saying few in the sector have seen any customers returning at this stage.

The closure of international borders for months ahead and domestic restrictions mean it will be some time before any sign of recovery takes hold, he added.

The Australian Tourism Export Council echoed the push, with MD Peter Shelley saying "2020 will be remembered as the year from hell for export tourism".

### Today's issue of TD

**Travel Daily** today has six pages of news including our **PUZZLES**, a front cover from **Ponant** and a full page from the **Travel Daily Training Academy**.



**PRESENTS A**

## TRAINING WEBINAR

WITH

### CHRIS INGRAM & LISA CATRON

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**9AM AEST / 11AM NZT**  
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Memphis Tourism is offering Australian & New Zealand travel agents the opportunity to up-skill and increase their product knowledge of the Home of Blues, Soul & Rock 'n' Roll.

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 (all webinar attendees will go into the draw)

**CLICK HERE TO REGISTER**

Having trouble unpacking the government stimulus packages and how they can help your business? Read the May issue of *travelBulletin*.

**CLICK to read**

**travelBulletin**



## VA credit policy

**THE** Administrators of Virgin Australia have been given court approval to offer a "conditional credit", which can be used for all tickets issued prior to the airline being placed into administration.

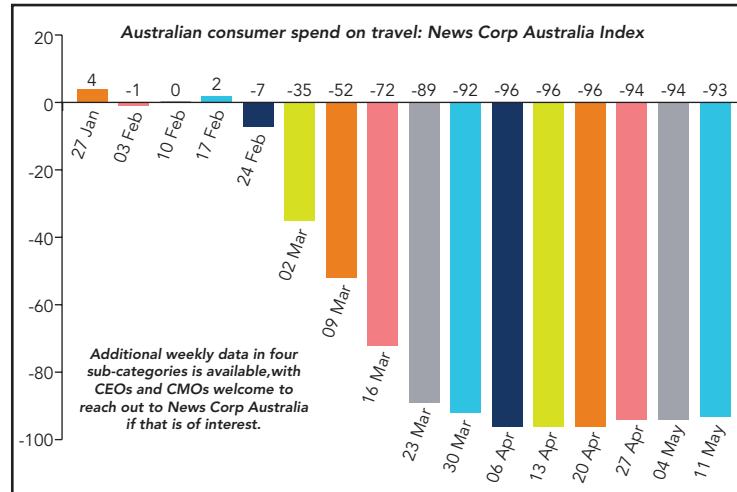
New policies have been released along with a trade Q&A document, which says any refund requests ordinarily resulting in an unsecured debt can instead be converted to a conditional credit that can be redeemed in the voluntary administration period.

The trade update can be accessed by **CLICKING HERE**.

Agents who have previously submitted refund requests via BSP Link, ARC or ASD will need to delete their application and advise clients that a conditional credit has been applied.

Customers must be advised of the status and the terms and conditions of the credit ASAP so they can make a new booking if they want to travel, VA said.

## A glimmer of spending light



### EXCLUSIVE

**THE** latest consumer travel spending data from News Corp Australia (**pictured**) shows a small improvement across all sectors, despite being collated for the week to 11 May, before the latest government moves to open intrastate travel.

Search for accommodation is

up in every state, with South Australia doubling over the last week, according to MD Food & Travel Fiona Nilsson.

The spending data, collated from credit card information, covers consumer spend with major brands across air, cruise, accommodation, OTAs, travel agents and tour companies.



## Window Seat

**ZOOS** across the globe are beginning to reopen after COVID-19 shutdowns, and a Pole has made the most of it.

It's believed the 23-year-old was drunk - perhaps celebrating the opportunity to once again go outside - when he climbed inside the bear enclosure at the Warsaw Zoo and picked a fight with one of the occupants.

Shocked onlookers saw him taunt the creature, which then chased him into the water where a brief wrestling match ensued.

The man released himself from the tussle and managed to escape, with authorities later charging him with animal cruelty - as well as breaching health regulations because he wasn't wearing a face mask.

## 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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## What will travel be like on the other side of lockdown?

### OPINION

Mark Carter is a Director, Author and Learning & Development professional. As a keynote speaker and consultant he works with businesses to adapt their brand.



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).

70,000 years of hard wired sapien psyche means we'll all eagerly bounce back to exploration and travel.

A question to ask ourselves now within the industry, arguably feeling the harshest bite from lockdown teeth, is "where do we go from here?"

Here's some swift considerations.

A potential pain to pre-empt for local business travel or trade (flights, accommodation, venues, hospitality) is the serendipitous discovery as a result of the largest, unplanned, work from home experiment.

Namely, some businesses previously holding resistance or reluctance to the idea of remote, have likely stumbled

on a Eureka! Some things can be conducted virtually just as effectively without expense or day lag associated with daytrips or overnight travel.

Your task now is to reinvigorate appreciation of all aspects of value. So pull a mastermind group together, today. Revitalise lures and innovative new rabbits pulled from creative talents minds and hats.

Refresh your marketing so target audiences appreciate all facets of value: personal, emotional, service and relationship value, not just the critical tangible value metrics like bottom line dollars or time.

Other sectors in travel face a potentially longer, tougher track back through recovery, revival and reinvigoration. Yet fear not, this is absolutely possible and opportunities will open.

Cruising and off the beaten track adventures potentially

fall into this bag. Mainly due to perceptions created via emerging media stories such as banishment out to sea, or left in the wild, unable to dock. Or confronted with the insurance kill-all switch:

force majeure.

The legalities of ship stand-offs being told to leave ports versus the humanity of mindful captains, facing threat of legal or criminal actions, will bring to light bigger issues for longer term reforms required.

If the industry bands and rallies together, taking appropriate

conversations to policy-makers, sectors will then be able to relay powerful, authentic communication to rebuild trust and confidence.

What's more they'll be like travel super heroes, windswept caped crusaders at the helm, championing a cause to protect experiences long held in high esteem.

Become myth busters of exaggerated news. Show your preparedness, adjust terms and make it an easier choice for people to come play or sail again.

What all segments of travel have, in abundance, is knowledge, contacts and expertise in regions, specialties and, more importantly, one of the elixirs of life. A priceless gem associated with all elements of travel. Experience.

There's potentially a whole new world of product offerings previously only dreamt about in the minds of Hollywood types.

Why not create live virtual tours, even tastings, with local talent in every corner of the world? "Total Recall" might have been an imaginative memory in the mind of Arnie. "Total Travel" can be brought to life via technology and credibility to cohorts of voyeurs in the comfort of their own homes.

Whatever you do, figure out how to submerge people's senses and strive to add value in new wondrous ways. Then, let time, especially during lockdown, work on your side.

“  
Figure out how  
to submerge  
people's  
senses and  
strive to add  
value in new  
wondrous ways  
”

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

**Plus click here for a toolkit to  
help promote the magazine.**





## APT 2021 Kimberley on sale



APT has released a selection of 2021 Kimberley and Outback itineraries, at 2020 prices until 30 Jun.

The range varies from four-wheel drive adventures around Australia, including the Kimberley and Cape York, to small ship expedition cruising off the remote Coral Coast and Kimberley Coast.

Highlights of the offering include the 15-day Kimberley Complete tour, the 15-day West Coast Explorer itinerary, the 13-day Central to South Australia with Kangaroo Island journey, the 11-day Cooktown & Cape York adventure, and the eight-day Tassie Explorer sojourn.

"Our Outback and Kimberley wilderness adventure itineraries

have always been so important to our business, and close to our hearts since we started taking travellers there in the 1960s," said APT MD Chris Hall.

"We know travellers are going to be even more excited and interested in exploring our own backyard, and we are so proud we have the expertise to offer these unforgettable experiences."

The Kimberley region's Bungle Bungle range is **pictured**.

### Viking eBrochure

**VIKING** has launched its 2022-23 Mississippi River eBrochure, showcasing four itineraries available on board *Viking Mississippi*.

The itineraries, three eight-day voyages and one 15-day sailing between St Paul and New Orleans, cover the entire length of the Mississippi River.

*Viking Mississippi* will host 386 guests in 193 staterooms across seven categories.

View the eBrochure **HERE**.

### Outrigger training

**AUSTRALIAN** agents are being invited to become an expert with Outrigger Hotels & Resorts through its online training course, the recently released Outrigger Expert Advisor revitalised agent reward system - **CLICK HERE**.

### Cooking Sth Africa

**SOUTH** African Tourism has launched a six-part cooking series, in partnership with chef Warren Mendes.

The campaign, called #EatSouthAfricaNow, launched yesterday across South African Tourism's Facebook and Instagram channels.

The video recipe series is specially curated to "take cooks on a culinary journey across South Africa" seeing Mendes each week explain how to make some of the country's best-loved dishes.

## AFTA UPDATE

from the Australian Federation of Travel Agents

IT HAS been another extremely busy week here at AFTA.

The team continues to work hard in support of members and our industry, lobbying political and departmental decision makers and fighting the good fight in showcasing

the critical importance of travel agents in Australia's economic recovery.

The government's three-step framework to a COVIDsafe Australia and the easing of travel restrictions brings with it a sharp focus on domestic holidays.

AFTA has been working with a number of industry associations and all levels of government to support the timely opening of state borders, critical to returning both corporate and leisure travel.

Additionally, AFTA has been engaging with Tourism Australia and was pleased to support the launch of the Aussie Specialists Program for frontline sellers last week.

AFTA is also working on a special webinar series to assist members in the promotion and sales of domestic travel.

Thank you to everyone for your feedback on the value of initiatives like this!

One of AFTA's priorities continues to be ensuring that Governments at a Federal, State, and Territory level, all understand the reality of the supply chain and the travel agent's role.

Our formal lobbying campaign, which commenced with a submission to Treasury in mid-Mar, remains in full force.

AFTA Chair Tom Manwaring and Courtney Duddleston, Acting General Manager Operations, are talking on a regular basis with key decision makers within Treasury and the Business Liaison Unit (a special COVID-19 advisory task force to the Prime Minister).

It is critical that those in power understand that even when travel restrictions are lifted, there will be a lengthy financial hangover for agents.

We are grateful for the ongoing support of KPMG in helping AFTA financially model this so that the case to Government is compelling.

Clearly, travel is not the only

sector pushing for support beyond Sep but know that the right doors are open to us and that we are at the table being heard.

We're also continuing full steam ahead with our The Facts campaign which

shares the truth about travel agents with mainstream media, and how agents have gone above and beyond to support consumers through COVID-19.

Thanks to those of you who have sent in your examples—please keep sending them to [afta@afta.com.au](mailto:afta@afta.com.au) so we can keep sharing them.

AFTA remains in discussion with Treasury and the RBA on chargebacks.

We are aware that credit card merchant exposure is a major issue for agents and we therefore continue to work with the right government departments to seek a suitable outcome for our members.

It is important government understands the forward delivery risk travel agents are exposed to; AFTA has lodged a number of submissions directly with the Business Liaison Unit and we will continue to work with them to find a suitable solution.

It's also great to see so many of you taking advantage of the many, varied webinars.

We are conscious in deciding what topics to cover, that the majority of agents joining are small, independently owned businesses.

Our approach takes this into consideration and based on all the positive feedback, we're hitting the right mark.

Participation continues to rise rapidly so make sure you register early. This week we have an educational webinar hosted by our Destination Partner, Dubai Tourism as well as AFTA's weekly update on Fri at 2pm.

Next week we launch a special webinar series titled Strategy – Digital – Brand which will be delivered by Twinlife Marketing, helping our AFTA members build reliance and regain business momentum.

Stay positive and healthy, we're all in this together.



**afta**  
AUSTRALIAN FEDERATION  
OF TRAVEL AGENTS



## Pub quiz

1. What is the only country in the world starting with Q?
2. Where is Lego made?
3. In which city would one find the Sagrada Familia?
4. What colour is most commonly found on national flags?
5. Which two countries discovered they had the exact same flag when they arrived at the 1936 Olympics?
6. Where would one find the largest desert in the world?
7. Where would one find the Nazca Lines, hundreds of enormous drawings only visible from the air or hilltops?
8. Which two countries have the most borders with other countries?
9. Which two countries have the most UNESCO world heritage sites?
10. Which city is AIR HACK an anagram for?
11. What word is this collection of pictures spelling out?



+



+



## Sudoku

EASY

**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, once in each column, and once in each of the 3x3 boxes.

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

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

## Whose flag is this?



**THIS** flag's colours are heavily influenced by two of its neighbours, but the coat of arms is made up of a number of

different symbols representing the parties that worked together to create the nation. Do you know whose flag this is?

## Funnies Flashback



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

**BAHRAINI** authorities are pinning hopes of refloating the Kingdom's tourism industry on the lovable blue Smurfs.

After many months of civil unrest which, to be fair, hasn't exactly proved to be a drawcard for tourism, but still proved ok to host a Formula 1 race,

Bahrain tourism officials have unveiled plans to build a \$5m Smurf themed amusement park.

The park will be built on an 8,350sq-metre plot of land at the Prince Khalifa bin Salman Grand Garden in West Riffa.

Thirty Smurf houses containing different attractions will be constructed, with plans for the park also including an aquarium, cafes and souvenir shops, along with a larger house for Papa Smurf and an imposing castle for anti-smurf baddie Gargamel.

No date for completion has been set as of yet.

### ANSWERS 25 MAY

Unscramble: apart, aprot, apron, atop, mantrap, napa, pant, panto, para, PARAMOUNT, part, patron, port, pour, pout, pram, pana, prom, puma, punt, ramp, rampant, rapt, romp, rump, tamp, tampon, tramp, trap, tromp, trump, unapt, upon

Pub quiz: 1 Taiwan, 2 The Northern Territory, 3 The Louvre, 4 Mecca, 5 New Zealand, 6 False, 7 Zanzibar, 8 Korea, 9 The United States, 10 Singapore



## Helipad for Darling Harbour?



A **HELIPAD** has been proposed for Sofitel Sydney Darling Harbour (**pictured**) by its owner Jerry Schwartz, to help Sydney's convention and tourism market "take-off" post-COVID.

The community and stakeholders are being consulted about the project, and are invited to provide feedback at upcoming information sessions.

The helipad would involve building a new structure on the roof of the 38-storey hotel, which is next door to the International Convention Centre Sydney, with a lift and stairs also added to service the helipad.

The project team has already begun talking to relevant industry stakeholders about potential impacts, considerations and options for operating the helipad.

The proposed flight path will be finalised after consultation with appropriate regulatory and air traffic control authorities, but it

is envisaged it will be based on existing flight lanes.

A heliport operated at Darling Harbour in the 1980s, but was removed to make way for the redevelopment of the former rail yards.

## Croisi resumption

**CROISIEUROPE** is gearing up to welcome back passengers, rolling out a plan for the gradual resumption of activities.

The scheme will involve carefully following all health directives governments have issued for each of the cruise line's markets.

The company is also issuing a number of special offers to tempt people back onto its ships, with all new reservations for departures up to 30 Nov requiring no down payment to be made at the time of reservation, and payment only required 15 days before departure.



## World Exp policy

**WORLD** Expeditions has announced new health policies, including new screening procedures, individual sets of utensils & masks and new deep cleaning of vehicles.

The new protocols build on World Expeditions' existing safety & risk mitigation strategy, and will be adopted initially by the company's domestic brands, Australian Walking Holidays and Tasmanian Expeditions, as well as its NZ brands, Adventure South and Trail Journeys.

## Merlin reopenings

**MERLIN** Entertainments has announced that its attractions in Sydney's Darling Harbour will reopen effective from 01 Jun.

Madame Tussauds Sydney, Sea Life Sydney Aquarium and Wild Life Sydney Zoo will all have increased health and safety measures in place, with guests required to book online due to capacity restrictions.

## Air NZ details hit

**AIR** New Zealand this morning summarised the current impact of COVID-19 on its operations, including significant financial hits due to fuel hedging (up to NZ\$105 million), reorganisation costs (\$140m-\$160m) and impairments to the value of its aircraft (up to \$450 million).

CEO Greg Foran said the airline's short-term liquidity position of about \$640 million does not at this stage include any funds from the \$900 million loan facility provided by the NZ Government.

## Lufthansa bailout

**GERMANY'S** Economic Stabilisation Fund (WSF) has approved a €9 billion "stabilisation package" for Lufthansa, effectively seeing the German Government take a 20% equity stake in the carrier.

Lufthansa Group airlines, which also include SWISS, Austrian Airlines, Brussels Airlines and Air Dolomiti, have also issued updated policies allowing fee-free one time rebookings for travel through to Dec 2021 on tickets booked up to 30 Jun 2020.

LH yesterday flagged resumed flights to a range of European holiday destinations from Frankfurt, including Crete, Faro, Venice, Ibiza, Malaga & Mallorca.

## MONEY

**WELCOME** to Money, *TD's* Tue feature on what the Australian dollar is doing.

**AU\$1 = US0.652**

**THE** Australian Dollar has climbed from one-week lows as European shares rose overnight.

German shares rose 2.7% among an otherwise quiet session, which also saw the Aussie higher against the Euro.

*Wholesale rates this morning.*

US	\$0.652
UK	£0.535
NZ	\$1.064
Euro	€0.598
Japan	¥70.39
Thailand	฿20.76
China	¥4.620
South Africa	11.45
Canada	\$0.908
Crude oil	US\$35.13

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