



Today's issue of TD

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

Expedition return?

SMALL-SHIP expedition cruises from Australia may restart in the next month or so along with the rest of the domestic tourism sector, according to the prospective timetable for industry recovery laid out by the Tourism Restart Taskforce (**TD** yesterday).

Australian Chamber - Tourism Executive Chairman John Hart told **TD** that "where cruise is on small ships that are not leaving the confines of Australia then they should be considered domestic tourism".

He particularly highlighted the upcoming Kimberley cruise season as an example of product which should be part of the domestic restart.

More in details in today's issue of **Cruise Weekly**.

FJ Govt support

FIJI Airways has been granted sovereign guarantees by the Fijian Government to support "urgent financing actions required to tide the company through the COVID-19 crisis".

The airline's CEO Andrew Viljoen said "with effectively no travel demand and therefore no cash flowing into the business, our primary focus since Mar has been the preservation of cash reserves, negotiating payment deferral arrangements with aircraft financiers, lessors and suppliers, and raising new debt finance".

The bulk of FJ's international services have been cancelled through to the end of Jun, with further reductions expected in Jul and Aug, Viljoen said.

With no cash coming in "we are extremely grateful to the Fijian Government for standing behind Fiji Airways and providing these guarantees without which...Fiji Airways would not survive".

COVID-clean accreditation

THE Australian Tourism Industry Council (ATIC) has released a new complimentary online program to help tourism businesses develop plans and procedures to create and maintain a COVID-safe workplace and operations.

The Covid Clean Practising Business module is part of ATIC's longstanding Quality Tourism Framework, which uses workplace health & safety standards and reflects individual State and Territory requirements.

ATIC Executive Director Simon Westaway said tourism businesses which have successfully completed the program will be able to provide assurance to guests and visitors that additional hygiene steps and sound safe work practices are in place, by displaying the special logo (**pictured**) both at their premises and online.

"Our industry has faced unimaginable challenges this year and we want to make every effort to support their recovery.

"The COVID Clean Practising Business program will assist small and medium tourism enterprises, the backbone of our industry, to take practical but necessary steps to provide a safe and secure place of business, as well as give their prospective customers some renewed confidence to book," Westaway added.

"We believe it's also the responsibility of industry to be proactive and constructive in developing these types of



sound guidelines and practices which we hope lead to greater confidence of State and Territory Governments and health authorities to ease remaining restrictions around their response to coronavirus in a faster and more efficient way," he said.

Upon completion of the module, businesses will have customised daily, weekly, monthly and annual cleaning checklists which can be implemented immediately.

An associated risk register also provides support to help the business minimise risks arising from COVID-19 and associated business practices.

The module can be accessed at qualitytourismaustralia.com.

CATO explains

COUNCIL of Australian Tour Operators (CATO) Chair Dennis Bunnik has appeared in a new online video explaining the size and complexities of the travel and tourism ecosystem.

On behalf of CATO members, Bunnik is aiming to address the ongoing debate and discussion about travel credits, and why in some cases it's taking such a long time for refunds to be processed - see traveldaily.com.au/videos.

Ponant training

PONANT has opened up its cruise training module to both members and non-members of CLIA, in response to surging interest from the market in luxury small ship & expedition cruising.

Ponant Asia-Pacific Vice President Monique Ponfoort said the module was now live and freely accessible to all via the CLIA Learning Academy by **CLICKING HERE**.

HKG transits resume

HONG Kong Airport will reopen to transit passengers from 01 Jun, but at this stage entry into Hong Kong will continue to be banned for non-residents.

All transit flights via HKG were banned last month to curb the spread of coronavirus, with passenger numbers down 99.5%, and Cathay Pacific and Cathay Dragon continuing to operate a skeleton service.

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Education central



QUEENSLAND-BASED Josh Thorpe, who has set up a special Facebook group for travel agents to help them prepare for the “New Travel Industry,” has also launched a new website aiming to provide a centralised source of training courses and material for consultants.

In response to many of the group’s members, Thorpe has established traveledjo.com which features all of the supplier training, education, learning modules and webinars on offer.

The free service enables suppliers to update their own information, logo and links to the training, with an associated Facebook page accessible by [CLICKING HERE](#).

VA mass cancellations

VIRGIN Australia has today cancelled all bookings currently in place for its international passenger services for the period 15 Jun-09 Aug, which will not be operating.

“Due to the large number of speculative bookings being held, and the potential for excessive volumes of forfeited no-shows, all bookings held over this period have been cancelled,” the carrier said in an update to agents.

All impacted bookings will be updated with a “cancelled” status and queued for action, and alternate flights in the form of a schedule change will not be updated in the PNR.

If clients still wish to travel agents are advised to rebook in the same class on an available flight and revalidate the ticket, with change fees and fare differences waived using the endorsement code “BW000186”.

“As Virgin Australia Airlines is in voluntary administration, our ability to provide a refund or travel credit for cancelled flights or other services is affected,” the carrier said.

Tickets that were issued on or before 20 Apr are eligible for a “conditional credit” (**TD** yesterday), while those issued after that date are subject to a newly revised change fee waiver policy which is now online at virginaustralia.com.

VA’s updated flight schedule which confirms international cancellations through to 09 Jun also extends the current minimal domestic schedule for the period 15 Jun-12 Jul.

Get Kiwis moving

TOURISM Holdings Limited (THL) has drastically lowered the costs of renting its Britz and Maui motorhomes in NZ as part of a Get Moving to get New Zealand Moving initiative.

As travel restrictions ease, Kiwis will be able to take a three or more day holiday from just \$29 per day, with the exceptional price points able to be booked in New Zealand over the next 8 weeks, for travel through until the end of Oct 2020.

Deposits of just \$1 are applicable, with THL CEO Grant Webster saying thousands of motorhomes are sitting idle due to international visitors expected to be “nearly non-existent for the foreseeable future”.

AF/KLM change

AIR France and KLM have today advised of a new phone number for the AF/KLM Trade Help Desk in Australia.

Effective immediately the new local number is +61 2 9338 2229 with current operating hours of 10am to 7pm Mon-Fri.

The Air France KLM Trade email address remains unchanged at afklbiz.au@airfrance-klm.email.

Seabourn expands booking policy

SEABOURN Cruise Line has enhanced its “Book with Confidence” policy with a new Best Fare Guarantee benefit.

The change applies to new and existing bookings made by 31 Jul on sailings departing through until 31 Dec 2021, allowing guests to cancel up to 30 days prior to departure and receive a 100% future cruise credit of any payment already made to Seabourn.

The credit is valid from 12 months from the date of issue, and may then be used to book sailings departing through to 31 Dec 2022 - and guests can always request the lowest publicly available fare offered for their voyage in the event of any future price reductions.

Blind group tours

AUSTRALIAN sensory tour operator Cocky Guides has launched a new range of “micro group tours” with one trip leader and four travellers.

Targeting blind and low-vision people, the trips can help support regional economic recovery as travel restrictions ease.

Cocky Guides founder James McFarlane said the business has a model allowing it to adjust the support ratio and pricing to meet its travellers’ needs, with day trips available from Sydney and Melbourne effective 01 Jun - see cockyguides.com.au/tours.

WA travel opens up

REGIONAL travel restrictions in Western Australia will ease from this Fri 29 May, with internal boundaries lifted except for 274 remote Aboriginal communities.

The change follows seven days of no COVID-19 cases.

However the state’s hard border with the east remains in place along with biosecurity areas including Broome, the East Pilbara and the Kimberley.



Dunk Island doubts

COMPANIES associated with Mayfair 101, the developer of a major tourism project in Far North Queensland, have been placed into administration.

Nicholas Giasoumi and Hamish MacKinnon were appointed as receivers of IPO Wealth Holdings, a fund controlled by Mayfair 101 last Fri, putting the redevelopment of Dunk Island and associated projects in Mission Beach under a cloud.

Just a month ago Mayfair 101 CEO James Mawhinney reiterated his "full commitment to revitalising Mission Beach, Dunk Island and the surrounding region" (**TD** 27 Apr) with the 15-year project envisioning a total \$1.6b investment.

Mayfair 101 settled its \$31.5 million purchase of Dunk Island last year (**TD** 23 Sep 2019), with plans for a full refurbishment of the accommodation which was devastated some years ago by Cyclone Yasi.

LATAM files for Chapter 11

LATIN American carrier LATAM Airlines has announced a major restructuring of its debt by filing for Chapter 11 protection in the United States - a move the airline said was necessary to keep it afloat during the pandemic.

The reordering of its books has also seen financial injections from major shareholders Qatar Airways and the Cueto and Amaro families, providing a welcome US\$900 million cash boost to its ailing operations.

In a statement released today, LATAM said the Chapter 11 financial reorganisation process would allow for an opportunity to resize its operations to the "new demand environment", and the ability to reorganise its balance sheets as it responds to the global slowdown in air traffic demand.

"LATAM entered the COVID-19 pandemic as a healthy and profitable airline group, yet exceptional circumstances have

led to a collapse in global demand and has...brought aviation to a virtual standstill," said CEO Roberto Alvo.

"We have implemented a series of difficult measures to mitigate the impact of this unprecedented industry disruption, but ultimately this path represents the best option to lay the right foundation for the future of our airline group," he added.

In a letter addressed to agents, LATAM also assured its clients that there would be no reduction in the value of any accrued frequent flyer miles or points, and that its loyalty and reservation processes would continue unaffected.

LATAM and its affiliates are also in discussions with the governments of Chile, Brazil, Colombia and Peru to source further financial relief to help protect jobs and minimise disruption to its operations.

Stay Safe filter

HOTELBEDS has announced plans to launch a new Safe Stay category on its search engine, which will filter partners who have implemented special COVID-19 health and safety protocols.

Launching in the next few weeks, the filter will be open to all Hotelbeds partners across areas like hotels and theme parks.

Lego Mel to open

LEGOLAND Discovery Centre in Melbourne will reopen next Thu.

Heightened health and safety measures, such as cashless booking have been implemented, with a 20% discount on admission tickets available for a limited time to promote the reopening.

"Moving forward we ask that all guests, including our valued annual pass holders, pre-book their timeslot in advance," said LEGOLAND Discovery Centre General Manager Katie Isaac.

FUN OVER 50
Travel in style. service with a smile



Reliable seniors market *ready* to kickstart domestic tourism

Boutique tour operator Fun Over Fifty is ready to answer the call of the myriad of domestic travellers who are predicted to flood the Australian market in the coming months.

This multi-award-winning family owned company is one of Australia's leading group domestic tour operators. And as we look towards restrictions on travel easing, Fun Over Fifty is ready to kickstart domestic tourism in the reliable and lucrative seniors market. Offering a luxury all-inclusive touring experience with a choice of Gold or Diamond Class luxury coach travel, Fun Over Fifty's take on travelling in style and delivering service with a smile ensures a more personal approach to travel.

Fun Over Fifty's newly implemented **COVID-19 Clean Management Plan** means guests will enjoy travelling with a greatly reduced number of passengers on-board the company's custom built coaches. Their stringent **Health Risk Management Plan** complies with government social distancing requirements, as well as cleaning and sanitising methods as outlined by Mater Health and Queensland's Chief Health Officer.

With 18 years' experience the company is built, and continues to focus primarily, on Australian travel for Australians.

Having taken out top honours at many prestigious awards (18 awards

since 2016) including both the Tour & Transport Operators and Ecotourism categories at the Australian Tourism Awards, as well as winning a Banksia Sustainability Award, Fun Over Fifty makes a logical choice for those looking for a reliable, caring and professional group tour operator. The added bonus for senior travellers is that Fun Over Fifty is exclusively for travellers aged 50 and above, and are known for their reliability and stylish touring.



[CLICK HERE](#)

to view COVID-19 Coach Seating & Clean Management Plan



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Qantas flexibility

QANTAS today announced that all change and cancellation fees on Classic Flight Reward bookings under its frequent flyer program are being waived until 31 Oct.

The increased flexibility allows date changes and cancellations on redemption bookings free of charge, with QF advising that reward seats are now available to be booked across Australia, including during school holidays and over the Christmas peak travel period.

Free agent trip in NZ

EXPOSURE Downunder is currently offering Australian agents a complimentary two-night stay in Kerikeri, Bay of Islands in New Zealand.

The package, valued at NZ\$626, includes two nights in a private two-bedroom Airbnb cottage in Kerikeri, continental breakfast, wine tasting and cheese board for two at Marsden Estate winery, and a day pass to the Waitangi Treaty Grounds including museum entry, guided tour and Maori cultural performance.

Email [HERE](#) for more details.

Port Phillip spruiks visitation



THE popular tourist haunt of Port Phillip in Victoria has released the first phase in a series of videos to encourage a return to strong visitation.

The marketing push deploys local businesses to provide prospective travellers with local stories and what to expect when making trips to the region.

"We believe our local stories gives our audience a look into what it's like to visit and be part of the Port Phillip community, told by real people, with real stories," said Director The

Incubator Jeremy Walsh, the agency responsible for creating the video series.

"Unpacking and really understanding a place is critical to building an authentic destination brand and reflecting it back to its locals and visitors."

Watch one of the videos featured in the first phase highlighting Chris from the South Melbourne Bakery (pictured) at traveldaily.com.au/videos.

VUSA half price

VISIT USA Organization (Australia) (VUSA) is offering 50% off memberships for 2020/21 as a way of supporting businesses impacted by COVID-19.

Membership of Visit USA gives America-focused suppliers, airlines and destinations with cost-effective access to the Australian travel trade, through a series of roadshows and other initiatives through the year.

"We would like to reassure the industry that Visit USA is committed to supporting businesses rebuild," said VUSA President Lucy Rowe.

"A Visit USA membership is peace of mind that you'll receive the right information at the right time so that you can make informed decisions as we move through this new phase of travel."

Currently VUSA has 175 members - for more information see visitusa.org.au.

Window Seat

IN A world where travel restrictions are rife as the world grapples with a global pandemic, it seems almost unimaginable for any company to be preparing for travel to another planet.

But that's exactly what cigar-puffing tech pioneer Elon Musk (pictured) is working on, this week flagging the construction of Starship prototypes at Space X's site in Texas.

The first unmanned test missions to Mars are scheduled for 2022, with trips holding 100 people the next ambition.

However, a major drawback of the space journey will be high radiation exposure, prompting Musk to reveal a shorter four-month journey time is possible.



Greece to reopen

GREECE has announced that the first batch of returning tourists will be welcome to visit the popular tourist destination from 15 Jun.

To encourage the strong return of tourism, the country is temporarily reducing value-added taxes on all forms of transport, including flights, bus journeys and rail travel.

Greek Prime Minister Kyriakos Mitsotakis has also indicated that Greece will offer coronavirus tests to incoming tourists.

The announcement follows a recent European Union pledge to do "whatever it takes" for a full tourism recovery in Europe.

"Let us make this summer the epilogue of the COVID-19 crisis," Kyriakos affirmed.

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Funnies Flashback



WE'VE trawled through the **TD** Window Seat archives to give you blast from the past. Here's some gems from 09 Apr 2013:

MALAYSIAN low-cost carrier AirAsia X does have male flight attendants, but that doesn't appear to matter to Sir Richard Branson, who is planning a cross-dressing flight to fulfil a bet he made with the carrier's founder Tony Fernandes.

Next month the human headline will "make aviation history" on flight D7 237 from Perth to Kuala Lumpur.

According to a media release, Branson "will finally shave his legs, slip into a sexy red skirt and take to the skies as a female flight attendant".

It's the fulfilment of a wager he lost more than two years ago over who had the better Formula 1 racing team.

Travellers who want to be part of the historic stunt can book to be on the flight, with seats up for grabs from \$399 one way.

It's in a good cause too - \$100 from each seat will be donated by AirAsia X to the Starlight Foundation in Australia.

Where in the world?



THIS unique sculpture can almost disappear into the landscape, depending on which direction you view it from, but

from other angles it looks like a massive building.

Do you know where this art installation can be seen?

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	N	F
I	L	I
O	A	N

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

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

ANSWERS 26 MAY

Pub quiz: 1 Qatar, 2 Denmark, 3 Barcelona, 4 Red (it is on 75% of all national flags), 5 Haiti and Liechtenstein, 6 Antarctica, 7 Peru, 8 China and Russia both have 14, though China also borders Hong Kong and Macao, 9 Italy (55) and China (55), 10 Karachi, 11 Port Hedland (port [wine] + head + land)

Whose flag is this: Andorra

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

Pub quiz

- Which is the only African country to be colonised by the US?
- Easter Island is a territory of what South American country?
- What happened to the *Costa Concordia*, an Italian cruise ship, in January 2012?
- 'Graceland' is the name of Elvis Presley's mansion which is now open to visitors. In which US State would one find Graceland?
- True or False: The Eiffel Tower was intended to be a temporary construction.
- From which country does the spicy sauce 'sriracha' come from?
- Which American national park gains its name from the Miwok word meaning 'those who kill'?
- Which of the following is not a place visited by the singer in the Johnny Cash song 'I've Been Everywhere Man'?
 - Reno
 - Argentina
 - Waterloo
 - New York
- Which US state has only two escalators?
- Which country is DARN LIE an anagram for?
- What US state does this collection of pictures spell out?



PTMs to the rescue



TRAVELMANAGERS' personal travel managers (PTMs) have been leaving no stone unturned in lending assistance to clients stranded in remote locations during the COVID-19 pandemic.

Clients of Victoria-based PTM Katy Hurd (**pictured**) avoided a long shutdown in India by the narrowest of margins, thanks to her expert advice getting them on a flight, as the country's Prime Minister was announcing a 21-day arrestment in the country.

Allison McDonald, TravelManagers' representative for Rochester in Vic, booked her clients on last-minute seats on a flight back to Australia from Ecuador as the country faced its own lockdown.

Erin Ross, TravelManagers' representative for Mount Cotton, QLD, provided support, not just

to her own clients, but to other travellers who were desperate to confirm their homeward flights from South America.

"It's about having someone in your corner who is able to keep abreast of the developing situation and manage changes on the fly while remaining calm and caring under pressure," said TravelManagers' Executive General Manager Michael Gazal.

Whitsundays push

TOURISM Whitsundays has today launched its Let's Get Together campaign in partnership with the Whitsunday Regional Council.

The campaign encourages locals to entice their loved ones to plan a trip to the Whitsundays and reconnect with family and friends during a holiday.

Plan your clients' next trip around a UK food festival

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

Travel & Cruise Weekly

Japan funding

THE Japan National Tourism Organization has clarified that its proposed tourism subsidy program (**TD 25 May**) will help fund domestic travel, rather than inbound tourism.

Macao free tours

MACAO will introduce free half day tours for overnight visitors to help prop up its tourism sector.

The Macao Government Tourism Office said the initiative was one of many programs designed to reignite its travel sector, flagging further projects to roll out on the back of collaborations with hotels and travel agencies.

Do something new

TOURISM New Zealand is inviting the country to "do something new" in a new campaign to inspiring Kiwis to explore new destination in NZ.

"Now is the perfect time for Kiwis to make their New Zealand a must-do bucket list item a reality," said Tourism New Zealand Chief Executive Stephen England-Hall.

"We've all got things we've always wanted to see and do... this campaign shares those moments and gets people thinking, why wait?"

The campaign will run on social media, on-demand streaming services and through traditional media platforms.

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.



Delivering perhaps the definition of a room with a view, the **Fairmont Hotels** in Banff, Jasper and Lake Louise have announced their reopening. The properties will welcome guests again from 01 Jun, with the properties' guest services and select food & beverage venues, reopening, as well as limited spa services.

Delivering perhaps the definition of a room with a view, the **Fairmont Hotels** in Banff, Jasper and Lake Louise have announced their reopening. The properties will welcome guests again from 01 Jun, with the properties' guest services and select food & beverage venues, reopening, as well as limited spa services.



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