

Today's issue of TD

Travel Daily today has six pages of news including our PUZZLES and a full page from:

- Tourism Authority Thailand

Thailand training

TRAVEL agents are being invited to take the opportunity to become "Amazing Thailand Specialists" under a new free online training course which has launched today (see p2).

Amazing prizes are on offer too, with full details on the **last page**.

MCEC appointment

THE Melbourne Convention and Exhibition Centre (MCEC) has appointed Helen Fairclough to the newly created position of Director of Business Relaunch.

Fairclough, who was previously MCEC Acting Operations Officer, will look at new business models, products and revenue streams - more appointments on **page six**.

Stand together, urges AFTA

EXCLUSIVE

AFTA Chairman Tom Manwaring and the AFTA Board are today urging the industry to speak with a single voice, after a grassroots email campaign from tour operators and agents targeting local Parliamentarians threatened to derail AFTA's efforts to highlight the heavy impact of COVID-19 on the Australian travel sector.

Manwaring said right since the start of the pandemic, AFTA had been working closely with the Government, producing a series of submissions in partnership with KPMG to Treasury.

A final paper formally putting forward the travel industry's case for a JobKeeper extension is due to be lodged next Tue, with ongoing close engagement with officials hoped to produce a positive outcome for the industry.

However a "scattergun" campaign has overnight seen some MPs react with concern

that the collaborative relationship may be under threat.

"Some AFTA members are asking what the Federation is doing for them - what I say to them is you also need to be thinking 'what can I do to help AFTA' because we are working extremely hard on their behalf," Manwaring told *Travel Daily*.

He said the Federation was acutely aware of the issues being faced by the industry, with multiple meetings just this week with Canberra bureaucrats to highlight the problems.

"We're fighting on multiple fronts, and if our message gets diluted or confused it will result in worse outcomes," he warned.

"Writing a letter to your MP might make you feel good but it's not going to achieve anything," Manwaring added, with politicians already in contact with AFTA today seeking clarification about the industry's position.

Hawaii warning

A **NEW** report from the Government of Hawaii has highlighted grim warnings for the US state's tourism sector, forecasting that it will take six years for visitor arrivals to recover to the level of 2019.

Based on modelling of the industry's rebound after the 2008 Global Financial Crisis, the report assumes the visitor industry will start reopening in Sep, and will recover to 45% of year-on-year levels by Dec.

More alarmingly for the global cruising sector, officials predict Hawaii will not welcome any cruise visitors until the second half of 2021.

The report predicts the state's overall economy will see a 12.1% downturn in 2020, with very slow growth for three more years.

Estimates say Hawaii will welcome just 3.4m visitors this year, down 67.5%, climbing to 6.2m in 2021, 8.3m in 2022 and 9.4m in 2023.

LAKE MACDONNELL, EYRE PENINSULA

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WA tourism boost

THE West Australian Government has allocated \$1 million in funding to support 77 regional events, a move designed to help the state's tourism sector recover from the pandemic.

The timing of the cash injection coincides with most of WA's regional borders being relaxed from tomorrow, enabling the tourism industry to formally reopen to intrastate travellers.

"Regional tourism has been hit hard by COVID-19 - but we now have the opportunity to capitalise on a local tourism boom with thousands of Western Australians set to holiday at home this year," said Western Australia's Tourism Minister Paul Papalia.

"Ordinarily Western Australians make about two million interstate and international holiday trips a year, and we expect many of those travellers will instead explore their backyard instead this year," he added.

NZ domestic gains

NEW modelling prepared by Tourism New Zealand indicates that its tourism sector is not likely to recover to pre-covid levels for at least another two/three years.

The report also showed the biggest opportunities for tourism recovery is the forging of a trans-Tasman bubble with Australia, the negotiation of trade with other nations as restrictions ease, the acquisition of a larger visitor spend, as well as the pace of consumer demand for travel.

Tourism NZ's modelling also indicate that the Australia/New Zealand travel sector could see a 90% recovery rate by Mar.

Boeing flag layoffs

BOEING President & Chief Executive Officer Dave Calhoun has announced the company has begun involuntary layoffs, with 6,770 of its staff facing the chop.

The layoffs come after a prior round of voluntary redundancies.

Be a Thai specialist today

TOURISM Authority of Thailand has today launched a brand new learning and development program for travel agents across Australia and New Zealand, designed to equip them with additional knowledge and skills.

Built via the **Travel Daily** Training Academy, the Amazing Thailand Specialist program features a series of modules to be rolled out over the next few months, backed with incentives and rewards including gift vouchers and stays at several luxury hotels in Thailand.

"Whilst the storm of answering your clients' cancellations may have slowed and work is now on providing a solution to reschedule their trips, we feel that the time is right to help provide an opportunity to upskill and refresh your knowledge of Thailand," said Tourism Authority of Thailand Deputy Governor for International Marketing Chattan Kunjara Na Ayudhya.

"Our new online training program is a great way to learn what makes our country unique

Rental holiday surge

AUSTRALIA has seen a jump of 127% in holiday rental bookings in the week beginning 18 May, according to a new report compiled by short-term rental data company AirDNA.

Destinations seeing the most demand included the Blue Mountains, Great Lakes, Port Stephens, Byron Bay and Wyong.

Across the Tasman in New Zealand, Wellington, Christchurch and Queenstown are leading the rental booking charge.

The same report showed that worldwide, new bookings for any date in the future increased from 916,000 in the week beginning 05 Apr, to more than 2.08 million in the week beginning 18 May.

AirDNA CEO Scott Shatford said the data indicated the travel sector had "turned a corner".

as well as test your skills so that when your clients are ready to travel again, you can recommend the abundance of what our country has to offer.

"I personally invite you to become an Amazing Thailand Specialist," he added.

The first two modules of this exciting new initiative have been released today, including What makes Thailand Amazing? and Central Thailand.

The associated content featured in the modules include a range of newly created videos and virtual tours of Thailand.

To register for the Amazing Thailand Specialist program, visit <https://www.amazingthailandspecialist.com>.

Ormina fills up tours

ORMINA Tours has partnered with The Grand Wine Tour (GWT) in Italy, a tie-up aimed at bringing more travellers to a number of the country's premium wineries.

The partnership will see the two companies build customised itineraries for Australian travellers focused on 22 wineries, including Piedmont, the Amalfi Coast, the Marche Region, and Prosecco tasting in Veneto.

Before the COVID-19 pandemic struck the travel sector, Ormina Chief Executive Officer Ross Ioppolo told **Travel Daily** that his company had seen strong growth for its small group tours.

Hurtigruten assures

HURTIGRUTEN will launch a book with confidence campaign from Jun, offering a range of 2021 Antarctica and Norway coastal promotions.

Travellers will be able to save 30% on Antarctica sailings aboard *Road Amundsen*, and 15% off sailings aboard *Fridtjof Nansen*, departing up to Apr 2021.

Those who book the Norwegian Original Coastal Voyage for sailings up to 30 Sep 2021 can also receive onboard credit of up to \$500 per person.

To take advantage of the deals, all bookings must be made before the end of Jun.

Fill your Irish heart

TOURISM Ireland has launched a new Fill Your Heart With Ireland webinar series, to educate Australian travel partners.

Episodes will be delivered every month, beginning 03 Jun, with travel agents having the opportunity to hear directly from Irish attractions, accommodation and experience providers, and engage with them through live Q&A sessions.

The first webinar of the series, beginning next Wed at 4pm AEST, will focus on Northern Ireland, featuring guest industry speakers from Tourism Northern Ireland, Dalriada Kingdom Tours, Hastings Hotels and Titanic Belfast.

CLICK HERE to register for the Fill Your Heart With Ireland webinar series.



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Travel Leaders becomes Internova

US-BASED travel conglomerate Travel Leaders has rebranded its parent organisation as Internova Travel Group, amid a reorganisation of several of its sub-brands.

Under the new arrangements the Travel Leaders brand will continue, encompassing the Travel Leaders Network of travel advisors and agencies, Nexion, Cruise Specialists, Barrhead Travel, CruCon Cruise Outlet and Travel Leaders Vacation Center. "High-service" travel advisors will be part of a new division including Protravel International and Tzell Travel Group, while the Travel Leaders Corporate business is being integrated under the Altour brand, and Bonotel will continue to operate separately.

Exodus integrates GAA

EXODUS Travels has formally integrated its operations with sister brand Grand American Adventures (GAA), with the move meaning 19 new US itineraries will be available under the combined Exodus Travels banner.

Both brands are represented by Evolution Travel Collective (ETC) in Australia and NZ (TD 10 Jan 2019), with Exodus continuing to expand its product portfolio and brand exposure to be "one of the largest small group and active adventure companies globally".

Evolution's Ingrid Berthelsen said the integration of the Americas product offering means agents can now access over 500 responsibly run small group adventures in 100 countries.

"From a reservations perspective nothing changes, as

the teams were integrated in late 2019," she said, with consultants able to call and email the same expert team at the Exodus Travels office in Melbourne.

Berthelsen added that agents wanting training or support for Exodus Travels product can contact their ETC BDM or email info@evolutiontc.com.au.

Jacada Travel into administration

LONDON-BASED luxury tour operator Jacada Travel has been placed into administration, with the loss of more than 50 jobs.

"Due to the devastating impact of COVID-19 on the travel industry, Jacada became unable to operate our business," according to an update on the company's website which features a range of "private luxury travel" products across the globe.

The company's brand has been transferred to African company Wilderness Safaris, which operates more than 50 safari camps across the continent.

Jacada was founded in 2007, with reports saying about 570 existing bookings will be taken over by Wilderness Safaris.

Bubble gets closer

NEW Zealand Prime Minister Jacinda Ardern has confirmed that her Government is working closely with Australian authorities to quickly implement a trans-Tasman "travel bubble".

"It won't be too long before we are ready," she said yesterday, with plans well under way for recommendations that safely manage any health risks while allowing travel without the need for a 14 day quarantine.

The update is in line with the early stages of the prospective timetable from the Tourism Recovery Taskforce exclusively revealed by *Travel Daily* earlier this week (TD 26 May).



Window Seat

WELL this is a little awkward.

While airlines around the globe are eager to start flying again, there was a little bit of overenthusiasm on the part of Lufthansa offshoot Eurowings last weekend.

The leisure-focused carrier relaunched flights from Dusseldorf to the Italian island of Sardinia, and set off on the one hour flight on Sat with a complement of just two pax.

Unfortunately the airline's crew had forgotten to check whether they could actually land, and upon arrival discovered that their destination airport was closed to commercial traffic.

After circling in a holding pattern for some time, the A320 eventually returned back to Dusseldorf, with *CNN Travel* reporting that the sightseeing tour of western Europe took just over four hours.

Newcastle is keen

A TOURISM Australia and Newcastle Airport survey has demonstrated that Newcastle residents are ready to fly and possess a much stronger willingness to return to travel in the short- to medium-term than the average across the nation.

Residents have indicated they are twice as likely to travel for leisure than the rest of the country in the next three months, and are actively researching and planning their next holiday, with an encouraging 86% flagging intentions to take a trip within the next 12 months.

Approximately 22% also said low-cost airfares would have the biggest impact on their decision to fly again, with FlyPelican having recommenced services out of its Newcastle hub last month (TD 22 Apr), with the relaunch of 40 scheduled services.

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

CLICK to read **travelBulletin**



Do you have a plan for when JobKeeper ends?

OPINION

Malcolm Peak is the Director of Employer Branding and HR Advisory group Peak Corporate Solutions, providing advice to small business owners to help them grow and manage their businesses.



Got an opinion to share? Let us know in up to 400 words via email to feedback@traveldaily.com.au.

IMAGINE tomorrow is 28 Sep 2020. Today is the last day of JobKeeper.

You didn't really have a plan for this. You hoped the economy would pick up, the borders would open, and some additional government assistance would come your way. It didn't.

You try and call your accountant, but they are busy with all their other clients wanting the same advice...what do you do now?

This is not good...you have no prospect of earning revenue, you now need to pay your employees (now that JobKeeper has gone), pay your rent in full (now the rent reduction period is now

finished), and your creditors are still wanting to be paid.

Did you also realise that during JobKeeper, employees have still been accruing all their entitlements such as leave? If you need to let them go, and if you are a larger business, you will also be liable for redundancy payments.

This problem just got a lot bigger than you might have realised.

The above scenario is something I am trying to help my clients avoid. The travel industry is not the only industry impacted by government directions on movement and travel, however it is the industry bearing most of the burden. Travel businesses simply can't earn revenue, and the JobKeeper program provided a payroll service for businesses in the hope that they could stay buoyant

enough so when the economy started to recover, they could recover too.

The problem is the travel and tourism industries can't recover until travel restrictions imposed by governments are lifted. Travel bans are likely to be in place for some time, and many locations are in countries (or even states) with closed borders, or at least with a 14-day quarantine period at each end. This makes a holiday or business trip simply too expensive in time and money.

If you want to avoid the type of catastrophe I outlined above, here are steps I am taking with clients which you can also follow:

1. Ensure you are complying with the legislation and the requirements to consult with your employees during this period. If in doubt, visit [coronavirus.fairwork.gov.au](https://www.coronavirus.fairwork.gov.au) which sets out the

obligations of employers during the Coronavirus Pandemic and JobKeeper wage subsidy scheme.

2. Review your business strategy & do some post-COVID planning. If you think you don't need to do this then you are planning to fail.

3. Make any difficult decisions in relation to your structure and business model early, so that you have the best chance to operate when the travel restrictions ease both locally and globally.

The COVID-19 pandemic and the economic devastation in its wake are like nothing we have ever seen before, and simply "waiting and seeing" is not an option. Yes, there are still more than three months of the JobKeeper program, but do you want to be one of those zombie businesses that simply folds in September?... Or would you like to take control and give yourself a better chance of seeing this crisis through to the other side?

Malcolm is currently offering a free 20 minute consultation for Travel Daily readers - email malcolm@peakcorporatesolutions.com.au or call 0418 416 769.

“Would you like to take control and give yourself a better chance of seeing this crisis through to the other side?”

Catch up on the news of the week



Travel Daily

CLICK HERE TO LISTEN

Air Canada cash

AIR Canada today announced a CAD\$900 million capital raising, including new shares and convertible notes.

The net proceeds from the offering will be used to supplement Air Canada's working capital and other general corporate purposes.

MS delays Dublin

EGYPTAIR has deferred its planned debut of non-stop flights between Cairo and Dublin, with the four times weekly service originally scheduled to launch on 04 Jun.

A revised schedule now sees the Airbus A320neo service set to kick off on 25 Oct, at the launch of the northern winter 2020/21 scheduling period.

Where can I travel?

TRAVEL technology company Avian has launched a new tool which may become vital for the travel industry as the world recovers from COVID-19.

A dedicated website online at www.tripsguard.com provides a full list of entry restrictions, rules and quarantine information for travellers, allowing users to search by country to determine entry requirements such as self-isolation, transit restrictions, masks and health testing.

It also provides a dynamically updated summary of countries currently free for travel, partially open, or with closed borders.

The site gathers information from hundreds of different sources and also provides details of coronavirus cases, deaths and recoveries for each destination.

Antarctica word search

E	F	H	B	G	E	H	V	B	V	N	E	S	F	Z
R	X	G	C	L	L	I	R	K	S	G	F	O	R	Q
R	N	P	R	R	C	A	Z	T	A	F	C	U	O	Z
D	A	E	E	S	A	G	C	S	L	O	X	T	Z	M
B	T	L	D	D	R	E	S	I	N	P	F	H	E	Q
P	G	M	O	E	I	A	S	T	E	P	L	P	N	L
E	I	G	B	P	P	T	I	E	Q	R	E	O	J	A
F	Q	E	Q	E	H	N	I	A	R	O	H	L	T	E
D	C	W	K	D	E	Y	B	O	T	R	S	E	H	S
I	P	A	T	N	C	Y	A	O	N	R	E	G	E	W
E	R	W	T	E	S	S	A	V	E	R	C	Z	H	N
D	S	H	A	C	K	L	E	T	O	N	I	A	T	J
P	E	N	G	U	I	N	Y	K	Y	Q	L	X	M	F
M	M	P	S	Y	Q	S	Z	M	D	E	F	M	F	O
L	T	U	B	L	G	B	C	Y	H	L	Q	R	H	B

SEE if you can find these words. They are hidden horizontally, vertically and diagonally, forwards and backwards.

- | | |
|--------------|------------|
| CONTINENT | KRILL |
| CREVASSE | PENGUIN |
| DRAKEPASSAGE | POLAR |
| EXPEDITION | RESEARCH |
| FROZEN | SEAL |
| GLACIER | SHACKLETON |
| ICEBERG | SOUTHPOLE |
| ICESHELF | WHALE |

Funnies Flashback



WE'VE trawled through the TD Window Seat archives to give you blast from the past. Here's a gem from 09 Feb 2015:

IT MUST be miserable being a baggage handler in the snow - so who can blame the ground staff at Dublin Airport for their intriguing creativity (right).

The weary, wet staff created a childish artwork on the tarmac - and to its credit the carrier also responded creatively to customer complaints about the gigantic phallus in the snow.

"While our ground crew excel at industry leading 25 minute turnarounds, art isn't their forte," a formal statement from Ryanair said, adding: "They've clearly forgotten to draw wings on their snow airplane."



Pub quiz

- Which city has the nickname the Big Easy?
- The Iguazu Falls are on the border of which two South American countries?
- As of 2019 which country has the highest Human Development Index (HDI)?
- Which country consumes the most beer per capita?
- How many UNESCO World Heritage sites does Australia have:
 - 5
 - 10
 - 15
 - 20
- What country is Beirut the capital of?
- What was the first ever national park?
- What city is also known as the Eternal City?
- Patagonia is a region shared by which two countries?
- Which city is TORN MEAL an anagram for?
- What place is this collection of pictures spelling out?



Whose flag is this?



THIS flag is from another country who drew some inspiration from its neighbours. Two of the colours are the same

and one was substituted, but they are used in the same order as their neighbours. Do you know whose flag it is?

ANSWERS 27 MAY

Pub quiz: 1 Liberia, 2 Chile, 3 It ran aground near Tuscany, 4 Tennessee, 5 True. It was built for the 1889 World Fair, 6 Thailand, 7 Yosemite, 8 d) New York, 9 Wyoming, 10 Ireland, 11 North Carolina (north + car + owe + line + ahh)

Unscramble: aioli, alit, loft, alton, anil, fail, filo, final, finial, flan, flat, flint, flit, float, foal, foil, fontal, INFLATION, lain, lift, lino, lint, lion, loaf, loan, loft, loin, nail, tail, talon, tinfoil, toil, tonal

Wher in the world: Reading Between the Lines Church, Borgloon, Belgium



Which oceanview room has the most space?

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

AYANA helps out Bali



AYANA and Rimba Resorts have teamed up with telecommunications company Biznet to donate thousands of pieces of vital protective equipment to aid Bali hospitals and communities during the COVID-19 pandemic.

Hotel staff members suited up in all of the necessary protective gear to distribute 1,850 hazmat suits, 40,500 surgical masks,

1,220 N95 masks, 500 cloth masks, 1,940 face shields, 90 goggles and 38,000 hand gloves.

“As marked in our brand DNA, we are always supportive of the society and we would love to take this chance to thank all the frontline healthcare workers,” said General Manager of AYANA Resort Stefan Fuchs.

Pictured: Representatives from Ayana and Rimba resorts mark their philanthropic efforts.

Virtual train rides

ROCKY Mountaineer has released the first in a series of new videos taking travellers on virtual rides aboard the iconic Canadian rail trip.

The first release showcases the Canadian Rockies by taking viewers on an eight-minute journey to some of the range’s most iconic mountains and the stories that surrounding them. View the video [HERE](#).

Casino tycoon dies

PROMINENT Macao gambling figure Stanley Ho has passed away this week from natural causes at the age of 98.

Ho, noted for his personal aversion to gambling, is credited with forging a 40-year monopoly on the casino industry in Macao.

“I went there with \$10 in my pocket and became a millionaire,” Ho once famously claimed.

Qld project upheld

SEKISUI House’s Westin Cooloom Resort & Spa development (*TD* 22 Jun 2018) has been given approval to go ahead, a decision developers say is a “major win” for Sunshine Coast tourism.

The call to uphold the project’s approval was made by Planning and Environment Court, and will see a major tourism precinct created at Yaroomba Beach.

Tourism revamp?

A COMPLETE reset of Australia’s tourism industry is a necessary step to take to ensure its future success, according to Professor of Tourism at University of South Australia Marianna Sigala.

Sigala believes the shutdown should lead to a renewed focus on sustainability and well-being.

Qantas most trusted

QANTAS has been ranked as Australia’s most trusted travel brand, according to a recent Roy Morgan survey.

Coming in at third place overall behind Woolworths and Bunnings, the carrier was boosted by the many trips it executed flying stranded Aussies home during the pandemic.

Spain reopens in Jul

SPAIN has announced it will abolish its mandatory two-week quarantine period for incoming travellers from Jul, marking the nation’s reopening to international tourists.

The country noted high safety standards for its reopening.

APPOINTMENTS



WELCOME to Industry Appointments, *Travel Daily’s* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

United Airlines has undertaken a major restructure of its executive ranks, appointing **Jon Roitman** to the role of Senior VP and Chief Operations Officer, replacing Greg Hart in the role. Further changes will see Senior Vice President of United Express **Sarah Murphy** and Vice President of Cargo **Jan Krems** report to CCO Andrew Nocella. The moves are designed to steady the carrier through the COVID-19 period.

Arna Wahl Davies has been appointed the Chairperson of the **Conventions and Incentives New Zealand (CINZ) Approved Professional Conference Organisers (PCO) Group**. Davies replaces Ali Copeman in the position, who presided over the organisation for the last three years.

A new leader has been named at **Tourism Vancouver** this month, with **Royce Chwin** appointed Chief Executive Officer of the tourism organisation. He arrives at the helm boasting a wealth of experience in the industry, most recently holding the role of CEO of Travel Alberta. Before that, Chwin was with Travel Alberta and Destination Canada.

For confidential tip offs, connect with *Travel Daily* via our secure WhatsApp service on +61 2 8007 6760 or click [HERE](#)



Have you got what it takes to be an *Amazing Thailand Specialist?*

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amazing
THAILAND

A stylized graphic element consisting of a curved line that transitions from pink to yellow, resembling a smile or a wave.

Ko Rang, Trat