

Bring your clients!

VIKING has revealed the first dates for its 2021 Viking Explorer Sessions, comprised of seven one-hour information workshops discussing ocean, river and expedition cruises for agents and their clients.

The free program will kick off in Sydney on 12 May, followed by Brisbane on 18 May, Melbourne on 20 May, the Gold Coast on 10 Jun and Adelaide on 16 Jun.

Agents who bring their clients and make a booking within 14 days will receive \$100 of Rewards by Viking points, redeemable once clients have deposited.

Bonus booking offers will also be available, with a \$100pp discount for bookings on itineraries of 15 days or less, and a \$200pp discount for bookings of 16 days or more - register [HERE](#).

Experience our experience

FLIGHT Centre is imploring travellers to "experience our experience" as part of a brand new campaign push launched this morning in Australia, New Zealand and a range of other international markets.

Created in-house, the new campaign aims to demonstrate the brand's collective travel experience, evolving from its previous tagline of "Best in the air, and everywhere".

Speaking with *Travel Daily* yesterday on the eve of the launch, Flight Centre General Manager Kelly Spencer said the timing of the marketing push "felt right" with the renewed confidence provided by the introduction of the trans-Tasman bubble this week.

"Off the back of the NZ bubble we thought it was a great time to remind customers that Flight Centre is here and will always be here...and to once again celebrate the joy of travel," she said.

"This campaign is all about demonstrating our more than 14,000 years of combined travel experience, throughout all of our business, be it our sales consultants, our product leaders, our support teams, there really is nowhere we haven't been in relation to destinations - good or bad," Spencer added.

Another aspect of the Flight Centre marketing push has seen the creation of a new dedicated microsite hub, launched in collaboration with Flip Creative.

The new platform guides travellers through a variety of travel scenarios, allowing them to

determine "what type of captain" they want to be by watching travel advice videos presented in a fun and educational way.

Speaking more broadly about the future of travel agents in a post-COVID world, Spencer said she had been encouraged by the positive feedback the company had received over the last 12 months which has reinforced the value advisors offer travellers.

"What we're really excited about are customers that may have previously gone about travel on their own...what we're finding is that we are attracting a new kind of customer base because of the added complexity at the moment, which is why we really wanted to shout 'experience our experience' from the rooftops.

"We've always found our business thrives in that more complicated booking environment where people aren't so comfortable in going it alone."

Spencer added that enquiries for overseas travel had increased across the board, even in the millennial demographic who have historically organised trips directly and online.

The integrated brand campaign will run across Flight Centre-owned assets, social media and the interactive microsite, with broadcast television and digital running from 25 Apr.

Check out the brand new marketing campaign [HERE](#).

G, great savings!

G ADVENTURES is offering travellers up to 20% off on more than 300 tours as part of its range of Click Frenzy discounts.

Adventures being discounted include a 12-day Active Bali tour exploring volcanos in east Java, Ubud, Sanur and the Ayung River.

Today's issue of TD

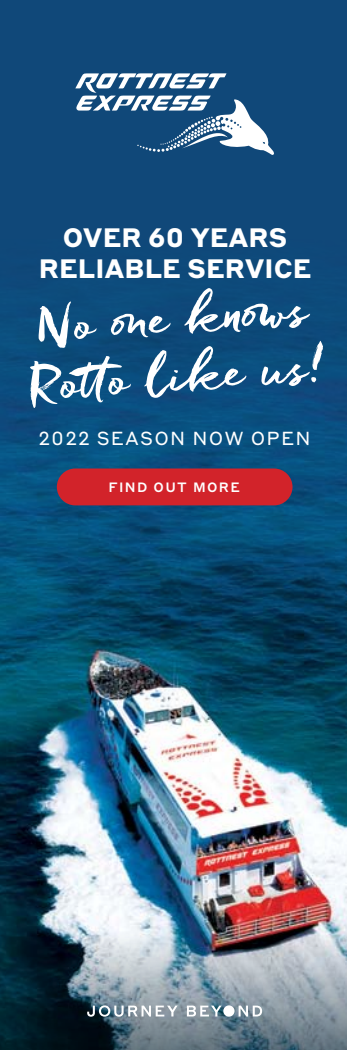
Travel Daily today has six pages of news including our PUZZLE page.

An Aussie Odyssey

LUXURY cruise line Seabourn has announced plans to bring its 229-suite *Seabourn Odyssey* to Australia from Dec 2022, where she will undertake a series of local sailings until Mar 2023.

The line will offer passengers the choice of five 16-day voyages between Sydney and Auckland, which will visit a host of popular destinations such as Fiordland National Park, Kaikoura on New Zealand's South Island.

Seabourn has also introduced a single 14-day New Zealand Yacht Harbors voyage taking in places like Timaru, Lyttelton (Christchurch), and New Plymouth, as well as a 16-day Queensland Coast & Orchard Isles voyage that will head toward Indonesia - more details in today's edition of *Cruise Weekly*.



ROTTNEEST EXPRESS

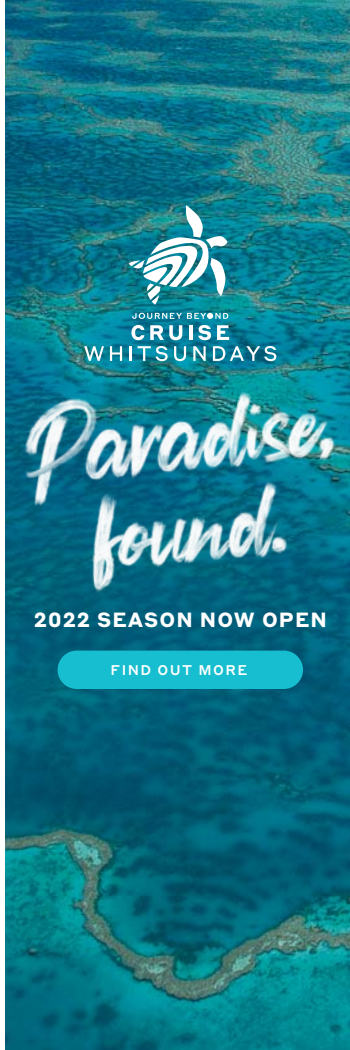
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Expedia unveils refresh

EXPEDIA has unveiled a major brand and functionality refresh that it believes will help the business “double down” on efforts required to deliver on travellers’ evolving wants and needs in a post-pandemic world.

Following months of customer research to better understand critical traveller pain points, Expedia has overhauled the look of its platform, while also making several key changes in a bid to improve user experience.

The move has seen a new itinerary experience added which allows travellers to see all the details of their trip in the one place across both mobile and computer devices, a step the company said would help users

save time when planning trips.

Users now also have the ability to pick up where they left off via the new “keep planning” feature, which essentially stores recent customer searches and bookings to help user complete planned holidays at a later date.

Expedia added that it will soon be introducing a package offering that will provide “pre-bundled products” to users (flights + accommodation + activities), including up-front total pricing aimed at reducing the reliance on clients sifting through thousands of travel options.

MEANWHILE Expedia has also revealed plans to simplify its Expedia Rewards program by merging with the existing account setup process, allowing travellers who were not already enrolled in its loyalty program the ability to start earning points on travel experiences the next time they log in.

The company added it will also be introducing additional benefits to the Expedia Rewards loyalty program over the course of the year, making it easier for travellers to understand how they can better earn and use points.

Trip.com lists in HK

TRIP.COM Group has listed on the Hong Kong Stock Exchange, becoming the first dual-listed travel company on both the HKG and America’s NASDAQ.

The company said it planned to use the additional capital from the listing to fund the expansion of its one-stop travel offerings and improve user experience, as well as invest in technology to bolster its products and improve its operating efficiency.

“More than 22 years ago, we began in a 40m² office with only a handful of employees, today, we have tens of thousands of employees worldwide,” said the company’s Chairman James Liang.



WIN A DREAM LUXURY TRIP FOR TWO TO MONACO!

Become a Monaco Expert
Complete all six modules by the end of May

REGISTER HERE

Royal appoints new local sales head

ROYAL Caribbean International has appointed Dave Humphreys to be its new Director of Sales, Australia and New Zealand.

Commencing earlier this month working from the Sydney office, Humphreys is charged with leading the line’s international strategic accounts and district sales teams, where he will report directly to Vice President and Managing Director, Australia and New Zealand, Gavin Smith.

“Dave’s passion, energy, commercial acumen and deep knowledge of tourism will no doubt take our travel partner relationships to new heights,” Smith said.

Humphreys replaces former Director of Sales Peter McCormack, who temporarily returned from retirement at the end of 2019 to lead the Royal sales team (**TD** 22 Nov 2019).

McCormack will remain with Royal until late May to help get Humphreys up to speed.

Ian Adair passes on

IT IS with sadness **Travel Daily** reports the passing of travel industry veteran Ian Adair.

Adair was formerly Managing Director of Inclusive Specialised Tours in South Melbourne, and later in his career was the MD of Helloworld Travel Ringwood.

A celebration of Ian’s life will take place next week, with details in the *Herald Sun*.

flydubai new routes

FLYDUBAI has announced new seasonal routes for the summer, adding Turkish destinations Bodrum and Trabzon to its schedule.

The airline’s network has now grown to 78 destinations in 45 countries.



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Module 2 River Cruising	Module 6 Health & Safety Program
Module 3 Ocean Cruising	Module 7 Rewards by Viking
Module 4 Expedition Cruising	Module 8 New Viking Ships



VIKING





Joyce's wish list

QANTAS CEO Alan Joyce yesterday rattled off a number of travel bubbles that he believes should be next in line to form green travel lanes with Australia, including Singapore, Japan, South Korea, Fiji and Noumea.

"We'll be ready to operate and put the aircraft on when we're given that notice," he said.

Cebu cashes up

PHILIPPINE low-cost carrier Cebu Pacific has tapped three financial institutions for the private placement of US\$250 million in convertible bonds, with funds to be used as a cash runway to continue operations amid ongoing challenges brought on by the pandemic.

The carrier has successfully negotiated cash injections from International Finance Corp, the IFC Emerging Asia Fund and Indigo Philippines LLC, an affiliate of Indigo Partners LLC.

Premium adv purchases

ADVENTURE tourism business Experience Co has completed two major acquisitions this week, bringing Wild Bush Luxury and Tasmania's The Maria Island Walk into its tourism portfolio for an undisclosed price.

The double purchase effectively propels Experience Co into the premium adventure segment for the first time, augmenting its existing core operations in the Great Barrier Reef and its various skydiving operations across Australia and New Zealand.

The Wild Bush Luxury brand offers a range of premium walks from Arkaba Homestead in the Flinders Ranges, as well as wildlife and fishing safaris from Bamurru Plains Safari Lodge on the Mary River Wetlands in the Top End, all with a focus on conservation.

Meanwhile, newly purchased Maria Island Walk provides multi-day walking experiences of the Tassie destination, offering expert

guidance on the island's unique flora and fauna.

"These acquisitions allow us to extend our company's geographic reach into SA, NT and Tasmania and grow our customer base into the 50-plus age group," Experience Co's Chief Executive Officer John O'Sullivan said.

"We are also excited by the opportunity to learn from what has been done by these two companies in the conservation arena and build on the opportunity to connect our guests with the natural environment as we are currently doing with our research and education work on the Great Barrier Reef," he added.

The purchases will see Wild Bush Luxury's founder Charles Carlow remain with the business to develop new product with Experience Co, while Maria Island Walk founder Ian Johnstone will depart the business.



Window Seat

THE arrival of Aussie passengers in New Zealand as part of the new trans-Tasman bubble was even sweeter for some, with holidaymakers asked by adventure operator AJ Hackett on arrival to take the plunge on expanding their travel plans.

Travellers to Queenstown were offered free bungy jumps if they were willing to board the company's coach and go straight to one of its many adrenaline-inducing jumps.

But that wasn't all of the goodies being handed out on arrival, with airport executives and Queenstown Lakes Mayor Jim Boulton handing out cookies.



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Experience
HUB



INDIAN PACIFIC



THE GHAN



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a journey that's beyond

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It's good to see you, bro



YESTERDAY morning FCM General Manager Australia Melissa Elf and Corporate Traveller General Manager Australia Tom Walley were on one of the first flights from Australia to New Zealand as part of the new trans-Tasman bubble.

While in Auckland, the two belated Kiwi tourists will be visiting their New Zealand-based customers after more than 12 months apart.

The duo will be documenting their travel journey on social media to show customers how to navigate a return to travelling internationally.



Pictured first and third from the left is the pair enjoying a champagne with two Air New Zealand team members, while **inset**, it all becomes real as Elf and Walley prepare to check in.

The bubble has seen major bookings spike in Australia & NZ.

MSC updates Med

MSC Cruises plans to have at least 10 ships sailing by Aug - equating to over half of its fleet.

Up from the currently returned *MSC Grandiosa* and two other soon-to-return ships, the next three months will see seven further vessels return to operation in time for the upcoming northern summer.

Six ships will sail in the Mediterranean (three in the East and three in the West), and four vessels will be deployed to Northern Europe.

Most cruises will be open to travellers from any country, with Chief Executive Gianni Onorato predicting MSC's return to service would soon grow even further.

NT tour savings

TRAVELLERS can enjoy savings of up to \$600 per couple on selected Guided Holidays with AAT Kings and Inspiring Journeys, in partnership with Tourism NT.

Between now and the end of Jun, travellers can also save up to \$200 per couple on a range of day tours on select departures from now until Apr 2022.

AAT Kings Group Chief Executive Officer Matt Fuller added that some of the company's Northern Territory tours had already sold out in the last few weeks, with travellers encouraged to book now to avoid missing out.



The April issue of *travelBulletin* is out now. Read about how Qatar Airways has continued flying during COVID and discover the new destination of AIUIA.

CLICK to read

AFTA UPDATE

from the Australian Federation of Travel Agents

KIA Ora trans-Tasman corridor!

How good is it to see people heading off overseas again. While it's a welcome "first bubble" and a start which will help with process learnings, the reality is that the earnings impact for the vast majority of our members, while positive, is limited in scale.

AFTA is writing to both the Australian and NZ Governments to highlight the importance of keeping the corridor open unless there is a significant outbreak.

We also continue to press the case for more corridors sooner rather than later.

Getting the majority of Australians vaccinated is central to this in boosting confidence in support of travel bookings in the last quarter of 2021 for the 2022 holidays.

A huge thank you to all of our members who recently completed our important chargeback survey.

Your participation provides much needed hard data support and greatly strengthens our case.

We are currently compiling a report for Government and the RBA.

The hard work continues in supporting Austrade in identifying and smoothing out the allocations to allow for a smooth deployment of round



AUSTRALIAN FEDERATION OF TRAVEL AGENTS

2 of the Federal Government's Consumer Traveller Support program which has also continued to be a priority for the AFTA Board and team. Federal Tourism Minister the Hon

Dan Tehan has been highly engaged and supportive and we thank him and his office for this.

We continue to press the case in Canberra for ongoing support above and beyond the \$258 million already secured as part of the Grants program.

AFTA will be attending key Federal Budget events in Canberra as part of this ongoing campaign.

As part of this advocacy for ongoing support and relief measures, we also continue to brief key organisations including Australian Small Business and Family Enterprise Ombudsman Bruce Bilson, ACCC and the RBA amongst others.

Our ongoing engagement with State and Territory Governments also continues.

AFTA also is proactively engaging with mainstream media both directly and via our members.

Now more than ever consumers need the help of experienced, dedicated travel professionals and AFTA is determined to make sure that is heard loud and clear.

ATG bubble deals

APT Travel Group (ATG) is celebrating the trans-Tasman bubble by offering travellers savings of up to \$1,500 per couple on a range of amazing New Zealand trips.

ATG's Flexible Booking Cover also allows travellers to postpone their holiday up to 65 days prior.

Israel on from May

ISRAEL has announced it will allow vaccinated tourists to enter the country from 23 May.

After more than a year since shutting its borders, the country will begin with a phased approach, with the first stage to see a limited number of nations allowed under a pilot program.

Garlic Day



A POLARISING vegetable, garlic is one of the most essential flavouring bulbs, used throughout history.

A little of it can go a long way, with it readily absorbed by our bodies and leaving you scented for days.

If you want to celebrate this hard-working veg, yesterday was the day for it, with 19 Apr being National Garlic Day.

Garlic can be found in dishes

from many cultures and is also known for its medicinal, as well as culinary, qualities.

The easiest way to celebrate National Garlic Day is to of course consume it, though we recommend doing so in a dish, rather than just mainlining the food straight (though certainly you can try it if you want your co-workers to maintain a good distance from you, so important during these COVID-19 times).

Pub quiz

- What is the capital of Florida?
- Which American city is nicknamed Space City?
- Which city's metro system has the most stations?
 - London
 - Beijing
 - New York City
 - Seoul
- Mount Royal is a large rock hill which lends its name to which city, where it is located?
- In which state is the US's largest national park?
- The Galapagos Islands belong to what country?
- What tourist attraction might you find at the end of North Head Scenic Drive in Sydney?
- What are the three main sections of Manly Beach?
- On which street is Sydney Tower located?
- In which city would you find Billionaire's Row?

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.

C	G	I
B	R	L
N	U	M

Good – 15 words
Very good – 23 words
Excellent – 30 words

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

Famous faces



THERE are three different faces that make up this picture.

They are a mixture of famous celebrities and travel names.

Can you figure out who the

eyes, nose and mouth in this picture belong to?

And don't worry if you can't guess them all, two out of three ain't bad!

ANSWERS 19 APR

Where in the world: Dubai Miracle Garden, Dubai

Pick the nation: Hungary

Whose mascot is this: Ralphie the Buffalo V - University of Colorado (all sports teams)

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



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Travel Daily

New Flinders Ranges wine tour

FLINDERS Ranges Odysseys has launched a new wine experience tour in South Australia.

The ultimate six-day Flinders Ranges & Wine Experience itinerary combines the bustling city of Adelaide, SA's leading wine and gourmet food regions, and the spectacular Wilpena Pound and Flinders Ranges.

Guests will enjoy a day exploring Adelaide, a choice between the Barossa Food & Wine Experience or the new McLaren Vale & The Cube Experience, a three-day Flinders Ranges Outback tour and three nights in Adelaide at the Majestic Roof Garden Hotel - **CLICK HERE** for more information.

Urzila cooks up interest



SOUTH African Tourism, in partnership with local comedian & actress Urzila Carlson (pictured), is showing off a little bit more about what agents can

expect to see when they use its recently launched travel advisor platform (**TD** 14 Apr).

Offering an opportunity to explore South Africa with Carlson as guide, the platform showcases the country's must-do experiences, neighbourhoods and hidden gems, and takes advisors on a journey through bustling cities, breathtaking scenery, savannahs brimming with wildlife, cultural experiences, and sun-soaked coastlines, all while enjoying a Carlson-induced laugh.

It also offers advisors the opportunity to hone their skills so they're ready to plan itineraries for clients when the time comes.

The training platform will have six modules, three of which have already been released.

There are three lessons in each module – Carlson's videos, South African Tourism's informative presentations, and five questions.

The fastest five contestants to get all the answers correct in any module will win great prizes.

Pictured: Carlson showcasing South Africa's amazing cuisine.

Fiji bubble blow

HOPES of Australia forming a green lane with Fiji anytime soon have taken a hit after the country ordered two of its biggest cities, Lautoka and Nadi, into lockdown after experiencing its first case of community coronavirus transmission in more than a year.

The infected resident was a 53 year-old woman who was determined to be a close contact of a soldier who contracted the virus at a COVID-19 quarantine facility in Nadi.

MONEY

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

AU\$1 = US\$0.774

THE Australian dollar hit five-week highs as European trading opened overnight, but late selling in American sharemarkets bit hard near the end of the session.

The Aussie dollar still finished the session higher, with the AUDUSD up 0.3%, but was weaker in other markets, as other key currencies gained.

The AUDEUR fell 0.2% and the AUDJPY fell 0.3%.

Wholesale rates this morning.

US	\$0.774
UK	£0.553
NZ	\$1.072
Euro	€0.643
Japan	¥83.83
Thailand	฿24.04
China	¥4.988
South Africa	10.95
Canada	\$0.965
Crude oil	US\$67.05

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