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Win a cruise for two

CLIA member travel agents have the chance to win a seven-night MSC cruise, for two guests in a balcony cabin in 2022 to a destination of their choice when they register and watch the CLIA Ocean Virtual Showcase scheduled on Mon 10 May.

To be in the running to score the amazing prize, attendees must collect a codeword supplied during the CLIA session and correctly answer five questions to go into the draw.

Five bonus entries will be also be handed out to agents that attend the CLIA Virtual Showcase airing between 10 and 14 May.

The session will inform agents about MSC Cruises' latest ships *MSC Virtuosa* and *MSC Seashore*.

For more details, [CLICK HERE](#).

HLO's hope on horizon

HELLOWORLD Travel has seen its Total Transaction Value (TTV) dry up by close to 80% for the quarter ending 31 Mar when compared to the previous corresponding period (**TD** breaking news).

The company recorded \$261.5 million in TTV for the latest quarter, and while the number is still well short of the same period last year, the result did equate to an increase on the preceding quarter, which saw only \$256.1 million in TTV delivered.

HLO has now pulled in \$694.4 million in TTV for the financial year to date, while the last quarter also saw the business post \$15 million in revenue, a \$1.5 million decrease on the preceding quarter.

The company also delivered an Underlying EBITDA loss of \$4.4 million for the Mar quarter, with forecasts contained in its latest results confident the key financial

metric can be restored to positive territory by the Dec quarter.

"On the basis that borders in Australia remain open, the trans-Tasman bubble remains open, and other limited international bubbles open up in the second half of the year, HLO is looking to achieve an Underlying EBITDA loss of between \$1 and \$3 million in the Sep quarter, and a return to a positive EBITDA by the Dec quarter of 2021," the company stated this morning.

HLO expects to post a yearly TTV of around \$1 billion for the 2021 financial year, with the business noting TTV had slowly started to improve throughout the quarter after being adversely affected by border closures in Jan and Feb, adding the company's cash balance at the end of Mar was now standing at \$125.9m.

The company had a total free cash of \$75 million at the end of the Mar quarter, with that number falling by \$6 million on the preceding quarter due to core expenses such as redundancy payments, related entitlements and the timing of overheads.

SQ Econ changes

SINGAPORE Airlines has flagged changes to some of its fees and terms regarding Economy class types from 22 Apr.

Economy Value fares Q and N will now offer lower change fees and allow cancellation with a fee, while Economy Lite fares V and K will come with new restrictions, with cancellations prohibited and the no-show change fee no longer applicable as a result.

Vintage Rail \$\$\$

VINTAGE Rail Journeys is now offering a 10% agent commission for each travelling guest on its North Coast Rail Tour that stops at places like Kempsey and Port Macquarie - see the **back page** for details.

Ponant in the Med!

PONANT'S small ship Mediterranean cruises in 2022 are now available to book, featuring a selection of some amazing new itineraries.

New guests to the line will also receive an \$800 discount on their first voyage, with options ranging from a specialist island hopping sailing to cruises exploring the region's ancient civilizations.

See the **front page** to download and use your specialist agent toolkit today.

Today's issue of TD

Travel Daily today has six pages of news including our PUZZLE page plus a front full page from **PONANT** and product profile from **Vintage Rail Journeys**.

DARWIN HARBOUR CRUISES

See Darwin

IN A DIFFERENT LIGHT WITH SPECTACULAR SUNSET CRUISES & DINING OPTIONS

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EUREKA skydeck

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JOURNEY BEYOND



RSSC extends its extended deal

REGENT Seven Seas Cruises' (RSSC) Free Extended Explorations complimentary land programs offer will continue until the end of the month.

Across a range of enticing locations in Australia, as well as Asia, New Zealand and South America, guests can enhance their holidays at no extra cost.

Available on 22 different sailings aboard *Seven Seas Explorer* and *Seven Seas Voyager* between Oct 2021 & Mar 2022, there are 13 complimentary pre- and post-cruise land programs on offer.

Free Extended Explorations also provide guests with the luxury of flexibility, with 50% reduced deposits available - for more information, [CLICK HERE](#).

Victoria's growth plan

THE Victorian Government has unveiled a new \$633 million, four-year tourism recovery plan that it hopes will help revitalise the state's visitor economy in the wake of pandemic.

The Visitor Economy Recovery and Reform Plan was formally launched today at the Victorian Tourism Conference, revealing overall objectives to achieve \$35 billion in annual visitor expenditure by Jun 2024.

The road map to recovery outlines a range of strategies in a bid to attract more international, interstate and intrastate visitors, citing plans to make "the most of marketing expenditure", transform regional tourism boards, and create a broad list of new tourism experiences, products and infrastructure.

Investments include \$149 million in flagship projects across

locations including Wilsons Promontory, the Grampians, the Great Ocean Road and the High Country, as well as \$465 million in initiatives announced in the Victorian Tourism Recovery Package and \$152 million for the Major Events Fund to secure more "crowd-pulling attractions".

"New and improved attractions will bring more visitors, and clear planning and strong promotion will ensure a swift recovery of the domestic market and build resilience for the future," said Vic's Minister for Tourism, Sport and Major Events Martin Pakula.

The government believes the major funding package will complement Visit Victoria's Stay close, go further campaign to promote intrastate travel, and Visit Melbourne's marketing push to entice visitors from interstate to explore Victoria.

I Wonder what it's like to be loved by you

A CHINESE deployment has been announced for Royal Caribbean International's currently under construction *Wonder of the Seas*.

Set to be the world's largest ship, China's first Oasis class vessel will sail four-to-nine-night cruises to Japan, South Korea and Vietnam for its inaugural season from Mar 2022 to Jan 2023.

Now open for bookings, guests can sail roundtrip from Shanghai to Japan, where they can immerse themselves in the local sights and sounds.

Travellers will also be able to please their palate in Osaka, explore the Japan's oldest official residence in Fukuoka, taste the nation's best beef in Kobe and enjoy the islands of Okinawa.

News TRAVEL NETWORK CONSUMER TRENDS FORECAST

EXPLORE KEY CONSUMER TRAVEL TRENDS IN THE COMING YEAR

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STREAMING LIVE WEDNESDAY APRIL 28, 2021 11AM - 11:45AM

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News Corp Australia

JobMaker deadline

THE deadline for claiming the JobMaker Hiring Credit is approaching, with travel businesses looking to take advantage of the govt scheme needing to do so by Fri 30 Apr.

Companies that have increased both their headcount and payroll since 07 Oct 2020 could be eligible to receive up to \$10,400 for each new job created for staff aged 16 to 29 years, and \$5,200 for each eligible employees aged 30 to 35 years - more info [HERE](#).

IATA inks two labs

THE International Air Transport Association (IATA) has made strong ground this week in its bid to shore up the usage of its digital Travel Pass, inking two agreements with labs to carry out COVID testing for travellers.

A deal has been forged with Eurofins, a company that offers 800 laboratories across 50 countries for linked testing, as well as the global Unilabs, which will perform antigen and serology tests for the Travel Pass app.



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[Click here for more information.](#)

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CLICK to read

travelBulletin

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Ardent appoints chief

ARDENT Leisure Group has announced the appointment of a new CEO to take over from John Osborne, who has been at the helm of the theme park company for close to two and half years.

Greg Yong steps into the role after being Ardent's COO since May 2019, with the company's Chair, Gary Weiss, suggesting Yong had earned his stripes by helping to resurrect the commercial performance of key brands like Dreamworld after a significantly rocky period.

"We are delighted that Greg has accepted the offer...he has substantial experience in the theme parks industry in Australia and overseas and has played a critical role, as a key member of the leadership team, in restoring the performance of Dreamworld and SkyPoint," he said.

"We are confident that Greg will continue to build on all that has been achieved in the business

over the last couple of years," Weiss added.

Outgoing chief, Osborne, who departed the position citing "personal reasons", had been the CEO of Ardent since Nov 2018, and will stay on as a consultant to oversee several major projects that Ardent considers to be of strategic importance to the business in the next 12 months.

His tenure as CEO was a challenging one, having led the company through a major legal case following the deaths of three people on Dreamworld's Thunder River Rapids ride in 2016 (**TD** 26 Oct 2016), resulting in a fine of \$3.6 million, as well as the hurdles associated with the global travel shutdown.

"John has overseen not only the resolution of many legacy issues facing the business, but also skilfully and expertly led the company through...the COVID-19 pandemic," Weiss reflected.

Splash for Kiwi cash

DESTINATION Gold Coast has launched a new \$1.3 million marketing push aimed at capturing the emerging in-bound Kiwi traveller market resulting from the trans-Tasman bubble.

"Our \$1.3 million marketing push is the Gold Coast's largest-ever spend in New Zealand, so the proportion of investment reflects the importance of re-engaging with this key visitor market," said Destination GC's CEO Patricia O'Callaghan.

I prefer good points

PREFERRED Hotel Group, the parent company of Preferred Hotels & Resorts, has launched a new initiative called I Prefer Points for Good, an option for guests to donate loyalty points to the Ocean Heroes Network that supports emerging youth leaders.

The program runs until 30 Apr, with points able to be redeemed and donated by **CLICKING HERE**.



Window Seat

NEW Zealand can be a quirky place - but don't accuse us of such observations, just ask Tourism New Zealand which recently concurred by sharing the below facts with us.

Did you know for example that in New Zealand there are more sheep than people?

Ewe have got to be kidding me, right!?

You probably knew that oft-quoted line of trivia, but what you may not have known is that there are also more cows than people in New Zealand.

We find that to be udder-ly ridiculous.

In fact, only about 5% of New Zealand's population is human - the rest are animals, meaning there are about 95 million animals in the country.

Now that's a slice of heaven.

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Get fully prepared for the Trans-Tasman travel bubble

Join our webinar for a demonstration of the latest Tourism New Zealand tools and customisable resources. We'll get you ready to inspire your clients and sell New Zealand travel once again.

[REGISTER HERE](#)

**100% PURE
NEW ZEALAND**



COVID can't stop climate pledge

INTREPID Travel is reminding travellers that it continues to prioritise decarbonised tours amid tourism's recovery.

The tour operator has recently introduced 42 new low carbon alternatives it says will enhance the traveller experience, including switching out carbon intensive inclusions for more sustainable activities on a number of its tours.

These include low-carbon alternative tours such as closer-to-home alternatives, as well as more walking and cycling trips around the globe.

"We urge other Australian and New Zealand companies in the travel industry to follow suit, looking beyond offsetting, advocacy and administrative green practices," Intrepid said.

QR rolls out UV tech

QATAR Airways has introduced the latest version of Honeywell's ultraviolet cabin disinfection technology on board its jets.

The newest version adds extended UV wings that treat both narrow and wide areas on board, reducing the overall disinfection time.

This version also includes a hand wand that disinfects areas such as the cockpit and other smaller spaces, and is non-motorised.

All 17 units have undergone comprehensive testing on board Qatar's aircraft, with the airline aiming to operate them at DOH.

A heli of a wine tour



GCH Aviation has launched Between the Vines, a wine heli-tour to North Canterbury in New Zealand, which will be targeted at Australian travellers.

Taking off from Christchurch, wine-lovers can leave the car behind and fly into five wineries, all in the North Canterbury Waipara wine region.

Departing with a minimum of two passengers, the flight lasts for approximately one hour, and is priced from NZ\$625 per person.

While services also cater for Christchurch locals looking for a new experience, the company believes it will add a new dimension to a "stay and play" experience in the city for Australian visitors.

"If you think about who else might like to do this trip, it will be a marvellous experience for

conference partner programs or corporate reward and incentive programmes to offer to their clients," said Group Marketing Manager Caroline Blanchfield.

"We want to create something that is not currently being offered in this format, showcasing different wineries that offer their stories along with their wines and something that will get people experiencing five boutique wineries during a late morning or afternoon without having to drive," she added.

Blanchfield said collaborations continues to be the key in developing new helicopter experiences, having worked closely with the team at local DMO Visit Hurunui to identify the wineries that align with GCH's product - **CLICK HERE** for further information.

SYD pax still down

SYDNEY Airport's total passenger traffic last month was 1.153 million, down 42.6% on the prior corresponding period.

The number was also down 68.4% on the corresponding period in 2019, with the figure almost entirely made up of domestic passengers (1.12 million).

Just 33,000 international passengers passed through Sydney Airport in Mar, a significant decrease of 95.2% on the previous corresponding period, and down 97.5% when compared to Mar 2019.

Pasifika grounded

NEW Zealand's Pasifika Air has shelved its planned launch "indefinitely", stating delays in establishing a quarantine-free travel bubble between New Zealand and the Cook Islands had shot down its plans.

Pasifika, which had rebranded from Jet Raro, started its certification drive in Dec 2020, hoping to begin selling tickets in Mar, and launching in May or Jun.

The plan was for thrice-weekly services from both Christchurch and Wellington to Rarotonga, using leased Boeing 737-800s.

New Zealand Prime Minister Jacinda Ardern and Cook Islands Prime Minister Mark Brown announced last month their governments were working toward a two-way quarantine-free travel bubble by next month, with still no definite date set.

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Pub quiz

1. What is the most populous city in Florida?
2. Which city's metro system has the most kilometres of track?
 - a) Shanghai
 - b) Beijing
 - c) Moscow
 - d) London
3. Which country's largest national park is bigger, Australia's or the United States'?
4. True or false: the Galapagos Islands has a permanent population?
5. Which Australian building houses the tallest observation deck in the Southern Hemisphere?
6. 57th Street in Manhattan is referred to by what nickname?
7. In which year did Taronga Zoo Sydney celebrate its 100th birthday?
8. Dubbo is located at the intersection of which three highways?
9. According to the United Nations, which nation boasts the highest standard of living in the Middle East?
10. On which Hawaiian island was Jurassic Park filmed?

Sudoku

BEGINNER

THE aim of Sudoku is to complete the entire grid using the numbers 1-9. Numbers can only be used once in each row, column, and 3x3 box.

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

Seen it at the movies



THIS beautiful 1928 Beaux Arts-style hotel is the scene of Julia Roberts' first introduction to the high-life in this iconic film also starring Richard Gere.

Movie-buffs can stay in the Beverly Wilshire, a Four Seasons Hotel, but no amount of money

will get you the suite that Roberts and Gere stayed in, as the rooms were actually a set built at Disney Studio in Burbank.

The exterior and the lobby of the hotel were both used in the film however.

Can you name the movie?

Funnies Flashback



WE'VE trawled through the TD Window Seat archives to give you a blast from the past. Here's some gems from 16 Jul 2014:

BANYAN Tree has released a unique travel package designed both for travellers who can't sit still and those who enjoy living in the lap of luxury.

Celebrating its 20th birthday, the hotel group has devised its 'Around the World in 20 Ways' package, a once-in-a-lifetime trip priced at US\$50,000 per couple.

The 40-night package allows couples to stay at 20 different Banyan Tree and Angsana properties around the world for two nights each and try a unique experience at each.

The trip covers six time zones and 11 countries on three different continents.

Guests taking the tour can enjoy activities such as a thrill-seeking flight over Mauritius, a falconry lesson in the UAE and adopting a turtle in Maldives.

ANSWERS 20 APR

Celebrity faces: Eyes - Ben Angell, Norwegian Cruise Line, Nose - Barack Obama, Mouth - Beyonce

Pub quiz: 1 Tallahassee, 2 Houston, 3 c) New York City, 4 Montreal, 5 Alaska, 6 Ecuador, 7 North Head Quarantine Station, 8 Queenscliff, North Steyne and South Steyne, 9 Market Street, 10 New York City

Unscramble: blur, brig, brim, bring, burin, burl, burling, burn, crib, crumb, CRUMBLING, curb, curbing, curing, curl, curling, girl, grim, grin, grub, incur, luring, ring, ruin, ruing, ruling, rumbling, rung, runic, unrig

ACCC stings Garuda

GARUDA Indonesia has dropped an appeal against a \$19 million price fixing penalty relating to a long-running case brought by the Australian Competition & Consumer Commission (ACCC).

GA has agreed to pay the fine in instalments following a ruling in May 2019 which penalised Garuda for colluding with other global airlines on fees and surcharges relating to its air freight services division.

James slam-dunked

JAMES Mawhinney, the Director of Mayfair 101, an international investment group behind the failed redevelopment of Dunk Island off Queensland's coast, has been banned from offering financial products for a minimum of 20 years.

ASIC took action against financial products offered by Mawhinney's companies, which it alleged were marketed via "misleading" and "deceptive" advertisements and websites.



CITY of Melbourne and Skal International hosted an industry lunch last Thu (**TD** 13 Apr), where discussions were enthusiastic about the success of city's FOMO campaign.

Aimed at bringing travellers back to the City of Melbourne through a broad range of activations, events and incentives, Director Tourism and Events Louise Scott and City Marketing Team Leader Lucia Perera lauded the initiative, one of the largest ever embarked upon by City Of Melbourne and the Victorian Government.

The FOMO campaign runs throughout this year, with 44% of

those exposed taking some form of action which has resulted in website visits, hotel conversions, consumer confidence, and higher engagement on social media.

Pictured are Evolution Travel Collective Director Ingrid Berthelsen, Scott, and Sportsnet Holidays Director Rob Cecconi.

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.



Accor has announced the signing of **Mercure Cebu Downtown**. The 182-room hotel is set to open in 2024, joining the hospitality company's pipeline of 18 hotels across the country. Mercure Cebu Downtown will be situated in the historic downtown area of the Filipino city, and will form an integral part of the Patria de Cebu master plan, which also features an integrated shopping centre, offices and a central plaza.



Marriott International has signed an agreement to debut its JW Marriott Brand in Spain with **JW Marriott Madrid**. Expected to feature 139 rooms and deliver a "fresh perspective on luxury hospitality" in Spain's capital, JW Marriott Madrid will be located in the Plaza de Canalejas, and will be developed by Millenium Hotels Real Estate. JW Marriott Madrid is expected to open next year, with the hotel's design led by local architects Arvo Arquitectura de Juan.



Sandals Resorts has celebrated its 25th anniversary in the Bahamas with a multi-million-dollar renovation of **Sandals Royal Bahamian**. The resort, located in Nassau, will soon unveil several new features and facilities, including the addition of river suites, and the refurbishment of over 200 of its rooms and suites.

Sandals will unveil its renovation and reopen ahead of its winter season commencing 04 Nov.

Australia could make UK's cut

NEW research created by former International Airlines Group Director of Strategy Robert Boyle predicts Australia will be one of only eight countries which will be on the United Kingdom's future green light travel list.

Australia is proposed to join Gibraltar, Iceland, Ireland, Israel, Malta, New Zealand and the United States once the Government of the United Kingdom works out how to properly categorise countries for its proposed traffic light system.

Read the full travel analysis by **CLICKING HERE**.

Lindblad adds more

WITH renewed confidence following the launch of the trans-Tasman bubble, Lindblad Expeditions has introduced two new New Zealand sailings scheduled to depart from Dec.

The 14-day Coastal New Zealand: Auckland to Milford Sound voyage explores the country's North and South Islands, with highlights including visits to the Waitangi Treaty Grounds, Stewart Island, Napier and Bay of Islands.

The sailings is priced from \$24,140ppts and will take place aboard the 102-guest *NG Orion*.

The 20-day Southern Odyssey: New Zealand and the Subantarctic Islands cruise leads in from \$35,990ppts and explores Kiwi destinations including the remote Campbell Island and Macquarie Island.

Lindblad has also launched a range of additional sailings around the world - call 02 9028 5078 for information.

23-26 June 2021 ex Sydney
& 26-29 June 2021 ex Brisbane

North Coast Rail Tour

An exciting opportunity has been released to market and guests who have travelled on board since its release in November 2020 have given very positive feedback. The slow rail tours are exactly what your clients are looking for, to get out away from home, meet people, and see more of their own amazing country. All without the burden of having to drive, unpack and check into hotels.

Vintage Rail Journeys have restored their fleet of ex-Southern Aurora carriages to their original 1960's styling. The fleet includes roomette (single) sleeping carriages, with brand new spacious shared bathrooms and no single supplement. Twinette (upper and lower bunk) sleeping carriages have a typical railway ensuite to each cabin. Two Dining and two Lounge carriages are included in the 412M

long, 16 carriage, shiny stainless steel train. The train will normally be hauled by two vintage 'streamliner' diesel locomotives, and accompanied by a 1947 vintage flexible clipper bus.

Vintage Rail Journeys are delighted to offer a 10% agents commission (100% of tour price is commissionable) for each travelling guest.

Please contact Travel Agent Coordinator, Tammy Adams at tammy.adams@vintagerailjourneys.com.au.

The **North Coast Rail Tour** is a 4 day/3 night journey or a 7 day/6 night return journey. Take the North Coast Line through the Central Coast, the Mid-North Coast and Northern Rivers regions of NSW. Discover Maitland, the Macleay Valley and Byron Bay, before crossing the border to the Queensland

capital of Brisbane. Your clients can spend a day in Brisbane before leaving or commencing the return journey to Sydney.

