

Today's issue of TD

Travel Daily today has five pages of news including our PUZZLE page plus full pages from:

- Tourism Tasmania
- Silversea Cruises

Tasmania goes off

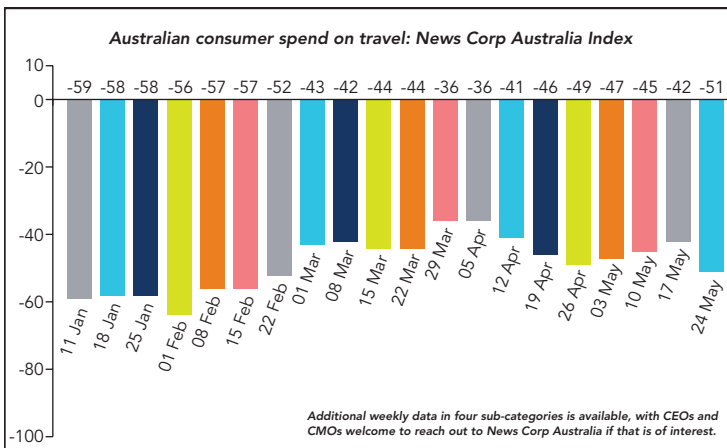
TOURISM Tasmania's The Off Season winter campaign invites travellers to let their "inhibitions drop with the mercury" with a range of cool-season specials and rare experiences - for more see page six of today's *Travel Daily*.

NSW Dine and Discover extended

THE New South Wales Government's Dine & Discover initiative has been extended until the end of next month.

The latest data shows more than half of the state's population (4.23 million) have so far taken advantage of the scheme.

Melb lockdown hits travel hard



EXCLUSIVE

THE latest Victorian lockdown has taken a toll on the Australian travel and tourism sector, with consumer spending seeing the biggest week-on-week drop since Dec, according to this week's News Corp Australia figures.

The state went into lockdown on Fri 28 May, with the data for the week indicating an overall "nervousness" to make bookings

according to News Corp Head of Travel Dwayne Birtles.

He said the biggest impact was on travel categories most likely to take short lead time bookings, with accommodation and air travel seeing the biggest drops, as well as OTAs, which, following an 11-point decline this week, now sit at their lowest level since Oct.

On a more positive note, cruise managed to buck the trend with a two-point increase to sit at -66%, while the impact was less on the Tours and Brick & Mortar Travel Agencies categories which both dropped four points to sit at -64% and -83% respectively.

Birtles warned that next week's results were likely to be similarly bleak, recorded during the extended lockdown which is now slated to end tomorrow.

However he also noted that the market may recover faster, as "Australians have become more used to the uncomfortable 'New Normal' than they were in 2020".

Silversea deposits

SILVERSEA Cruises is enticing prospective cruisers by offering reduced deposits of 15%, included roundtrip air, shore excursions and early booking bonuses of up to 10%.

For details see the last page of today's issue of *Travel Daily*.



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HLO cuts COVID flexibility

EXCLUSIVE

HELLOWORLD'S Viva Holidays and Sunlover Holidays will revert to pre-COVID terms and conditions on 01 Jul, meaning customer deposits held by the firm will be lost if they cannot be used by the end of this month.

An email from Helloworld to agents noted that the wholesale brands had provided "a substantial amount of booking flexibility since Mar 2020...over the last 15 months we have allowed non-refundable deposits to be held in suspense, name changes within agencies, and deposit availability has been extended for a long duration".

However that is at an end now, with the company confirming it will revert to its general terms and conditions next month, with no name changes, a \$30 amendment fee and deposits reverting to being non-refundable. In the event that a government

decision forces travel to be cancelled, deposits will be held in credit for the original clients to book and depart no later than six months from the date of cancellation.

Helloworld also noted that "a small number of agents have been making fake bookings for the future to take advantage of the deposit transfer", creating stress for teams and suppliers.

"We do not wish to waste our suppliers' limited inventory by unnecessarily holding space for passengers that never intend to travel...any booking identified as fake may be cancelled without notice," the company said.

Agents are believed to be furious at the change to T&Cs, with a number saying they will now be forced to reimburse clients themselves for "thousands of dollars in deposits that will now go into the coffers of Helloworld".

Livn agent support

LIVN Group says it continues to expand its Livn for Travel Agents platform, which is a one-stop-shop for experiences and has seen a surge in domestic bookings for tours, activities and attractions in Australia and NZ through the COVID-19 period.

The platform gives instant access to over 35,000 global products as well as real-time rates and availability for operators so travellers can have an optimum experience.

Multiple products can be purchased in a single booking and the platform instantly creates a booking confirmation and generates e-vouchers.

The platform is free to register, with no monthly costs and up to 12% commission payable.

"Here at Livn we are doing everything we can to support not only travel agents but also tour operators as domestic and int'l travel gradually reopens," the company said - see livn.world.

I'm off to Monaco!

THE winner of the Monaco Government Tourist Bureau's grand prize of a luxury trip for two to Monaco is MTA's Darren Leckie from Beechworth, VIC.

Leckie won after completing all six modules & quizzes in the Monaco Tourism Expert program via the *Travel Daily* Training Academy, with FBI Travel's Erica Slutzkin, Wayfinder Travel & Cruise's Sarah Webster and Trendell & Turner Travel Associates' Brad Sward all scoring a bottle of gin for completing.

Vic leading the way

VICTORIA is outperforming the rest of the country on return on destination marketing investment, new figures from the Tourism & Transport Forum show.

For the last three years, Victoria has yielded 300 times its investment per person on destination marketing, doubling its nearest rival Queensland.

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Discover the results of Travel Daily's Survival Survey, bad news for Bestjet creditors and more in the June issue of *travelBulletin*.

travelBulletin

CLICK to read

WebBeds adds COVID tool

WEBJET'S accommodation business WebBeds has launched a new interactive tool for travel sellers, allowing them to access information on the latest COVID-19 travel restrictions.

The enhancement is powered by Canadian travel tech firm Sherpa, which accesses more than 64 Government systems around the world via a universal API connection.

WebBeds said the new tool consolidates information from "thousands of official data sources" to display international travel restrictions for more than 180 countries.

It also highlights domestic travel restrictions for the USA, UK, Canada and Australia and is available to WebBeds clients in five languages (English, French, German, Spanish and Arabic), with Japanese, Korean and Simplified Chinese to be added next month.

WebBeds CEO Daryl Lee said the initiative was part of the firm's ongoing transformation strategy, aiming to help users "reinforce their credentials as trusted travel experts".

The tool is available across the WebBeds portfolio of brands including Destinations of the World, FIT Rooms, Lots of Hotels, Sunhotels and totalstay, and can also be accessed directly at webbeds.com.

NCL adds US cruises

NORWEGIAN Cruise Line (NCL) has added voyages departing New York, LA, Port Canaveral and Miami, contingent on a green light from the US Centers for Disease Control and Prevention.

The line has also revealed that *Norwegian Encore* will replace *Norwegian Bliss* in Alaska this northern hemisphere summer.

More details in today's **CW**.

Oceania surveys

OCEANIA Cruises has launched a new trade survey in a bid to better understand the needs of travel agents in Australia & NZ.

By participating, advisors can score themselves a \$250 gift card via Oceania Trade Rewards.

To be eligible to win the prize, agents must complete the survey by 5pm AEST 20 Jun.

To access the Oceania Cruises survey, **CLICK HERE**.

Rex deals with loss

REX Airlines has revealed that state border restrictions and lockdowns have forced a revision of its financial year forecast, downgrading its guidance from a break-even position to a statutory loss before tax of \$15 million.

The airline added that it would be crediting the full ticket value of any cancelled flights and has sent travel agents an advisory to request refunds for clients through its BSP channel.



Window Seat

IT SEEMED like a good idea at the time to avid golfer and comedian Jake Adams, who has spent much of the last year filming himself hitting golf balls in all 50 US states.

What started out as a case of boredom-turned-sports adventure has now led to a federal case against the man who faces up to six months in prison and a US\$5,000 fine.

It seems a video posted of Adams teeing off in Yellowstone National Park is considered a federal misdemeanour, with any act that damages the park's property considered vandalism and liable to prosecution, according to federal rules.

The investigation is still ongoing but talk about hitting your life into the rough!

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

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

ALETSCH
ALPS
BASEL
BERNINAEXPRESS
CHEESE
CHOCOLATE
GENEVA
GRANDTOUR

HIKING
INTERLAKEN
JUNGFRAUJOCH
LUCERNE
MATTERHORN
SKIING
TRAINS
WATCHES

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.

A	L	I
T	P	L
O	C	I

Good – 21 words
Very good – 31 words
Excellent – 41 words

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

Did you know?

Travel & Cruise Weekly's fortnightly consumer magazine called Keep Dreaming is specially designed for agents to send their clients.



Whose flag is this?



THIS country is one of the few to have a flag with a yellow background - many avoiding it possibly because of its association with royalty, or maybe disease, however in the area where this nation is located, yellow in flags is fairly common.

The flag was originally just plain

yellow and the two diagonal stripes were added after it became a British protectorate in 1888.

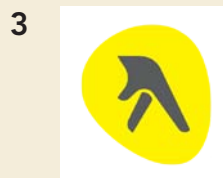
The coat of arms in the centre was added in 1959 and was supposedly designed in the 15th century by the third sultan of the country.

Do you know whose flag this is?

Know your brands

LOGOS are the main way that companies distinguish themselves, and some logos are so famous that you don't even need to see the company's name to know who it is.

See if you can identify these four logos.



Know your brands: 1 Perth Airport, 2 Adobe, 3 Yellow Pages, 4 Amnesty International

Unscramble: afore, aloft, alto, farto, fleawort, float, floater, floe, flora, floret, flow, flower, foal, foetal, fore, fort, forte, fowl, loaf, loafter, loft, lore, lower, oral, orate, owlet, role, rota, rote, rowel, taro, fore, towel, tower, trowel, WATERFOWL, wolf, wore, wort, wrote

Whose flag is this: Brunei!

ANSWERS 09 JUN



FC independents@Fullerton



FLIGHT Centre's Independent & Travel Associates at Home agents were recently hosted by the historic Fullerton Hotel in Sydney for an exclusive inspection of the property (pictured).

The hotel provided consultants with a tasty morning tea which included the hotel's signature cocktail, the Sydney Sling, a sister drink to the famous Singapore

Sling on offer at The Fullerton Hotel Singapore, as well as tours of its amenities such as the infinity pool and rooftop bar.

Inspection of the Sydney hotel ran alongside a similar viewing of Brisbane's Emporium Hotel this week as part of a push by Flight Centre to provide its growing independent divisions with greater exposure to key products.

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Lockdown hits NSW

TOURISM Accommodation Australia believes Victoria's latest lockdown is now having a damaging effect on NSW Hotels.

TAA CEO Michael Johnson said the NSW accommodation sector had been experiencing a "flood" of cancellations since 27 May.

"Some major CBD hotels have fallen back below 20% occupancy, near the lowest occupancy rates since the pandemic began early last year," Johnson warned.

"More than 100 conference delegates cancelled in the Hunter region alone," he added.

Spain reopens

SPAIN has opened its borders to all vaccinated international travellers, with more than 20 international flights landing in the country yesterday.

Although Australian travellers can't head overseas for Europe at the moment, Spain has deemed the country a "low coronavirus risk", meaning Aussies can take a holiday to Spain without needing to present a negative PCR result.

"[Australians] are welcome... without restrictions nor health controls," Spain's Prime Minister Pedro Sanchez said.

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.



Softel Sydney Darling Harbour has introduced a new digital self check-in kiosk which allows guests to pay and receive their room key within minutes of arrival. But it is not the only new digital innovation on the site, with the hotel also implementing its new Order Up platform, which offers in-room dining items to guests through a QR code located bedside.



Accor has flagged the opening of the 94-room, 37-villa **MGallery Phu Quoc**, further cementing the company's expansion ambitions in Vietnam. The property will open to the public in early 2023, and feature amenities including two restaurants, a meeting room, wellness facilities, a swimming pool, a gymnasium and a spa.



Melia Chiang Mai, a 260-room property in northern Thailand, is gearing up to open its doors toward the end of the year. Owned by Thai-based property manager Asset World Corporation, the property will boast a duo of restaurants, two bars, two lounges including an executive lounge, a spa, a fully equipped fitness centre, a swimming pool, and a 358m² ballroom with four adjoining meeting spaces.

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