



MTA Advisor Julie Evans

Today's issue of TD

Travel Daily today has six pages of news including our PUZZLE page plus a full page from **South Africa Tourism**.

CLIA campaign

CRUISE Lines International Association (CLIA) Australasia has launched a new "Ready, Set Sail" campaign as part of its ongoing fight for a cruising resumption.

The initiative urges stakeholders impacted by the ongoing cruise restrictions to "raise their voice and place new pressure on State and Federal parliamentarians".

An online action centre at www.ReadySetSail.com.au enables supporters to message politicians quickly and easily, with just a few clicks required to generate instant emails which can be personalised to provide detail of individual circumstances.

"We have had extensive discussions with governments over many months and the time has come to put plans into action and agree on a path forward for cruising," said CLIA MD Joel Katz, as the industry continues to push for a domestic restart.

Budget dashes travel hopes

LAST night's Federal Budget has put paid to any possibility of a near-term travel and tourism sector recovery, confirming government expectations that Australia's international borders will remain closed for at least another year (**TD** breaking news).

Anger and frustration across the industry is rising, with the papers providing no plan or roadmap for the recovery of the sector, which is increasingly seen as bearing the brunt of the pandemic's impact for the benefit of the rest of the economy.

Australian Tourism Industry Council Executive Director, Simon Westaway, said the budget outlook suggesting a "gradual opening" from mid-2022 gave no confidence to the sector.

"The Federal Budget indicates no foreseeable international market recovery for Australia's visitor economy, and this sadly spells further tourism business and job losses," he said.

AFTA echoed the negative sentiment, saying the budget forecasts highlight the critical need for ongoing support.

A post-budget summit convened by AFTA this morning at the KPMG Canberra offices saw a range of key business peak bodies and international representatives unite to discuss the urgent need for a path to reopening.

"By working together with corporate and diplomatic influencers...we want to form a single wave of focus to push forward in a firm but gentle way," said AFTA Chair Tom Manwaring.

"The budget predicts the rate of international arrivals will continue to be constrained, with the exception of passengers from safe travel zones," he said.

"Travel zones allow safe travel and we need action now... international travel is the fuel that sustains corporate Australia, and given 70% of international travel in Australia is booked through travel agents, travel zones would provide the stimulus needed to keep travel agents and businesses going," he said.

The only glimmer of movement in the budget was confirmation by Treasurer Josh Frydenberg that "small phased programs for international students will commence in late 2021," but he said arrivals would continue to be constrained by quarantine caps throughout the first half of 2022.

Despite the long runway to resumption, the budget has also only continued funding for the International Aviation Support Program until 31 Oct this year.

Meet South Africa

ENTERTAINER Urzila Carlson provides a unique insight into the travel delights of South Africa as part of the Meet South Africa Academy travel industry training initiative.

The dynamic program, developed by the *Travel Daily* Training Academy, showcases must-do experiences and neighbourhoods as well as hidden gems across the country's main provinces.

Participation in the program is free, with five modules now available - see the **last page**.

Wendy's webinars

WENDY Wu Tours will this week host dedicated trade webinars focusing on its Australia and New Zealand tour range.

The Australian session will take place at 10am AEST tomorrow, 13 May (**CLICK HERE**), followed by a separate one on NZ at noon (**CLICK HERE**), with the webinars featuring guest speakers, interactive learning sessions and live Q&A opportunities.

More on 1300 727 998.

BYO Coffee Clusters

DESTINATION Webinars has announced three weeks of live travel trade "BYO Coffee Clusters" including updates from NZ, Oklahoma and Hong Kong.

A \$50 gift card is given away at every gathering along with supplier prizes - **REGISTER HERE**.



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EARLYBIRD OFFERS END 31 MAY

Princess MIMOSAS

PRINCESS Cruises has launched a new interactive training tool for the travel trade - and no it doesn't involve sparkling wine and orange juice.

MIMOSAS stands for Medallionised Interactive Modules On-demand for Short Attention Spans - the brainchild of Princess Cruises Head of Sales Operations, Brett Wendorf.

He described the program as "literally a Cruise Your Own Adventure" allowing travel advisors to tailor their experience.

Nick Ferguson, Princess Director of Sales & Marketing, said the initiative aimed to support trade partners working limited hours or out of the office.

"The climate has changed, what may have worked in 2019 won't work in 2021 and we wanted to create something that was respectful, flexible and relevant to our trade partners' needs".

Check it out by [CLICKING HERE](#).

Brave new world...

THE latest Travel Community Hub initiative from Richard Taylor is a webinar series on "Selling Travel in 2021" which will feature personal stories from the coalface of the pandemic.

Taking place at 1pm AEST on Fri 21 May, the session will feature three very different travel businesses, with participants including AC Jones, Shelley Brice and Sonia Jones alongside Taylor and *Travel Daily's* Bruce Piper.

Future instalments are intriguingly titled "What the Hell Can We Sell" and "To Fee Or Not To Fee" - for more info and to register [CLICK HERE](#).

Vietnam quarantine

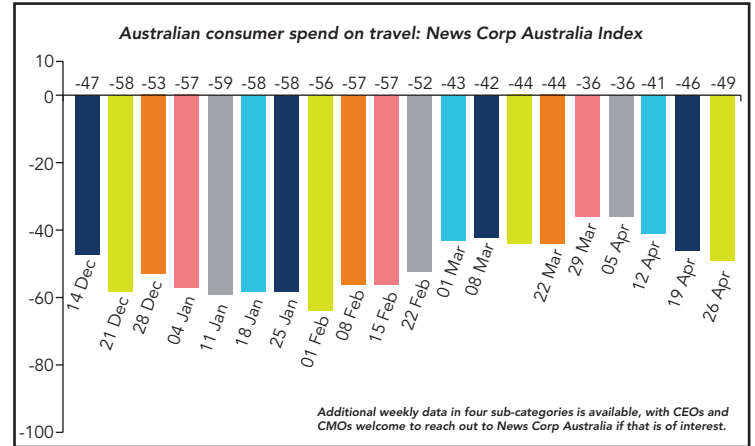
TRAVELLERS permitted to enter Vietnam must now quarantine for 21 days at a government-approved facility, followed by a further 7 days of self-isolation at home, according to a Smarttraveller update overnight.

THE NEW ZEALAND BOOK IS HERE

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Travel spending down again



EXCLUSIVE

CONSUMER travel spending has slumped to its lowest level in nine weeks, according to the latest figures from News Corp Australia (**pictured**) which coincide with the imposition of the inbound ban for travellers from India as COVID cases spiked.

Most spending categories fell, with News Corp's Head of Travel

Dwayne Birtles suggesting the drop is most likely related to a further hangover from the restart of the school term.

The biggest drops were in Airline Spend over \$500 which fell eight points to now sit at -60%, while touring is sitting at -69%.

No joy is expected next week either, with the period coinciding with the temporary shutdown of the NZ travel corridor from NSW.

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Agency goes carbon neutral

VICTORIA'S Melbourne Travel Project has become Australia's first certified carbon neutral travel agency, with owners Matt and Kadi Coyle (pictured) saying that with tourism responsible for 8% of global greenhouse gas emissions "we need to all commit to changing the trajectory we are on so our children and grandchildren can explore the world we know today".

The business, which was founded in late 2019, has been feeding its clients' appetite for travel through the pandemic with Virtual Reality experiences (TD 19 May 2020), offering a unique "try before you buy" opportunity.

At the same time the pair has been pursuing the agency's new Climate Active certification, saying "we are leading the way towards a new kind of travel, opening up opportunities to manage the travel requirements of businesses and individuals with



the desire to leave no footprint".

The agency supports a wind power project in India, and aims to become a paperless business by replacing printed brochures with an online e-brochure platform and delivering documentation via an app.

A video showcasing the achievement is now online at traveldaily.com.au/videos.



ACCC ticks Virgin, 7-Eleven deal

THE Australian Competition and Consumer Commission has granted interim approval for the proposed loyalty tie-up between Virgin Australia's Velocity scheme and 7-Eleven Stores (TD 13 Apr).

The pact would see 7-Eleven participate as a retail partner of Velocity, and potentially also allow Virgin loyalty points to be redeemed at the group's stores across the country.

Last Fri the ACCC granted interim authorisation to allow 7-Eleven to commence participation in the program as both a retail and redemption partner, on the basis that this will "result in an immediate and direct benefit to consumers through the earning of Velocity Points," as well as enabling IT integration to commence.

Final approval is still subject to public consultation, with a decision expected by Jul.



Window Seat

AT LEAST in America there is some understanding of the urgency of COVID vaccinations, with tourism and hospitality companies doing their level best to help people get the jab.

Rideshare giants Lyft and Uber are part of the move, offering free rides to inoculation sites - while demand is also hopefully being stimulated by fast food behemoth McDonald's which is promoting vaccine information.

Starting in Jul, US customers will see redesigned McCafe cups and delivery-box seal stickers featuring the "We Can Do This" message, created by the United States Department of Health and Human Services.

McDonald's has also hired a billboard in Times Square to spread the same message.

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Dreaming of a vaccination



DREAM Cruises is rolling out its coronavirus vaccination program for more than 700 crew members aboard *Explorer Dream*.

The cruise line is the first to implement an internal vaccination program in Asia, with *Explorer* having operated more than 80 successful voyages in Taiwan since Jul.

From last Fri, crew members and shore staff began to receive their first dose of the vaccine at the Keelung Hospital of the

Ministry of Health and Welfare.

It is expected that the first dose of the vaccine will be administered in three batches.

"Since the successful service resumption of *Explorer Dream* and *World Dream* in Taiwan and Singapore last year, both ships have enjoyed a stellar track record of zero COVID-19 cases," enthused Genting Cruise Lines President Kent Zhu.

Pictured: *Explorer* Staff Captain Pelle Hallen receives his jab.



Silversea Galapagos

SILVERSEA Cruises has announced its return to service in the Galapagos Islands with a range of enhanced itineraries aboard its newest ship *Silver Origin*.

The ship will join Silversea's other most-recent ship, *Silver Moon*, as the cruise line begins its healthy return to service from Jun, with *Origin* to depart on her inaugural season from 19 Jun.

Full vaccinations will be mandatory for guests and crew members, forming part of a comprehensive, multi-layered set of protocols.

"Having worked exceptionally hard on our healthy return to service plan, we are delighted to be nearing the moment in which our extended family is reunited aboard our two new ships, *Silver Origin* and *Silver Moon*," said President & Chief Executive Officer Roberto Martinoli.

Call 1300 306 872 for more information.

Events recharged

APPLICATIONS are now open for Victoria's National Business Event Program, offering cash grants to offset organiser's costs.

For a limited time, the Melbourne Convention Bureau and the Victorian State Government will offer eligible event organisers up to \$25,000 to offset costs for business events hosted in Melbourne.

This cash injection can be put toward accommodation, venue hire, transport and other event costs, with 50% payable before the event commences to support upfront expenses.

Business event organisers from anywhere in Australia can apply for funding, with eligible events including conferences, exhibitions or tradeshows, workshops & seminars, as well as corporate meetings & incentive group events with a business event program.

Qualifying events must run for at least two days - **CLICK HERE**.

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Travel Daily

Pub quiz

1. Swords is a town located in which European country?
2. What is the closest access point to Machu Picchu?
3. New South Wales' Hunter region lent its name to a short-lived professional rugby league team in the 1990s, known by what nickname?
4. What bird is pictured at the centre of Uganda's flag?
5. What Australian island is known in the local language as K'gari?
 - a) Kangaroo Island
 - b) Fraser Island
 - c) Rottneest Island
6. Which Danish city is known for its many jazz clubs?
7. Clarendon Cross and Westbourne Grove are streets in which affluent West London district?
8. Which American city is known as Rain City?
9. Petra, Jordan is known for being the filming location of movie?
10. The Peruvian city of Cusco or Cuzco was changed to what spelling in 1990 to be "more closely aligned with the Quechua language"?

Seen it at the movies



WITH mountains of sandstone and rolling red sands, the Jordanian desert of Wadi Rum has been the perfect backdrop for many films set out of this world.

filmed movies, the production team did consider the Australian outback for Matt Damon's character to be abandoned by his team in, but went with Wadi Rum instead.

For one of the more recently

Can you name this movie?

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, each column, and each 3x3 box.

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

Funnies Flashback



WE'VE trawled through the **TD** Window Seat archives to give you a blast from the past. Here's some gems from 12 Aug 2014:

BRITISH Airways has gone to the dogs, with its latest inflight entertainment initiative being a dedicated channel showing footage of cute domestic pets.

Dubbed 'Paws & Relax' the new channel will be shown on long-haul flights, with BA saying that watching cavorting kittens and puppies can soothe and relax passengers.

"It might sound barking mad, but there's lots of research to suggest that watching pets can enhance overall wellbeing," said BA inflight entertainment manager, Richard D'Cruze.

"We have sniffed out some fantastic content that is cute, comforting and sure to appeal to travellers of all ages," he said.

ANSWERS 11 MAY

Unscramble: elute, elver, enrol, evolute, leer, lent, elnto, leone, lever, lone, loner, lore, lour, lout, louver, louvre, love, lover, lure, lute, novel, ovule, reel, relent, revel, revolt, role, rule, tolu, toluene, unreel, velour, vole, volt, **VOLUNTEER**, volute

Celebrity faces: Eyes - Rachel Harding, Club Med, Nose - Sylvester Stallone, Mouth - Jennifer Aniston



THE Australian Tourism Export Council (ATEC) leadership team recently took part in a strategic planning retreat alongside the organisation's Board, working on recovery and restart plans for the beleaguered inbound industry.

The group (pictured) continues to represent the plight of inbound tour operators (ITOs) to Government, with MD Peter Shelley saying last night's Federal Budget failed to deliver clarity. "Without committed support from the Government, the inbound tour operator cohort, including distributors, travel

agents and tour operators, along with other major internationally-focused tourism product, will have to make tough decisions about their future, with many likely to close," he warned.

He said the loss of Australia's ability to re-engage with the international tourism market place will "leave us to be overtaken by more competitive and efficient destinations". Shelley said post-COVID, ITOs will be a vital part of the economy's recovery "and right now they require the certainty of ongoing Government support".

A&K on the move

ABERCROMBIE & Kent (A&K) Philanthropy has launched a global staff walkathon this month, aiming to raise awareness of its portfolio of community projects.

Employees from A&K's 55 offices worldwide are participating, using a mobile app to "virtually" walk between projects that have continued to provide services through the pandemic.

Last week staff from A&K Australia and NZ collectively walked almost 700km.

BA releases 93k

MORE than 93,000 new seats from the UK to a range of summer holiday destinations have been placed on sale by British Airways, after the UK Government laid out its traffic light system for the return of travel (**TD** 11 May).

As well as offering flexible booking options, British Airways Holidays is allowing clients to reserve a holiday by paying £60 per person, with flexible payment plans and the final balance due 21 days prior to departure.

ACCOMMODATION

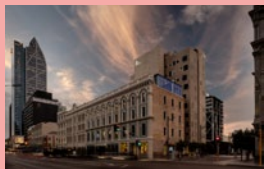
WELCOME to Accommodation Updates, *Travel Daily's* Wed feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to accomupdates@traveldaily.com.au.



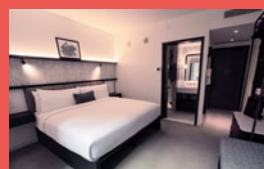
Crown Towers Melbourne has just completed a refresh of its luxury suites, with new custom furniture and lighting upgrades to ensure a "warm and welcoming space guests won't want to leave". Room types include the Executive, Premier and Tower suites which have been reinvigorated with a nod to the latest trends.



Dusit International has introduced a new group-wide wellness concept, which aims to enhance the physical and mental wellbeing of guests by inviting them to take time to slow down and prioritise their health. Extending beyond Dusit's traditional hotel spa offerings, the concept includes "wellness micro-moments" such as the offer of essential oils on arrival, in-room meditation videos & more.



TFE Hotels' new **The Hotel Britomart** in Auckland is making waves after having leapt onto the prestigious 2021 Hot List published by *Conde Nast Traveler*. The Hotel Britomart is the only NZ property on the list which picks the best of the year's global openings.



New York will next week see the debut of the new 489-room **Arlo Midtown Hotel** between Times Square and the new Hudson Yards precinct. The independent four-star property is the first Manhattan newbuild to open since the onset of the pandemic.

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