

Glover to Silversea

LIZ Glover, previous Director Australia and New Zealand Brand USA and National Marketing Manager of Scenic Luxury Cruises & Tours, has joined the team at Silversea Cruises.

As Marketing Director, Glover will report to outgoing MD Australia and New Zealand Adam Armstrong, and Chief Marketing Officer Barbara Muckermann.

She takes the reins from Leanne Fonagy, who took up a new role at the cruise line as Director Communications, Events and Partnerships in Jan.

For more appointments see page 6 of today's *Travel Daily*.

UK transit alert

TRAVELLERS attempting to return to Australia via the United Kingdom may need to provide proof that they have an onward flight booked, according to new regulations introduced in Britain.

A Smartraveller update overnight also warns pax to check routes of return carefully because of the closure of key transit hubs including Dubai, Abu Dhabi, Hong Kong and Singapore.

Strong support for WEB

THE \$275 million capital raising announced yesterday by Webjet (*TD* breaking news) has been heavily oversubscribed, with the entire offering now fully underwritten and expected to raise almost \$350 million.

The company is issuing new shares at \$1.70 each - less than half the price Webjet was trading at when it went into a halt on the Australian Securities Exchange two weeks ago (*TD* 19 Mar).

Webjet MD John Gucsic, who will also take a 60% pay cut, said "we are delighted with this strong demonstration of support from both our existing and new investors.

"This equity raising provides Webjet significant liquidity to navigate the near-term uncertainty created by COVID-19, and importantly positions us to continue our leadership in our global WebBeds business and Australian OTA," he said.

"We provide an essential distribution channel in the travel sector, and anticipate we will play an even more valuable role connecting our clients

and hoteliers in a recovering environment and as travel volumes return in the future."

Along with the support from institutions, Webjet will open up a Retail Entitlement Offer on 08 Apr and close it on 21 Apr, at the same offer price of \$1.70.

Webjet has taken a range of drastic actions to mitigate the impact of coronavirus, with 440 redundancies across the globe and the remainder of staff working four days per week.

All marketing has been suspended, the payment of a planned \$12.2 million dividend has been deferred, and the company's cruise division shut down (*Cruise Weekly* yesterday).

The Webjet Exclusives product offering has also been suspended, with the company saying the combined measures will reduce cash flow by about \$13 million per month and further cost reductions possible under a "significantly prolonged scenario".

CRISIS for Contiki!

CONTIKI Travel is doing its best to keep its customers engaged through the COVID-19 situation, and last week announced the launch of a new Contiki Movie Club in which members gather virtually to watch films together.

A Google Chrome extension called Netflix Party allows participants to join in and chat while watching along - and the club was set to debut tonight with the screening of the Julia Roberts classic *Eat Pray Love*.

However in an utterly tragic turn of events, the movie has been removed from Netflix in Australia.

Contiki is now inviting fans to take part in an Aussie poll to decide what will be next up for the Contiki Movie Club in Australia - see contiki.com.

Today's issue of TD

Travel Daily today has six pages of news.

P&O told to leave



NSW Police this morning ordered P&O's *Pacific Explorer* to leave the country - despite the ship being home ported in Sydney and P&O Australia having an extensive heritage here.

Carnival Australia CEO Sture Myrmell expressed "profound disappointment" at the move, saying P&O had been cruising from Australia for 88 years, supporting thousands of jobs as well as the economic life of the state and regional communities.

"It is unprecedented for the cruise line to be treated this way, given its Australian origins," Myrmell said.

"There is no illness on *Pacific Explorer*, no passenger or crew member has at any point tested positive for COVID-19," he added.

"It is bitterly disappointing that short term responses have put an industry, jobs and people at risk - there is still time to change this approach," Myrmell said.

The shock police order followed a video plea released by Carnival yesterday (*pictured*), in which Myrmell strenuously defended the overall cruise sector.

"It is difficult for people and businesses who derive their livelihood and jobs from cruising to see it demonised in the way it has been, and for its contribution to be discounted and devalued.

"We are part of an industry that contributes more than \$5 billion to the national economy... and there are thousands of travel agents who have made cruising part of their businesses as well."

Myrmell's video is online at traveldaily.com.au/videos, with more information in today's issue of *Cruise Weekly*.

ATTENTION NZ TRAVEL INDUSTRY



To our Kiwi cousins, in this time of upheaval make sure you stay up to date. Sign up for a **FREE** *Travel Daily* subscription.

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Window Seat

THOSE wacky Kiwis are at it again, with the eccentricities of some New Zealanders coming to the fore while the country is in COVID-19 lockdown.

Authorities in Auckland, however, are definitely not amused after a prankster set up a three hole golf course in a local park, complete with fairways, greens and flags.

The recreational facility appeared at Tirimoana reserve in the suburb of Glendene, with several locals apparently making the most of the opportunity to get some fresh air - while maintaining proper social distancing, naturally.

However Auckland Council has issued a warning not to use the course, saying it's a breach of the Public Health and Safety Nuisance by-law.

"People are allowed to use parks for exercise, but the golf course needs to be shut down... we ask that the owner of the flags remove them immediately.

"Council contractors will be visiting the site to check this has been done and infill the holes," said a Council spokesperson.

Apparently it's not the first time the park has been adapted for particular sporting activities, with someone also creating a cricket pitch there last year.

Aviation emissions halved

COMMERCIAL aviation emissions of greenhouse gases could drop by more than 50% this year as a result of the COVID-19 pandemic, according to a new study released overnight.

The report from public policy think-tank, the Australia Institute, notes that emissions from Australian commercial aviation could decrease by up to 56% or 13.2 million tons of CO2 "under an extreme scenario of continual grounding of most Qantas and Virgin planes for 9 months".

The International Air Transport Association is now predicting a 38% cut to air travel in 2020, which would equate to a slightly more modest drop in Australia of 8.8 million tons of CO2.

Australia Institute Program Director for Climate & Energy, Richie Merzian, said that while

the economic impact of COVID-19 on the aviation industry had been devastating, the question still remained as to whether the pandemic would permanently change our flying habits, given that previous epidemics such as bird flu, MERS and SARS saw the volume of air travel recover within a few short months.

However the report also notes that "business travel may not rebound to 2019 levels," given the systemic shift to online conferencing and communication, as well as weakened corporate budgets post-COVID-19.

"If we can work well together online now, perhaps it will permanently reduce the need for business travel and therefore emissions over the long term."

Merzian also noted United Nations commitments by major airlines to head for carbon neutrality using 2020 as the baseline year, which is likely to end up as a record low year for emissions.

"Governments and airlines have an opportunity to work together to ensure that commitment is maintained throughout the COVID-19 response and recovery," he concluded.

The discussion paper is available online at tai.org.au.

Rentals "essential"

CAR rentals have been classified as an "essential business activity" by authorities in the USA, with a new guidance document from the US Department of Homeland Security specifically listing vehicle rental operations as a "critical infrastructure industry".

The American Car Rental Association has noted that particularly in times of crisis, its members meet local and often urgent transport needs for first responders, health-care workers and other social support services.

Sponsor check-up

THE sponsorship and commercial experts behind the FAN+ sports and entertainment experience platform are offering brands and rights holders a free "sponsorship health check" during the COVID-19 crisis.

Rod Harys and Aaron Warburton have more than 25 years' experience in the sponsorship space, and said they will help sponsors to navigate the unprecedented market, pivoting to keep supporting partners and continuing to maximise returns.

For more information email marketing@fanplus.com.



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In these extraordinary times it is important we remain steadfast and focused on the future.

We respectfully acknowledge that many people are hurting: individuals, businesses and industries.

As an industry and a community, we must remain optimistic.

We will prevail and we know that eventually we will return to something resembling normality.

But it will be a new normal.

We hope that this new normal will be kinder and that the support that we are showing each other today will continue.

We also hope that people will take a moment to reflect on what matters and the value that people and places bring to them.

Hurtigruten will continue its explorer heritage.

We are resilient and we know we will be back exploring the world again soon.

And as we do, we will work with an even greater consideration for the environment, communities and destinations where we sail.

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*Damian Perry, Managing Director
Hurtigruten APAC*



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How bad is cruising actually for the environment? Find out in the April issue of *travelBulletin*.

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Tramada team get-together



LIKE just about everyone else in the industry, the Tramada team are now all working remotely and gathering via the Zoom video conferencing platform.

Country Manager, Susan Enners, sent us this **pic** of the first Tramada “all-hands” get together which took place last Fri.

Utah virtual tours

THE Utah Office of Tourism has created a round-up of virtual experiences to bring the state’s unique attractions to people currently in COVID-19 lockdown.

Outdoor, cultural and educational experiences are on offer - traveldaily.com.au/videos.

EMDG boost hailed

THE Association of Australian Convention Bureaux (AACB) has congratulated the Govt for extending support to the business events sector through a boost to the Export Market Development Grant (EMDG) scheme.

Minister for Trade, Tourism and Investment, Simon Birmingham, has announced \$49.8 million in additional funding for the scheme, with AACB CEO, Andrew Hiebl saying that with most of his organisation’s members eligible as Approved Bodies under the scheme, the move is a “shot in the arm for convention bureaux around the country”.

Under the announcement, applications for EMDG support lodged in the 2020-21 financial year can also claim promotional expenses that have been impacted by COVID-19 such as trade show cancellations, which will be treated by Austrade as having taken place.

Ruby spike forecast

AUSTRALIAN health professionals are being warned to expect a spike in cases of COVID-19 across the country linked to the *Ruby Princess*.

Royal Australian College of General Practitioners Chair Dr Charlotte Hespe said the decision to effectively close the border more than two weeks ago had seen positive tests for the virus decline in recent days.

“However... more than half of our recent cases have been a direct result of the *Ruby Princess*,” she said, with the flow-on expected to see numbers of infections increase again.

“Don’t be disappointed if you see that happening, it’s an expected outcome,” she said.

Hespe added that NSW health authorities had been conducting a “heightened search” in Bondi, where a cluster of backpackers have recorded positive tests for COVID-19.



Caucasus mountains, Georgia

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Travel Daily

Airlines facing cash burn

AIRLINES across the globe are likely to spend as much as US\$61 billion of cash reserves during the three months to 30 Jun 2020, according to a grim warning from the International Air Transport Association (IATA).

Potential net losses of US\$39 billion have also been revealed, based on an IATA impact assessment released last week, which models the financial impact of travel restrictions lasting for three months.

The scenario also sees full-year passenger revenues drop by US\$252 billion compared to

2019, as well as a fall in full-year demand of 38%, which would be deepest in the second quarter, when demand is expected to plummet by as much as 71%.

"Airlines cannot cut costs fast enough to stay ahead of the impact of this crisis," warned IATA CEO, Alexandre de Juniac.

"The impact of [losses] on cash burn will be amplified by a US\$35 billion liability for potential ticket refunds...without relief, the industry's cash position could deteriorate by US\$61 billion in the second quarter.

"Airlines need working capital to sustain their businesses through the extreme volatility," he said.

"Canada, Colombia, and the Netherlands are giving a major boost to the sector's stability by enabling airlines to offer vouchers in place of cash refunds...this is a vital time buffer so that the sector can continue to function.

IATA also called out a number of other countries, such as Australia, China, New Zealand, Norway, Singapore and the United States, which had responded positively to the industry's need for relief.

Rail watch parties

RAILBOOKERS is hosting twice weekly "watch party" webinars to continue to support and inspire the travel industry through the current situation.

Upcoming sessions include "Save your Commission - top destinations for 2020 or 2021" ([CLICK HERE](#)) on Wed 08 Apr, and "America's National Parks by Rail with Amtrak Vacations" on Wed 15 and Fri 17 Apr - [CLICK HERE](#).

What a shocking waste!

ANDREE Haydar from Fun Travel in Cannington, WA clearly had a bit of time on her hands a couple of weeks ago when she sent us this photo.

And yes - that headband is made of precious toilet paper, indicating that at that stage she certainly had some squares to spare.

Let's continue to inspire one another with some fun pics - send yours in to photos@traveldaily.com.au.



Toilet paper head band!!!
Life of a Travel Agent !!!

CMV win the gin!

CRUISE & Maritime Voyages (CMV) has launched a travel agent giveaway competition, with the aim of inspiring some fun amid the current doom and gloom.

Australian craft gins from Giniversity and Adelaide Gin are on offer over the next month.

"In true British fashion, at CMV we have been stockpiling gin (rather than toilet paper) after the success of our recent Boutique Gin and Culinary Cruise on *Vasco da Gama*, said CMV National Sales Manager Australia/NZ, Darren Chigwidden.

To participate, agents can head to CMV's special 'Agent Insiders' Facebook group, with winners to be announced each Fri - for more details [CLICK HERE](#).

Air NZ winds back

AIR New Zealand has confirmed further adjustments to its domestic schedules, with NZ now at Alert Level 4 for COVID-19.

Very limited flights will operate from tomorrow, with the aim of enabling essential travel only and to keep air freight moving.

Overall domestic capacity will be reduced by 95% from pre-coronavirus levels, and customers are advised to check that they qualify to travel under the NZ Government's Essential Services list at [covid19.govt.nz](https://www.covid19.govt.nz) before booking a ticket.

Air NZ has also established a process for ad hoc domestic charter flights at the request of the Government, which can operate within a matter of hours.

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Travel Daily

Quark Expeditions

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

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

www.sudokuoftheday.com - visit them and get a new Sudoku every day!

Pub quiz

1. What is the Manhattan neighbourhood of SoHo short for?
2. What is Europe's longest river?
3. What vegetable takes its name from the capital of Belgium?
4. Which two Aussies starred in Tourism Australia's ill-fated Matesong campaign, designed to lure more British visitors?
5. What specific ingredient does the word sushi refer to?
6. Which British castle is claimed to include columns from the former Roman city of Leptis Magna, located in modern day Libya?
7. What animal is the symbol of Thailand?
8. What is Uganda's primary export?
9. Which ocean covers a greater area of the Earth's surface than all of the land mass combined?
10. Which US city boasts the tourist attractions of the Adler Planetarium and Grant Park?
11. How many times was the word webinar used in yesterday's *Travel Daily* (TD 01 Apr)?

Whose flag is this?



THERE are over 190 countries in the world, all with their own individual and unique flag.

What we wouldn't give to be kicking back on one of this

country's beaches.

And here's another hint: the nation was formed by volcanoes.

Do you know whose flag this is? Check tomorrow for the answer.

ANSWERS 01 APR

Pub quiz: 1 Times Square, 2 The Strait of Gibraltar, 3 Theodore Roosevelt, George Washington, Abraham Lincoln and Thomas Jefferson, 4 Las Vegas, 5 Dog mushing, 6 Seoul, 7 Daredevil selfies, 8 The Chunnel, 9 Rain, 10 Route 66

Where in the world: Boston, USA

Funnies Flashback



WE'VE trawled through the TD Window Seat archives to give you blast from the past that will hopefully add some cheer to your day. Here's some gems from 12 Mar 2012:

FOR those of us struggling to stay afloat with the latest technological terms being used ad nauseum by the younger generations, Port Stephens Beachside Holiday Parks have launched a new "MySpace" brochure encouraging us to turn off our computers and reacquaint ourselves with more literal meanings of these terms.

Using lines such as "Hear real birds tweeting" and "Let the kids shout 'Wiiiiii' instead of playing on the Nintendo Wii", the brochure makes no apologies for the puns used, and aims to get us to put down our iPhones, iPads and iPods, reconnect with "real friends", and "play a game of tennis over a real net instead of a virtual game of tennis over the net".

Pictured below are two examples from the campaign.





How can tourists help the communities they visit? Find out in the April issue of *travelBulletin*.

CLICK to read
travelBulletin

FL vacation stays

IN A bid to stop the rising tide of COVID-19 infections, Florida Governor Ron DeSantis has ordered a temporary ban on new vacation rental bookings.

Existing guests currently in a rental are allowed to complete their stay, but private operators and companies including Airbnb and VRBO are banned from accepting new reservations for stays until after 10 Apr.

The ban does not apply however to hotels, motels or resorts.

According to DeSantis, "Florida is experiencing an increase in individuals fleeing to Florida from out-of-state locations where 'shelter-in-place' orders are being implemented and community spread exists."

Airbnb is offering full refunds to guests with stays up to 14 Apr.

Uber service cuts

THE COVID-19 pandemic has caused a number of changes to Uber services.

Uber Pool, which matches up to four passengers in a single vehicle based on destination, has been suspended around the world, in order to "help flatten the curve on community spread" of coronavirus.

The suspension was initially just in the US and Canada but has now been extended globally.

The company has also paused the availability of JUMP in Australia and New Zealand, which provides e-bikes and e-scooters to users, affecting Wellington, Auckland, Adelaide and Melbourne.

Uber said the move was in line with the increased government guidance for COVID-19.

Clients who really care

AS AGENTS around the country have been inundated with calls and cancellations, some clients have been particularly understanding of the hard work that is being put in by their travel consultants.

Helloworld Travel Wheelers Hill was lucky enough to receive these incredible care packages from some lovely clients to say thank you for everything they've been doing.

The packs included some coveted items including toilet paper, pasta sauce, paracetamol, instant noodles and other canned goods and pantry essentials.



If you've received some love, or you want to show your appreciation for a fellow travel industry member, make sure you enter them in the shout outs competition and you and your nominee could receive a \$50 gift card, thanks to Quark Expeditions.

Send your commendation to shoutout@traveldaily.com.au.

Wimbledon canned

FOR the first time since WWII, Wimbledon has been cancelled. The championship was scheduled for 29 Jun to 12 Jul, but the committee decided that due to public health concerns it should not go ahead.

Next year's tournament will be played from 28 Jun to 11 Jul 2021.

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.

Justine Lally has rejoined the team at **APT Travel Group**, taking up the position of General Manager Product and Marketing. Lally was previously with APT for 13 years, but most recently was Marketing and Sales Director for Melbourne Food & Wine Festival.

A new PR Manager for **Celebrity Cruises Australia and New Zealand** has been appointed, with **Tenneal Baker** joining the cruise line's team. Baker was previously Communications Manager at Club Med.

Lindblad Expeditions has added two new independent directors of the company. **Thomas S. "Tad" Smith Jr** was most recently President and CEO of Sotheby's and has also held roles at Madison Square Garden and Starwood Hotels and Resorts, while **Sarah Farrell** is an Associate at investment firm ValueAct Capital.

InterContinental Hotels Group (IHG) will lose a non-executive director of its board, with **Malina Ngai** to step down effective from the 2020 AGM to focus on her other executive commitments.

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