

Today's issue of TD

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

Cruise lines act on COVID-19 plans

TWO of the world's largest cruise companies have announced the creation of a high-level "Healthy Sail Panel" to develop enhanced cruise health and safety standards.

Norwegian Cruise Line Holdings (NCLH) and Royal Caribbean Cruises (RCL) say the panel will offer its initial recommendations by the end of next month, with the "open source" work freely available to any company that would benefit from the insights.

Cruise Lines International Association CEO Kelly Craighead backed the move, commending "this and parallel efforts of all our members large and small who are working tirelessly to develop appropriate protocols based on input from health authorities and medical experts in the US and abroad".

The panel will help the cruise lines be certain that the plans they submit for industry restart to regulators and the US Centers for Disease Control "apply the best available public health, science and engineering insights," said RCL chief Richard Fain and his NCLH counterpart Frank Del Rio.

More details in today's issue of *Cruise Weekly*.

Cover-More refund offer

EXCLUSIVE

COVER-MORE Travel Insurance is set to provide 100% refunds of policies covering departures during the Australian ban on international travel, with amended arrangements expected to be in place by the end of Jul.

Some travel agents have been advised of the change, which applies to insurance policies with travel dates 24 Mar-17 Sep 2020, replacing the previous refund of 75% of the gross amount paid.

Active single trip policies for both domestic and international travel will now be refunded 100%, and Cover-More will also top-up previously actioned policy refunds from 75% to 100%.

Customers who had already elected to convert their policy into a credit note will also now have the option of a refund.

Abu Dhabi success

RACHAEL Heelan from Ross and Turner Travel Associates has today been named as the winner of a luxury Abu Dhabi holiday flying with Etihad Airways, after taking part in the new Abu Dhabi Specialist program (TD 12 May).

About 1,300 travel agents took part in the program, according to Country Manager Jennifer Gaskin, with other winners receiving 21 prizes of \$250 Westfield gift vouchers during the promotion - see abudhabispecialist.com.

As with the 75% refunds to customers, Cover-More will refund travel agents the nett amount, meaning commission on the sale will be recalled.

Cover-More has apologised for the time it has taken to change its policy, noting the exceptional impact that COVID-19 has had on the travel industry including its people, processes and systems.

"We're working hard to adapt our systems to enable the expected large volume of refunds," the company said.

It's understood Cover-More will begin proactively contacting eligible customers later this month, and in the meantime no action is required.

Unlike some of its rivals, Cover-More has continued to sell policies through the pandemic to help facilitate travel by Australians for compassionate reasons (TD 30 Mar).

However naturally Cover-More's Cancel for Any Reason product is not currently available during the COVID-19 pandemic.

Oneworld portal

THE Oneworld airline alliance has debuted a new online guide to the health and wellbeing measures passengers can expect while travelling with its members.

The "one-stop customer resource" also gives information on key airports in the Oneworld global network, so users can prepare for upcoming journeys.

Oneworld CEO Rob Gurney said he hoped the innovation would give travellers "even greater peace of mind as they resume their travel" - oneworld.com.

Spanish webinars

SPAIN'S travel marketing agency Turespana is this month hosting a series of webinars in which local operators share their love and passion for their regions - register for the first one by [CLICKING HERE](#).

Qantas 747 farewell

QANTAS has announced three one-hour "farewell jumbo joy flights" aboard its last remaining Boeing 747 aircraft.

The services will depart from Sydney (13 Jul), Brisbane (15 Jul) and Canberra (17 Jul), with the carrier responding to requests from employees and customers for one last chance to fly on the much-loved "Queen of the Skies".

The COVID-19 pandemic has seen QF accelerate the retirement of its jumbos (TD 25 Jun) with the special departures coming almost 50 years since the first 747 joined the fleet in 1971.

The flights will go on sale at midday tomorrow, priced at \$400 in Economy class, with all profits donated to aviation museums in Longreach and Wollongong.

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Rezdy + SanSee

ONLINE tour and activity booking and distribution platform Rezdy has announced a new partnership with tourism hygiene and sanitisation certification business SanSee, allowing operators to display a “shield” certification if they meet best practice COVID-19 health and safety precautions.

SanSee conducts interviews with operators, providing expert health advice, along with a free guest health screening tool.

Webinar library

DESTINATION Webinars has just launched a new independent library of on-demand, bite-sized updates for the Australian and New Zealand travel trade.

Currently comprising 30 recordings, new videos are being added weekly including updates from airlines, destinations, cruise operators, wholesalers and more - destinationwebinars.com.au.

Air NZ suspends bookings

AIR New Zealand this morning announced it will limit capacity on inbound international flights, in response to a request from the New Zealand Government, with all new bookings suspended for the next three weeks.

“The move is to help ensure the country is able to provide quarantine accommodation for inbound passengers for the required 14-day period,” the airline said this morning.

Air NZ Chief Commercial and Customer Officer Cam Wallace said the carrier was also looking at aligning daily arrivals with capacity available at managed isolation facilities, meaning some customers will need to be moved to another flight.

He said the carrier had been working closely with officials to understand how it can support the Government’s efforts to contain coronavirus at the border. “We accept this is a necessary

short-term measure given the limited capacity in quarantine facilities and we’re keen to do what we can to help New Zealand’s continued success in its fight against COVID-19,” he said.

Customers affected by the changes are being proactively contacted from today, with Wallace saying the Air NZ contact centre was currently experiencing very high demand.

Outbound Air NZ services to international ports are not affected by the new government restrictions, nor are the carrier’s domestic flights within NZ.

New Mekong trip

PANDAW has announced the debut of Naga Cruises, a new Mekong Delta cruise option offering one- or two-night itineraries between Saigon and Phnom Penh leading in at US\$98 per night - nagacruises.com.



Window Seat

CLEARLY there is a lot of pent-up travel demand in Taiwan, where local carrier China Airlines has operated a “pretend to the leave the country” tour at Sonshan Airport in Taipei.

The experience saw 90 avid travellers board a CI A330, after passing through security and immigration before waiting in the transit lounge prior to boarding the plane.

They were greeted by flight attendants and given a full safety briefing, along with a timely demonstration of everything the carrier is doing to tackle coronavirus.

The full experience took three hours, and included snacks in the airport’s new restaurant - and of course an opportunity for duty-free shopping.

Etihad Wellness

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To learn more about our wellness initiatives visit etihad.com/wellness

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Online Wellness Hub

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Deep Cleaning

Equipped Crew

Enhanced Hygiene

Wellness Kits

Booking Flexibility

Refreshed Meal Service

Lounge Initiatives

Vehicle Sanitisation

Sustainability Focused



Rex blasts Qantas assistance

REGIONAL Express (Rex) has urged the suspension of all government aid for Qantas, after calling out what it describes as QF's "anti-competitive and predatory behaviour".

Rex particularly highlights the new Qantas route between Sydney and the NSW regional city of Orange (**TD** 01 Jul), saying the launch of the operation demonstrates that QF "has spare funds to incur additional losses simply to weaken its competitor at this time of national crisis".

Currently Rex's two weekly flights to Orange average just 20 passengers each, with a load factor of around 30%.

"Qantas intends to flood this market with another 216 seats a week, making it an aggregate load factor of 11% for the two carriers," Rex said.

"Even if passenger numbers return to pre-COVID levels in the next 12-18 months, Qantas' entry would see a minimum of an additional 60,000 seats on this market, making the overall load factor for both carriers to be only 41%...this is clearly commercially unsustainable," the airline added.

By contrast, even on some routes where Commonwealth funding is available, such as Sydney-Toowoomba, QantasLink is not even recommending flights.

QF's new Orange route does not qualify for government support. "It is obvious that Qantas'

action is not competition on its merits, but rather predatory behaviour aimed at weakening Rex at a time when all airlines, including Qantas, are sustaining operational losses, hoping that if Rex collapses it will have the regional aviation market to itself. "Given that Qantas has enough money to engage in non commercially-viable ventures, it clearly shows that Qantas does not need any financial assistance," the regional carrier fulminated, urging the ACCC to use its new powers (**TD** 19 Jun) to intervene.

Exodus Travel Safe

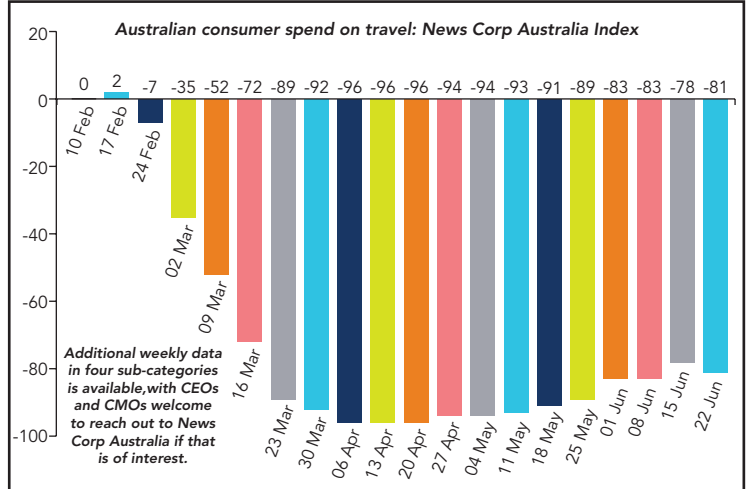
EXODUS Travels has released a new 2020 Travel Safety Charter and increased its booking flexibility.

The company has introduced more flexible cancellation terms, allowing a refund on the balance of the land portion of their trip if they cancel for any reason up to 42 days before the tour.

A new 21-day no-fee flexibility guarantee enables customers to transfer to a future departure free of charge up to 21 days before their trip departure date.

In addition, the new Travel Safety Charter outlines new measures in regards to safe destinations, cleaning protocols, healthy small groups and specialist 24/7 guidance.

Fragile recovery reverses



EXCLUSIVE

THIS week's consumer spending data from News Corp Australia reflects the current weakness of the market, with border closures and uncertainty impacting the soft rebound that was under way.

News Corp MD of Food and Travel Fiona Nilsson said that while accommodation and cruise spending showed continued improvement, this was swamped by a drop in travel agent and airline bookings for the week.

Nilsson also cited Kantar's COVID-19 barometer research from late Jun (kantar.com) which showed safety was still a leading impediment to travel sentiment.

"While COVID spikes remain a threat to travellers, perceived safety and ability to cancel last minute will be key factors for booking," Nilsson said.

WTTC summit

THE World Travel and Tourism Council (WTTC) is partnering with Carnival Corporation for a public Global Science Summit scheduled for later this month.

The online event, taking place at midnight Australian eastern time on the evening of 23 Jul, will "share the latest scientific knowledge and evidence-based best practices related to prevention, detection, treatment and mitigation of COVID-19".

Participants will include global tourism leaders, government agencies, destination partners and operators, with a "robust line-up of world renowned medical, epidemiology and public health experts" to explore and share best practice on the science of coronavirus - register at covidsciencesummit.com.

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Chimu Footsteps for Food



CHIMU Adventures Qld Relationship Manager James McAlloon embarked on an epic walk last week, from Alexandra Headlands Beach on Queensland's Sunshine Coast to Bunbury, Western Australia. McAlloon's project, called Footsteps for Food is raising money for South American communities devastated by the loss of tourism due to COVID-19. Chimu Adventures are backing McAlloon and are offering a trip to Antarctica as the winning prize in a raffle to raise money for Footsteps for Food.

Tickets in the raffle cost \$40, enough to feed a family of four for a week in many of the worst affected areas in South America. All proceeds from the raffle will go directly to Footsteps for Food. Footsteps for Food will take McAlloon across some of the harshest landscapes in Australia, averaging 40km per day, the equivalent of a marathon. McAlloon is **pictured** being farewelled by family, friends and colleagues - more **HERE**.

Hawkes webinar

REPRESENTATION firm Canuckiwi has partnered with Hawke's Bay Tourism for a new webinar series to take place begin on 22 Jul. **CLICK HERE** to sign up for the 9am session and **HERE** to sign up for the 10am session.

True North is back

TRUE North has resumed operations, with an amended sailing schedule to take place for the rest of 2020. The yacht departed Boome on 04 Jul for its resumption sailing for Western Australians only. **CLICK HERE** for the updated schedule. More in today's **Cruise Weekly**.

World Exp resumes

WORLD Expeditions will resume its NT walks from Aug, following the reopening of the Territory's borders on 17 Jul. The Larapinta Trail in the Red Centre and the Jatbula Trail in the Top End will both resume, with World Expeditions Chief Executive Officer Sue Badyari saying the company was doing all it could to help travellers get back to domestic travel while being cognisant of safety factors, by introducing a range of COVID-safe operational measures, such as delaying time frames for the payment of trip balances. **CLICK HERE** for more on the company's health protocols. The construction of the adventure travel company's four campsites along the Larapinta Trail is progressing as scheduled.

AFTA UPDATE

from the Australian Federation of Travel Agents

FIRSTLY, AFTA would like to wish our friends at **Travel Daily** a Happy 26th Birthday. Bruce and Jenny Piper and the entire team have worked tirelessly over the years in service of our industry – reporting with honesty and integrity the “days of our lives”.



It is disappointing that the Victorian – New South Wales border has been forced to close, however we acknowledge the difficult role that the Government and Health Authorities have in protecting

lives and containing the spread, whilst also re-booting the economy in a sensible way. This is a delicate balance and AFTA would like to assure members that we are continuing to work collaboratively with Government at a Federal, State and Territory level to constructively navigate these challenges. In these difficult times, a quote which springs to mind is this: My therapist set half a glass of water in front of me. He asked if it was an optimist or a pessimist. So, I drank the water and told him I was a problem solver. Let's be problem solvers. Whilst Victoria works to contain the virus, there is no apparent reason that the other states and territories cannot collaborate to deliver interstate travel. There is a growing appetite amongst Australians to holiday, and holiday at home this year, and the ATAS travel agent is perfectly placed to make that happen.

Talking of celebrations, in a pre-COVID-19 world, the Australian travel industry would be preparing to celebrate the 13th AFTA National Travel Industry Awards (NTIA) next Sat night. As a member of the industry, you would know that the National Travel Industry Awards are the annual hallmark event which celebrates and rewards excellence in our broad and diverse travel industry. However, if the challenges we've faced as a collective over the last six months are anything to go by, our industry does not need champagne and fine food to demonstrate just how passionate and unified we are. The events of this year have highlighted the quality and resilience of our industry. For the months ahead we will need to continue to wear our armour of strength and look upon challenges as opportunities for transformation and growth.

Solomon bubble

SOLOMON Airlines has marked the country's Independence Day with initiatives to support its tourism recovery with a Micronesia, Melanesia and Polynesia travel bubble. The concept proposes quarantine-free movement between the coronavirus-free countries, with no cases having been reported in the Solomon Islands, or the Federated States of Micronesia, Kiribati, the Marshall Islands, Nauru, Palau, Samoa, Tonga, Tuvalu and Vanuatu. The airline is continuing to operate to its 23 domestic destinations and today announced special fares and holiday deals across its network, with travellers able to save 10% off fares purchased 14-day in advance.

TC conf online

TRAVEL Counsellors' (TC) annual conference went virtual this year, following the postponement of the event, due to the COVID-19 pandemic (**TD** 26 Mar). This virtual occasion last month saw Travel Counsellors across the country clock in with their cameras on, many of whom were gathered in each other's homes, ready to tune into motivational messages, milestones and inspirational stories. The theme, Moments That Matter, encouraged Travel Counsellors to reflect and speak about the memories they have made and the moments that mattered to them during their time in home-based travel. The conference was opened with a song and dance number performed by head office staff.

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

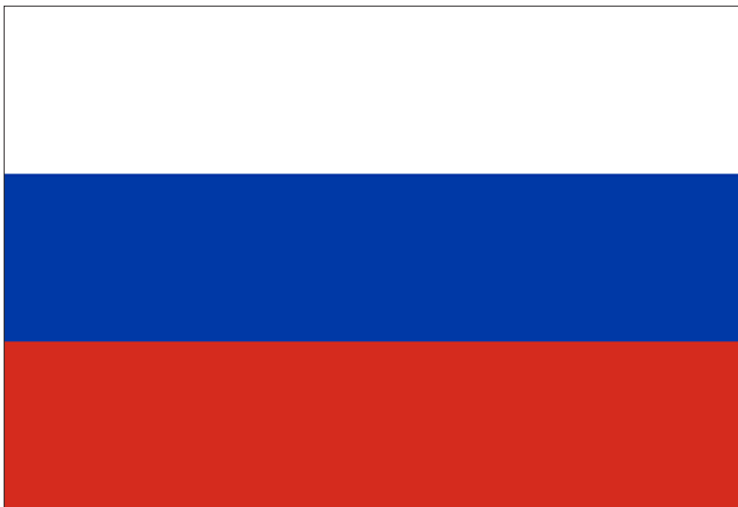
www.sudokuoftheday.com - visit them and get a new Sudoku every day!

Pub quiz

- How many colours are there on the flag of Ireland?
- Which two airlines had planes hijacked during the 9/11 terror attacks?
- What is the capital of Somalia?
- Which city of the world are you in if you are visiting Rosenborg Castle?
- What year did Canada's famous rail service The Rocky Mountaineer launch?
- What mode of transport did Sydney scrap in 2013?
- Which country accounts for more rainforest area than any other?
- Elon Musk is the founder for which space exploration company?
- The UK's famous London Eye is also known by what other name?
- What decade saw the now defunct airline Ansett Australia founded?
- What city is this collection of pictures spelling out?



Whose flag is this?



THIS flag's colours were based on those of a country whose shipbuilding was admired by this country's ruler, only differing in the order of the colours.

The country had a different flag for its merchant ships to

what was used on land, but most people preferred the ship flags.

Over its history the country has had a few different designs on the flag but has always come back to this one.

Do you know whose flag it is?

Funnies Flashback



WE'VE trawled through the TD Window Seat archives to give you blast from the past. Here's some gems from 10 Apr 2012:

FINALLY, a solution has been found to the daily traffic hassle.

A Dutch company has recently operated the first successful test flights of a flying car - the PAL-V, also known as the Personal Air & Land Vehicle.

Employing gyrocopter and helicopter technology to help it gain lift and thrust, the machine abides with existing regulations in many major markets, allowing the vehicle to operate in both road and air traffic as it utilises existing roads and airstrips, can take off and land on both asphalt and grass, and is capable of reaching speeds up to 180kph.

So next time you're stuck in traffic, dream of the day you will be able to take off and fly right over it.

FOR those planning a holiday where time and money is no barrier, you may be interested to know that the world's most expensive cruise is now on sale.

Travelling aboard Silversea's *Silver Whisper*, the cruise leaves Los Angeles in Jan next year an visits 28 different countries over an epic 124-day sailing saga.

Onboard accom will be in the Royal Suite, which offers two bedrooms and two bathrooms, and all it will set you back is \$1.92 million per couple.

ANSWERS 06 JUL

Pub quiz: 1 Bern, 2 Eat it, 3 Denver, 4 Tonga, 5 The Moon, 6 Virgin Galactic, 7 Oman, 8 Paraguay, 9 It collapsed, 10 The Pacific, 11 Pakistan ([wolf] pack + e [note] + Stan [Lee])

Unscramble: acme, acne, ambiance, amicable, anaemic, balance, cabal, cabin, cable, caiman, calamine, calm, came, camel, canal, cane, cinema, claim, clam, clan, clean, climb, clime, IMBALANCE, lace, lance, mace, malice, manacle, maniac, manic, mica, mince, nice

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Rees heli package

THE Rees in Queenstown is keeping its hopes up for Australian visitors this winter with a heliskiing package priced from NZ\$695pp per night (A\$654).

Highlights of the offering include two nights of accommodation in a Lake View room, breakfast, private airport transfers, four heliski runs per person, barista-made coffee and mulled wine, undercover parking, late checkout and an upgrade based on availability - call +64 3-450 1100.

Sabre Lotte deal

LOTTE Hotels & Resorts has partnered with Sabre, with the South Korean luxury hotel chain planning to expand its portfolio.

The new partnership will give Lotte greater visibility to travellers worldwide, with travel agents now able to find content and book hotel stays and ancillaries using Lotte's unique label chain code, LL, on Sabre's GDS.

Starting this year, Lotte will migrate more than half of its hotels to the SynXis platform.

Sydney XPT train

THE New South Wales XPT will cease operating its Victorian segment of its Sydney-Melbourne route from today due to the closure of NSW border with VIC.

The service will only operate between Albury and Sydney for now, with the last border crossing taking place after 11pm last night.

#FraserCares open

FRASERS Hospitality is reopening its properties worldwide with its #FraserCares commitment to guests.

Heightened health and safety initiatives to prioritise guests' well-being include new cleaning regime and safe distancing protocols.

QTIC details plan

THE Queensland Tourism Industry Council's (QTIC) Tourism Industry Business Capability Development Program (*TD 18 Sep 2018*) has identified four key business activities to prepare for reopening in a primarily domestic market.

Stage one will feature webinars for the entire state and stage two will feature coaching.

For registration and further details on the third year of the program, [CLICK HERE](#).

Celebrity **X** Cruises®
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WIN A CRUISE FOR 2

This month Travel Daily has partnered with Celebrity Cruises to give you the chance to WIN a free cruise for two people onboard *Celebrity Solstice* departing Sydney.



In 25 words or less, tell us your favourite cruise port along the East Coast of Australia and why, and you could WIN!



Email celebritycomp@traveldaily.com.au to enter.

MONEY

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

AU\$1 = US0.695

THE Australian dollar has followed market optimism, making gains with the Reserve Bank's cash rate decision expected at 2.30pm today.

The Aussie continued to rise alongside equity markets in overnight trading, with the Dow Jones rising by 460 points on a late surge.

Yesterday's domestic job data also showed a vast improvement in job ads.

Wholesale rates this morning.

US	\$0.695
UK	£0.557
NZ	\$1.056
Euro	€0.615
Japan	¥74.79
Thailand	฿21.52
China	¥4.829
South Africa	11.76
Canada	\$0.937
Crude oil	US\$43.14

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