

## Sabre not a spy

**TRAVEL** technology giant Sabre Corporation has debunked suggestions that its systems are being used in US Government COVID-19 tracking projects.

The company issued a formal statement in response to what it described as a “highly speculative article” in *Forbes* magazine, which said that along with data collection by America’s border patrol agencies, “the US has another tool to watch over travellers across the world thanks to a little-known but influential Texan business called Sabre”.

Sabre said in supplying any travel details it only complies with court orders, subpoenas or other requests that are legally valid, adding that like all companies it “responds to lawful process according to applicable law”.

## TravelSIM administration

**PREPAID** phone card provider TravelSIM has been placed into voluntary administration, with the company continuing to trade over the last month in hopes that it could be sold as a going concern.

Established since 2006, the business operated from rented premises in the Gold Coast suburb of Miami, and was headed by director Jamien Zimmermann.

Administrator Jason Bettles from Worrells Solvency and Forensic Accountants was appointed on 01 Jul, and has just released the formal Report to Creditors ahead of a meeting scheduled for 04 Aug.

Bettles said the move “follows a range of external pressures, with the main driver being the COVID-19 travel restrictions”.

TravelSIM offered three product lines - its own brand of prepaid SIM cards for customers to use in their own handsets while overseas; an Australia Post branded version of the same cards; and an Australian domestic mobile phone plan sold exclusively through Australia Post outlets across the country.

“Historically this time of year

sees many Australians travel overseas to experience the European summer, but the enforced travel bans across the world have resulted in a significant reduction in demand for the company’s TravelSIM and Australia Post TravelSIM products, with no certainty as to when travel restrictions may be listed,” the administrator noted.

The company had previously engaged an agent to market the business for sale, but was unable to secure a suitable buyer due to complexities with various licence agreements with suppliers.

However since then Worrells has solicited further offers, and intends on finalising any potential acquisition by tomorrow.

The report notes secured debts of \$1.8 million, along with unsecured creditors amounting to \$1.3 million and employee entitlements worth \$222,000.

## Spanish not so fly

**THE** UK Government has expanded its “do not travel” advice for Spain (*TD* yesterday) to include the Balearic and Canary Islands as well as the entire Spanish mainland.

A spike in COVID-19 cases has also seen the imposition of a mandatory 14-day self-quarantine for any travellers returning to the UK after holidaying anywhere in Spain.

## Vietnam infections

**THE** first community transmissions of COVID-19 in Vietnam since Apr has seen the government take drastic action, with plans to evacuate 80,000 domestic tourists from Danang.

A massive airlift has been initiated to take the travellers out of Danang to 11 other cities over the next four days, involving about 100 daily flights.

Although the country’s international borders remain closed, there has been a surge in domestic visitation in Vietnam as it emerged from lockdown.

All travellers leaving Danang will also be required to self-quarantine at home for 14 days.

Six Danang locals have tested positive for COVID-19 this week.

## Today's issue of TD

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

## QF A380 in storage

**FOLLOWING** the fanfare around the departure of the final Qantas Boeing 747 (*TD* 23 Jul), another significant departure took place yesterday somewhat more quietly, as the carrier’s last Airbus A380 superjumbo left Australian airspace.

Qantas’ VH-OQC, an A380 bought in 2008, departed Sydney for Los Angeles as flight QF6003 with no passengers on board, and is understood to be destined for long-term storage in the California desert.

## WHO urges border reopenings

**THE** World Health Organization (WHO) has warned that continuing to keep int’l borders sealed is not a sustainable strategy for the world’s economy, for the world’s poor or anybody else.

WHO Executive Director Michael Ryan said it was vital that progress be made on reopenings, with the group continuing to push for progress in opening borders in the least risky way.

“By themselves travel measures are not effective in dealing with the movement of disease... economies have to open up, people have to work, trade has to resume,” he said.

LUXURY TRAVEL **APT**

Here's to helping your customers discover Walking Holidays

LEARN MORE

APT-2071

**Q: WHERE IN THE WORLD IS FLANDERS?**

**A:** A fantastic region in Europe with gorgeous medieval art cities, history & culture, cycling, fries, beer, waffles, chocolate, fries, beers, waffles, chocolate, fries, beers (repeat).

VISITFLANDERS

CLICK HERE TO LEARN MORE

Flanders State of the Art

## Etihad to offer refunds

ETIHAD Airways has agreed to offer refunds to all consumers who purchased EY tickets in Australia which were then cancelled due to the COVID-19 pandemic, after "recent engagement with the ACCC's COVID-19 taskforce".

The Australian Competition and Consumer Commission (ACCC) has welcomed confirmation from the carrier that it will contact all consumers who booked directly with the airline as well as Australian-based travel agents "to inform them that consumers can elect to receive a refund for a cancelled flight, even if they previously accepted a flight credit".

The ACCC said that from 26 Mar the airline's published COVID-19

rebooking policy did not provide these consumers with the right to a refund for flights cancelled due to the pandemic - despite clear stipulation in the airline's conditions of carriage that refunds would be provided in the event flights failed to operate.

The policy was updated on 03 Jun to extend offers of refunds for flights scheduled to depart from Australia, and has now been further revised to cover any Etihad flight purchased locally, regardless of the departure point.

"We are pleased that Etihad is fulfilling its obligations under its conditions of carriage by offering refunds to thousands of Australian customers with cancelled flights," said ACCC Chair Rod Sims.

"Etihad's revised policy, and its decision to also offer refunds to consumers who weren't previously advised of their right to a refund, should serve as a model for other airlines."

As exclusively revealed by **Travel Daily** last week (TD 20 Jul) The ACCC recently issued new guidance for the travel industry in relation to COVID-19 cancellations, particularly noting that regulators expect that businesses will honour the terms and conditions of their contracts.

**MEANWHILE** Etihad has also advised that any travellers flying via Abu Dhabi from 01 Aug will be required to show a negative COVID-19 PCR test result from a list of approved testing facilities.

The test must be carried out within 96 hours prior to arrival in Abu Dhabi, and a negative test result certificate must be shown for approval to board.

A list of approved testing facilities is available online at [etihad.com/destinationguide](http://etihad.com/destinationguide) and includes a comprehensive range of providers in Australia.

The pre-flight PCR testing is a new requirement by the UAE government, and is also expected to apply to EK flights via Dubai.



## TAFE skills plan

TAFE NSW says its Tourism Industry Skills Reference Group is working closely with industry stakeholders to ensure that training offerings are aligned to tourism workforce needs following the impacts of the COVID-19 pandemic.

The Reference Group comprises representatives from TAFE, the NSW Tourism Advisory Council, Destination NSW, Merlin Entertainment, Dave's Travel Group, the Australian Tourism Export Council and the Australian Federation of Travel Agents.

"Skills training will play a large role in preparing businesses for a post-pandemic environment," according to TAFE NSW Head of Tourism and Experience Services SkillsPoint, Andrea Poletti.

A recent TAFE survey of travel and tourism professionals asking about the skills they expected to need in a COVID-19 recovery situation indicated that "operationalising COVID-19 protocols, digital marketing and agile leadership are some of the training areas important to the sector," Poletti said.



## Window Seat

**ONCE** borders reopen we can be assured of social distancing when visiting the town of Montgomery in Wales, where locals have come up with some unique measurements of how far apart people need to be to stop the spread of COVID-19.

Signs have been painted every two metres on the pavement in a shopping area, including one urging visitors to keep at least "7 Chihuahuas" between them.

Other suggestions include "50 chips", "153.85 marbles" and even "14.3 pairs of scissors".

The quirky signs are much better than normal reminders, because "queuing is boring," according to Katrina Collins, who runs a local catering business.

She said the signs were related to each shop, "so outside the cafe it says '22 scones and 33.6 carrot cakes'".

"We measured a scone and measured a carrot cake and did the maths," she added.

submit your cocktail recipes!

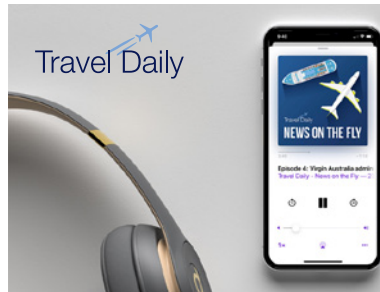
We want your recipes from around the world for our weekly feature.

**CLICK HERE TO SUBMIT**

## THE TRAVEL DAILY TRAINING ACADEMY

### A PROVEN SOLUTION TO GROW KNOWLEDGE IN THE TRAVEL INDUSTRY

Learn why these suppliers have chosen the Travel Daily Training Academy at our **WEBSITE**.



Travel Daily

NEWS ON THE FLY

Episode 4: Virgin Australia adorns Travel Daily

[CLICK HERE TO LISTEN](#)

## Trafalgar AU & NZ 2021

**TRAFALGAR** has released its 2021 Australia and NZ program, featuring 17 trips with experiences designed to be sold to even the most well-travelled client.

The company said the itineraries are “a fresh discovery of phenomenal people, places and stories that unearth the very best homegrown experiences and support the locals behind them”.

They come with a 10% Early Payment Discount on selected trips and a \$99pp deposit offer, allowing clients to change their travel plans up to 30 days prior to departure.

Trafalgar has also implemented new COVID-19 related protocols, including smaller group sizes, social distancing measures and additional stringent sanitisation procedures (**TD 20 May**).

Highlights include the 13-day Perfect Tasmania, which will introduce guests to fifth-generation Tasmanian farmer, Guy Robertson, as he takes them into his free-range farm, cider orchard and gardens at Mount Gnomon Farm.

The five-day The Colour of Red takes guests into the centre of Australia, where they will walk through Kings Canyon & hear creation stories from a local guide.

On a Be My Guest experience, guests will also be able to have dinner with their hosts around a campfire under the Southern Hemisphere’s Milky Way.

Across the ditch on the 10-day Southern Spectacular, guests will have the chance to see Lake Wanaka and Franz Josef Glacier, stay at the eco-friendly Punakaiki Resort and plant trees in the hills near Christchurch, an area ravaged by wildfires.

“It’s never been more important to open clients’ eyes to the incredible beauty that is situated right here on our doorstep and introduce them to and sustain the wonderful locals that bring these amazing places to life with their rich stories,” outgoing Trafalgar MD Jason Wolff said.

Bookings for Trafalgar’s 2021 Australia and New Zealand program are now open for trips commencing Jan 2021.

## Air NZ op stats

**AIR** New Zealand has released its Jun figures, revealing the impact social distancing measures had on its operations.

The month included a 15-day period during which social distancing measures had to be maintained on board all domestic flights as a result of COVID-19.

Excluding the impact of social distancing, domestic passenger load factor was 81.2% (vs 68%), short haul was 73.1% (vs 63.9%) and the group was 64.7% (vs 59.1%).

The group carried 430,000 passengers in Jun, down from 1,576,000 in Jun 2019.

## British Pub Quiz

**VISITBRITAIN** will hold its next instalment of its virtual Great British Pub Quiz this Thu 30 Jul from 4-4:45pm.

The event will see VisitBritain’s Maria Sykes, Erika Stewart and Clare Gull explore the role Britain has played on the big and small screen in this month’s theme of the Best of British TV and film.

Register for the chance to win British themed prizes by emailing [rvspaus@visitbritain.org](mailto:rvspaus@visitbritain.org).

## Post-COVID travel

**AUSTRALIA** and Japan remain high on the list of destinations Asian travellers would like to visit once travel resumes, according to a study released by research agency Blackbox Research, data provider Dynata, and language partner Language Connect.

It found Japanese (32%), Filipinos (42%), and New Zealanders (43%) and Australians (52%) are least eager to take long-haul trips, with the appeal of travel to China, Italy, and the US taking the biggest hit during the pandemic.

Research showed travellers are willing to pay a premium to be assured on safety, while contactless experiences will be key in choosing a destination.

## Boeing progress

**BOEING** has reported it has made solid progress towards its ambitious 2025 environmental targets, outlined in its *2020 Global Environment Report*.

In 2019, the company developed new products that are 15% to 25% more efficient, offered airline customers the option to fly their new planes home on sustainable fuel and joined the Renewable Energy Buyers Alliance.

By 2025, Boeing is aiming to reduce greenhouse gas emissions by 25%, water use and solid waste to landfill by 20%, energy use by 10%, and hazardous waste by 5% at worksites.

Read the report **HERE**.

## WIN LAST SURVIVOR BY TONY PARK



This week Travel Daily and Swagman Tours is giving five lucky readers the chance to win *Last Survivor* by Tony Park.

Few people are aware of the robust real-life illegal trade in cycads, an ancient plant species. This lucrative but destructive trade is the backdrop for *Last Survivor* which sees Tony’s recurring heroine, former mercenary Sonja Kurtz, join forces with a squad of elderly plant and gun enthusiasts, known as the Pretoria Cycad and Firearm Appreciation Society, to track down the remaining cycads.

To win, simply be the first person to send through the correct answer to the question below to:

[tonypark@traveldaily.com.au](mailto:tonypark@traveldaily.com.au)

**What animals appear on the cover of the new Tony Park book?**

## Keep your clients engaged and planning their next trip with *keep dreaming...*

A weekly e-magazine with destination features, puzzles and more.



## Tour de France dates mooved



**ATOUT** France is holding a Tour de France competition during Jul, to help people deal with withdrawal during the month in which the race is usually held.

2020 marks the first year since World War II the race's start date has been disrupted, with the tour now set to begin on 29 Aug.

Australians who take part in the Atout France competition can win a trip to the race in 2021, with a journey to Paris for two on offer, including flights, accommodation, and a spot at the final stage of the race on the Champs-Elysees.

To be in the running, entrants must answer a number of questions about the Tour de France by the end of Sep.

The winner will be announced on 02 Oct, and notified both by e-mail and on France.fr's Facebook page.

[CLICK HERE](#) to enter the competition, and [CLICK HERE](#)

## Southwest says no

**SOUTHWEST** Airlines Chief Executive Officer Gary Kelly has vowed to avoid layoffs through to the end of the year, *Aviation Week* has reported.

The low-cost carrier will also refrain from cutting pay rates and benefits, despite persistently weak customer demand caused by the COVID-19 pandemic, Kelly told a number of staff last week.

to view a personalised message from the General Director of the Tour de France Christian Prudhomme.

## Seychelles webinar

**A SEYCHELLES** Islands webinar will take place this Fri at 11am AEST.

The webinar will aim to educate travel agents on the archipelagic island country and its unique offerings, to register, [CLICK HERE](#).

## Riviera protocols

**NEW** health protocols have been announced by Riviera Travel River Cruises in Europe.

The United Kingdom-based cruise line has partnered with the country's Chartered Institute of Environmental Health to develop the enhanced hygiene and sanitation measures, and is also liaising with international health bodies to ensure the highest standards are being met and that procedures are reviewed regularly and updated as needed.

Enhanced guidelines include mandatory pre-departure health declaration, compulsory health screening during boarding, sanitisation of luggage, daily touch-free temperature checks for passengers, constant disinfecting of public areas and touch points, multiple hand sanitisation locations and more.

## AFTA UPDATE

from the Australian Federation of Travel Agents

**ON THU**, the Federal Government revealed the biggest budget deficit since World War II, announcing a shortfall of \$85.8 billion in 2019-20 and \$184.5 billion in 2020-21.

What stands therefore, behind the Government's decision to keep adding to this deficit?

The driving force, without a doubt, is the many voices singing the same tune - both across sectors and across the economy.

If it was not for the collective industry associations and stakeholder groups working together to lobby for an extension the stark reality is that there may not have been one at all.

AFTA has played an important role in this process. We are not the only voice, but we have been an active and assertive voice, providing economic modelling and serving up real stories that portray the very real challenges faced by travel agents across the country.

Treasury's review of JobKeeper Payment phase one found that the JobKeeper Payment met its initial objectives: to support business and job survival, preserve employment relationships, and provide needed income support.

However, the review also identified that there was continued need for macroeconomic support and that an appropriately targeted extension of JobKeeper would continue to provide assistance to the most affected businesses and support recovery.

This report ([CLICK HERE](#)) found that at the sectoral level



**afta**  
AUSTRALIAN FEDERATION  
OF TRAVEL AGENTS

"some sectors, such as [travel and] tourism and arts and recreation, will remain distressed throughout the remainder of this year and beyond, largely due to the health restrictions that

will remain in place, including border controls". [Also refer to pages 29 and 33 where travel agents are quoted].

The Govt considered the findings of the JobKeeper Review and on 21 Jul, announced JobKeeper 2.0 to support those organisations who continue to be significantly impacted by the coronavirus.

AFTA has been working hard through a bipartisan approach to maintain a collaborative and constructive dialogue with all levels of government. It has been a multi layered and multi-dimensional approach which extended across many months.

AFTA's focus remains on ensuring that dialogue with government remains open. For as long as the door remains open, the interests of travel agents can be heard.

With the extension of JobKeeper, our current dialogue now remains focused on the imperative for interstate and international travel for the survival of our sector because travel agents are at the very heart of the travel and tourism ecosystem.

AFTA will continue to work in the best interest of members and communicate our planned strategic approach to ensure members remain informed, connected and supported.

## Great Plains move

**GREAT** Plains Conservation has announced it will be welcoming back guests in Nov.

The Return of the Safari Pioneers product will see a series of direct flights from the US to Nairobi, with customers receiving exclusive health, customs and immigration formalities.

Travellers will also enjoy private lounges and transfers to Great Plains camps, which have been pre-certified and quality as self-quarantine camps.

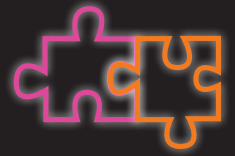
## Thailand tie-up

**TOURISM** Authority of Thailand has sponsored Leicester City Football Club (LCFC) for the 2020-21 English Premier League.

The move is part of an effort to help Thailand recover from the COVID-19 pandemic and will see Leicester City's jerseys feature the name of the campaign, Thailand Smiles With You, until the end of the 2020/21 season.

LCFC was acquired by Bangkok-based travel retail group King Power in 2010.

**NEED A DISTRACTION  
AMID THE DOOM  
AND GLOOM?**



Check out our daily puzzle page.

Travel Daily

## Chicken Wing Day



**THE US** has a lot more national days than we tend to have in Australia, or even internationally.

Some highlights this week include National Creme Brulee Day (27 Jul), National Milk Chocolate Day (28 Jul), National Lasagna Day (29 Jul) and National Cheesecake Day (30 Jul).

But one particular day that is being celebrated this week

caught our eye and that's National Chicken Wing Day, on 29 Jul.

Apparently, after many years of restaurants and fast food joints selling different versions of Buffalo Wings, the city of Buffalo in New York proclaimed National Chicken Wing Day in 1977.

Maybe on fast food Friday you'll enjoy some wings for lunch!

## 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.

L	I	I
A	T	M
H	U	E

Good – 19 words

Very good – 28 words

Excellent – 37 words

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

### ANSWERS 27 JUL

Whose flag is this: Vatican City

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

## Pub quiz

1. What celestial body is featured on more national flags – the sun or the moon?
2. Russia is by far the largest country in the world, but which country is the world's second-largest?
3. London is serviced by six airports. Name them all.
4. Papeete is the capital of which archipelago?
5. Australian Sydney de Kantzow was the co-founder of which Asian airline established in 1946?
6. Albany is the capital of which US state?
7. In terms of rides & attractions, what is Australia's biggest theme park?
8. In the early 2000s, which Bulldogs AFL player retired from playing to move to Egypt and become a tour leader for Intrepid Travel?
9. Mount Ossa is the highest point in which Australian state?
10. Which university is thought to be the oldest in the English-speaking world?
11. What country is this picture spelling out?



## Where in the world?



**THIS** rock formation is incredible - you would think that it was sculpted by an artist, but no - millions of years of erosion have shaped this rock into a tall breaking ocean wave.

It's 15m tall, is about 110m long and about 250km away from the nearest ocean waves.

Do you know where in the world this is?

Check for the answer tomorrow.

## THE TRAVEL DAILY TRAINING ACADEMY

A PROVEN SOLUTION TO GROW KNOWLEDGE IN THE TRAVEL INDUSTRY

Travel Daily



### Walk into Luxury

**TOUR** operator Walk into Luxury today announced its Australia-wide expansion, as well as a new website to showcase the enhanced product range.

Walk into Luxury's new range of Australian journeys combine local food and wine, unique accommodation and nature-based experiences, including some of Australia's best day walks.

Local guides and drivers are included - [CLICK HERE](#) for more.

### World of Viking

**VIKING'S** new World of Viking destination content hub has been unveiled, offering a one-stop-shop for destination information.

The online space is specifically tailored to Australian travellers, and features information about the range of destinations Viking sails to.

The hub is updated regularly and brings together a vast range of interactive and multi-format content styles.

[CLICK HERE](#) to access.

### Table Bay gets its hands dirty



**THE** Table Bay Hotel in Cape Town, South Africa, was a proud participant in the Chefs with Compassion Mandela Day initiative, which was held last earlier this month.

The hotel worked with Chefs with Compassion and SA Harvest to help in the cooking of 67,000L of soup for the most vulnerable communities in Cape Town and throughout SA.

The Table Bay's Operations Team joined Exec Chef Keshan Ramburan and his kitchen brigade in the hotel to prepare and cook bean soup from 8am to 1pm.

General Manager Joanne Selby said the group produced almost 2,000L of soup.

"Although our hotel remains closed during these still challenging times, we were thrilled to have our team being part of this wonderful day in recognition of a very special person in Nelson Mandela and a fantastic cause," Selby said.

**Pictured:** Chef Ramburan oversees the cooking of a few of the total 1,900+ litres of soup.

## MONEY

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

**AU\$1 = US0.713**

**THE** Australian dollar has staged a comeback from last week's losses last night, helped by gold hitting an all-time high.

Also moving ahead strongly was silver and Bitcoin, which unfortunately did not help the weaker United States dollar.

The sliding US dollar boosted the attractiveness of other major currencies such as the Aussie dollar, with the AUDUSD gaining 0.8%.

*Wholesale rates this morning.*

US	\$0.713
UK	£0.553
NZ	\$1.062
Euro	€0.606
Japan	¥75.25
Thailand	฿22.36
China	¥4.945
South Africa	11.66
Canada	\$0.948
Crude oil	US\$43.41



T & CS + full prize details

## SHARE YOUR FAVOURITE AUSSIE CRUISE PORT TO WIN!

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!**

Enter by emailing: [celebritycomp@traveldaily.com.au](mailto:celebritycomp@traveldaily.com.au)



Celebrity **X** Cruises®  
SAIL BEYOND™

For confidential tip offs, connect with *Travel Daily* via our secure WhatsApp service on +61 2 8007 6760 or click [HERE](#)



Travel Daily

[www.traveldaily.com.au](http://www.traveldaily.com.au)

*Travel Daily* is part of the Business Publishing Group family of publications.

Produced each weekday since 1994, *Travel Daily* is Australia's leading travel industry publication.

#### EDITORIAL

**Editor in Chief and Publisher** – Bruce Piper

**Editor** – Jasmine Hanna

**Contributors** – Adam Bishop, Nicholas O'Donoghue, Myles Stedman, Jenny Piper, Christian Schweitzer  
[info@traveldaily.com.au](mailto:info@traveldaily.com.au)

#### ADVERTISING AND MARKETING

Sean Harrigan and Hoda Alzubaidi  
[advertising@traveldaily.com.au](mailto:advertising@traveldaily.com.au)

#### BUSINESS MANAGER

Jenny Piper  
[accounts@traveldaily.com.au](mailto:accounts@traveldaily.com.au)

Suite 1, Level 2, 64 Talavera Rd  
Macquarie Park NSW 2113 Australia  
PO Box 1010 Epping NSW 1710 Australia  
Tel: 1300 799 220 (+61 2 8213 6350)

*Travel Daily* operates by paid subscription to people within the travel industry - sign up at [www.traveldaily.com.au](http://www.traveldaily.com.au).

CRUISE WEEKLY

travelBulletin

business events news

Pharmacy Daily

*Travel Daily* is a publication of TDaily Pty Ltd ABN 34 108 508 765. All content fully protected by copyright. Please obtain written permission to reproduce any material. While every care has been taken in the preparation of *Travel Daily* no liability can be accepted for errors or omissions. Information is published in good faith to stimulate independent investigation of the matters canvassed. Responsibility for editorial comment is taken by Bruce Piper.