

Today's issue of TD

Travel Daily today has six pages of news including our PUZZLE page and a product profile page from Macao Government Tourism Office.

Hutchinson joins Tourism Australia

FORMER Adventure World Head of Product & Operations, Andrew Hutchinson, has been appointed to the newly created role of General Manager Domestic & New Zealand for Tourism Australia.

Hutchinson said the new position was focused solely on stimulating tourism demand from closer to home source markets.

MEANWHILE in other staff news from Adventure World's parent company The Travel Corporation, Insight Vacations MD Karen Deveson has had her role expanded to include Uniworld Boutique River Cruises.

Effective immediately she is MD Australia for Insight Vacations, Luxury Gold and Uniworld Boutique River Cruises.

The Uniworld MD role was previously held by Fiona Dalton, who was not replaced when she was announced as CEO of The Travel Corporation (*TD* 11 Feb).

More appointments on **page 6**.

Macao showcases

THE Macao Government Tourist Office, which this week launched a comprehensive new travel consultant training program (*TD* 18 Aug) is today showcasing the destination in a special *Travel Daily* product profile.

See the **last page** of today's issue for the destination update.

AFTA seeks budget support

EXCLUSIVE

THE Australian Federation of Travel Agents (AFTA) is seeking "hundreds of millions of dollars" in government funding for the travel industry, with AFTA CEO Darren Rudd yesterday detailing plans for a budget submission which will be lodged next week.

Rudd made the revelations during an interview with *Travel Daily* Publisher Bruce Piper, as part of an online session hosted by The Travel Industry Hub viewed by hundreds of people from across the industry.

As well as economy-wide measures like JobKeeper, the AFTA CEO is seeking several specific measures to help the Federation's members, including a one-off payment for agencies to help with a range of costs, in recognition of the unique position the industry has been placed in by the government's border closure initiatives.

AFTA is urging an extension of the current code of conduct for landlords to support rental relief, as well as a "bucket of funds" for the organisation itself so it can assist agents with business advice - either on investing to remain in business after the pandemic, or whether it is possible to make a "graceful exit" from the industry.

AFTA is also having input into discussions about a third wave of the JobKeeper program, which is likely to be more specifically targeted to the hardest hit parts of the economy.

Rudd said he was aiming to raise recognition for the plight of travel agents who were the first to be affected by the restrictions, and will be the last to emerge.

Once the submission is finalised and lodged, AFTA is planning a major mobilisation of the industry to get the message across.

"That's when the political pressure starts," he said, with travel agents, suppliers and anyone else in the sector to be provided with resources to allow them to engage with their local Federal MP in Sep.

"We'll be sending out a script and documents, advising how to constructively set up a meeting with local members, a profile on the metrics of the travel agent sector and the work they do, and what's in our budget submission."

Rudd said as well as being directed to AFTA members, the same details will be available on the website for non-members, suppliers, and "everyone - the more the merrier, the more impact it will have," he said.

There will also be documents provided for the MPs to pass along to the Treasurer or shadow cabinet, and as well as pushing for specific funding, the engagement package will also push for border openings.

"We are working to make sure Government appreciates the impact that these ongoing closures have on our members, the travel sector, suppliers and the community in general."

He noted that there was no certainty of receiving funding, with the whole economy suffering from COVID-19.

"But this strategy will give us the best chance we can have of getting the dollars we need to get through this," Rudd added.

More on **page 4** of today's *TD*. Watch the full interview **HERE**.

STA insolvency

THE future of STA Travel's 35-strong Australian shop network is under a cloud after the group's Swiss-based parent company announced overnight it was filing for insolvency in the coming days (*TD* breaking news).

"The global magnitude of the pandemic crisis has brought the travel industry to a standstill, including STA Travel," a formal statement from STA Travel Holding AG noted.

"Over recent months the company took decisive measures to secure the business beyond COVID-19...however sales have not picked up as anticipated due to consumer uncertainties, further restrictions and renewed lockdown measures which are expected to largely continue into 2021," the company said.

"As a consequence STA Travel Holding AG is filing for insolvency.

"In the next few days an external administrator will take over and determine next steps".

The company said while the parent operation in Switzerland is affected, "local day-to-day operations by STA Travel may continue around the world".

Senate hearing

TOURISM and travel will be front and centre in Canberra today as part of a Senate Select Committee into COVID-19 hearing.

AFTA Chairman Tom Manwaring and CEO Darren Rudd will appear at 1.40pm to reinforce the case for industry support, while Simon Westaway from the Australian Tourism Industry Council opened the hearing at 9.30am.

The proceedings are being livestreamed at aph.gov.au.

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MSC double strike

MSC Cruises Managing Director Australia Alessandro Guerrerri yesterday revealed the cruise line has renewed its focus on travel agents and the Australian market, with a new e-learning platform to be released, and a potential MSC homeport season out of Sydney.

Guerrerri told *Travel Daily* the MSC Masters platform would feature MSC lessons and webinars, to help agents remain up to date on the cruise line.

MSC's local head also revealed the cruise line was studying the opportunity for an Australian deployment of one of its ships.

"Australia is a very important market for us...we have a loyal customer base in Australia, and we know there's a demand," he said - more in today's *CW*.

Flight Centre Infinity move

FLIGHT Centre (FC) yesterday advised its staff it would "retire" its Infinity wholesale business, as part of a streamlining of the company's product support operations (*TD* breaking news).

FC Executive GM of Australian Supply and Product Greg Parker said the company needed to "right-size" the operations during the current subdued trading climate, in order to deliver a more effective rebound.

The "co-consulting" aspect of Infinity will be removed, with a new Product Centre of Excellence to be staffed by experts in both air and land content.

"In our new world, without novices in our business, it's important that we do leverage the experience of our retail consultants who are experts in their field and who do not require the high level of support provided by Infinity to co-sell to customers," a staff update noted.

Israel-Dubai flights

THE normalisation of diplomatic relations between the United Arab Emirates and Israel is expected to see flights from Abu Dhabi and Dubai to Tel Aviv, according to Israeli Prime Minister Benjamin Netanyahu.

Speaking at Tel Aviv's Ben Gurion Airport earlier this week, he confirmed that Israel is "currently working on enabling direct flights, over Saudi Arabia, between Tel Aviv and Dubai and Abu Dhabi".

He said the flight time to the UAE would be "about three hours, just like to Rome".

Crystal yacht out!

THERE'S nothing quite like long-term anticipation, and that's what Crystal Cruises is delivering with the announcement today that future bookings for its *Crystal Esprit* expedition yacht will go on sale next week offering itineraries out to Jan 2024 - 1300 059 263.

Webjet reports \$143 million loss

WEBJET yesterday unveiled its results for the year to 30 Jun, with the statutory loss of \$143.6 million after tax, down 338% on the previous year.

The figure included \$117.7 million in one-off costs, including a \$40 million bad debt write-off, \$14.6 million associated with the closure of Webjet Exclusives (*TD* 02 Apr) and a \$20m writedown of intangibles due to the closure of the Online Republic cruise OTA.

CEO John Guscic said because Webjet had moved early in the pandemic to shore up its finances it was "well equipped to survive an extended period of traveller uncertainty".

He said that after essential worker travel, domestic leisure markets are expected to be the first to open up around the world, and all Webjet Group businesses are "well placed to capture the pick-up in travel activity".

"Whilst it is impossible to predict the timing of market recoveries, travel is recognised as a fundamental driver of global society," Guscic said.

"Travel is aspirational and exciting and once markets re-open we expect to see unprecedented airline, hotel and tourism offerings - it will be a time of rediscovering the world."

Webjet has deferred payment of its interim dividend until 16 Apr 2021 and has decided not to declare a final dividend for FY20.

Hertz settlement

MARK Frissora, the former CEO and Chairman of car rental giant Hertz, has agreed to pay US\$2 million to the US Securities and Exchange Commission to settle allegations of "aiding and abetting" financial irregularities in the Hertz 2013 results.

The regulator claimed Frissora had ordered staff to "find money" in order to make accounting changes to the figures, resulting in them being "materially inaccurate".

The company itself had already agreed to pay US\$16m to settle fraud and accounting violations, with the figures ultimately formally restated in Jul 2015.

The company is currently operating under bankruptcy protection due to the impact of the COVID-19 pandemic.

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Rex gears up WA

REGIONAL Express (Rex) has signed a new agreement with the Government of Western Australia to increase flight services on Albany, Carnarvon, Esperance and Monkey Mia air routes.

From 31 Aug, Albany will receive 14 weekly services, a 75% increase on the previous frequency, while Esperance flights will also be boosted from eight a week to 13.

The Gascoyne region will see three more weekly flights added, making eight in total, with Monkey Mia to also have one extra service added to take the weekly total to four.

The plan follows a \$9 million investment towards more affordable and accessible regional flights, as part of the WA Recovery Plan to support local jobs and boost the local economy.

The flights are also timed with WA's Wander out Yonder regional tourism push (**TD** 02 Jun).

Qantas posts \$2.7b loss

QANTAS (QF) has reported a Statutory Loss Before Tax of \$2.7 billion for the FY20 financial period, a figure that the airline's CEO Alan Joyce conceded was the result of "the toughest set of conditions the carrier had faced in its 100 years".

The majority of the loss is non-cash related and includes aircraft write downs, with QF managing to record an Underlying Profit Before Tax of \$124 million for the 12 months, but still representing a massive 91% fall from the previous corresponding period.

Despite the challenges, the airline looks to be in good shape in terms of cash flow, with an overall liquidity of \$4.5 billion, which will provide a useful buffer to manage future uncertainty, the carrier said, as well as an operating cash flow of \$1.1b.

While cautioning that the impact of COVID-19 on the

aviation sector has been "devastating", Joyce tempered this view by noting QF was in a particularly strong position to recover because of the strong financial position it enjoyed before the pandemic struck.

"What makes QF different is that we entered this crisis with a strong balance sheet and we moved fast to put ourselves in a good position to wait for recovery," he said.

"We've had to make some very tough decisions in the past few months to guarantee our future, at least 6,000 people will leave the business through no fault of their own & thousands more will be stood down for a long time."

Qantas Loyalty profits were down only 9% on last year, recording an EBIT of \$341 million.

Club Med planning

CLUB Med has introduced Club Med Connect, an online appointment creator aimed at helping enhance its meeting and education process for agents.

New functionality includes the ability to choose a meeting with Club Med at a time that suits them, select the meeting length, specific topics discussed, and choosing which specific Club Med rep you would like to meet with.

Use the new tool **HERE**.

Air NZ responds

AIR New Zealand has outlined the series of enhanced health and safety protocols it has introduced this week in response to new COVID-19 cases in the country.

These include crew wearing masks and gloves on all flights when interacting with passengers, and crew donning full body protective equipment when attending to an unwell passenger.

Further changes include segregating staff on international and domestic flights, and passengers required to wear masks on any long-haul flight.

Window Seat

AS IF we weren't craving the sweet, sweet prospect of travel enough, a town in Switzerland has given us even more reason to be sprinkled with envy.

The famous Lindt & Sprüngli chocolate manufacturer has confirmed reports that a minor defect in one of its factory's cooling ventilation has led to parts of the town being lightly dusted in chocolate powder.

The company's plant in Olsen, located between Zurich and Basel, has seen fragments of delicious cocoa beans inadvertently plumed throughout the area, even covering some cars with a thick sheath of chocolate.

The ventilation system has since been repaired according to local reports, what a tragedy.



The party's over

FOLLOWING a successful pilot trial in Melbourne, Airbnb has announced the rollout of a new filter system designed to crack down on party houses.

The new reservation screening system is part of the company's efforts to assist police and governments to help drive safe and responsible travel.

Airbnb's Melbourne trial prevented more than 1,400 "high risk" bookings from taking place over the past two years, and works by assessing key criteria such as stay duration, same-city bookings, guest group size, the size of the listing, as well as the timing of bookings near major holiday weekends.

TRAVEL DAILY AWARDS

Honouring travel agents and suppliers for their industry support through COVID-19

We believe it's time to support one another by honouring those who have gone above and beyond in these crazy times.

Nominations open Fri 21 August

More information at awards.traveldaily.com.au

AFTA AGM in Sep

THE Annual General Meeting of the Australian Federation of Travel Agents will take place on 23 Sep, with the organisation taking advantage of a three-month grace period from ASIC due to the COVID-19 pandemic.

AFTA CEO Darren Rudd said the accounts and annual report were currently being finalised, with the AGM expected to be convened with a video conferencing facility to enable wider participation than in previous years.

He also said there were plans to review the Federation's constitution to "evolve the governance architecture," which had not been looked at for some years.

Cost cuts necessary

AFTA'S decision to cut its working hours to three days per week (**TD** 17 Aug) is part of savings which aim to preserve the organisation's finances so it can continue to support the industry into the future, according to CEO Darren Rudd.

During yesterday's **Travel Daily** interview (see **page 1**) Rudd noted that similar to all businesses in Australia, AFTA had been severely impacted by the COVID-19 pandemic.

He said he had committed to reduce the Federation's monthly cash burn, and was attempting to have the lease on the AFTA office terminated to cut costs.

"We want to strip out everything - we have no revenue and I have to exercise prudent business management to keep the operation going," Rudd said.

Agents have been asked to be understanding if response times blow out, with part of next week's formal Budget submission seeking additional funding for the organisation itself to boost its ability to service the industry.

"We are going to go through a period where we need skills and accessibility to help members make decisions," Rudd said.

Limited reopenings "imminent"

AFTA CEO Darren Rudd is expecting an announcement from the government in the very near future about expanded opportunities for Australians to travel internationally.

"My understanding is that very shortly Australians will be able to travel outbound - not for leisure, but if they're moving overseas, or studying overseas, that's imminent," he told **Travel Daily** in an interview yesterday.

Rudd noted that Australia, New Zealand and India were currently the only three countries in the world which were restricting outbound international travel, saying "there has to be a more realistic balance in the narrative".

AFTA and other bodies are engaging with scientific experts to push for a safe resumption of travel, with the CEO noting there was momentum from within the Government to open things up, with options such as flight corridors between countries with similar COVID-19 infection rates and health standards, or "travel bubbles".

"It's costing the Government a lot of money to keep the lifelines of trade going.

"At the moment there are lots of planes leaving with their belly full of cargo but the seats upstairs are empty," he said.

"We want the upstairs to be full and we want it to be booked through travel agents here."

MEANWHILE on the potential reopening of domestic and trans-Tasman borders, Rudd noted that jurisdictions including the Northern Territory, Queensland and New Zealand were all facing elections in the near future - and suggested the anti-opening rhetoric may change once the political pressure comes off.

But he also said there was a strong push from multiple bodies including the Business Council of Australia for a consistent national framework of guidelines as to when state borders can reopen.

Darren spills the beans



THE Travel Industry Hub (TTIH) in North Sydney was the ideal venue for yesterday's **Travel Daily** interview with AFTA CEO Darren Rudd, with the Zoom discussion filmed adjacent to the co-working space's main presentation area.

Rudd is **pictured** with TTIH co-founder Richard Taylor who facilitated the conversation, along with **TD's** Bruce Piper.

Almost 500 people from across the industry registered to watch the hour-long session, with Rudd promising to return in a few weeks once AFTA lodges its budget submission and activates the new grass-roots member and industry political engagement program (see **page 1**).

The **Travel Daily**/TTIH interview series continues next week with Dennis Bunnik from CATO taking part, while CLIA MD Joel Katz will participate in early Sep - more details and registration details online soon at thetravelindustryhub.com.

People interested in seeing more of the TTIH co-working, meeting and event space can book a tour by **CLICKING HERE**.

Webjet deal a long time coming

THE newly announced Webjet membership of AFTA (**TD** 14 Aug) has been in the works "well before my time," according to AFTA CEO Darren Rudd.

He explained the rationale during yesterday's **TD** Travel Industry Hub interview (see **page 1**), "totally acknowledging" the antagonism and outrage of the industry at the move.

However "the reality is, the Government will only listen to you if you are big," he said.

"It is much better to have everyone inside the metaphorical tent, speaking with one voice, one tone in a constructive way."

Rudd said AFTA was also approaching others as well to come in, including pushing for more allied members such as state and territory tourism organisations.

"A lot of peoples' livelihoods are supported by the great work that travel agents do, so we've got to make sure everybody's in the tent to support them," he said.

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

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Sudoku

TRICKY

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.

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

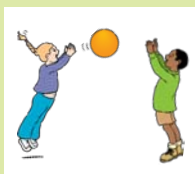
www.sudokuoftheday.com – visit them and get a new Sudoku every day!

Pub quiz

1. Mont Meharry is the highest point in which Australian state?
2. Seychelles is located in the Indian Ocean, but in which sea?
3. Table Bay is located in which country?
4. Which airline is also locally known as Nikko?
5. Is Lithuania a Balkan or Baltic country?
6. The Moscow Metro is the busiest metro system in Europe. Which is second busiest?
7. What is the most populous city in the Americas?
8. Of New York City's five boroughs, which two are islands?
9. Which Australian theme park was the former location of the Big Brother house?
10. AirAsia is the major sponsor of which English soccer team, which is also part-owned by the airline's founder Tony Fernandes?
11. What city is this collection of pictures spelling out?



+



+



Where in the world?



THIS bridge shares a name with another in a different country.

In fact the name is a bit of a misnomer, as the bridge was designed to resemble a different one (located in the same city). The bridge joins two parts of

a college and supposedly was closed off at one point so that students would be forced to take the stairs and would lose weight.

Do you know what the bridge is called and where in the world it is located?

Funnies Flashback



WE'VE trawled through the TD Window Seat archives to give you a blast from the past. Here's some gems from 02 Aug 2013.

FORGET racing car beds or a steam engine bed, this is the ultimate kid's theme bedroom.

Laurent Aigon, a doting father in France, has transformed his child's bedroom into a lifelike Boeing 737 cockpit, complete with training simulator and seat - plus some bunk beds.

In constructing the simulator, Aigon purchased a considerable number of airline parts based on cockpit designs which he sourced online.

The father, who is not a pilot or an engineer, spent five years building his creation, which is so accurate that he has been offered a position as a guest lecturer at an aircraft maintenance training institute.

LAS Vegas last week welcomed another amazing event - and it even included an Aussie victory.

The 2013 Rubik's Cube World Championship attracted almost 600 competitors from

37 countries, and 17 year old Feliks Zemdegs from Australia triumphed after a very tense three day event.

Taking place at the Riviera Hotel & Casino, there were 17 classic and non-traditional "official cubing events".

Zemdegs scored a fastest average time of just 8.18 seconds for solving the classic 3x3 Cube, also winning the 4x4 and the One Handed 3x3 awards.

Other speed events included solving the cube blindfolded, as well the "3x3 with feet," won by Poland's Jakub Kipa in 33.6 secs.

ANSWERS 19 AUG

Pub quiz: 1 Norwegian Encore, 2 False, the electric race cars can reach up to 48km/h, 3 Norwegian Spirit, 4 d) All of the above, 5 True, 6 The Haven by Norwegian®, 7 b) Norwegian Encore, 8 c) 2.4m, 9 12 years, 10 Four

Where in the world: Cape Town, South Africa

60 is the new 30



TRAVEL at 60 is celebrating groups travelling again, with three departures having begun travelling in the past 10 days.

The groups have been exploring the northern regions of Queensland, with two departing on the now sold-out Capricorn Coast itinerary and one on a personally arranged North Queensland itinerary.

With the first allocation of Capricorn Coast itinerary spots exhausted, Travel at 60 now has six new tour dates for the itinerary, with the package offering return rail travel from Brisbane, day trips around Central Queensland and all meals included.

The North Qld itinerary includes a guided walk along the beach at Cape Tribulation (**pictured**) and a visit to Magnetic Island.

Travel at 60 also has a number of FIT clients travelling around Queensland, with Cairns and the

Whitsundays currently the most popular destinations.

"It is so pleasing to see our over-60s back on the road again in Queensland after such a challenging period of time," said Chief Executive Rebecca Wilson.

Hurtigruten presents

EXPEDITION cruise line Hurtigruten recently shared the benefits of its onboard Citizen Science programs at the 2020 Scientific Committee on Antarctic Research's (SCAR) Open Science Conference.

The forum is held biannually and aims to draw attention to issues affecting the polar regions, with Hurtigruten presenting an update on collaborations with organisations such as AECO, IAATO, Norwegian Polar Institute, Norwegian Institute for Water Research, The University Centre in Svalbard, and the Scripps Institute of Oceanography.

SIN beefs up safety

SINGAPORE'S Changi Airport (SIN) has extended its partnership with security firm Smiths Detection, a company specialising in explosives detection.

The renewed deal will see 20 of Smith Detection's HI-SCAN 10080 XCT units installed over the next four years at the hub's Terminal 2, starting from this month.

"Before the aviation sector was disrupted by COVID-19, SIN was one of the busiest airports in the world requiring high volumes of baggage screening, and our next-generation tech helps support this," said SIN Smiths Detection's MD, Asia John Tan.

More fun allowed

SHANGHAI Disneyland has unveiled plans to increase its visitor capacity to 50%, an increase from the 30% restriction.

The announcement follows new rules issued by China's Ministry of Culture and Tourism, which has outlined the latest relaxations in COVID-19 restrictions at a number of its tourism attractions.

The changes take effect 24 Aug.

Florida feels pinch

VISIT Florida has revealed the state has endured a 60% drop in visitor numbers for the second quarter of 2020 when compared to the same period last year.

Driving the fall has been the rising number of COVID-19 cases in the state, with the marketing body conceding the perception from travellers the state is a "hot spot" has done Florida's reputation damage as an attractive tourist destination.

International visitation to Florida was down 90%, with Visit Florida preparing to spend US\$13 million on marketing activities this year to help rebuff the trend.

German flight plan

THE German Aviation Association has pitched the idea of creating limited air travel corridors between select US and European destinations in a bid to reboot the ailing aviation sector.

The pilot project would link Chicago, Boston, LA and NYC with Frankfurt and Munich in Germany, as well as a limited number European hubs.

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.

Destination Canada has appointed **Marsha Walden** as its new CEO and President. She joins Destination Canada from Destination British Columbia where she served as President and CEO since 2013, successfully implementing an improved national marketing process.

Mary Ellen Hess has joined **Corporate Travel Management** America as its new Executive Vice President of Sales and Marketing. She was most recently the Aussie-headquartered Head of North America for Tramada Systems. Hess specialises in revenue growth and digital transformation.

Skyrail Rainforest Cableway Chairman **Ken Chapman** has been appointed to the board of **Tropical North Queensland**. Subject to the approval of the incoming Board, he will also take on the role of Chair when it becomes vacant at the Annual General Meeting in Oct.

Tramada Systems has announced the appointment of **Michael Jacques** as its new Country Manager, for the United States. He replaces Mary Ellen Hess in the role. Prior to joining Tramada, Jacques was Executive VP Strategic Partnerships and Chief Commercial Officer for Lumo.

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



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Experience Macao

East meet West for over 400 years ago and it's been an adventure ever since!

Macao is a melting pot overflowing with gastronomical, historical and cultural riches, a city of unique charm. From the bygone days when Portuguese traders established Macao as a gateway to the Orient, the very heart of this historic centre is now protected by UNESCO World Heritage Status.

Blending Portuguese and Chinese cultures, historic Taipa Village and equally fascinating Coloane with its fishing village, green hills and valleys or stroll down cobbled streets to take a step back in time, the centre's old-

world charm is complemented by the city's world-class hotels and resorts, entertainment facilities, luxurious shopping malls and state-of-the-art convention and exhibition venues.

Macao offers everything honeymooners could want and more. When it comes to luxury honeymoon accommodation, Macao has the top of the bunch and is high on the list of priorities for newlyweds!

Macao has a lot to offer families and many of the attractions are free. There are plenty of exciting activities designed to keep younger visitors smiling, a place for family holiday for everyone to enjoy.

One of the joys of visiting Macao

is to explore and sample the centre's cuisine, a tantalising mix of European and Asian delicacies, traditional or contemporary. Macao is the city responsible for creating the first form of fusion cuisine, thus UNESCO awarded as Creative City of Gastronomy status, shining a light on Macao's unique culinary heritage.

The best of Macao, old and new.

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