

Non-gaming Crown gets green light

AUTHORITIES in NSW have given the go-ahead for the new Crown Sydney to open on an interim basis for certain non-gaming operations.

A liquor licence has been granted for the period 16 Dec 2020 through to 30 Apr 2021, allowing the opening of the Crown Towers hotel, bars and some restaurants.

The company's gaming licence is still under a cloud after ongoing investigations by the NSW Independent Liquor and Gaming Authority.

Crown said it's finalising its pre-opening activities and expects to progressively commence non-gaming operations at Crown Sydney from 28 Dec.

AirAsia X seeks cash

MALAYSIAN low-cost, long-haul carrier AirAsia X has announced a MYR500 million (A\$162 million) capital raising as a "critical component" of a restructuring plan to help it survive COVID-19.

The "bold move" will see the airline's existing share capital diluted by 99.9% and will "provide a platform to seek fresh funding," the carrier said.

AirAsia X is under massive pressure from aircraft lessors and other creditors, with a statement saying "a comprehensive reset of the airline is required to provide a platform to rebuild".

Agent tears for grant tiers

AFTER initial jubilation over the \$128 million travel industry grant scheme (**TD** 14 Dec), the celebrations have turned to frustration and anger over the program, with many travel agents to receive significantly less than they had been led to expect.

A number of agents have contacted **Travel Daily** over concerns about how the package is now based on Business Activity Statement (BAS) figures rather than the initially proposed TTV amounts (**TD** 10 Sep).

The original AFTA pre-Budget submission forecast the average travel agency, with a TTV of say \$5 million, would receive a \$40,000 grant, whereas under the final outcome released on Mon the actual allocation is \$11,500.

In addition, there's major confusion around how agencies, tour operators and wholesalers report the relevant BAS figures, with consequent impacts on the amounts to be received.

One example presented to **TD** is of three identical agencies, each with a \$4.5 million TTV in 2019.

According to the grant guidelines, this would mean that the G1 ("Total Sales") figure reported on the BAS would actually be commission received on those sales, or say \$450,000.

However of these three agents, only one reported this amount in the G1 box and will receive \$11,500 accordingly.

Another agency stated their

gross profit figure at G1, taking out expenses so they reported \$200,000 equating to a grant of \$6,500, while the third agency reports their full \$4.5 million in TTV in G1, meaning they would receive the maximum \$100,000.

Australian Small Business and Family Enterprise Ombudsman, Kate Carnell, has raised the issue with the Government, urging changes to the way the scheme is administered, while shadow Tourism Minister Don Farrell has argued for the scheme to go right back to the drawing board.

"At the end of the day it was a Government decision to close these borders that affected these travel agents, the Government's got a special responsibility in respect of this industry," he said.

Tourism Minister Simon Birmingham has defended the program, saying the Government was focused on rolling out payments to agents as fast as possible, while the ABC quoted AFTA CEO Darren Rudd saying that with a new program like this "there is going to be a lot of ambiguity, a lot of confusion, a lot of new learnings".

"And we're just going to have to maturely, and in an adult way, navigate our way through those together," he said.

AFTA has confirmed it is working to refine the implementation of this initial support, as well as pushing for a sector-specific extension of JobKeeper after Mar.

Rex ASIC battle

REGIONAL Express says it is "considering its position" in relation to an update from the Australian Securities and Investments Commission (ASIC), requiring it to issue a full prospectus to raise funds.

ASIC said a move by Rex to release details of its proposed new mainline jet operations to the *Australian Financial Review* (**TD** 12 May) prior to making an ASX release had breached its continuous disclosure obligations.

Rex said it maintains a different view from ASIC, but also confirmed that the restrictions imposed do not impede the proposed transaction with Singapore-based global investment group PAG for the issue of up to \$150 million in convertible notes to fund the expansion (**TD** 19 Nov).

MH innovations

MALAYSIA Airlines is today showcasing its new enhanced Economy fare options, as well as an updated online portal specifically designed for Asia-Pacific travel agencies to book and manage group reservations.

For more details, see the special MH content on **page five**.

Today's issue of TD

Travel Daily today has nine pages of news including our PUZZLE page plus a sponsored page from **Malaysia Airlines**.

Picture yourself here...

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Earn \$50
Win a place on a 'Discover the NT' Famil, and earn \$50* with every sale in the NT Summer Sale.

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*Terms & conditions apply

SureSave becoming nib

NIB Travel Insurance this morning confirmed the pending shutdown of its long-standing SureSave branding, which will be combined under the overall nib Travel umbrella from 20 Jan 2021.

The company has also confirmed it will resume selling travel insurance policies in Australia from next month, after suspending sales as the pandemic took hold (**TD** 30 Mar).

Nib Travel CEO Anna Gladman said existing SureSave partners would transition across to a single unified nib Travel platform.

"Importantly, this is just a change to the brand name, we'll still have the same team on hand to support our partners and any ongoing policy maintenance as we move forward into 2021," Gladman said.

The company also this morning released details of a new travel insurance product including plans offering coverage for some

coronavirus-related events.

"With coronavirus destined to become part of normal life and in response to the challenges this poses to travel we have reassessed our coverage and created a product which will allow travellers to resume exploring with greater peace of mind," Gladman noted.

Plans will be available offering coverage if travellers are diagnosed with COVID-19 on their trips, including overseas medical expenses and some coronavirus-related cancellation and quarantine expenses.

Healthcare, aged care and law enforcement workers will be covered by a special provision for cancellation coverage should they be required to return to work.

Gladman said the new policies would help give people the confidence to book holidays and "get the global tourism industry back on its feet".

MSC 2023 segments

MSC Cruises has opened up segments of its World Cruise in 2023 for sale, including a leg from Rome to Sydney priced from \$9,499 per person, twin share.

The abbreviated 54-day sailing will visit 24 destinations in 17 countries aboard *MSC Poesia*, departing 04 Jan 2023.

Also on offer is a voyage from Sydney to Rome over 66 days, covering 31 destinations in 16 countries, such as Papua New Guinea and the Philippines.

This portion is priced from \$12,099 per person, twin share.

Fed Court ticks Village takeover

THEME park operator Village Roadshow has received approval from Australia's Federal Court for a \$440 million takeover deal.

The acquisition by BGH Capital is expected to be completed by 29 Dec, offering \$3 per share.

NEW DESTINATION SPECIALIST WEBSITE!

WIN 1 OF 5 \$250 VISA GIFT CARDS*

*Terms and conditions apply

Papua New Guinea

ENTER NOW



Window Seat

AS IF travel was not magical enough, Nordic tour operator 50 Degrees North has organised a special live session with Santa Claus in Finnish Lapland.

The free event is open to the company's Aussie clients who were due to participate in its 2020 escorted Christmas tours to Finland before plans were scuttled by travel restrictions.

The small group session with Santa will take place 23 Dec at 7pm (AEDT), just a day before the big jolly man's global jaunt.

Email info@fiftydegreesnorth.com for more details.



FEEL FREE TO GET IN THE *Holiday* SPIRIT

Test your Norwegian Spirit knowledge
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MCEC looks at the bigger picture

MELBOURNE Convention & Exhibition Centre (MCEC) has announced Australia's first "Drive In(Door) Cinema".

Delivered in partnership with Village Cinemas, the theatre is completely weatherproof and daytime-friendly, giving audiences more opportunities to enjoy matinee sessions.

The Drive In(Door) Cinema will be held inside MCEC's exhibition bay as part of its relaunch efforts.

Austria winners

THE Austrian National Tourist Office (ANTO) has announced Main Beach Travel's Deidre Lockwood as the winner of a trip for two to Austria, offered as part of ANTO's Austria Travel Expert program run in partnership with **Travel Daily** - the modules will be available on **TD's** Training Academy **HERE** until Feb.

FCTG breached privacy

FLIGHT Centre Travel Group (FCTG) inadvertently interfered with the privacy of almost 7,000 customers by disclosing personal information to third parties without consent, Australian Information & Privacy Commissioner Angelene Falk has determined.

The information, including individual credit card and passport details, was released by Flight Centre during a design jam creative session in 2017, which attempted to create technological solutions for travel advisors to better support their customers.

Participants were given access to data which mistakenly included customers' personal information, despite preliminary checks to de-identify or remove such.

The error was only found after the information had been available for 36 hours of the 72-hour jam.

"This determination is a strong

reminder for organisations to build privacy by design into new projects involving personal information handling, particularly where large datasets will be shared with third party suppliers for analysis," Falk said.

"Organisations should assume that human errors – such as the inadvertent disclosure of personal information to suppliers – could occur and take steps to prevent them," she added.

The determination ordered Flight Centre to not repeat the activities and stipulated that no further action would be taken.

Responding to the findings, Flight Centre reaffirmed that it takes data security and privacy issues "very seriously", and that when the incident occurred three years ago, the company took swift action to resolve the issue.

"We are generally pleased with the findings and that no further action will be taken," FC added.

Bubble guidelines

AUCKLAND Airport Chief Executive Officer Adrian Littlewood has called for clearer travel bubble guidelines, following the New Zealand Government's announcement on Tue of an agreement to form a two-way travel bubble with Australia (**TD** 15 Dec).

Littlewood said Auckland is ready for int'l passengers to return, but is seeking clarity about risk management, and what might happen if there is community coronavirus transmission in either country.

RCI ships depart

ROYAL Caribbean International's (RCI) *Empress of the Seas* and *Majesty of the Seas* will depart the fleet later this month.

The ships have been sold to an undisclosed party, based in Asia-Pacific, that will release details for future sailings at a later time, RCI revealed - more in today's **CW**.

Merry Christmas and Happy New Year from the Sales Team and all at the APT Travel Group

**Thank you to all our valued retail partners
for your support over the year
- we got through it together!**

Looking ahead to 2021, we are delighted to have increased our domestic product offering across our brands.

We have introduced new touring styles including APT's Private Jet Air Tours, as well as increased departures for our domestic small ship cruising and traditional touring.

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Celeb Europe 2022

CELEBRITY Apex and *Celebrity Edge*, *Celebrity Cruises'* two newest ships, are bound for Europe in 2022.

The recently "revolutionised" *Celebrity Silhouette* will join the pair in the continent, as will *Celebrity Constellation*, *Celebrity Infinity* and *Celebrity Reflection*.

Overnights will feature heavily for the season, with guests enjoying extended stays in places like Bordeaux, Istanbul, Jerusalem, Lisbon and Reykjavik.

Air NZ gears up

AIR New Zealand is gearing up for trans-Tasman and Cook Islands travel, recalling all of its Airbus A320 cabin crew members who are currently on furlough.

The 175 employees chose a layoff over redundancy, and have been furloughed since Jun.

They were welcomed back by Air New Zealand GM Cabin Crew Leeanne Langridge this week.

Reho Travel Xmas wishes!



REHO Travel Chief Executive Officer Karsten Horne, who throughout the COVID-19 pandemic has been showcasing the quirky and buoyant DNA of his team (**TD** 13 Mar), and musing on the future of the travel industry (**TD** 23 Oct) (**TD** 20 Jul), has put together an amusing virtual Christmas card.

'Twas the Time Before COVID'

covers all the maladies of 2020 in an amusing, bespoke poem, stylised to Clement Clarke Moore's *A Visit from St. Nicholas*.

The video features a cavalcade of Reho Travel staff throwing their best thespian skills into the festive mix, with the poem full of light-heartedness and a number of cheeky political jabs.

CLICK HERE to view the video.

SIA stats bleak

DEMAND for air travel continued to be weak for Singapore Airlines Group (SIA) last month, exacerbated by a delay to the Hong Kong-Singapore air travel bubble.

During the month, SIA passenger capacity was down by 86.4% year-on-year, with the company recording a pax load factor of 14.2%, down 70.7%.

Wine not Australia?

THE Queensland Wine Industry Association (QWIA) has launched a Vine & Shine Trail campaign, alongside Tourism and Events Queensland and Wine Australia.

QWIA's first tourism experience will encourage both local and international visitors to visit Qld's six key wine regions, aiming to connect 70 wineries and cellar doors across the state.

The campaign was funded by the Aus Government's Export & Regional Wine Support Package.

new South Wales THE GREAT ESCAPE

Plan your clients next great escape to New South Wales.



Content produced
in collaboration with
Malaysia Airlines

MALAYSIA Airlines recently introduced enhanced Economy fare options (**TD 22 Jun**) to prioritise customers' needs.

The airline is the first in the Asia Pacific region to fully introduce flexible fare options across its network, with travellers able to choose from Lite, Basic or Flex fares in every Economy booking class, depending on their reason for travel, preferences and needs.

All fares include services such as cabin baggage of up to 7kg, complimentary meals and refreshments, as well as access to Malaysia Airlines' specially curated in-flight entertainment system as standard.

Economy Flex is the airline's most flexible fare, with travellers able to change dates or access a refund without a fee, along with 35kg of checked baggage, free seat selection and a 25% discount on tickets for children.

The Basic fare is perfect for everyday travellers who want

to enjoy the classic full-service carrier experience and comes with 20kg in checked baggage, one free date change, a refund (for a fee) and a 10% child discount.

MH's Lite fare is the most simple, with no checked baggage, making it perfect for day-trippers and those who prefer to travel light.

All fares are available now, with Malaysia Airlines maintaining limited flights between Australia and Malaysia since Mar 2020.

Malaysia boosts confidence

MALAYSIA Airlines has unveiled its Fly Confidently campaign, aiming to educate the travelling public on the enhanced protective measures put into practice by the airline at all touchpoints.

These include contactless temperature checks, sanitisation and disinfection of all premises and facilities, enforcement of social distancing during queues,

installation of protective screen barriers at check-in counters and transfer desks in Malaysia Airlines' main hub in KLIA, along with providing travellers with personal hygiene kits.

Malaysia Airlines' aircraft are also equipped with HEPA filters and are cleaned before and after every flight.

For more details on MH's health and safety protocols, **CLICK HERE**.

MH enhanced Economy fare options



Malaysia eases groups

IN LINE with the company's digitalisation strategy, Malaysia Airlines recently announced the introduction of MH Group Portal in Australia & New Zealand (**TD 27 Nov**).

The group portal aims to make the booking process for groups more simple for agents and allows sellers to book an itinerary for 10 or more passengers.

The end-to-end automation process, from quoting fares to ticketing, provides agents with a seamless booking experience, and will reduce the response time to all group queries.

Malaysia Airlines has a dedicated local Groups/MICE Account Manager to support agents - for more info **CLICK HERE** or email anz.groups@malaysiaairlines.com.



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malaysia airlines

A message for you our valued trade partners

OPINION

Gavin Tollman is
the Chief Executive
Officer of Trafalgar.

Got an opinion
to share? Let us
know in up to 400
words via email
to feedback@traveldaily.com.au.



THANK you. These are two words you most likely have not heard very often this year, as we have been forced to apply all of our energies towards simply surviving a generation-defining, industry-breaking period of time. However, these two words are what I wish to express to you, with all of my energy and greatest sincerity. Thank you, our vital and valued agent partners, who have done your utmost to stay focused and to stay hopeful during a year that has felt, at many times, desperate and endless.

Thank you, for your frontline perseverance and for your partnership. Thank you, because together, we've future-proofed travellers' dreams, so that when that day finally arrives and travel returns, which it will soon, we can move forward, together, and once again flourish.

Despite its challenges, 2020 for me will be the year I stopped to think carefully about the difference that we can, and do, make. Our life's work in travel and tourism has been one of pride. It has been one of purpose. It is the energy and passion that comes from the joy of watching people celebrate the world around us, when we connect travellers to the places where their dreams are fulfilled, that drives us. The greater travel community in which we belong plays a critical role in making millions of dreams come to life every single year - what an incredible role we play in making memories.

This pause has offered me the chance to re-evaluate where we go from here, to do a proper

reset and define how our industry will change after the pandemic.

And now after nine long months the start of the administering of vaccines marks a vital catalyst to the restoration of travel.

As we do so, one of the great truths emerging from this year, is that there will never be a 'return to normal'.

Why is this the case? Because the seismic shift caused by the world grinding to a halt, and cutting off our ability to connect with one another, has fundamentally shifted not just the value of travel, but the values of travel. As I looked forward into this new reality, I had a powerful moment of clarity about the year ahead, and the crucial role you, our agent partners, play in the rejuvenation of our industry.

Firstly, cabin fever is rampant.

Simply by speaking to past guests, looking at search trends or research itself, we know there is an enormous demand and desire of people to reconnect not just with their loved ones, but with new people, cultures and places. They want to travel, they have missed it, and they are longing to explore once again. But when the world reopens, we know that before restarting their journeys, what they are going to need from us, the travel community, will be very different.

Following the trauma of the last nine months, the world's travellers will need support and guidance and reassurance to enable them to confidently get back out in the world. Much like getting back on a bicycle, it's going to require training wheels, clarity around where they can go, what they can do and what the protocols are that need to be respected to be able to take to

the open road and skies again.

This is where it gets interesting.

The value of the agent to inspire, recommend, guide, and help decide where and 'how' to ultimately go, will never be greater. Agents that listen, do and act on travellers' core needs, will thrive.

You cannot simply, at times, be a travel order taker. Travel intenders will be looking for your expert guidance, your advice and your knowledge. The role of an agent as an expert in our industry, has never been greater. Travellers will be looking to you to discover where they can take their hopes and travel dreams, how and where they should invest their

hard earned money, in a way that is safe and secure. They need to feel comfort and confidence that we will return them home, healthy and fulfilled, having enjoyed incredible moments and made memories to last a lifetime.

2021 will be defined by one critical call to action for the agent community. Now more than ever the individual needs of the customer will be greater than we have ever seen in our lifetime, in particular the need to help them understand what they don't understand, so they can once more enjoy travel experiences beyond their dreams. This we know to be true.

They need you to help them feel confident that this year's invisible crisis is being carefully managed and that the travel community is working together to make sure that the desire to travel is fulfilled in a way where they can travel worry free. And importantly, that through your guidance, expertise and understanding of their needs, that they can simply focus on the holiday dream, enjoy, be in the moment, without worrying

about the details of safety that have so heavily been weighing on their minds. Thankfully, a number of years ago we launched the Consultative Selling Process training program that we continually evolve and update for our valued trade partners - for you. As we look towards the future, this represents a lifeline to success. It is here for you, supporting you to be able to focus:

* First, on the customer: Asking insightful, instinctive questions to gain understanding of your clients' needs. As they say every customer has a story, and it's up to us to uncover their past, present and future travel desires.

* Second, on the solution: All too often we dive into what we think a customer wants to know, but yet we have not asked the customer all the questions to know if that is REALLY the right solution for them, hence why point one is so important. We need to be asking the right questions. The shock and grounding of the entire world this year has shifted needs, shifted motivations, shifted aspirations, with both new and returning clients. Finding the new questions and delivering the new solutions is your recipe to unlocking the new business that awaits. Only human engagement can do this.

2021 will take us into a new travel world with new travel opportunities, new perspectives and new needs. I would be remiss if I didn't highlight the enormity of the following three key variables travellers are currently looking to ensure are addressed before they will travel:

1. They want peace of mind that their wellbeing is taken care of,
2. They want to have a great time when they travel, and,
3. They want their hard-earned money to be safe on holidays.

This is a pivotal time for you, for the industry, and for our touring expertise.

“
The role of
an agent as
an expert in
our industry
has never
been greater
”

Melbourne industry emerges from lockdown

FOR much of this year it didn't look like get-togethers would be possible, with Melbourne enduring one of the longest lockdowns in the world. But Australia's and Victoria's success in countering COVID-19 meant that last week it was possible for that rarest of 2020 activities to take place - an industry event - with Ponant's Craig Farrell coordinating a function at The Prince Deck, with more than 80 travel people making the most of the opportunity to celebrate in style.

The first ever "Travelpalooza" included a blend of suppliers and agents at the iconic St Kilda venue.

"For a long time it looked like our industry's annual festive celebrations would be put on hold this year, so it was so great to be able to catch up, reflect on the challenging year and the resilience of our industry and its people, but equally important to look forward to a brighter year in 2021," Farrell enthused, adding: "Bring it on!"

More photos from the event at facebook.com/traveldaily.



HOW gorgeous does everyone look all glammed up on the Deck!

ANDY Buerckner, Kylie Fidler, Jo Lawson, Sarah Dimopoulos and Craig Farrell.



GREG McCallum and Danny Jackson.



PAUL Gardner and Kara Nelson.



FELICITY Allan, Craig Hunt and Lisa Harrison say cheers.



MEGAN Larsen Smith, Paul Carmen and Jane Tanti.



GETTIN' the band back together - Deb Fox, Scott Ellis and Susan Haberle.



NAT Freeman, Cassie Muhlan, Tammy Van Exan and James Jang.



THE ladies and gents of the Round Table...



MICHELLE Mickan, Diana Devlin and Deb Fox.

Where in the world?



© Laurian Ghintoiu

THIS building is a gallery, a bridge, and a sculpture, all in one.

Newly opened and just an hour's drive from the capital city of the country where it is located, this building has already been short-

listed for countless design and architecture awards.

The 1,000m² building twists into a sculptural form and spans 60m across the Randselva river.

Do you know where in the world this building is located?

Know your brands

LOGOS are the main way that companies distinguish themselves, and some logos are so famous that you don't even need to see the company's name to know who it is.

See if you can identify these four logos.

1



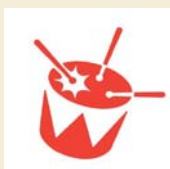
2



3



4



Today's puzzle page brought to you by 50 Degrees North



Norway word search

S	F	M	O	N	X	X	S	W	G	R	G	T	T	S
T	L	S	E	A	E	V	V	N	J	E	N	R	W	D
B	L	L	X	A	A	G	I	O	S	I	I	O	A	N
O	Q	H	O	L	T	P	R	D	P	N	I	L	R	A
N	G	B	B	R	M	B	R	E	M	D	K	L	X	L
E	M	A	D	U	C	O	A	O	B	E	S	S	K	S
G	R	R	J	P	J	S	P	L	Y	E	T	C	H	I
D	H	I	H	F	N	X	N	T	L	R	K	X	W	N
F	K	S	A	L	M	O	N	O	R	S	N	T	X	E
S	D	N	A	L	P	A	L	Q	M	O	V	L	N	T
E	T	P	Q	H	A	C	M	B	T	A	M	Q	R	O
P	O	L	A	R	B	E	A	R	S	J	N	S	W	F
S	Q	D	P	M	Q	I	O	G	Q	S	T	N	O	O
Z	N	B	C	E	R	R	X	V	V	E	W	X	I	L
X	F	F	V	L	V	A	K	X	Z	Y	T	U	B	C

SEE if you can find these words. They are hidden horizontally, vertically and diagonally, forwards and backwards.

BERGEN

CINNAMONSCROLLS

FJORDS

LAPLAND

LOFOTENISLANDS

MEATBALLS

OSLO

POLARBEARS

REINDEERS

SALMON

SKIING

SKIJUMPING

SVALBARD

TROLLS

TROMSO

Whose animal is this?



THE American flamingo, also known as the Caribbean flamingo, is the only flamingo that naturally inhabits North America and is the national bird of one of the

countries in this region.

The birds breed in coastal areas and more than 50,000 live in 700km² of wilderness in this nation.

Whose national bird is it?

ANSWERS 16 DEC

Pub quiz: 1 Turkey, 2 Bergen, 3 Vienna, 4 Castlemaine, 5 Ballina, 6 Dubbo, 7 Lake Wakatipu, 8 Canada and Hong Kong, 9 Raggiana bird-of-paradise, 10 Tokyo, 11 Hamilton (ham + ill + tonne)

Whose flag is this: Suriname

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

Maria's henge is on straight



IT MIGHT sound like an odd time to become a travel writer, but TravelManagers' Maria Pandalai (pictured) has used the travel shutdown as a period to brush up on her writing skills and found a new business.

The innovative agent applied for and received a Government Adaption Grant, which she in turn used to fund a marketing boost for her business as a PTM, as well as start up a new venture called Travel Tales By Maria.

The new side hustle was made possible by attending a writing course to learn about all aspects

of travel writing, including news photography and how to pitch a story to a publisher.

"Within a few weeks of completing the writing course, I responded to a callout from the *New Zealand Herald*...they were seeking writers to submit pitches for Kiwi summer holidays and as I had travelled to New Zealand in Jan this year, [I] pitched my idea, 'Tips for Successful Multi-Generational Summer Family Holidays'," Pandalai enthused.

The article was published last week, check out the full story by **CLICKING HERE**.



Canberra to Sydney seaplane trial

THE National Capital Authority is currently trialling the prospect of linking regular seaplane flights between Sydney and Canberra.

A consultation process will now commence after two successful flights which saw planes splash down in Lake Burley Griffin.

Voco for Vietnam

IHG Hotels & Resorts has revealed it will expand its upscale voco brand to Vietnam next year by opening a 290-room hotel in the coastal city of Danang.

Amenities at the property will include a rooftop pool, all-day restaurant and meeting rooms.

Food with a view

A NEW partnership between Sydney Tower Eye and SkyFeast will bring sightseers a combination of amazing views and delicious food via the new Sydney Tower VIP Experience.

The package includes a visit to the Sydney Tower Eye Observation Deck, an outdoor SKYWALK where guests can circumnavigate the outside of the Sydney Tower, and a meal at the recently relaunched SkyFeast revolving restaurant.

Food on menu includes salads, seafood and dessert.

Prices for the experience are \$150 for adults and \$120 for children, and is available from Thu to Mon - book **HERE**.

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.

Sydney Harbour Marriott Hotel, located at Circular Quay, has appointed **Bernhard Langer** as the hotel's new General Manager. Langer arrives with 29 years of experience, most recently managing the launch of the Four Points by Sheraton Sydney, Central Park.

The Standard, Huruvahli Maldives resort in The Maldives has recruited **Jesper Soerensen** to be its General Manager. Previously, Soerensen had managed properties all over the globe, including in England, Singapore, the United States and Qatar. His latest post will see him take charge of the branding and management of the relatively new resort.

Intrepid Group's Senior PR and Communications Manager APAC **Tara Harrison** has decided to leave the company to focus full-time on her own company Aweventurer. Intrepid MD APAC Sarah Clark will step into the role for the interim.

New Zealand-based **Southern Cross Travel Insurance** has announced the appointment of **Jo McCauley** as its new CEO. She arrives from the company's sales, product and marketing division, where she was Chief Customer Officer since Oct 2017. In her first weeks as chief, McCauley has already managed the launch of a new domestic travel product.



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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EDITORIAL

Editor in Chief and Publisher – Bruce Piper

Contributors – Adam Bishop, Nicholas O'Donoghue, Myles Stedman, Jenny Piper.

info@traveldaily.com.au

ADVERTISING AND MARKETING

Sean Harrigan and Hoda Alzubaidi
advertising@traveldaily.com.au

BUSINESS MANAGER

Jenny Piper
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)

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