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COMING APRIL 20



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CLICK Frenzy is inviting travel suppliers to join this year's online event which will showcase travel product to "millions of travel-hungry Australians".

Australia's "biggest online travel event" is scheduled for 20 Apr and will be heavily promoted, with more information available on the **cover page** of **TD** today.

Win with Singapore

TRAVEL advisors who complete the latest modules in the Singapore Travel Specialist training program by the end of the month will go into a draw to win a trip to the Lion City.

With a possible travel bubble with Singapore currently on the agenda (**TD** 15 Mar), now is the time to upskill and prepare for the expected boom in demand - for more details see the **last page**.

The Singapore Travel Specialist scheme was developed as part of the **Travel Daily** Training Academy.

Globus, NCL, Club Med combine

EXCLUSIVE

TRAVEL advisors across Australia are set to be offered the opportunity to attend a series of upcoming national events conducted jointly by the Globus Family of Brands, Club Med and Norwegian Cruise Line (NCL).

The tri-branded "Reboot, Regroup, Reconnect Roadshows" initiative will target attendance of up to 1,000 agents, at 17 gatherings in six states, with the program kicking off on 20 Apr.

Rachael Harding from Club Med told **TD** the proposal aimed to capitalise on strong forward booking trends, helping agents to get back on track and start to look to the future rather than dwelling on the negativity of 2020.

"Agents are a huge part of all three of our businesses...our biggest challenge is working out who is still engaged," said Norwegian Cruise Lines sales chief Damian Borg.

The brands are seen as non-competing and complementary, with Peter Douglas from the Globus Family of Brands noting that some clients are likely to purchase from all three of them.

Details of dates and locations will be revealed in the coming days, with the trio saying with some green shoots starting to show, now is the time for the industry to "get out there" and capitalise on pent-up demand.

Air NZ to Hobart

AIR New Zealand will add Hobart as its 10th Australian destination, with twice-weekly non-stop Auckland services set to commence once quarantine-free travel is up and running.

The route will be Hobart's first international destination, with tickets for the year-round A320neo services to go on sale when borders reopen.

Today's issue of TD

Travel Daily today has seven pages of news including our **PUZZLES** plus a front page from **Click Frenzy** and a page from **Singapore Travel Specialist**.

TAANZ confirms hit to industry

THE Travel Agents Association of New Zealand (TAANZ) says the industry across the Tasman has shrunk by as much as 70% over the last 12 months, reports trade newsletter *Travelinc Memo*.

An estimated 5,000 staff working in NZ travel agencies has now reduced to just 1,500, with about 50% of stores closed.

A number of agencies have avoided total closure by going into hibernation, with staff working reduced hours and taking on other jobs, while TAANZ also noted the stellar efforts of those remaining open for business in helping clients with repatriation, cancellations and refunds.



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Limited departures available from 19 June to 08 August 2021

Subject to regulatory approval to operate. ^Helicopter at additional cost, subject to availability.



Good news on jobs

TRAVEL recruitment specialists AA Appointments has highlighted some “shining light” in the form of a client seeking 10 Amadeus-trained consultants in Melbourne.

The roles are permanent with a 29 Mar start date, while AA also said its regional clients have been inundated with demand meaning there is a wide variety of hospitality roles on offer at hotels, resorts, restaurants and venues around Australia - more details at aaappointments.com.au.

A new Star Pisces rising in Malaysia

STAR Cruises will lead the creation of yet another cruise bubble, with plans for *Star Pisces* to resume sailing from Penang, Malaysia effective 13 May.

Coinciding with the Muslim holiday of the Festival of Breaking the Fast, *Star* will offer a one-night Straits of Malacca itinerary from Tue-Thu and a two-night Langkawi Escape, departing each Fri and Sun.

Parent company Genting Hong Kong said it will continue to work with all relevant local authorities in Malaysia to make further adjustments to its set of protocols to accommodate local guidelines and ensure safety for all.

“Like all Malaysians, we have been eagerly looking forward to another vacation alternative during this period when overseas travel is not permitted,” said Genting Cruise Lines Vice President Malaysia Cynthia Lee.

Nats push for grant revamp

THE Federal National Party is backing a plan which would see the funding allocated under the Government’s COVID-19 Consumer Travel Support grants scheme repurposed as a “top-up” to unemployment benefits for displaced travel industry staff.

The move, which is likely to see a stoush develop within the Federal Coalition, is the brainchild of Nationals MP Pat Conaghan, who was part of a meeting with AFTA and Tourism Minister Dan Tehan last week (**TD** 18 Mar).

Conaghan said the estimated \$180 million available - comprising \$130m announced by Tehan and PM Scott Morrison as part of the \$1.2 billion aviation and tourism support package (**TD**

11 Mar) plus an estimated \$50 million unspent from the first round of the grants program - could fund a \$400 per fortnight add-on to the \$620.80 JobSeeker payment for industry staff who lose their jobs on 31 Mar, *Nine Publishing* reported last night.

AFTA CEO Darren Rudd urged the Government to consider Conaghan’s six-month proposal, saying it “helps staff employed for critical skill retention and gets money flowing fast”.

However at this stage Tehan looks to be set to proceed as originally planned, on Fri releasing a statement confirming that so far the Government had spent \$90.5 million from the first round to support 2,638 agents.

The minister said the second round would see assessment and payment processes simplified, and an increase in the minimum grant amount, with applications expected to open in Apr.

MEANWHILE an update to AFTA members this morning also confirmed a growing rift between the Federation and other industry groups over the grants program.

Rudd noted the “ongoing conversation around how to achieve the most equitable outcome” in the rollout of the scheme, with AFTA continuing to “press the importance of our member feedback for a model anchored to critical skill retention.

“Other industry bodies have differing views and objectives,” the AFTA CEO said.

Frozen winners!

CONGRATULATIONS to Liz Ellis from Cherrybrook Travel and Sara Doyle from Make It Travel, who have both won double passes to watch Disney’s hit Broadway musical *Frozen* in Sydney courtesy of Livn as part of a promotion in this month’s *travelBulletin* EDM.

NCL CruiseFirst

NORWEGIAN Cruise Line (NCL) has introduced CruiseFirst, a value-add program offering guests both increased flexibility and additional savings.

CruiseFirst certificates will allow guests to receive a \$300 value coupon for the cost of \$150.

They will have three years from purchase date to apply their certificate toward their next cruise fare for any newly made reservation across NCL’s fleet.

CruiseFirst certificates are combinable with many of NCL’s promotions.

Travel advisors will receive full commission on new bookings made through CruiseFirst.

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NOW AVAILABLE

- Module 1** | Welcome to Viking
- Module 2** | River Cruising
- Module 3** | Ocean Cruising
- Module 4** | Expedition Cruising
- Module 5** | Why Viking?

COMING SOON

- Module 6** | 25 Mar Health & Safety Program
- Module 7** | 13 Apr Rewards by Viking
- Module 8** | 20 Apr New Viking Ships

VIKING



Royal, Celebrity to restart

ROYAL Caribbean International (RCI) and Celebrity Cruises have confirmed the recommencement of operations, with Caribbean cruising set to restart in Jun.

RCI will offer seven-day itineraries from the Bahamas and Mexico aboard *Adventure of the Seas*, open for booking from Thu.

Vacationers will need to meet the travel requirements of the Bahamas, which may include receiving a negative test result before entering the country, and testing upon arrival, as well as using appropriate entry forms.

Celebrity's revolutionised *Celebrity Millennium* will be open for booking from Fri, homeporting from St. Maarten for the season, from where it will offer week-long sailings departing from the Caribbean kingdom.

The cruise line will also offer a range of curated tours for all interests and price points at every

port of call, with Private Journeys and Small Group Discovery Tours available for those guests preferring a more intimate exploration.

Both lines will sail with vaccinated crews and will be available to all adult guests who are fully vaccinated against coronavirus, as well as those under the age of 18 returning a negative COVID-19 test within 72 hours of embarkation.

Other details on additional health and safety measures to be implemented by RCI will be announced at a later date.

Celebrity President & Chief Executive Officer Lisa Lutoff-Perlo hailed the significance of returning to the Caribbean after more than a year, saying it marks the "measured beginning of the end" of what has been a uniquely challenging time for all.

More in today's **Cruise Weekly**.



Crown takeover?

CROWN Resorts Limited this morning confirmed it had received an "unsolicited, non-binding and indicative proposal" on behalf of funds managed and advised by private equity firm Blackstone Group Inc.

Blackstone is offering to acquire all of the shares in Crown at an indicative price of \$11.85 each.

Crown noted the proposal was subject to a number of conditions, including due diligence, the arrangement of finance, a unanimous Crown Board recommendation, and confirmation that "a Blackstone-owned Crown is considered a suitable person to continue to own and operate the Sydney, Melbourne & Perth licences".

Blackstone already holds 9.9% of Crown, which has appointed merchant bank UBS to advise on the deal and said there was "no certainty that the proposal will result in a transaction".



Window Seat

IT'S incredible what some people will do for a free lunch.

Authorities in Taiwan have reacted swiftly to a restaurant promotion which offered a free sushi meal for anyone whose name contains the Chinese characters for salmon ("guiyu").

The Akindo Sushiro initiative has so far prompted more than 1,000 people to lodge official name change requests, such as a student who changed her name to "Kuo Salmon Rice Bowl," reports the *Taipei Times*.

The keen diner said she planned to change her name back the following day, with officials issuing a reminder that regulations stipulate people can only alter their names three times before being stuck with the final change for life.



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Cathy's hair is really out there



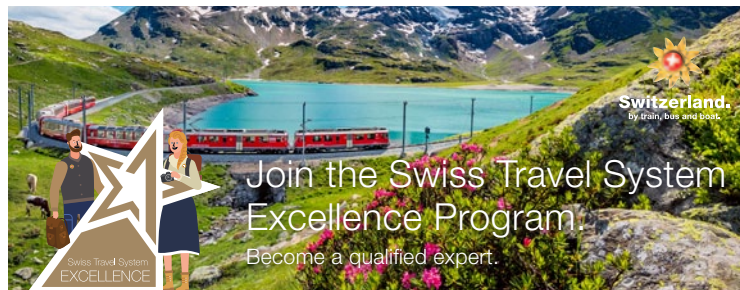
CATHY Donaghy, the irrepressible owner of Helloworld Strathpine in Brisbane, went all out last week during a client event she and her team hosted alongside Outback Queensland's Janis McDonald (pictured).

The session saw the agency book out a whole restaurant to keep customers engaged and promote the new Outback Queensland drive brochure, with a few games of bingo and music trivia led by none other than veteran rocker Gene Simmons from Kiss.

Well perhaps not the real



Demon, but a pretty good facsimile in the form of Cathy's brother Peter (inset), who along with his day job has an alter ego as the bass player of Kiss tribute band Kiss-perience.



BRG joins NSW deal

BIG Red Group (BRG) brands RedBalloon and Adrenaline have joined the NSW Government's "Dine & Discover" scheme which offers four x \$25 vouchers to the state's residents via Service NSW.

The program aims to stimulate the NSW economy, with vouchers able to be used at participating COVID-safe registered businesses.

Eligible experiences will be clearly denoted on the BRG sites.

Azamara settles

ROYAL Caribbean Group has finalised the divestment of the Azamara brand (**TD** 20 Jan) which is now an independent cruise company under its new ownership by Sycamore Partners.

The Azamara fleet also now comprises four vessels, with the formal handover last week of its new ship which has been named *Azamara Onward*.

Executive Chairman Orlando Ashford said "Azamara has a bright future and is positioned to continue growing as an independent company".

"We can't wait to welcome back our loyal customers, as well as those new to the brand, with our expanded fleet offering more unique 'Destination Immersion' programming and itineraries".

The newly purchased vessel is currently docked in Civitavecchia, Italy, and will undergo an extensive renovation to reflect the Azamara brand before her inaugural season which is scheduled for Europe in 2022.

Rex offers thru fares

REGIONAL Express has launched special "thru-fares" which connect its regional network with the domestic jet operation launched this month.

Rex kicked off domestic 737 flights between Melbourne and Sydney on 01 Mar, and will add Melbourne-Gold Coast flights on 29 Mar, Melbourne-Adelaide on 31 Mar and Sydney-Gold Coast effective 01 Apr.

The special thru-fares from regional ports are currently available for bookings up until 31 Mar, priced from \$178 one way.

Rex GM Network Strategy Warrick Lodge said the new jet routes were "delivering significant socio-economic benefits to the national economy and we are excited to be extending these benefits to Rex's regional network."

"When you combine the attractive thru-fare pricing with the ability for Rex passengers to check-in to their final domestic destination, including the seamless transfer of baggage, it is something that we see as a game-changer for regional communities," he said.

Rail seat selection

TRIP.COM has enhanced its rail booking offering in the South Korean market, allowing pax to select seats in advance for KTX, ITX and Mugunghwa-ho trains across the country.

In 2018 Trip.com became the first OTA to offer ticketing for South Korea's KTX rail network.

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*T&Cs Apply

HURTIGRUTEN



All fjord one and one fjord all!



VIKING has charged into Perth with its Viking Vor trade training program (**TD** 08 Mar).

With the WA capital being the second port on the roadshow, about 50 travel advisors headed to The Ritz-Carlton in their longships for a presentation on the latest about across Viking's river, ocean, and expedition fleet.

Members of the cruise line's sales team were on hand to provide an in-depth look at its cultural curriculum and Viking's immersive shore excursions.

Launched in Aug 2017, the events are named for the Norse goddess of wisdom, and are designed for advisors who are new to Viking, as well as those who are keen to brush up on the

latest in product knowledge.

Pictured ready to raid Viking's team for their bountiful knowledge are TravelManagers' Alison Banks, Kelly Savka, Erryn Morris and Alison Parker.

Just two seats left...

CONSTELLATION Journeys founder Dan Kotzmann has hailed the support of Australia's travel agent community, with only two seats still available for sale on the upcoming privately chartered 737 "Destination Australia" tour across the country (**TD** 14 Jan).

The commissionable eight-day itinerary departing 23 Apr takes in Hobart, the Barossa Valley, Kata Tjuta and Uluru and Longreach, with exclusive gala dinners, after-hours access and private events - constellationjourneys.com.au.

Yacht Club expands

MSC Cruises has further elevated its Yacht Club offering with its two newest ships.

Upcoming newbuild **MSC Seashore** will feature the largest and most luxurious Yacht Club in the fleet, with more outdoor space, new & exclusive suites, and more than 3,000m² of space.

MSC Virtuosa will also offer an enhanced VIP experience to its Yacht Club guests, with 103 suites to choose from, including two Royal Suites, which feature a private whirlpool bath on a large balcony as well as eight new Duplex Suites.

Is ScoMo kidding himself?

OPINION

Donna Meads-Barlow from Donna Barlow Travel/I Love Cruising is outraged at the PM's ignorance of how the travel industry works.



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

AFTER another week of activity in Canberra, sadly it seems we are really no further in saving the industry. I can only hope and pray that Government understands the impact if in this next week a "TravelKeeper" is not announced.

Time is now the essence for survival of the Australian travel agent! Decision time is looming - after 40 years in the business, who will process the 1,320 forward cancellations and refunds in our system from Apr 2021 on?

We continue to live in devastation, with no support to maintain staff and no future direction in sight. I read the article about the Prime Minister's newfound enthusiasm for the half-price fares to be booked through travel agents in **Travel Daily** (**TD** 19 Mar) and I have to say "is ScoMo kidding himself?"

1. We all know that the \$1.2 billion will be driven directly into the airlines' pockets.
2. Airlines don't pay agents remuneration for the work we do.
3. For an agent to make a dollar we need to charge a fee.

4. Domestic consumers will book direct with the airline and then go direct to the land suppliers - we all know that!

With no form of future TravelKeeper to save our staff, we are left with the confronting decision of "now what?"

Over these past 12 months as a business owner, we have received JobKeeper personally, however we have also still had to meet our business contractual obligations and fund them ourselves, with zero and negative income.

We continue to pay Tramada, Sabre, insurance, phones, internet, subscription fees and so

the list goes on in outgoings.

JobKeeper has at least helped put bread on our table for us and our staff. Now what? Who will process the refunds that continue to stream in if we close?

For our I Love Cruising (ILC) franchise model business, we have 20 sole-trader businesses relying on our ILC survival. We have refunded to date well in excess of \$10 million including ALL our hard-earned income and commissions for the past 18 months. As an offshoot, ILC has NO employees on the books and therefore no JobKeeper qualification - meaning we have also been unable to access any Government grant support for this cruise and travel business.

As for our Donna Barlow Travel (DBT) business - 60% corporate and 40% leisure - pre-COVID we had 17 staff, today just four that have received JobKeeper. DBT has also received some Government grant support which has helped in paying outgoings.

“With no form of TravelKeeper support to save our staff, we are left with the confronting decision of “now what?””

With JobKeeper finishing we are faced with:

a) When borders do finally open, we are looking at a complete business start-up model.

b) How long is it likely to take until we see any remuneration or positive income?

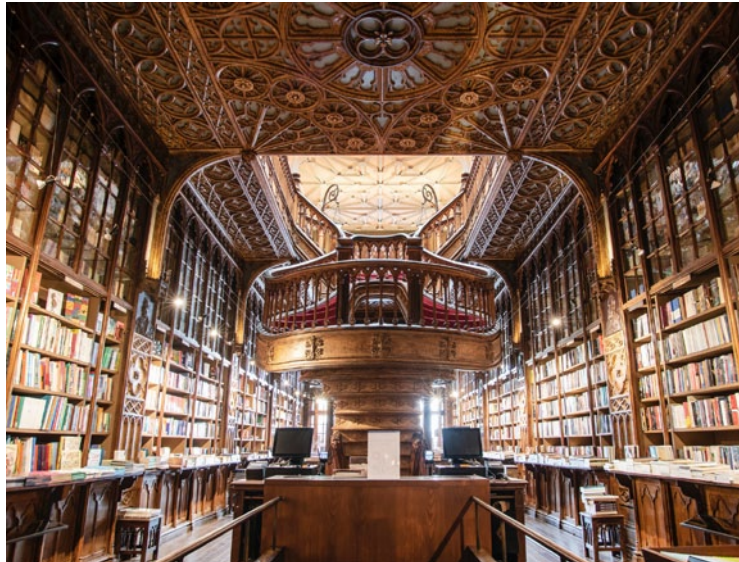
c) How do we maintain our now skeleton staff to continue administration tasks and continue to process refunds till business and positive income resumes?

Bottom line - with NO TravelKeeper support, why would we continue? What incentive do we have to keep staff on? Who processes the refunds now?

The facts are the facts and seemingly we are now at the finish-line. We are absolutely confronted with some serious decisions....do we now dip into our retirement fund to save our staff and our businesses, facing a complete start-up again when business resumes to some form of pre-COVID normality?

I PRAY someone in government with the power to SAVE THE TRAVEL AGENT who "understands" is listening....

Where in the world?



BILLED as one of the most beautiful bookshops in the world, this store has garnered fame in recent years not only due to its intricate wood carvings and stained-glass ceiling but because it is said to have inspired JK Rowling in writing *Harry Potter*.

The shop is in a neo-Gothic building and many have

suggested that the architecture is similar to descriptions of Hogwarts and the Flourish and Blotts bookstore in the books.

Rowling lived in the city where this book store is located for a few years and was supposedly a loyal customer so the claim is not too far-fetched.

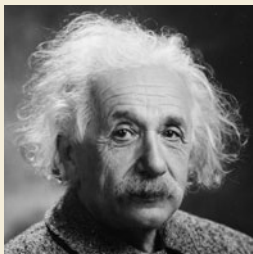
Do you know where this is?

Pick the nation

COUNTRIES have unique geography, ethnicities and cultures which come together to often form very distinctive symbols.

Based off the four different symbols and famous faces, see if you can figure out which country they represent.

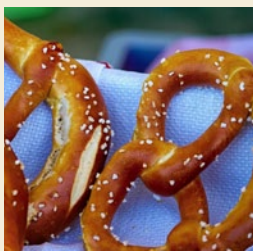
1



2



3



4



Sudoku

EASY

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

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

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

Whose mascot is this?



Introduced in 1983, Harvey the Hound was the first mascot in his league, but don't let the name fool you; Harvey's owner is not a team named the Hounds, nor is it any dog-aligned team.

Standing at 6'6", Harvey once literally had the tongue ripped out of his mouth by an opposing coach, who deemed his taunting had gone too far.

Whose mascot this is?

ANSWERS 19 MAR

Test your airline knowledge: Airport codes - 1 Colombo, Sri Lanka, 2 Bahrain, 3 Port Lincoln, Australia, 4 Zurich, Switzerland, Airline liveries - 1 Zimbabwe Air, 2 Cathay Pacific Airways, 3 Virgin Australia

Pub quiz: 1 The Dunes Hotel, 2 East River, 3 c) St Paul's Cathedral, 4 Launceston, 5 Flinders Island, 6 Barnbougle Dunes, 7 Hungarians, 8 Finland, Norway, Russia and Sweden, 9 Tiwi Islands, 10 False - it is 11th

Icon under a microscope: Big Ben, London, United Kingdom

We Prefer this guy

PREFERRED Hotels & Resorts has promoted Jonathan Newbury to Executive Vice President of Asia Pacific.

Bringing 30 years of international independent hotel experience to his new position, Newbury will carry the responsibility of driving the strategic direction and evolution of Preferred in Asia Pacific.

Newbury has relocated to Singapore for the position.

FAT shames the govt

THE latest airline rescue package is unfair to coach companies, according to Fantastic Aussie Tours (FAT) Managing Director Jason Cronshaw.

The head of one of the longest-established coach tour companies in New South Wales, Cronshaw has pleaded with the Australian Government to extend the package to other sectors, or risk permanent damage to Australia's tourism industry.

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Travel Daily



Ovolo look over here



TRAVELLERS have been given a first look at Ovolo Hotels' Ovolo South Yarra, as it opens its digital doors for bookings in the lead-up to its planned 08 Apr debut.

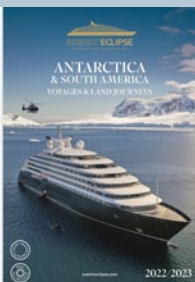
Located at the intersection of Toorak Road and Chapel St in the trendy, upmarket neighbourhood of South Yarra, the hotel aims to blend "past, present and

progressive, as a place where retro chic and pop art collide."

Ovolo South Yarra features 123 rooms, ranging from micro-hotel rooms to Rockstar suites, and has been designed with long-term collaborators Luchetti Krelle.

BROCHURES

WELCOME to Brochures of the Week, *Travel Daily's* Monday feature. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to brochures@traveldaily.com.au.



Scenic Eclipse 2022/23 Antarctica & South America
Scenic has released its 2022/23 Antarctica & South America program, featuring a wide variety of expeditions and adventures aboard *Scenic Eclipse*. Super earlybird savings of up to 20% are on offer, with itineraries including the popular Antarctica in Depth as well as a brand new voyage taking guests into the remote Weddell Sea. Expedition Operations Manager Jason Flesher will host a series of Scenic Eclipse Travel Showcase webinars on Tue 23 Mar, sharing his insights first hand and giving a detailed overview of Scenic's experiences in the polar regions - more details 1300 938 753.



Swan Hellenic Worldwide Expeditions 2021/22
The reborn Swan Hellenic has released its debut program of voyages across the globe, including itineraries in Antarctica, South America and a once-in-a-lifetime "Semi-Circumnavigation" from Antarctica to New Zealand. At the other end of the world there are Arctic voyages taking in Svalbard, as well as an Iceland Circumnavigation, cruises to Greenland, the Canadian Arctic and the Russian Far East taking in Kamchatka, the Bering Sea and the Aleutian Islands. Bookings confirmed before 04 Apr will attract a 20% discount and \$250 per person onboard credit- call 1300 722 499.

Motorhome closure

CHRISTCHURCH-BASED Iconic Motorhomes has been forced to close its doors after 15 years, with domestic customers unable to fill the void forced by NZ's ongoing international border closures.

The company is selling its 55 high-end vehicles, and all overseas clients who were unable to recoup deposits through travel insurance have been refunded, according to heartbroken cofounder Kay Parker who said the business had been unable to hold on any longer until borders reopen.

Scoot test trials

SCOOT is trialling two new digital solutions for COVID-19 pre-departure tests, and a more seamless process when verifying their test results at check-in.

From 17 Mar, an online portal will allow customers departing on flights from Singapore, as well as China, Hong Kong and Indonesia to book pre-departure test appointments with recognised and accredited partner clinics.

Travellers will receive results in digital form within 36 hours.

The portal may be accessed via the Scoot website or mobile application during the booking process and after ticketing.

Got a confidential tip? Contact *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

Associate Editors– Adam Bishop,

Myles Stedman

Contributors – Nicholas O'Donoghue,

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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