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CTM plots profit payout

CORPORATE Travel Management (CTM) expects to make enough profit this financial year to resume paying dividends to shareholders, subject to travel restrictions lifting and key markets remaining open.

Yesterday CTM Chairman, Ewen Crouch, told the company's Annual General Meeting that the policy of returning about 50% of after-tax profits to shareholders remains unchanged, noting that "we have zero debt and sufficient cash to manage recovery".

MD Jamie Pherous detailed the current outlook for the business, which has an "underlying positive EBITDA" and following the acquisition of Nebraska-based Travel & Transport last year (**TD** 29 Sep 2020) is a "much larger

business post-COVID".

He estimated that with the expansion CTM is now the "fourth largest global travel manager in the world," while further acquisition opportunities remain under consideration.

Activity in the European region reinforces that CTM's strategic global recovery model is working, he said, while in North America CTM recruited 200 extra staff in Jul to service expected demand.

In Australia and NZ, despite the closure of key markets due to lockdowns, CTM has chosen to retain its skilled workforce "to service the imminent border opening rebound".

CTM expects vaccination rates and border openings to lead to a rapid restart after Christmas.

More corporate travel news is available on **page five** of today's *Travel Daily*.

Paul Gauguin 2023

PAUL Gauguin Cruises has opened sales for its 2023 small luxury cruise itineraries.

Six routes crafted by destination experts offer a chance to explore the wonders of the South Pacific and beyond aboard the newly renovated luxury small vessel *Le Paul Gauguin*.

Ranging from seven to 16 nights, the itineraries will explore Tahiti, the Society Islands, the Marquesas, Tuamotus, Tonga, the Cook Islands and Fiji Islands.

Swimming, diving, kayaking, paddle-boarding and snorkelling are just some of the activities on offer during the season.

Dreaming of WA

TOURISM Western Australia is partnering with Dream Cruises to showcase the state as part of a series of "Markets of the World" thematic cruises in Singapore.

The *World Dream* itineraries will include 10 WA-inspired Balcony Staterooms re-created in line with iconic landmarks such as Busselton Jetty, Hutt Lagoon at Pink Lake and Wave Rock.

WA merchandise will be available, along with a special onboard meal offering paired with Australian wines.

Today's issue of TD

Travel Daily today has six pages of news.

Global Touring vax

GLOBAL Touring's Back-Roads Touring and Topdeck Travel have introduced a new policy requiring proof of full COVID-19 vaccination for all passengers.

Customer research undertaken in Jul found 95% of Back-Roads customers and 89% of TopDeck travellers were in support of such a policy, with vaccination status needing to be supplied to trip leaders at the point of departure.

ATAC AGM update

THE Australian Travel Agents Cooperative (ATAC) hosted its AGM online on Tue, with Chairman Ken Morgan saying the group is in a very strong financial position thanks to prudent management and govt support.

Morgan, who was confirmed as Chair for another year, noted that ATAC's new member acquisition program had highly successful, with the Board also resolving to pay a 12% return on members' shareholding in the cooperative.

Jack Taylor from Performance Travel in the ACT was confirmed as Treasurer; Nicole King of Vic's Ballarat Holiday & Cruise is ATAC Treasurer; Simon Flower from Flower Travel Vic is Vice Chair; while Sandra Ferraro of Time for Travel in Qld and Holly Velardo of HollyDay Travel in SA were both elected as ATAC Directors.

FREEDOM SALE

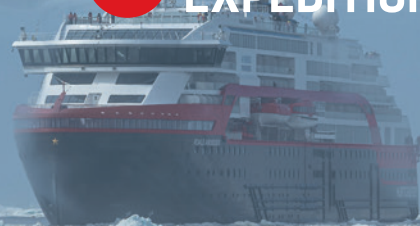
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Aussie nature travel boost

AUSTRALIAN Geographic has announced a 50% acquisition of small group operator Insight Australia Travel, with the company officially launching as Australian Geographic Travel.

The purchase will see the new entity offer more than 30 itineraries via the Australian Geographic website, including travel experiences such as bird watching, hiking and active wildlife conservation trips.

Tours cover a wide range of Aussie destinations, such as Arnhem Land and the MacDonnell Ranges in the Northern Territory, The Daintree Forest, Cape Tribulation and K'gari in Queensland, Raymond Island

EK ups Australia

EMIRATES will resume daily flights to Sydney from 02 Nov before introducing the A380 in Dec, offering 50% extra capacity to meet pent-up demand.

Flights to Melbourne will also operate as a four-time weekly service from the same date, while capacity on flights to Sydney and Melbourne will return to 100%, allowing 354 passengers across all cabins to travel on its flights.

"Starting 01 Nov, Australians will be able to plan a holiday and travel internationally...that's good news for us as we are ready to serve those customers with access to our network spanning more than 120 destinations via our hub in Dubai," Emirates said.

and East Gippsland in Victoria, and Eyre Peninsula and Kangaroo Island in South Australia.

Insight Australia Travel has been operating in the market for close to 20 years, with Managing Director Birgit Bourne to lead the new Australian Geographic Travel joint venture.

"Australian Geographic Travel will explore and enlighten while respecting and preserving the diversity and beauty of local wildlife, landscapes, culture and people," she said.

"Our travellers want an experience with purpose and to develop a deep connection with a destination by supporting and respecting its environment - we are committed to sustainable travel and our travellers will play an active role in contributing to conservation projects."

Birgit, who described herself as passionate about conservation and wildlife, also sits on the board of the Australian Tourism Export Council (ATEC).

Check out the full range of Aussie nature adventures on offer by **CLICKING HERE**.

Crown opts to settle

CROWN Resorts has reached an agreement to settle the shareholder class action in the Federal Court, agreeing to pay \$125 million.

The legal action was launched in response to Crown's dubious business dealings in China.

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No NZ for Xmas

NEW Zealand Prime Minister Jacinda Ardern has confirmed the two-way trans-Tasman bubble will not be back up and running until "early 2022", meaning Australia and New Zealand will spend their second Christmas apart.

Travellers entering New Zealand from Samoa, Tonga, Vanuatu and Tokelau will bypass managed isolation from 08 Nov.

DL's learn and win

AGENTS can join Delta Air Lines for a webinar to learn current safety requirements, US flight schedules and its new A350 onboard product flying to LAX.

Attendees can also win a US\$500 travel voucher, with the webinar taking place 23 Nov at 11am AEDT - **CLICK HERE**.

Regional appeal

SYDNEYSIDERS are preparing to flock to the Shoalhaven area more than any other NSW location once regional travel is permitted from next week, according to data intelligence company DSPark.

Port Stephens and the Lower Hunter region are tipped to be the next most popular spots for a regional trip, followed by Byron Bay/Ballina/Lennox Head, Kiama and Port Macquarie.

For Melburnians emerging from regional travel restrictions, the Gippsland South West region is at the top of most travel lists, an area which includes Wilsons Promotory and Phillip Island.



Window Seat

IN PERHAPS the clearest sign yet that New Zealand's tourism industry is no longer as enamoured with the *Lord of the Rings* franchise, a wizard earning NZ\$16,000 a year has been let go by the Christchurch City Council.

Ian Brackenbury Channell (**pictured**), was employed to promote the city through "acts of wizardry and other wizard-like services" for the last 21 years, with the bearded wonder often seen performing rain dances on the streets to the bemusement of visitors.

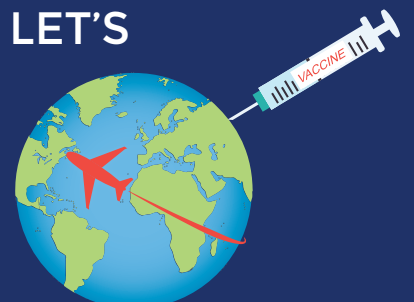
But after two decades, the council said it was looking forward to heading in a new tourism direction that will "showcase a vibrant, diverse, modern city that is attractive to residents, domestic and international visitors."

And perhaps the decision is not before time, with the ageing man of mystery recently making bizarre comments about women on NZ TV, labelling them "devious" in luring thick men into relationships.



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#letsgetto80



Cover-More CIO

COVER-MORE Group has appointed Conor Breslin as its new London-based Group Chief Information Officer (CIO).

Breslin will lead the organisation's IT teams across the US, Latin America, Europe and Asia Pacific, with digital transformation seen as a key strategy for the insurance giant.

He joins Cover-More after an extensive career in IT for financial services providers and airlines.

VS Europe reps

VIRGIN Atlantic has extended its partnership with Discover The World to develop sales through travel agency partners in France, Germany, Italy, Belgium, the Netherlands, Luxembourg, Cyprus, Greece and Russia.

The reappointment follows 12 years of representation, and comes alongside the restart of VS long haul operations including new services from Edinburgh to Barbados and London to St Lucia.

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AC chats travel with Karl



THE deep impact that the COVID-19 pandemic has had on the entire travel ecosystem will be showcased this Sun night on Channel 9's *60 Minutes*.

The segment saw Ann-Catherine (AC) Jones from Travel Associates in Sydney chat with host Karl Stefanovic (**pictured**), giving her the opportunity to also talk about the current excitement around border reopenings and the restart of travel across the globe.

As well as highlighting the wild ride of the last two years through the lens of a travel advisor, the program also sees Stefanovic speak with a grounded Qantas pilot and QF CEO Alan Joyce.

Jones said "my story is the story

of every travel advisor in Australia who has worked relentlessly for two years to save their business and ensure their people have a career going forward, whilst being available to do the hard work of bringing Australians home whilst Qantas was grounded".

Titled "Saving the Roo", a sneak peek of the show to be broadcast on 31 Oct can be viewed by **CLICKING HERE**.

RCG targets zero

ROYAL Caribbean Group has announced a "comprehensive decarbonisation strategy" called Destination Net Zero, including a pledge to establish science-based targets and achieve net zero carbon emissions by 2050.

CEO Richard Fain said the move was "the most important destination in all our company's history...an ambitious strategy to cut emissions, protect our oceans and ensure the viability of the hundreds of destinations that our guests and crew members care deeply about".

Ambitious milestones in the plan include the development of a net zero cruise ship by 2035 - more in today's *Cruise Weekly*.

EU smart cities

THE European Commission has selected Bordeaux in France and Valencia in Spain as the 2022 European Capitals of Smart Tourism, out of 30 cities across Europe competing for the award.

The criteria for the accolade included excellence as tourism destinations in accessibility, sustainability, digitalisation and cultural heritage & creativity.

The winning cities get branding support in 2022 including a promotional video, marketing and a purpose-built sculpture.

UA boosts London

UNITED Airlines has announced an expansion of capacity between the US and London, with services ramping up to 22 per day within the next six months or so.

Additions include two more frequencies from Newark to LHR, as well as more non-stop flights from Denver and San Francisco and a new direct Boston service.

London was the most booked international destination for UA's business customers in Oct, with the carrier expecting this trend to continue into next year.

Hertz revs it up

HERTZ Global Holdings has reported a 19% uplift in quarterly revenues, with US\$2.2 billion in sales and net income of US\$605m for the three months to 30 Sep.

The company said the result reflected the continued rebound in leisure travel and tight fleet inventory, with the company's recent restructure seeing ongoing operational improvement and a record 39% margin for the quarter.

Qantas takes stress out

QANTAS has unveiled a new customised digital travel guide designed to help passengers more easily navigate COVID-19 travel requirements before they leave home.

Developed across the airline's website and app, the revamped digital capability will include pre-booking destination specific travel requirements available on qantas.com, direct emails to customers upon booking which further detail travel protocols, as well as pre-departure emails/texts sent seven days, four days and one day ahead of departures, supplying travellers with customised checklists, reminders and links to relevant information.

Qantas added that over the coming weeks, the digital experience will also include integration with the IATA Travel

Pass to help further alleviate any potential travel stress.

"We have redesigned our digital booking experience with world-first technology to help our customers easily navigate the post COVID-19 world of international travel and guide them through each step, including regular checklists sent via text ahead of their flights," Qantas Group Chief Customer Officer Stephanie Tully said.

MEANWHILE Qantas has unveiled a new menu across its international flights and lounges, including a number of new plant-based options.

New vegan culinary creations that customers can enjoy will include potato and celeriac gratin with roast fennel, peas, mushrooms; Ratatouille Pasta Bake with Herb Crumb, Cauliflower & Green Beans; as well as a range of organic ice creams, including Paddlepops.

Tassie ballot opens

TRAVELLERS in South Australia, Western Australia and Queensland can register for the Tassie Holiday Voucher scheme from today.

Each voucher is worth \$300, \$200 for accommodation and \$100 towards tours or attractions, with 10,000 in total up for grabs.

Applications can be made until 5pm on Tue 02 Nov, with successful recipients to be notified by SMS or email on 03 Nov with a voucher code.

Register interest **HERE**.

Rex adds MEL/ADL

REX Airlines plans to restart flights between Melbourne and Adelaide from 26 Nov, only days after revealing a reboot of flights from Melbourne to Sydney and Canberra on 15 Nov (**TD** 25 Oct).

Prices for the flights lead in at the special discounted price of \$59 one-way until 14 Nov, for travel until 30 Apr 2022.

The reduced price can also be booked free of Christmas holiday travel blackout dates.

NCL walkers spy the finish line



WITH just two days of Norwegian Cruise Line's (NCL) Walk for Wellness left, participants have collectively walked almost 130,000 kilometres, making it to the end point of the challenge in Miami, and smashing all the goals set at the beginning of the month.

Cruise Express's Kathy Fossati (**pictured** above) was one of the winners of the latest challenge, which invited participants to

recreate a holiday experience to win a luxury wellness hamper valued at almost \$150.

Although presently unable to travel to Africa, Kathy went on a safari to Botswana, and was clearly able to get up close and personal with some of the wildlife!

There were plenty of top achievers last week, with itravel's Dee Jaswal racking up an average daily step count of 30,699.

Sabre sells AirCentre

TECHNOLOGY company CAE has agreed to acquire Sabre's AirCentre airline operations portfolio for approximately US\$392.5 million.

Sabre said the divestiture is part of its broader strategic commitment to a vision to create a new marketplace for personalised travel.

South Korea events

THE Korea Tourism Organization Sydney Office has three complimentary online trade events planned for Nov, with 100 randomly selected guests to pick up one of 100 gift packs.

Sessions cover explorations of Korean cooking on 18 Nov, a family tour of Gangneung on 22 Nov and explorations of Haeundae Beach on 23 Nov.

There will also be live quizzes where agents can score \$100 or \$50 gift cards.

Register **HERE** to attend.

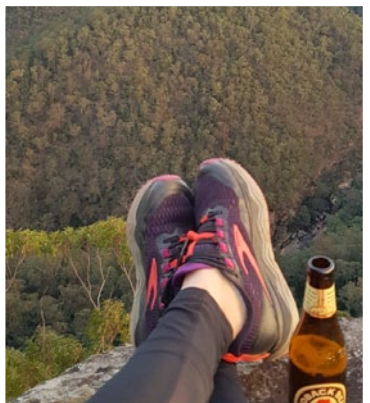


Scoring a personal best was Phil Hoffman Travel's Christa Kinnear, who walked 52,055 steps the past week.

Also deserving credit is Goldman Travel's Ian Pryer (**pictured** above), who despite his seniority, is one of Walk for Wellness' most active participants.

"In my eightieth year and still walking for wellness," Pryer enthused, having recorded almost 200,000 steps to date.

TravelManagers' Carolyn Burg, based in the Blue Mountains, has



been luckier than most during her Walk for Wellness challenge.

She took a well earned break in one of her favourite spots, "nicknamed Poet's Rock (**inset**), a great spot to look across the Grose Valley with a sundowner, appreciating the wonderful place we live," Burg captioned.

CORPORATE UPDATE

Sutherland to Locomote

EXCLUSIVE

HELLOWORLD Travel Limited's corporate travel chief Nick Sutherland (**pictured**) has left the company, and will take up a new role as Chief Commercial Officer at tech firm Locomote next Mon.

Sutherland had been with HLO for almost five years, initially as Group GM of QBT and then becoming Executive Group General Manager, Corporate three years ago (**TD** 24 May 2018) upon the abrupt departure of Russell Carstensen.

It's understood that Sutherland left Helloworld about a month ago, having resigned earlier in the year, and his role at Helloworld has been taken by Tom Clark who becomes the company's Group General Manager - Corporate.

Sutherland was Helloworld's second most highly paid executive last year (**TD** 10 Sep).

Clark became GM of HLO-owned TravelEdge Group earlier this year (**TD** 17 Mar), prior to which he worked with Sabre and as Global Chief Technology Officer for Corporate Travel Management.



GBT UNICEF deal

AMERICAN Express Global Business Travel (GBT) has extended its charitable partnership with UNICEF USA.

The pact, initiated in 2019 and now extended until 2023, will see GBT support the Learning Passport program developed by UNICEF and powered by Microsoft Community Training.

The initiative aims to help children and youth continue their education in the face of barriers to attending school such as pandemics, natural disasters and displacement, via a digital remote learning platform.



QR corporate rewards revamp

QATAR Airways has announced an expansion of its "Beyond Business" corporate rewards program to offer benefits to more businesses, with five tiers on offer: Elevate, Accelerate, Ascent, Advance and Achieve.

Companies have the flexibility of enrolling into the entry Elevate level at no cost, without annual spend commitments, or access higher tiers and tailored benefits with an annual minimum spend requirement.

Beyond Business members earn Qrewards loyalty points which can be redeemed for flights and

other products, and also receive special savings and flexibility.

Higher tiers of the program earn up to three Qrewards for every US\$1 spent, along with status matching with other carriers and further benefits.

Employees also earn personal frequent flyer points under the Qatar Airways Privilege Club program, with other benefits including dedicated account management via an online portal, priority baggage handling for staff travelling in economy class, Privilege Club tier status offers and traveller recognition.

QR CEO Akbar Al Baker said the program had been well-received since its 2019 debut, with the latest enhancements which soft launched in Jul this year, making Qatar Airways "the first airline to roll out such unparalleled flexibility and tailored travel solutions for businesses worldwide".

Concur consultancy

SAP Concur has announced a new suite of tools in partnership with data analytics provider Qualtrics, with the initiative aiming to measure corporate sentiment at scale in the new world of hybrid workplaces.

The new Concur Experience Optimizer combines data from Concur's travel and expense platform with Qualtrics software, with organisations using the platform also given access to SAP Concur Experience Management Consultants to access "critical insights into employee buying decisions and organisational spending patterns".

Concur and Qualtrics were both part of SAP until Jan this year, when the German IT giant spun it off as a public company, while still retaining a majority stake.

BA back to SYD

BRITISH Airways looks set to return to Australian skies in late Mar 2022, with GDS screens indicating the deployment of a BA Boeing 787-9 on the London-Singapore-Sydney route.

BA has also reopened membership of its Executive Club frequent flyer program to Australian residents.

SIA lounges reopen

SINGAPORE Airlines has reacted swiftly to the new Vaccinated Travel Lane arrangements for Australians travelling to Singapore (**TD** 27 Oct), confirming the reopening of its airport lounges in Sydney and Melbourne from next Mon.

The soft opening will initially feature limited food and beverage offerings, with service ramping up as demand increases.

SQ is boosting capacity, plotting double daily MEL-SIN flights and 17 weekly SYD-SIN services.

CWT China role

CWT has appointed Laura Wang as its new Director of Global Supplier Management China.

Shanghai-based Wang has more than 20 years industry experience including roles at HotelBeds, GTA, FCM Travel and United Airlines.

She will be responsible for the negotiation and implementation of air, ground transport and hotel agreements covering all CWT China customers.

Show us your best New Years Eve Photo!

Rediscover Australia and Unique Cruises are partnering with *Travel Daily* this month to offer readers the chance to win a ticket on the **NYE Hits on the Harbour Cruise**, as well as offering \$100 and \$50 gift vouchers for 2nd and 3rd prize by providing your best picture of your past New Years Eve celebrations.

This ticket gives you access to:

- 6 Hours Sydney Harbour Cruise on Journey Beyond Cruise Sydney's *Spirit of Migloo*
- Continuous premium food
- Unlimited beverages including premium sparkling wines and beers - For more information on what is offered **CLICK HERE**

To enter send a picture of your best New Years Eve along with, in 25 words or less, what made it so memorable.

Entries to competitions@traveldaily.com.au

Whose animal is this?



THIS animal is another one who if we told you its full name it would give away which country it belongs to.

The golden frog can be found depicted on everything from t-shirts to lottery tickets in this nation, and is seen to represent good fortune.

For many years this tiny frog

was taken from its native habitat of rainforests and forests of this South American country's mountains, and put into hotels to promote tourism, or into people's home for good luck.

Unfortunately today they are thought to be extinct in the wild.

Do you know whose national animal it is?

Answer: Panamanian golden frog - Panama

Romantic packages

'LOVESTRUCK' in the Sunshine Coast's hinterland is being sold as the ultimate post-COVID revival package for lovers by Narrows Escape Rainforest Retreat.

The boutique accommodation is set in almost three hectares of rainforest in Sunshine Coast's hinterland, with a babbling brook running through the property and nature trails directly accessible from the front door.

The package includes two nights' accommodation, French bubbles, roses, a feature dinner, and more - phone 07 5478 5000.

Jetstar BNE/CBR

JETSTAR has announced that flights between Brisbane and Canberra will take off from 17 Dec, three months later than its originally planned Sep launch.

The airline will operate five return services per week, with fares leading in at \$109.

Fell appointed CEO

NIGEL Fell has been appointed the new President & Chief Executive Officer for the World Tourism Association for Culture & Heritage (WTACH).

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Travel Daily



Fitzroy offers more

QLD'S Fitzroy Island Resort has revealed a new diving and water sports program as part of an expanded variety of courses.

Scuba diving and snorkelling, for all ages will be a part of the Fitzroy Island Sports Hub (FISH).

Divers can hire the equipment they need from FISH for guided and self-guided dives, with tank refills available daily.

A glass-bottom boat has also been refurbished to take divers to fringing reef sites sheltered by the Island, which provide optimum dive conditions.

There will also be a dedicated dive pool for introductory and refresher participants, while guests can also try kayaking and stand-up paddleboarding.

Buy a trip for Xmas

REDBALLOON has partnered with Tourism Australia (TA) to help reignite domestic travel this festive season.

The experience brand is offering the gift of Australian travel this Christmas, as part of TA's Holiday Here This Year Campaign.

'The Gift of Travel' seeks to encourage Australians to rethink the types of gifts they leave under the tree this Christmas, and consider giving the more meaningful gift of domestic travel experiences to friends and family this festive season.

The campaign is due to launch in-market next month, with RedBalloon Chief Growth Officer Matthew Cavalier saying an experience is a true feel-good gift.

TRAVEL SPECIALS

WELCOME to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to specials@traveldaily.com.au

Australian travellers can sail through the Northwest Passage in the Arctic in 2023 with Adventure Canada and save 15% with no single supplement for solo travellers. Available exclusively through **Cruise Traveller**, the deal is on offer until 31 Jan 2022 with no deposit required until Mar 2022. Call 1800 507 777 for more information.

Guests are being invited to stay longer and enjoy up to 20% off across Australia and New Zealand with **Rydges** and **Atura Hotels**. Travellers can save 10% on one-night stays, while 10-15% discounts are on offer for two- and three-night stays. The promo applies to stays between 28 Oct and 28 Feb 2022, and ends 31 Jan 2022. **CLICK HERE** for details.

The chance to save 10% on all **Uniworld Boutique River Cruises** 2022 departures will come to an end on 31 Oct, representing discounts of up to \$5,000 per person. Call 1300 780 231 for more information.

Swissotel Sydney has launched a special Shopping Experience package for those looking to combine retail therapy with their stay, priced from only \$359 per night. The package includes a hands free shopping service where the hotel concierge team deliver your shopping bags to your room. The deal is valid until 30 Nov - call 02 9238 8888.

Got a confidential tip? Contact *Travel Daily* via our secure WhatsApp service on +61 2 8007 6760 or click **HERE**

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