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Travel Daily

First with the news

Monday 24th December 2012

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New Skywest FIFO deal

SKYWEST has announced a new agreement with mining giant Rio Tinto to operate scheduled charter flights to Boolgeeda in Western Australia's Pilbara region, servicing the Brockman 4 mine.

Over the three year term Skywest anticipates operating up to eight return flights per week using A320 and F100 aircraft.

Ethihad boosts airberlin

ETIHAD has announced a further expansion of codesharing activities with airberlin, which will see the AB code added to EY's flights to Beijing, Shanghai and Chengdu in China as well as Tokyo and Nagoya in Japan.

Along with Virgin Australia, airberlin will also codeshare on Etihad's increased Qld capacity from Feb 2013, which will see EY's current thrice weekly Brisbane-Singapore-Abu Dhabi flights boosted to daily.

Kakadu pass update

KAKADU National Park is making it mandatory for tour operators to ensure that their clients have correctly completed passes, after a number of blank passes were re-sold online.

Effective from 01 Apr 2013 the person's name, entry and expiration date must appear on all passes and tour operators "must enforce that their clients do the right thing," according to an update issued today.

Kakadu said that "unsigned and undated passes have been re-sold on Gumtree this year that were initially purchased by a tour operator and provided their clients upon entry to the park."

QF agents trading hours

THE Qantas Industry Centre and Qantas Groups Sales will operate normal trading hours on all days throughout the current festive season apart from the public holidays on 25, 26 Dec and 01 Jan.

However Qantas Industry Refunds is closed until 07 Jan.

QF 'significant harm' alert

QANTAS says it is already incurring "significant financial harm" due to its inability to sell joint fare products with Emirates in the period prior to approval of the carriers' proposed alliance.

In a formal ACCC submission seeking urgent interim authorisation of the deal (**TD Fri**), Qantas has highlighted the "severe competitive disadvantage" caused by uncertainty around its European offering.

QF says there's a "substantial amount of revenue at risk, particularly where corporates and industry clients will be looking for some certainty allowing them to plan their activity".

Currently QF and EK are only able to engage in "limited, ring-fenced discussions regarding a

potential model for fare class alignment," with sales teams urgently wanting to start negotiations with key customers in relation to the joint offering.

"Any extra time to sell tickets would have a material, positive impact on route profitability for Qantas," the submission says.

QF has also highlighted the urgent need to develop a joint marketing strategy, integrate connectivity of IT systems and work on customer handling.

Another key issue raised is the importance of coordinating schedules, with the document confirming that although QF has independently obtained slots to operate its own services to Europe via Dubai, these are not aligned with those of Emirates.

Fine tuning of arrival and departure times is still possible, & is "imperative from a customer connectivity perspective".

Because the arrangements remain subject to regulatory approval "there is a perception within the market that Qantas flights cannot be booked with any certainty," the submission says.

Interim authorisation would mean the carriers can act quickly to restore consumer and trade confidence, with QF warning that the termination of its Joint Services Agreement with BA leaves it with "very significant gaps in its Europe offering" unless the alliance with EK proceeds.

Carnival profits dive

CARNIVAL Corporation has reported a net profit of US\$98m for the three months to 30 Nov - less than half the \$217m result for the same time last year.

However ceo Micky Arison said the figure was better than anticipated, with improved yields combining with lower than expected fuel costs.

"As a result of the *Costa Concordia* tragedy in January, the past year has been the most challenging in our company's history," Arison said.

He said Carnival is expecting a recovery in ticket prices and occupancy for its North American brands and Costa, but its Europe brands are still being hit by the poor economic environment.

But Arison said the firm was well positioned for recovery as pax "continue to capitalise on cruising's superior value versus land-based vacation alternatives."

"We continue to focus on a measured growth strategy through the introduction of two to three ships per year and the development of emerging cruise markets in Asia," he concluded.

Christmas Eve TD

Travel Daily today has five pages of news & photos.

We'd like to wish all of our readers a happy Christmas.

The next issue of **TD** will be published on Thu 27 Dec due to the Christmas Day and Boxing Day public holidays.

South Sea Cruises rejigs Fiji timetable

A NEW South Sea Cruises Resort Connections timetable is in place for Fiji holidaymakers effective from today, due to the closure of Castaway, Malolo and LikuLiku islands (**TD Fri**).

Three routes per day will be operating, utilising a single vessel, and guests already booked will be automatically switched to the appropriate route.

Qantas Holidays has advised that this may mean that timing on client documentation may have changed, with passengers urged to reconfirm their island transfers at least 24 hours prior to departure on +679 675 0500.

South Sea Cruises said it's also reviewed its day cruise offering with a full range of trips still available to South Sea Island, Treasure Island, Beachcomber, Mana and Bounty Island, while Blue Lagoon Cruises are operating as normal, having recommenced on Sat after Cyclone Evan passed.

The new South Sea Cruises timetable can be viewed at ssc.com.fj or by **CLICKING HERE**.

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Air Canada moves to self-handling

AIR Canada has relocated its Australasian head office to Bligh Chambers, 25 Bligh Street in Sydney, with the move following its switch away from long-time gsa Airline Marketing.

AC is now handling its own reservations, with the main res phone number unchanged at 1300 655 767.

GM Jeannie Foster thanked Airline marketing for a "long and very productive relationship over the years".

SIA 777-200 upgrades

SINGAPORE Airlines has announced a SG\$95m refit of ten Boeing 777-200ERs, with the first upgraded aircraft to operate between Singapore and Amsterdam from 13 Jan 2013.

The carrier said the upgrade program will provide greater product consistency across its long-haul fleet, with works including the installation of full-flat business class beds and larger IFE screens in both business and economy class.

As with SIA's A380, A340-500 and B777-300ER fleets the business class cabin will feature a four-abreast forward facing 1-2-1 configuration giving all customers direct aisle access.

Australia will see the new product by the end of 2013/14, with the upgraded aircraft to be deployed on SQ241/242 to SYD.

New Italian Club Med

CLUB Med has expanded its European offerings with the opening this week of the Pragelato Vialattea resort in the Italian Alps.

The new property is in the heart of Italy's Piedmont region, about 100km from Turin.

The fully inclusive offering at Pragelato Vialattea features gourmet Italian cuisine, a full open bar, ski lift tickets and activities for kids of all ages.

SYD forecasts China boom

SYDNEY Airport Corporation chairman Max Moore-Wilton says he expects China to grow to become the airport's biggest market by a significant margin within the next eight years.

Speaking at the arrival of the inaugural China Eastern Airlines direct flight from Nanjing to Sydney, Moore-Wilton said that Chinese passenger numbers had already overtaken the UK and moved into second place behind New Zealand, "but I predict China will be three times bigger than the Kiwi market by 2020".

The inaugural service, which arrived on Sat morning, included a 40-strong delegation of Chinese officials, with the Nanjing flight building on China Eastern's longstanding commitment to Australia which has seen it fly to Sydney since 1996.

Moore-Wilton said there are now 44 weekly flights by China

QH/Viva! Xmas hours

QANTAS Holidays and Viva! Holidays are closed today and tomorrow for the Christmas period, reopening at 8am on Wed 26 Dec for the Boxing Day rush.

Normal business hours are then in place until 8pm AEDT on 31 Dec, with the wholesaler again closed on New Year's Day.

Agents needing any emergency assistance today for last minute booking amendments are advised to call the emergency number 1300 130 524, with this line manned until 5pm AEDT.

FJ special fares

AIR Pacific has launched a 'Fiji - Back in Business' sale to entice Australians to travel to the tropical paradise in the New Year.

Special fares of up to 43% off are available for sale to 28 Dec, valid for various travel periods between Jan and Jun 2013.

Prices lead in at just \$482 return for adults ex SYD, while kids under 12 can travel from \$266.

Eastern and other carriers from four main cities in China, which are worth an estimated \$74 million to the NSW economy.

Sydney Airport is working hard to ensure it's "China-ready" with initiatives including the release this week of a full Chinese language version of its popular iPhone app, which will automatically display the Chinese or English version depending on user settings.

"Sydney Airport's phone app is used more than 30,000 times every week, and we hope that our Chinese passengers will also use it to check flight arrivals and departures and other airport information," said airport ceo Kerrie Mather.

She also highlighted SYD's 'Red Ambassadors' - Mandarin-speaking guides who greet and assist Chinese passengers.

Mather said 40 of the volunteers would be in place over the New Year festival period of Jan and Feb, with a strong response from the community interested in "improving the passenger experience for our growing Chinese visitors". She added that dynamic Chinese wayfinding signage will also be installed in the arrivals section of the international terminal, as well as adding more Chinese food outlets.

More from the China Eastern inaugural on **page five**.

Huge Japanese dump

SNOW specialist agency SkiJapan.com has kept its reservations team working hard after an "unprecedented amount of last minute bookings".

The demand is being driven by huge snowfalls at resorts including Niseko, where over 638cm has fallen since late Nov.

Resort operators have also reportedly hired more instructors to cope with record-breaking numbers of Aussie skiers.

Rail Plus price changes

RAIL Plus has advised agents that all current files must be paid and ticketed by midday today, otherwise 2013 rates will apply in the new year.

The reservation system used by Rail Plus has an annual end of year booking deletion which sees all confirmed but unpaid bookings cancelled, with rebooking subject to new rates and availability.

Should clients not wish to pay today, their booking will be recosted subject to space and possibly new fare types to reflect 2013 pricing.

For seat reservations currently on request that cannot be booked in 2012, the new rate will apply.

Rail Plus says it may take up to seven days for existing bookings to be recosted after the start of the new year.

Tibet tours back on

WORLD Expeditions is set to resume tours to Tibet, with the 'challenging' visa arrangements in place for much of the year having now been overturned.

Earlier in 2012 a new 'Five Nationality Rule' meant that permits would only be issued when a minimum of five travellers from the same country applied together.

The tour operator said today that the new arrangements allow permits to be issued when there is a minimum of two trekkers, making it much simpler to secure visas for the destination.

World Expeditions ceo Sue Badyari said 2012 had been "very difficult," with the strict visa regulations made even harder when Tibet was officially closed for the month of Oct, requiring a number of trips to be changed.

"We're delighted that this situation has been lifted and look forward to continuing to support the people of Tibet by operating our trips in Tibet, using Tibetan local partners, whenever we can," Badyari said.

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CASA grounds Barrier Aviation

THE Civil Aviation Safety Authority has suspended the operations of Cairns-based Barrier Aviation, which operates a range of services including scenic flights from Cairns and Darwin.

Itineraries include scenic Barrier Reef flights, as well as flights over the NT's Kakadu National Park and charter services in the Torres Strait including scenic flights over Thursday Island and Cape York.

CASA said it regretted the inconvenience that the grounding would cause for passengers and Barrier's employees - particularly at this time of year - but believes that "permitting Barrier Aviation

to continue to fly poses a serious and imminent risk to air safety".

According to an update issued this morning, CASA believes Barrier Aviation has been operating aircraft with "serious and known defects," and has evidence that pilots have been directed to fly these planes as well as not recording the defects on aircraft maintenance documentation.

The suspension follows an audit of the carrier which revealed a range of maintenance deficiencies.

Initially the suspension is in place for five working days, during which time CASA must apply to the Federal Court for an extension to allow it to finalise its investigations into the carrier.

VX JFK-Palm Springs

VIRGIN America has launched new once-weekly flights between New York JFK airport and Palm Springs in California.

VX already operates seasonal daily flights to Palm Springs from its San Francisco base, with the new JFK service offering a way for New Yorkers to escape the cold.

Heathrow Express suspended for Xmas

LONDON'S Heathrow Express train service, which links the city's main airport to Paddington, will not operate on 25 or 26 Dec.

However a revised 15 minute transfer service will still be in place between LHR Terminal 5, Terminals 1&3 and Terminal 4.

The suspension is due to "essential engineering improvements," with the works also seeing the normal 15 minute frequency halved to once every half hour on 24, 27, 28 and 31 Dec as well as 01 Jan.

Egyptair to Toronto

EGYPTIAN flag carrier Egyptair has flagged the introduction of direct flights between Cairo and Toronto, effective 02 Jun 2013.

The 777-300ER flights will operate four times per week.

Expedia German deal

ONLINE travel giant Expedia has announced the acquisition of a majority holding in Dusseldorf-based Trivago.

Expedia will pay about \$600m for its piece of Trivago, which is a travel metasearch specialist currently conducting more than 100 million searches annually.

Founded in 2005, Trivago aggregates search results from 140 booking sites in 23 languages from more than 30 countries.

It utilises a 'cost per click' revenue model which is expected to deliver about €100m in net income for 2012.

Expedia's stake in the company will be about 61.6%, with Trivago to continue to be operated by its founders and management team.

Getting on board with Amadeus

SEVERAL lucky travel agents from around the country are set to enjoy a Christmas spending spree after being named as the winners of the recent 'Get OnBoard' Campaign run by Amadeus.

The highly successful promotion, which saw several thousand click-throughs from advertisements in *Travel Daily*, involved answering a series of questions in a short survey, with a total of \$4500 up for grabs.

The major prize winners of a \$1000 Westfield voucher each were Kate Cook from Rickshaw Travel in Adelaide, and Sue Tate of Altitude



Travel in Sydney, who's pictured above after receiving her prize from Jenny Short of Amadeus.

Five prizes of \$100 Westfield vouchers were each won by Deirdre Yau of TravelEdge in Sydney (pictured left with Robin Woods of Amadeus) as well as Carol Fuchs, air n travel in Vaucluse NSW; Janine Mallon, The Travel Brokers NZ; Trish Downs, Travel Counsellors in Avalon NSW; and Karina Knock of Harvey World Travel Berkeley Vale NSW

Window Seat

THE federal Dept of Immigration and Citizenship has joined in with the Christmas spirit, on Fri issuing a media statement about special visas which have been issued to Santa and his elves.

"Given Santa's intention to engage in limited work of a highly specialised and non-ongoing nature while down under, he applied for a subclass 456 business short stay visa.

"Santa's visa was approved quickly, given the happiness that had resulted from previous visits and an excellent record of compliance with past entry conditions," the release added.

DIAC also highlighted 'student visas' issued to up-and-coming elves who hone their toy-making skills in Australia via industrial design and engineering courses.

BOEING has come up with a rather resourceful way of testing wireless signals in the cabins of aircraft in manufacturing stages, saying it will use about 10 tonnes of potatoes to take the place of passengers on test flights.

Apparently, potatoes, properly bagged, have similar electronic characteristics to passengers while in flight, enabling Boeing to study radio signal quality against "proprietary" technology.

The method has allowed Boeing to cut the test period from two weeks to 10 hours, with local food banks receiving the potatoes once completed.

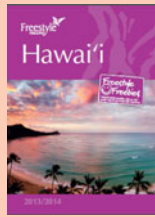
AND back on the subject of Christmas, don't forget to check out Air Services Australia's special Santa-tracking website.

www.airservicesaustralia/santa includes an interview with Santa, his official flight plan and a video tracking the expected path of the reindeer and sleigh tomorrow night - check it out on Travel Daily TV at www.traveldaily.com.au/videos.



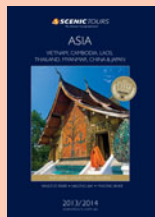
Brochures of the Week

WELCOME to *Brochures of the Week*, *Travel Daily's* Mon 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.



Freestyle Holidays - Hawaii 2013/14

An expanded range of "Freestyle Freebies" feature in the new guide to the popular US holiday state, offering a wider range of FIT product from hotels, transfers, vehicle rental and day touring across all four major islands. For sports fans, Freestyle has secured a number of tickets to the NFL's annual Pro-Bowl all-star game, held at Aloha Stadium on Oahu. Hotel & ticket packages are on



Scenic Tours - Asia 2013/14

Whether speeding through the Japanese countryside on the famous bullet train, to elephant riding in North Thailand or on Vietnam's Halong Bay, all of this and much more will be found in Scenic Tours' new guide to Asia. All-inclusive product also includes Cambodia, Laos, Myanmar and China with all tours offering visits to famous attractions and landmarks. New for 2013 include extra experiences in China, while new combo tours allow a mix.



APT - Luxury Small Ship Cruising 2013

Following its investment earlier this year in Noble Caledonia and its specialist ships, APT has launched a range of small-ship expedition voyages covering Cuba, Papua New Guinea, Indonesia, Japan, New Zealand and Australia's Kimberley Coast aboard the 110-pax *Caledonia Sky* and nearly identical *Island Sky*. Each offers a large Freedom of Choice sightseeing range.



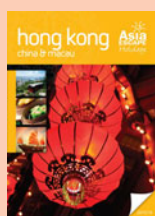
Travel Indochina - Thailand and Burma 2013

Designed for independent travellers, the new range of Handmade Holidays features a wide range of itineraries that can be tailored to suit individual preferences. Also featured is a range of specialist holidays such as Spice Road Cycling itineraries and others than incorporate visits to elephant sanctuaries, cooking schools and cultural experiences mixing with local tribes.



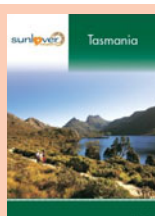
Norwegian Cruise Line - Freestyle Cruising 2013/14

Recently released to the trade, all of Norwegians destinations are featured, including the Mediterranean, Caribbean, Hawaii, Alaska, Panama and the Mexican Riviera. A number of pages have also been dedicated to the new Norwegian Breakaway. A special dining grid details the speciality restaurants and which are included in cruise fares, along with a guide to the NCL fleet, cruise planner, full ship info, itineraries and full ports-of-call info.



Asia Escape Holidays - Hong Kong 2013/14

Featured within are 35 world-class hotels, including Hong Kong Disneyland and Macau. A wide range of sightseeing tours are also featured, including Hong Kong's Victoria Harbour, and many attractions on Hong Kong Island. China has been introduced into the range for 2013, with nine destinations and many other associated attractions via coach touring sightseeing.



Sunlover Holidays - Tasmania 2013/14

New for 2013 are a range of Romantic Getaways at a variety of hideaways across the state, including many bonuses such as bottles of wine and special benefits. New accom options in Hobart include the Mona Pavilions and Grand Mercure Hobart Central. Also on offer are a number of wilderness adventures such as scenic flights, multi-day itineraries and coastal walks.

GF cuts three routes

GULF Air has suspended reservations on flights from Bahrain to Aden, Erbil and Kabul, all of which will cease operating within the next few weeks.

Goldman race around Sydney



ABOVE: The team from Goldman Travel celebrated their 2012 Christmas Party by matching their wits against each other in teams representing airline names.

The staff split into teams named Qantas, Singapore Airlines, United Airlines, Emirates and Virgin Australia for a series of challenges held in Sydney over two days.

Splitting the competition days was a stay at the luxurious Langham Sydney in The Rocks.

The team are **pictured** above in the Domain preparing for another day of gruelling, yet fun activities.

BA boosts kids offering

BRITISH Airways has announced a range of new products and services to keep young flyers entertained both on the ground and in the air.

Initiatives include refreshed 'Kidszones' in the lounges at London Heathrow Terminal 5, with new furniture, talking mirrors and aviation-inspired toys - as well as charging stations for mobile devices such as iPads.

BA has also partnered with Microsoft to offer Xbox systems in the lounges, while in flight offerings include refreshed 'Skyflyer' activity packs.

MH signs with Amadeus

MALAYSIA Airlines has confirmed a new five year global content deal with Amadeus, offering agents across the globe the same access to the airline's fares, inventory and schedules as all other distribution channels.

Time on Tauck boosted

TAUCK has extended its 'Time on Tauck' promotion through to all bookings made by 15 Feb 2013.

The deal offers Australians the ability to add two complimentary premium hotel nights to either the beginning or end of their tour, along with complimentary airport transfers.

More info 1300 950 622.

Simpler US screening

US President Barack Obama has signed into law a new 'No-Hassle Flying Act' which allows the Transportation Security Administration to waive domestic screening of luggage which has already gone through pre-clearance screening at certain overseas airports.

The legislation initially covers nine airports in Canada, two in Ireland and four in the Caribbean.

The Airlines for America lobby group said the move was a "smart, efficient way to streamline travel, boost tourism and lower costs".

New Brazilian Sheraton

STARWOOD Hotels and Resorts Worldwide has signed a new hotel management agreement with GJP Hotels & Resorts, to oversee a 284-room property in Salvador, on Brazil's eastern coast.

The Sheraton da Bahia Hotel is undergoing a full renovation and refurbishment, due to reopen in the first quarter of 2013, and will be the seventh Sheraton or Four Points by Sheraton hotel in Brazil.

Nanjing flights welcomed



AIRLINE staff dressed up as koalas and kangaroos and waving Aussie and Chinese flags (right) farewelled passengers on the first China Eastern non-stop flight from Nanjing in eastern China to Sydney on Friday night.



It was a colourful send off from the city's Lukou Airport, with Chinese girls performing traditional dances in the departure hall for the 248 pax on the A330-300 aircraft.

Travel Daily was on board and spoke to one young Chinese man who said he was very excited at coming to Sydney as he wanted "a bikini Christmas."

MU's Chief Pilot, Zhishui Lu



EK Venice switch

EMIRATES is set to rejig its Venice operations, with A330-200s replacing A340-500s from 01 Oct 2013 - meaning First Class Suites will no longer be offered.

Hilton Moorea refurb

THE Hilton Moorea Lagoon Resort & Spa in French Polynesia is now offering tuests a fully refurbished pool area, including an all-new teak deck, hot tub and pool shower alongside the completely retiled pool.

£1m surplus for ABTA

THE Association of British Travel Agents has released its financial results for the year to 30 Jun, showing a net profit of just over £1 million.

Total turnover of £7.04m included £4.5m in membership subscriptions and fees, while insurance activities turned over £1.8 million for the organisation.

ABTA said it had "continued to grow in political influence," while other recent initiatives included a relaunched website with a 'Go Travel' consumer zone offering travel tips and info on benefits of booking with ABTA members.

KLM expands in UK

KLM Royal Dutch Airlines has announced the introduction of double daily flights between Amsterdam and Manston in Kent.

The new south east English destination is KLM's 14th port in the United Kingdom.

WIN TWO NIGHTS IN AT FRASER PLACE MELBOURNE!



LEFT: Nationwide Travel enjoyed an afternoon at the Newport Arms for their Christmas party.

The team is pictured here enjoying each others company as well as the ambiance of the venue.

"It's beginning to look a lot like Christmas."

Travel Daily's popular Christmas photo competition is back!



Fraser Place has arrived in Melbourne with the launch of the brand new studio suite accommodation in a quintessential Melbourne city laneway.

Our good friends at **Fraser Place Melbourne** want to celebrate the festive season with the travel industry, and are asking you to send in your work Christmas party photos throughout December.

At the end of the month, the judges will select their favourite photo and the person who submitted this will win two nights accommodation for two guests in a brand new Studio Deluxe Suite, buffet breakfast for two on both mornings, complimentary internet and midday check-out.

Bonus points will be awarded for photos that include a copy of the Travel Daily issue.

So get into the spirit and start snapping, then email your festive photos (including names of the people pictured) to:

xmasphotos@traveldaily.com.au

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Publisher/Managing Editor: Bruce Piper
Editor: Guy Dundas
Contributors: Matt Lennon, Chantel Housler, Jenny Piper and Barry Matheson
Email: info@traveldaily.com.au

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