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First with the news

Friday 16th August 2013

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Rawley joins PEAK

FORMER G Adventures head honcho for Australia Pete Rawley has jumped ship, taking on the newly created role at Intrepid as Global Industry Sales Manager.

Rawley left G Adventures last month, revealed by **TD** on 31 Jul.

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JTG wholesale union talks

THE Australian Services Union is in discussions with Qantas Holidays over its Enterprise Bargaining Agreement (EBA) with staff, following feedback from union members working within the JTG wholesale division.

According to an ASU update this week, JTG is seeking to implement changes including introducing a minimum time for overtime, altering personal leave accruals, and the removal of days in lieu for shift workers.

The ASU Qantas Holidays National Negotiating Team tabled a list of 21 claims, nine of which have already been rejected.

'Fairness & job security' claims knocked back by JTG included ensuring all vacant full time roles are filled, and that "realistic KPIs" are set in consultation with staff.

Four 'work life balance' claims were rejected including improving access and ability to utilise long service leave entitlements, lifting bereavement leave to 1 week, providing improved access to annual leave and ensure fair and transparent rostering systems.

A number of other ASU claims

are still under discussion, such as a 5% annual pay rise, more superannuation and ensuring that staff who apply internally for new roles within JTG "maintain status and benefits under Qantas Holidays EBA".

The parties will next meet on 18 Sep to discuss unresolved matters.

Vic pitch for JAL link

VICTORIA has made a push for new nonstop services from Japan, with officials holding talks last month with Japan Airlines in Tokyo to state their case.

Tourism Victoria ceo Leigh Harry confirmed this week that a delegation of executives from the Victorian Govt, Melbourne Airport and Tourism Victoria had met with senior representatives at the airline's head office.

"The aim of the meeting was to secure a new direct airline to Melbourne which is the primary focus for the Victorian Govt in the Japan market," Harry said.

JAL currently only operates to Sydney in Australia on a daily basis.

In May, Melbourne Airport saw a 10% year-on-year uptick in passenger traffic from Japanese passport holders.

Today's issue of TD

Travel Daily today has seven pages of news & photos, plus a full page from: **(click)**

- AA Appointments jobs

Operators ditch Egypt

DETERIORATING levels of unrest in Egypt (**TD** yesterday) has prompted tour operators to issue updates on upcoming operations.

Currently, DFAT's official warning level remains at "Reconsider your need to travel", advising Australians to consider leaving.

Bunnik Tours has cancelled all tours operating until 10 Sep, with normal operations planned to resume from 11 Sep, however all pax may cancel or change to a new destination without penalty.

Full refunds are also available for Tempo Holidays pax due to arrive in Egypt before 30 Sep if they decide not to travel.

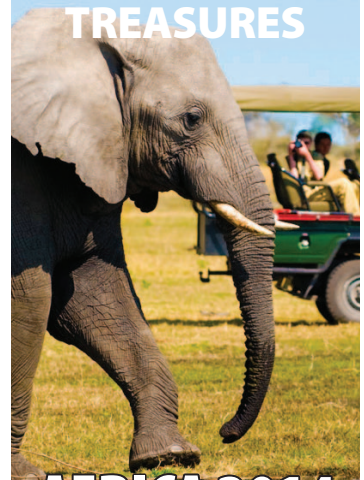
All Intrepid, Peregrine & Geckos itineraries up to 30 Sep have also been cancelled, with full refunds or rescheduling allowed sans fees.

Platinum networking

SENIOR industry managers gathered last night at the Sydney Sofitel Wentworth for the inaugural Platinum Networking Night, organised by TMS Asia-Pacific with the support of key partners - details on **page six**.

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QF Tasman waiver

CHANGES to Qantas' trans-Tasman services including flight numbers and schedules (**TD Wed**) has seen QF introduce a waiver for impacted passengers with tickets issued on/before 14 Aug - see www.qantas.com.au/agents.

Web Awards nominations

ELIGIBILITY for the annual TRAVELTech Web Awards has been significantly expanded this year, with any company having staff permanently based in Australia qualifying to nominate.

Travel Daily is also for the first time this year taking part as a 'presenting partner' for the awards, sponsored by payment services provider GlobalCollect, with the winners to be announced at the upcoming TRAVELTech conference in Sydney on 12-13 Sep.

Any travel company with an Australian website can nominate, with the new entry criteria meaning that some of the travel web's biggest brands are now eligible to take part.

Entries must be received by Fri 30 Aug 2013, with sites judged on five criteria: Innovation, Design & Usability, Meeting the Brief, Speed and Build, and Content.

Companies will be considered for Top Ten website, then from that group the Website of the Year is selected.

There will also be a People's Choice Award determined by online voting from the industry.

Past winners of the accolade include Hooroo last year, VroomVroomVroom in 2011, Hotels Combined in 2010 and Lonely Planet in 2009.

Entering the awards is simply a matter of sending the URL and any other details through to the special email address at webawards@traveldaily.com.au.



CA SYD capacity hike

AIR China will re-introduce its First Class product on the Beijing-Sydney route during summer.

According to GDSs, Air China's triple-class Boeing 777-300ERs will replace dual-class Airbus A330-200s from 10 Dec to 20 Feb.

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CCC Fiji cruise sale

CAPTAIN Cook Cruises Fiji is offering a 'take a mate for half price' sale, valid for bookings to 30 Sep and travel 01 Nov-31 Mar. More info on 1300 863 454.

OOL beach all good

COOLANGATTA beach on the Southern Gold Coast has not been affected by wild weather (**TD** yesterday), with all of the region's beaches "in great shape."

New QF USA chief

VANESSA Hudson has been named as Qantas Senior Executive Vice President, The Americas, taking over from long-time QF US chief Wally Mariani effective from 01 Oct.

Mariani, known as "Mr Qantas," is stepping down after more than 45 years with the carrier.

Hudson is currently Qantas Domestic Executive Manager Strategy and Planning, with this position to be filled by the company's current Chief Information Officer, Paul Jones.

The cio role will in turn be filled by Luc Hennekens, Chief Technology Officer.

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Langham Place for Sydney?

LANGHAM Hospitality Group is considering further developments in Sydney, one year after taking over the Observatory Hotel from Orient-Express and re-badging it Langham Hotel Sydney.

Last year ceo Brett Butcher flagged the possibility of adding the group's more modern and contemporary Langham Place brand in the NSW capital within the next decade (**TD** 09 Aug 12).

In Sydney yesterday to assess renovation plans for the 100-room Langham Hotel Sydney, Butcher reiterated the city "could quite comfortably" cater for a 400-room hotel, similar in scale to LHG's Melbourne offering.

"Langham Place would make sense for us in Sydney," he told **TD**, adding it would complement the established "classic" brand.

"A bigger hotel which might trade at the same level as the Four Seasons would be perfect for us," Butcher said.

When quizzed by **Travel Daily**

if the International Convention Centre Sydney hotel was an opportunity for Langham Place, Butcher confirmed discussions with Lend Lease had taken place. "We've been chatting with them but we haven't been able to agree on the right kind of project - something that makes sense to them and makes sense to us."

Although preferring a location in Circular Quay, Butcher said the expanding Darling Quarter precinct would be a potential location for a Langham Place.

MEANWHILE, the \$10m-\$15m renovation of the Langham Hotel Sydney is on track for next year, with "every edge" of the property to be refurbished by 2013 Q4, aimed at returning the hotel to its former glory.

Butcher said the hotel needed to regain lost ground on rivals such as the Four Seasons Sydney & Shangri-La Hotel Sydney after Orient-Express "had taken their eye off the ball" before selling.

GOH free visa voucher

GARUDA Orient Holidays has launched a new Indonesia promo, offering free Indonesian visas if processed onboard a GA flight from Sydney to Denpasar for adult Australian travellers visiting Bali.

The offer is able to be added to return flight and hotel packages booked through the wholesaler before 30 Sep, valid for travel until 31 Mar next year.

Garuda Indonesia expanded its immigration onboard service to all SYD-DPS flights in late 2011 after a successful trial on services to Jakarta (**TD** 15 Dec 2011).

Once immigration formalities are completed onboard flights, pax can then head to the Fast Track Arrivals lane at the airport.

Under the promotion, only adult visas can be obtained, while the normal process must still be followed for children, infants and group bookings.

Travel agents can send an email to res@goh.com.au to have a visa voucher added to a booking.

Disney ditch durries

DISNEY Cruise Lines will ban smoking on cabin balconies from 15 Nov, with passengers guilty of breaking the new condition to face a US\$250 penalty.

Celebrity, Princess, Oceania and Crystal have similar smoking bans on cabin verandahs.

Sabre names new ceo

SABRE Holdings has announced a "leadership transition" which will see president Tom Klein also take on the position of ceo, succeeding Sam Gilliland.

Gilliland will remain with the travel technology firm, serving on Sabre's board of directors.



Window Seat

SMARTPHONE apps may be intended to make life easier, but not if you don't want it to be.

Case in point - the famous Tokyo Shock Boys - who have been delighting global audiences with their unique, cringeworthy humour for more than 20 years.

The troupe star in the latest Hotels.com Xtreme Booking video, with the latest instalment titled "White Water Booking".

The speed and versatility of the Hotels.com booking app is the focus of the video, able demonstrated by the group, who try to book a hotel while free-falling down a seven-metre waterfall and thrashing down white-water mountain rapids.

One of the group members said he was able to book the Matsunoi hotel in Japan during the exercise.

"It worked! Sliding down rapids at a high speed, we were able to book a hotel room and receive the confirmation" - watch at www.bit.ly/shockbook.

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Major trade focus for PEAK

PEREGRINE, Gecko's, Intrepid and Adventure Tours Australia are set for significant expansion under the PEAK Adventure Travel Group's new structure



(TD 03 Jun), with former G Adventures chief for Australia, Pete Rawley, set to take up a new role as Global Industry Sales Manager.

James Thornton, who's heading up the division, told TD that the 2014 program is currently being finalised, with the new sales and marketing arrangements set to roll out effective from 01 Oct.

He said the new strategy was based on strong trade sales within Australia for the brands, saying "there's no reason we can't replicate that in other markets," with a focus on growth in the UK, Canada and Europe as well as Australia.

Thornton said there would be more product on offer, with the move enabling each brand to focus on its core target market.

Pictured above during a visit to TD's office yesterday are, from left: James Thornton, Eliza Anderson, Amanda Linardon and Pete Rawley.

TDS adds ARENA-One

TRAVEL Distribution Systems has released ARENA-One, a new system which caters for in-house reservations within the operations of travel suppliers and wholesalers.

The software is based on the Australian-developed ARENA system and offers inventory management, a super PNR booking facility, travel agent database, documentation emails, printing and much more.

A tablet version is also set to launch shortly - more info at www.tdsarena.com.

Photog tour of China

RENOWNED Aussie panoramic photographer Ken Duncan has teamed up with Helen Wong's Tours to launch an 18-day tour to China aimed at budding snappers and photography enthusiasts.

The itinerary, named The Great Shots of China, has also been put together with the support of the Australian Geographic Society.

Spots on the trip, scheduled for departure on 17 May 2014, are priced from \$11,000ppts inclusive of airfares with Cathay Pacific, all meals & five-star accommodation.

The group will visit a number of iconic locations in China including the Forbidden City and the Great Wall, with Duncan on hand to provide expert guidance - for info, see www.helenwongstours.com.

JetBlue, BA interline

JETBLUE Airways and British Airways have inked a new interline agreement to connect the carriers' networks at New York JFK, Boston, Orlando and Washington Dulles.

The initial scope of the interline deal covers 18 daily transatlantic services operated by BA, over 50 US routes on the B6 network and more than 100 routes beyond London to Europe, Africa, Middle East and India, also flown by BA.

Pin. Pack. Go promo

FOUR Seasons has rolled out a new trip planning service which leverages the rise in popularity of social media platform Pinterest to connect with guests.

Dubbed 'Pin.Pack.Go', the luxury hotel operator will use the board to engage with guests from the moment they book a trip staying at any Four Seasons property around the world.

Once a guest creates a board on Pinterest and indicates which hotel they have booked, one of the property's local experts will pin recommendations using images to provide guests with insider suggestions on what to do and where to go during their stay.

new retail group opens in 4 days

i wonder who it will be?

Snow conditions

WELCOME to TD's regular snow conditions update, providing info on the latest snow falls, depths and lifts in operation across key Australian and New Zealand ski-fields.

Here's the latest snow reports:

- Falls Creek - 103cm / 14 lifts
- Thredbo - 134.3cm / 14 lifts
- Charlotte Pass - 134.3cm / 6 lifts
- Mt Hotham - 88cm / 10 lifts
- Mt Buller - 56cm / 18 lifts
- Coronet Peak - 42cm / 8 lifts
- The Remarkables - 60cm / 7 lifts
- Mt Hutt - 255cm / 3 lifts
- Cardrona - 45cm / 6 lifts

WIN A TICKET TO EUROPE WITH AVIATION ONLINE

This week **Travel Daily** has teamed up with **Aviation Online** and is giving one travel consultant the chance to win an upgradable return economy ticket to Europe on Etihad Airways.

Aviation Online is also inviting travel agents to earn Breakaway Travelclub vouchers. Simply ticket a fare on SN/EY, OA/EY, KM/EY to selected destinations to earn \$20 for Economy, or \$50 for Business/First tickets.

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Technology Update

Today's Technology Update is brought to you by Travelport.



Travelport was one of the major sponsors of last week's CAPA Australian Pacific Aviation Summit in

Sydney. In the Corporate Travel Innovation panel discussion I took part in, the importance of technology came to the fore.

When meeting with business travellers, the issue I often hear about is the increasing complexity of booking unbundled airline ancillary services. With the increased uptake of corporate booking tools, travellers are empowered to manage their own travel booking process, and with this comes the challenge to manage the vast options now available even with the most simple point to point trip. This in turn means greater reliance on improved enterprising technology as well as access to richer content.

I believe technology is crucial to these and other challenges anticipated in the years ahead. Empowering the corporate travel sector with innovative technology is paramount, as with it comes deliverables for the corporate traveller such as improving booking process efficiency and productivity, ensuring OH&S compliance, lowering costs, and providing travellers with more choice. Customer Service is also key, as even with the best technology in the world we all have to provide the 'human' backup service to keep our customers.

Here at Travelport we are working on a suite of exciting new developments in corporate travel innovation to help our agency customers grow their business and increase productivity... but more about that in my next column.

Alex Fitzpatrick, Travelport General Manager, Pacific Region



Hertz depot revamp

CAR rental giant Hertz has commenced rolling out upgraded rental depots globally under a new concept known as "Road Trip by Hertz", with modernised outlets already in operation in Melbourne, Shanghai and London.

The new concept sees a redesigned in-store experience with "concierge-style service" featuring iPads to enable customers to look up destination information, printing and on-site FedEx postal and freight services.

Depots will also offer a retail section allowing customers to buy food, drink, road trip and travel supplies such as maps, sunscreen, luggage and even clothing.

Also among the innovations for use at off-site airport locations is a new bus-tracking smartphone app allowing customers to see exactly how long until a shuttle bus arrives to pick them up and take them to the rental outlet.

Tourism's Budget win

CAMPING and visitor facilities in Western Australia national parks are set for an upgrade after the State Govt allocated \$21m to projects state-wide in its latest Budget, announced this week.

Works to be carried out will include improved caravan access and new low-cost campsites.

Shongololo incentive

EARLYBIRD bonuses including sunset cruises at Victoria Falls and Kruger National Park game drives are available with Bench International bookings of 2014 Shongololo rail safaris if booked by 30 Sep - phone 1300 237 422.

Rosie's Fiji extension

A SPECIAL Fiji holiday sale with packages valid for a selection of resorts including Crusoe's Retreat, Shangri-La Fijian Resort and more through Rosie Holidays has been extended for sale until 23 Aug.

TNQ on Japanese TV

CAIRNS and its local tourism attractions will tomorrow feature prominently on popular Japanese weekend morning TV program *Rainbow Colour Jean*.

Filming of the program, which airs nationwide & consists of a puppet mascot known as Jean, was backed by Tourism Australia & Tourism & Events Queensland.

Vail Resorts top of the pops



AUSSIE families are going to love skiing at Keystone in Colorado this year, with Vail Resorts last night announcing that it will once again offer its Kids Ski Free deal this season.

Vail's May Lilley, pictured above right with Chloe Turner from PPR, is in Australia this week to promote the ongoing expansion of the Vail portfolio, which has also just expanded to include its first Utah ski resort, Canyons.

At Keystone the generous family deal includes free skiing for kids aged 12 and under with no blackout dates, and the only condition is that it must include two nights accommodation.

Other growth within Vail includes a massive expansion at Breckenridge with the addition of a whole new ski area which will boost skiable terrain by more than 500 extra acres.

At the nearby flagship Vail, a new "high speed six-pack" lift will expand capacity from the mid-mountain area, while the upmarket Beaver Creek will offer even more in-village escalators to make getting around a snap.

"We continue to invest more

than anyone else in the industry," Lilley said, with the portfolio also now including the three top Lake Tahoe resorts: Heavenly, Northstar and Kirkwood.

The ideal way for Aussies to ski with Vail Resorts is the US\$689 Epic Pass, which offers unlimited skiing all season at all of the resorts - and is cheaper than five days of full priced lift tickets.

The Epic Pass also includes discounts on rentals and lodging, and links into the Epic Mix system which automatically tracks skier vertical feet, provides online access to on-mountain photos and much more.

Lizard Island sparkles

LUXURY North Queensland resort Lizard Island has partnered with Aussie jeweller Cerrone and will next month host a special showcase of the designer's wares.

Weekend with Cerrone will be held from 13-15 Sep, with guests able to meet with founder Nic Cerrone, participate in Q&A sessions and examine some of his most unique jewellery pieces.

Phone 1300 863 241 for details.

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Industry shines at Platinum Networking Night

LAST night more than 100 people from across the travel and hospitality sectors gathered at the Sydney Sofitel Wentworth for an evening of conviviality courtesy of TMS Asia-Pacific, AIME, Sabre, Breakaway Travel Club, **Travel Daily** and **Business Events News**. The inaugural Platinum Networking Night provided an opportunity to catch up with people, make new contacts and enjoy one another's company.

The event was hailed as a great success, so watch this space! These pictures were taken during the evening, with lots more at www.traveldaily.com.au/photos and at www.facebook.com/traveldaily.



RIGHT: AIME director Jacqui Timmins with TMS Asia Pacific ceo Helene Taylor. Timmins told attendees that the "next step" for AIME is to provide opportunities for TMCs to engage with key corporate buyers at the annual MICE showcase in Melbourne each Feb.



LEFT: NRMA Tourism & Leisure acting ceo Brian Evans with Alison and Phil Hoffmann of Phil Hoffmann Travel.

RIGHT: Narae Park, Hilton Sydney; Josephine Kwok, Hilton Sydney, Suan Lee Tan, Sydney Boulevard Hotel; and Aiko Leung, Expedia Australia.



BELOW: Ainslie Hunt and Sally Frape from TMS Asia Pacific with Kyle Davis of Egencia.



ABOVE: Gil McLachlan from McLachlan Travel Group; Peter Douglas, Excite Holidays; Nigel Brohier, Qantas Holidays national operations mgr; and Shane Collins, JTG general manager of operations.



ABOVE: Rebecca Caines from AIME; Greg Devine from Hard Rock Cafe Sydney; and Nicola Caygill from Micro-Cruising.



ABOVE: Royal Caribbean ceo Gavin Smith with Tim Harrowell from Emirates.



LEFT: James Quinlan, Sabre Pacific; Georgina Williams, Stamford; Leon Wood, Stamford; Helene Taylor, TMS; and Simon Dodd, American Airlines.

LEFT: Mohammed Nasiry, Express Ticketing; Helleni Katsaros, The Grace Hotel; Zaia Bazi, Jetaround Holidays; Jo Denning, NRMA Travel; and Alan Daw, The Grace Hotel.

Tauck add new cities

LONDON and Florence will join Tauck's World Cities range of European destinations as part of a gradual expansion of the range, the tour operator has announced.

In addition to the new World Cities small group range destinations, the company will add The Tauck London Event and relaunch the Roman Holiday tour to its larger Tauck Events range.

Tauck Events usually operate once annually and contain an average of 200 pax divided into smaller groups for sightseeing.

The first Tauck Event in London will operate from 19-24 Sep 2013, with a second planned for 22-27 May next year, while Roman Holiday will operate as a single, six-day trip from 18-23 Oct, 2014.

Temp NBO terminal

TWO Chinese construction firms have commenced work on a temporary passenger terminal at Nairobi Jomo Kenyatta Airport in Kenya following last week's fire.

Airport officials say they expect the facility to be ready in eight weeks, at which point it will serve 2.5m passengers annually.

Preferred new iPrefer

INDEPENDENT luxury hotel representative Preferred Hotel Group has launched a points-based consumer loyalty scheme, dubbed iPrefer.

Points earned on qualifying stays can be put towards Reward Certificates which serve the same purpose as cash at other Preferred branded resorts worldwide.

One point is earned per US\$1 spent on nett room reservations at any of the group's properties, with Silver, Gold and Platinum tiers offering additional benefits based on points earned in a year.

Sri Lanka stall Packer

A PROPOSED hotel and casino complex in Sri Lanka spearheaded by James Packer appears to have stalled after the Sri Lanka Govt asked for changes to the plans.

Earlier this year, Packer and a local partner were assessing the potential for a 400-room casino complex in Colombo (**TD** 07 Jun).

Citing "aesthetic reasons", the Sri Lanka Urban Development Authority has asked for a new location and for the project to contain fewer hotel rooms.

Vietnam rail upgrades

BLUEPRINT plans for a major upgrade to Vietnam's rail network have been unveiled by the country's Ministry of Transport.

New lines, improvements to existing track, a doubling of track between Ho Chi Minh City and Hanoi and new express sections designed for high-speed rail form part of the plans.

JQ debut new Haikou

JETSTAR Asia has become the first foreign airline to touch down at the new Haikou Meilan International Airport terminal in the Chinese province of Hainan.

Haikou was the first mainland China destination for the carrier.

West's Tigers fly again

TIGERAIR has renewed its corporate game-day sponsorship of the West's Tigers NRL team.

The carrier sponsored the Tigers for a four year period after launching SYD services in 2009.

In celebration, the carrier has launched a new incentive offering return flights to any destination on its network to Tigers fans in attendance at the team's final two home games of the season.

WIN A HOLIDAY TO PERU



Throughout August *Travel Daily* is giving readers the chance to win a holiday for two people to Peru, courtesy of Aerolíneas Argentinas and Peregrine Adventures.

The prize includes two return economy airfares on Aerolíneas Argentinas between Sydney and Lima via Buenos Aires and Peregrine Amazon & Inca Heartland tour for two people.

Each day *Travel Daily* will ask a Peru-related question - just read the issue and email us your answer. At the end of the month the subscriber with the most correct entries and the most creative response to the final question will win this amazing holiday to Peru.

Email your answers to: perucomp@traveldaily.com.au.

Travel Specials

WELCOME to Travel Specials, *Travel Daily's* Fri 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.

Savings of up to 60% are available on selected Avalon Waterways Europe river cruises for travel industry staff through **Breakaway Travel Club**. Deals are valid for set departures in Sep & Oct, with prices starting at \$1,549ppths for a 13-day voyage from Zurich to Amsterdam. Further conditions apply, and for details, see www.travelclub.com.au or phone on 1300 380 747.

Sydney's new **1888 Hotel** in Pymont is offering a Picture Perfect Package ideal for social media lovers. Valid for stays until 30 Sep, the deal includes one night for two in a King Room, antipasto plate, free internet access and breakfast - book at www.1888hotel.com.au.

Book a luxury weekend at **The Byron at Byron Resort and Spa**, with special Friday rates from \$285 per couple including brekky. Valid for stays to 19 Sep. Email reservations@thebyronatbyron.com.au to book a suite.

Boutique London hotel **The Levin**, located in Knightsbridge, has released a Three Night Dollar Package, priced from \$1,590 per couple. The offer includes three nights accom, daily brekky & airport/train station transfers and is valid for stays to May. Email reservations@thelevinhotel.co.uk.

Q.12: Which airline alliance does Aerolíneas Argentinas belong to?

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Postal address: PO Box 1010, Epping, NSW 1710 Australia
Street address: 4/41 Rawson St, Epping NSW 2121 Australia
P: 1300 799 220 (+61 2 8007 6760) **F:** 1300 799 221 (+61 2 8007 6769)

Advertising and Marketing: Christie-Lee Lachance, Lisa Martin and Magda Herdzik
Email: advertising@traveldaily.com.au
Business Manager: Jenny Piper
Email: accounts@traveldaily.com.au

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

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