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# Travel Daily

First with the news

Tuesday 23rd October 2018



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## New Zealand rocks!

**TOURISM** New Zealand is urging Australian travel consultants to boost their knowledge of the destination, with the opportunity to win \$250.

The South Island Journeys Quiz offers prizes for five winners, with resources including information and a cheat sheet online at [traveltrade.newzealand.com](http://traveltrade.newzealand.com).

Agents can also become a 100% Pure New Zealand Specialist by boosting their expertise in such landmarks as "Split Apple Rock" in Tasman Bay, featured on the cover page of today's *Travel Daily*.

## PHT launching nationally

**EXCLUSIVE**

**PHIL** Hoffmann Travel (PHT) is establishing a new mobile travel agent business, with the move providing the opportunity to grow its brand across Australia.

Suppliers were informed of the initiative yesterday, with PHT General Manager Michelle Ashcroft saying "for some time we have watched the mobile market gain momentum.

"Whilst we will continue growth through our 10 traditional bricks and mortar branches, we recognise the need to continue to evolve to ensure that we service clients of all needs, and grow our new client business," she said.

The Phil Hoffmann Mobile Travel team will be headed up by Belinda Van Tholen, who will also continue to run the company's Glenelg Suite team.

Van Tholen has significant experience in the mobile sector having formerly been a member

of MTA - Mobile Travel Agents.

PHT Mobile Travel will commence further recruitment for new members in South Australia and nationally next month "with a continued focus on the right culture fit to our values to continue our reputation as Australia's number one travel agency," she added.

Ashcroft also announced that the company's first NSW-based Mobile Travel Advisor, Barbara Baron, would commence with the company this month, saying "Barbara brings with her a wealth of industry experience, along with local knowledge and connections that will see her grow the Phil Hoffmann Mobile Travel brand across NSW".

She noted that the move also offered PHT staff another avenue of career development "to ensure that we continue to retain our best people," with an official launch expected in mid-Nov.

## Gauci SeaLink CMO

**SEALINK** Travel Group has announced the promotion of Donna Gauci to the newly created role of Chief Marketing Officer.

Gauci has been working at SeaLink since 2005, initially as GM of SeaLink NZ and since 2011 as GM of SeaLink South Australia.

CEO Jeff Ellison said creating the new national role was "paramount to the future growth of SeaLink," elevating the group's focus on sales and marketing.

Gauci will report to Ellison with responsibility for marketing, advertising & communication as well as sales management, new business development, product development, distribution channel management and customer service.

She said she was thrilled to take on the new role, saying "we have amazing businesses in nine locations around Australia and I'm enjoying working with all businesses as one team, to build our brand and grow our sales".

### Today's issue of TD

*Travel Daily* today has eight pages of news, including a front cover wrap for **Tourism New Zealand**, a photo page for **Silversea Cruises** plus full pages from:

- TMS Talent/inPlace
- Constellation Journeys
- Tempo Holidays

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## Tempo Croatia cruise

TEMPO Holidays is offering a 14-day cruise along the coast of Croatia and Slovenia, with departures in Sep from \$4,995. Itineraries travel between Dubrovnik and Zagreb - for details see **page 11**.



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## Wong questions ATAS

**HIGH-PROFILE** Asia specialist Helen Wong's Tours is among almost 30 companies removed from the AFTA Travel Accreditation Scheme (ATAS) on the eve of a major marketing campaign to raise its profile.

Founder and Managing Director Helen Wong today questioned the value and effectiveness of the scheme, telling **TD** it appeared to be based only on meeting financial criteria and paying a fee.

"I cannot see any effort has been made to differentiate an ethical and a non-ethical agent, as some of the members should never be accepted," Wong said.

"Today, anybody can call themselves a travel agent without any accreditation.

"I wonder how many consumers and travel agents really know what the functions of AFTA, ATAS and CATO are, or do they really care whether you are accredited companies or not."

AFTA yesterday named 27 companies whose ATAS accreditation had been cancelled, including 20 that had failed to renew and seven that had voluntarily withdrawn.

The cancellations are in addition to others made earlier in the year, including that of Luxury Escapes which also questioned the value of ATAS (**TD** 03 Jul).

In Aug, AFTA released survey results it said showed an overwhelming support for ATAS from consumers, with 82% saying

they would actively seek out an ATAS accredited agent when travelling overseas (**TD** 08 Aug).

AFTA this week launches a national television advertising campaign to further raise consumer awareness of ATAS, introducing the tagline "Travel Agents, Experience you can trust".

Wong said her company would continue to hold a professional reputation, despite leaving ATAS.

"I still fully support the industry but I have to say I need some convincing on why my company needs to have the accreditation to be trusted by the consumers."

## Choose expeditions

**THE** final week of the Australian cruise industry's #ChooseCruise month is focusing on the expedition sector, highlighting its rapid growth and ability to reach out-of-the-way destinations.

Cruise Lines International Association (CLIA) Australasia Managing Director Joel Katz said nearly a quarter of new cruise ships on order were classed as small or expedition ships.

"With more and more cruisers seeking transformational travel and itineraries to off-the-beaten-track destinations, expedition cruising is set to shake off its niche label and become more mainstream," Katz said.

CLIA travel agents and cruise operators are this week offering deals for expedition cruises.

## Constellation 2019

**CONSTELLATION** Journeys has introduced two new itineraries for 2019 - the 22-day Eastern Europe by Private Train and a 20-day Round the World by privately chartered Qantas 747 - for full details see **page 10**.



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## Hilton Parramatta

**HILTON** has confirmed it has signed Hilton Parramatta, under a management agreement with Ledrae Hotels.

Hilton will manage the newbuild hotel, with construction set to commence in early 2020.

Hilton Parramatta will offer 240 guest rooms and five suites, as well as three meeting spaces and an executive lounge.

Additional offerings will include a signature restaurant, bar, fitness centre and outdoor pool.

The hotel will be located close to Parramatta stadium, shopping and dining venues.

## Air Malta rescues

**AIR** Malta has issued a rescue fare for stranded passengers after Cobalt Air cancelled all its flights and indefinitely suspended operations (**TD** 22 Oct).

The €50 fare per sector is available on the airline's selected flights on an availability basis until the end of Oct.

## WA launches India bid

**TOURISM** Western Australia has committed funds to market Western Australia in India for the first time, revealing it will soon appoint a dedicated marketing representative based in Mumbai.

WA Tourism Minister Paul Papalia announced the marketing effort while in India to meet with six Indian airlines in a bid to attract a direct service between India and Perth.

"We are working with Perth Airport to secure a direct air link between Perth and India, and this marketing activity will help promote WA and create even greater demand for these flights once they begin," Papalia said.

"The State Government is serious about growing WA's tourism industry, and entering a new market such as India, with the potential to deliver thousands of more visitors, will help us achieve that goal."

India is currently WA's 10th

biggest market in terms of visitors, with 28,200 Indians spending \$68m in the state in the year ending Mar 2018.

The first marketing activity in India will focus on cricket and include a co-operative marketing deal with Thomas Cook, offering travel packages to Perth for the first-ever cricket test match at Optus Stadium, from 14-18 Dec.

Activities available to tourists in Perth, Fremantle and Rottnest Island will also be highlighted during the test through visiting sports media, social media influencers and media deals.

Cricket commentator Harsha Bhogle will share his experiences with his followers on social media throughout the duration of his stay in WA for the test.

## QF MNL relocation

**QANTAS** customers are set to benefit from "a more seamless travel experience" at Manila's Ninoy Aquino International Airport when the airline relocates to Terminal 3 on 28 Oct.

The new terminal will offer Qantas customers more space, improved check-in facilities as well as a range of cafes, restaurants and retail stores.

Eligible Business and Qantas Club members will also be able to access the new PAGSS Lounge.

Taxis will take pax between Terminal 1 and 3, with a 20-minute journey on the NAIAX Skyway also available.

## Window Seat

**ATTENTION** passengers, this airline would like to reiterate no fruits or vegetables are to be carried in your luggage.

Oh, and definitely no roasted pig heads in your carry-on!

Some rules are just self-explanatory you'd think.

Well, clearly not for a passenger travelling from Ecuador to the United States who was recently caught at an Atlanta airport with a one kilogram cooked hog's head.

Some people just can't follow basic rules - they can even be a bit pig-headed about it.



## Bonnafoux joins Expedia as BDM

**TOM** Bonnafoux, formerly Sales and Media Solutions Manager for Cheapflights and Kayak in Australia, has taken a new role as BDM with Expedia Group - meaning there are no longer any Australia-based Cheapflights staff.

However Kayak told **TD** its local operations have not ceased.

"The Australian market and Cheapflights are and will continue to be an important part of our APAC strategy," the company said.

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### Dom figures down

**AIRLINE** on time arrivals for the month of Sep were lower than the long term average, coming in at 82.6% according to the latest report from the Bureau of Infrastructure, Transport and Regional Economics (BITRE).

Overall performance by participating airlines averaged 82.1% for on time arrivals, and 82.7% on departures.

Achieving the highest on time arrivals in the domestic market was Qantas with an 84.6% score, following closely by Virgin Australia at 82.7%.

Jetstar and Tigerair Australia trailed the top two, at 77.2% and 75.4% respectively.

In terms of departures, Qantas topped the list, showing a 85% on time departure rate compared with Virgin (83.8%), Tigerair (75.6%) and Jetstar (74.3%).

Tigerair Australia recorded the highest percentage of cancellations for Sep, at 5.3%.

### Scenic expands

**SCENIC** Group has expanded its travel agent Rewards Program across the USA and Canada.

The program, which is the same as the group's rewards offering in Australia and New Zealand, covers Scenic Luxury Cruises & Tours, *Scenic Eclipse* and Emerald Waterways bookings.

Agents have been awarded credit for all prior and current bookings made for travel in 2018 and beyond and all bookings made during Oct 2018 will receive double points.

### Aurora 737 launch

**TRAVELLERS** can get closer to the northern lights following the launch of the Aurora 360 Experience, taking guests on a private-chartered 737 to view the lights from the air.

The experience is scheduled to take off from Yukon, Canada, on 08 or 09 Feb - see [aurora-360.ca](#).



**PRISTINE** conditions in Sydney yesterday made for some exceptional golfing on the greens at the annual AVIS and Emirates travel industry golf day.

The St Michaels Golf Club once again played host to over 60 representatives from the industry spanning business and leisure retail with incentives of First and Business class tickets from Emirates on offer for players lucky enough to bag a hole in one.

Other prizes were for the top overall team, nearest to the pin and longest drive.

**Pictured** is the winning team of Glenn Wilcox, Al Laird and Tom Hynard from CTM flanked by Tim Shepherd from Emirates & Jenny Lorkin from Avis Budget Group.

### Ponant, Nat brox

**FOLLOWING** Ponant and National Geographic's recent partnership (*TD* 08 Aug), the companies have released a new series of itineraries designed to offer a range of "unique and enriching" cruises.

The Expeditions to Inspire 2019/20 brochure offers travellers a collection of 18 journeys, including tours to the volcanic Aleutian Islands in Alaska, the fjords of Spitsbergen and Greenland, the Aladabra lagoon in the Caribbean, and the Sub-Antarctic islands.

To view a copy of the new brochure, **CLICK HERE**.

For more, call 1800 889 088.



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Barcelona	from AUD	1,149	5,649
Istanbul	from AUD	1,019	5,879
London Gatwick	from AUD	1,159	6,179
Paris	from AUD	1,099	5,769
Rome	from AUD	1,139	5,679



GOING PLACES TOGETHER

\* Offer valid until 31 October 2018, unless sold out prior. Fares quoted above are for departures from Perth and are the lowest adult return prices per person including taxes, fees, and airport charges. Economy Class fares are valid for departures between 15 January - 8 April 2019, and 15 April - 6 June 2019. Business Class fares are valid for departures between 1 March - 30 November 2019. Blackout periods apply to Business Class departures: outbound between 1 June - 6 July 2019, and inbound between 6 July - 31 July, 15 September - 27 October, and 13 December - 23 December 2019. Other sale dates may be available. Other sale fares are available from Sydney, Melbourne, Canberra, and Adelaide. Fares may vary due to currency or tax fluctuations. Seasonal and weekend surcharges may apply. For all other terms and conditions please review at time of booking.



# Travel Daily

Tuesday 23rd October 2018

## SeaLink forecast

**SEALINK** Travel Group CEO Jeff Ellison says the company is positioned to “substantially improve” on its 2017/18 profit result, as it beds down recent acquisitions and reverses trading losses from several ferry routes.

Speaking at the SeaLink AGM in Adelaide yesterday, Ellison noted major capital investment in the last financial year which included buying six new vessels and improvements to infrastructure made at Fraser Island.

Ellison’s presentation also included a timely photo of Prince Harry and Meghan who are believed to be spending time at Kingfisher Bay Resort this week.

Investments in the growth path for the next 12 months include further information technology to help drive online sales, as well as a heavier focus on attracting Chinese customers.

Ellison has flagged his intention to retire in the next 12 months.

## Topdeck brox merge

**TOPDECK** has launched a new 2019/20 brochure merging Asia, Middle East and Africa.

New trips added to the brochure include the seven-day Japan Winter Tour featuring visits to a range of the country’s ski resorts, as well as a 13-day Vietnam and Cambodia Explorer package which offers a cruise in Vietnam’s Ha Long Bay.

## Dubai airport delay

**THE** planned expansion of Dubai’s Al Maktoum International Airport has had its completion date pushed back to 2030.

The first phase was initially scheduled to finish by 2025, enabling the hub to handle 130 million passengers annually with view to processing 260 million passengers a year when all phases are complete.

No reason for the delay has yet been given by the emirate’s govt.

## 3K at top end of game



**JETSTAR** Asia (3K) has celebrated 10 years of direct Singapore to Darwin flights by creating a special livery depicting scenes from the NT.

Designed by local Singaporean artist Ben Qwek, the art captures the native wildlife and scenery in the Top End, and coincides with an announcement the airline will increase the number of off-peak services from four to five weekly.

“Since the launch of our direct service in 2008 we have seen strong demand, flying more than 1.2 million visitors between the two cities,” said Jetstar Asia CEO Bara Pasupathi.

“(The livery) brings to life some of the Territory’s stunning

features and exciting experiences which we hope will inspire even more visitors from Southeast Asia to the territory,” he added.

Tourism Northern Territory, the Northern Territory Government and NT Airports collaborated with the airline on both the concept and design.

“Such collaborations will continue with Jetstar Asia as it serves to enhance and strengthen our relationship with this airline,” said MD of Tourism NT Singapore Office Charles Leong.

Jetstar Asia operates daily between Singapore to Darwin during the peak travel periods of 15 Dec to 01 Jan and 31 Jan to 17 Feb.



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## SPTO unveils Pacific treasures



TRAVEL agents recently gathered to attend Treasures of the South Pacific, a series of events designed to educate and

inspire Australian travel agents about the variety of tourism product and experiences available across the region.

The South Pacific Tourism Organisation (SPTO) and Pacific Trade Invest Australia sponsored the events, which welcomed over 30 agents in Wollongong and 90 agents in Sydney last week.

**Pictured**, back, are Fasitau Ula, Samoa Tourism; Greg Maloney, TOSP Manager; Richard Skewes, Tourism Solomons; and Matt Brookfield, Tourism Cook Islands; and, front, is Sally Morgan, Norfolk Island Tourism; Zack Redfern, Aircalin; Chris Tudehope, Vanuatu Tourism and David McMahon, Fiji Visitors Bureau.



## Travel Differently!

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## Hilton Tapestry

THE Tapestry Collection by Hilton has welcomed six more properties across California, slated to open over the next three years.

The new properties will be the first in the portfolio to open in the west of the state, and includes the Inn at Saratoga, Hotel Point Loma, and the Fort Sutter Hotel.

A further three hotels across Calistoga, Davis and San Diego are also scheduled to open.

The Tapestry Collection by Hilton more than doubled the number of properties in its portfolio in 2018.

## AFTA UPDATE

from Jayson Westbury



ASA follow on from last week's column, the Wentworth bi-election has made history, and the story

of the oldest federal seat being held by one party for its entire existence is no longer.

At the time of writing this column, around 75% of the votes had been counted and Kerryn Phelps was well ahead of the Liberal candidate & for the most part the win had been called.

Of course, it is never over until the last ballot paper is counted and these can be in the form of postal votes, however based on the trend away or the swing as it is called it would be a miracle for the Liberals to win.

The next challenge for Prime Minister Morrison is to come to terms with a federal lower house without a majority while he looks to see out this current term.

No easy task for any Prime Minister to have to negotiate to get legislation passed in both the lower and upper house and it has been very clear just how difficult that is over the past two years with such a basket case of coming and going of Senators.

The Prime Minister will have to call on his experience working in the travel and tourism industry

to be everyone's friend and not upset many people or he will find it almost impossible to manage the country.

So far one can establish that Phelps will support the government on the supply bills, meaning the Prime Minister can get on with running the government.

But as for any new, exciting, earth shattering changes, it will be anyone's guess as to what will happen.

As a nation we have been in the position before under Prime Minister Gillard and if memory serves me well, it was not a great time for getting things done.

So as I so often say, politics is an interesting game and I think we are in for five to six months of heavyweight wrestling and perhaps we may see an earlier than expected election if the polls change towards the government over the coming months.

All of the political analysis seems to think it will be a May federal election, but I guess we will find that out when the Prime Minister is ready to tell us all.

One good thing is that at least for the moment there are no significant outstanding bills before Parliament that have a direct impact upon the travel and tourism industry.

## Qantas Qld sale

QANTAS is offering savings on Queensland flights until 29 Oct.

One way fares start at \$105 from SYD to BNE; MEL to OOL from \$129; and Adelaide to Hamilton Island from \$219.

Travel period is from 30 Apr to 26 Jun - **CLICK HERE** for more information on the deals.

## SIA KrisConnect

SINGAPORE Airlines (SIA) has launched its KrisConnect Program to make information on SIA's digital platforms readily available to partners while enhancing the overall customer experience.

The new Application Program Interfaces (API) technology offers a range of functions such as making and management of flight bookings, checking on flight status and providing KrisFlyer-related information.

To learn more, visit [developer.singaporeair.com](http://developer.singaporeair.com).

## Maya clarification

THE Tourism Authority of Thailand has assured visitors that "while the world famous Maya Beach is closed, stunning views of the Bay can still be enjoyed".

Earlier this month the beach was closed indefinitely to give its ecosystem time to recover (TD 04 Oct).

TAT said Phi Phi Leh Island, where Maya Bay is located, is still open to tourists and visitors can see Maya Bay from a boat and snorkel in front of the bay.

Diving and snorkelling trips around Mu Ko Phi Phi are also running as usual and holidaymakers can stay overnight on Phi Phi Don Island.

## Club Med Miches

CLUB Med has released further details on Club Med Miches Playa Esmeralda, the company's first Exclusive Collection resort in the Americas, set to open Dec 2019.



## Silversea roadshow sails to next port

**SILVERSEA** Cruises' annual roadshow continued last week to Brisbane, Perth and Auckland.

Venetian Society guests and top trade achievers enjoyed champagne, fine wine and gourmet cuisine in some of their cities' most prestigious restaurants.

Guests were updated on the extensive number of new developments across the classic and expedition fleets.

This included "Project Invictus" which has already commenced, with a substantial investment in the cruise line's product to "Museify" the entire fleet.

Attendees heard about the enhancement of Silversea signature inclusions such as champagne on arrival, included caviar and hot canapes throughout the ship.

Silversea was also proud to

announce three new builds, on top of *Silver Muse's* two sister ships, which will be delivered in 2020 and 2021.

*Silver Origin* is the first to be named, and is being specially designed to sail the Galapagos Islands exclusively.

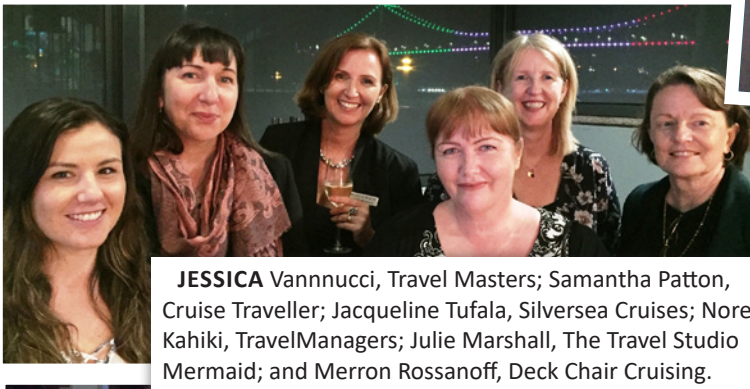
The other two ships are "Evolution Class" builds, with Silversea saying "more info on the groundbreaking project will be announced in due course."



**CAROL** Horlock, Orbit World Travel; Adam Armstrong, SVP & MD Australia and NZ, Silversea; and Liz Cosier from J&H Tours.



**TRACY** Bremner and Martine Hero from Clean Cruising.



**JESSICA** Vannucci, Travel Masters; Samantha Patton, Cruise Traveller; Jacqueline Tufala, Silversea Cruises; Noree Kahiki, TravelManagers; Julie Marshall, The Travel Studio Mermaid; and Merron Rossanoff, Deck Chair Cruising.



**JULIE** Golding of Silversea Cruises, Cherie Farmer & Trish Ryer from You Travel Manly and Craig Owens, Head of Trade Sales & Partnerships, Silversea Cruises, in Auckland.



**BRISBANE** travel partners enjoying a meal at Alchemy.

**VENETIAN** Society guests at Santini Grill, QT Perth.



**TERESA** Mason & David Wood from Orbit World Travel and Anthea Farrar from Helloworld Applecross at the Perth function.



**PERTH** Venetian Society guests at lunch.



**PERTH** gift bags for travel partners and Venetian Society guests - including a piccolo of Pommery Champagne!



## Rail Plus treats agents



### MONEY

WELCOME to Money, *TD's* Tue feature on what the Australian dollar is doing.

**AU\$1 = US\$0.706**

THE AUDUSD dollar fell overnight as US bond yields returned to multi-year highs.

The AUD is facing pressure from the US, where higher market interest rates are tending to be favoured by the market due to higher returns.

Meanwhile, the focus remains on the Reserve Bank of Australia, with key officials due to make a series of speeches at finance conferences today.

*Wholesale rates this morning.*

US	\$0.706
UK	£0.545
NZ	\$1.073
Euro	€0.616
Japan	¥79.81
Thailand	฿23.08
China	¥4.835
South Africa	10.07
Canada	\$0.921
Crude oil	US\$69.12

AS PART of Rail Plus' Reward and Recognition program, 12 agents were treated to a performance at the Sydney Opera House over the weekend.

Attendees enjoyed bubbles and canapes before settling in for Tina Arena's performance as Eva Peron in Tim Rice and Andrew Lloyd Webber's musical, *Evita*.

Participants were selected based on their points earned through their support and interaction with Rail Plus.

These include attending webinars, participating in competitions and social media group discussions, subscribing to and reading Rail Plus' newsletters, supporting the operator's various events and expos, as well as working closely with the BDMs to further educate others on Rail Plus offerings.

**Pictured** back row enjoying *Evita* are: Susanna Dowling-Fernau, Rachel Anorov, Matt Symonds, Nik Young, M Chambers.

Front row: Keith Lindsey, Sandra Merlo, Madi Vos, Cathy Moir, Amanda Cantore, Belinda Grono, and Stewart Dunbar.

## WIN A TRIP FOR TWO TO WASHINGTON DC



From historical monuments to food trucks and barista-made coffee, Cathay Pacific is excited to welcome Washington D.C. to their network! To celebrate, they're giving away 2x Economy Class tickets from Australia to Washington, D.C.

Answer the most daily questions correctly and come up with the most creative answer to the final question. Send your entries to [cathay@traveldaily.com.au](mailto:cathay@traveldaily.com.au)



Q16. True or False: Cathay Pacific is the world's first airline to invest in biofuel technology?



### Regent webinar

**REGENT** Seven Seas Cruises (RSSC) will hold a webinar on 08 Nov at 1.30pm AEDT titled "Top 10 Reasons Why Regent is Travel Agent Friendly".

The webinar will be hosted by RSSC Vice President Sales in Australia, Lisa Pile.

To register, **CLICK HERE**.

### Dream one million

**DREAM** Cruises welcomed its one millionth passenger on Fri, marking the occasion with a celebration at Hong Kong's Kai Tak Cruise Terminal.

The passenger, Mimi Lo, was welcomed to the terminal upon her disembarkation from *World Dream* by Dream Cruises President Thatcher Brown.

"I am extremely proud of how quickly Dream Cruises has grown since its launch just under two years ago," Brown said.

### P&O reef discharge

**P&O** Cruises has responded to a leaked Australian Maritime Safety Authority (AMSA) report following an incident involving *Pacific Explorer* on 26 Aug.

The cruise line said in a statement that it "self-reported to the AMSA that it suspected there had been an unintentional discharge of a limited amount of pulped and sieved food waste while *Pacific Explorer* was off the coast of Queensland on Aug 26".

P&O reaffirmed its commitment to the protection of the marine environment and said any unintentional discharge of food waste would have been in the order of seven cubic metres.

"We are currently responding to a formal process initiated by AMSA in relation to this isolated matter," P&O said.

"We are cooperating fully with AMSA in the administration of this process."

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