

It is hard to pass time sitting at home. But it should be no different to any long-haul airline flight; that is to watch lots of movies, walk around the cabin to get some exercise, enjoy your meals and get some good sleep.

However, the WIFI won't cost you USD20 an hour at home.

We look forward to serving all our valued customers soon.

Wishing all our industry colleagues the best of health.

Take care,
From all the team of CVFR Travel Group



Aaron Christian joins MSC Cruises

MSC Cruises has this month welcomed former Norwegian Cruise Line BDM for NSW/ACT, Aaron Christian, to the role of Key Account Manager Australia and New Zealand.

Christian had been with Norwegian Cruise Line Holdings for about two years, prior to which he spent more than five years with APT Travel Group.

More appointments on **page 6**.

EK COVID testing

EMIRATES has started to implement pre-flight rapid testing of passengers for COVID-19 infections, as part of a range of measures to proactively enhance travel safety.

The carrier undertook a quick blood test of travellers on a flight from Dubai to Tunisia today, with the procedure done at the Group Check-in area of Dubai International Airport Terminal 3 in collaboration with the Dubai Health Authority.

EK Chief Operating Officer, Adel Al Redha, said the airline was working on plans to scale up testing capabilities in the future and extend it to other flights.

This will enable provision of immediate confirmation for EK pax travelling to countries that require COVID-19 test certificates.

Other mandatory measures include the wearing of masks at the airport and on board.

Disruptors hit by collapse

EXCLUSIVE

INSPIRING Vacations, Luxury Escapes and Webjet Exclusives have emerged among the major creditors of Sydney-based travel agency Travel Asia Pty Ltd (ACN 603 259 507), which was placed into liquidation late last month.

The company, which also had its participation in the AFTA Travel Accreditation Scheme terminated in the lead-up to its collapse, is owned by Banny Wong whose current address is listed as being in British Columbia, Canada.

Wong is also a director of the collapsed company, alongside Lili Cai, based in Epping NSW.

Travel Asia was placed into a "creditors voluntary administration" pursuant to a general meeting which resolved that the company be wound up.

The business had been in operation since 2010, claiming to be the "number one tour operator in Australia, sending thousands of people to Asia" with a sales office in Melbourne and operations bases in Beijing and Chengdu, China.

Packages offered by the company included flights, with Sichuan Airlines, China Southern, China Eastern, Cathay Pacific and Singapore Airlines on offer, and the company described its trips as "reliable, cost-effective and tailored specifically for Australian travellers".

As well as its own direct offers,

Travel Asia provided fulfilment for a range of other companies, also including Groupon, Scoopon and Kogan Travel.

A report from the directors provided by Travel Asia's liquidator, Adam Shepard of specialist insolvency practice Setter Shepard, indicates the company owes more than \$3.7 million to creditors, most of which is related to bookings through the various deals sites.

Inspiring Vacations, 49% owned by Australian Pacific Holdings, is the largest creditor, owed more than \$1.9 million, while the figures also indicate Luxury Escapes is owed \$950,000.

Webjet, which earlier this month shut down its "Exclusives" deals division (**TD** 02 Apr) is owed \$706,000, and Kogan Travel is a creditor to the tune of \$63,000.

Webjet continues to refer clients who purchased packages via its Exclusives deals division to various third party tour operators for options relating to their trip - including a link to the now defunct Travel Asia website.

Just last week Kogan CEO Ruslan Kogan said his company was thriving in the current environment despite headwinds including "the insolvency of a supplier" which is believed to be a reference to Travel Asia.

Travel Asia's nine staff are also owed a total of \$33,489 in wages, holiday pay and superannuation.

Today's issue of TD

Travel Daily today has six pages of news plus a cover page from CVFR Travel Group.

CVFR still smiling

CVFR Travel Group is continuing its upbeat encouragement of the travel industry, likening home isolation to some aspects of a long-haul flight.

"However the wifi won't cost you US\$20 an hour at home," the company wryly notes, wishing all industry colleagues the best of health - see the **cover page**.

Virgin suspended

VIRGIN Australia this morning extended the existing trading halt on its shares (**TD** 14 Apr), formally requesting an "immediate voluntary suspension" for up to seven days from today.

VA said it was continuing to consider issues brought about by the COVID-19 crisis, "including discussions with respect to financial assistance and restructuring alternatives".

The carrier said the talks were at this stage confidential and incomplete, and it is not presently in a position to make an announcement to the market.

Virgin has reportedly requested a \$1.4 billion bailout from the Federal Government (**TD** 31 Mar), and has been conducting a concerted campaign warning about the dangers of an aviation monopoly if it disappears.

shout out to...

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How bad is cruising actually for the environment? Find out in the April issue of *travelBulletin*.

CLICK to read
travelBulletin

IPW2020 cancelled

THE US Travel Association's upcoming IPW2020 trade show has been cancelled due to the coronavirus crisis.

GM Malcolm Smith updated attendees this morning, saying the Las Vegas event planned for early Jun was "impossible to execute" due to the pandemic.

"While the challenges of this moment are obviously being felt in every corner of the world, it's clear the travel community is being especially hard hit," he said.

"It is deeply unfortunate that this year's IPW will not provide us the opportunity to gather and forge a path forward together."

Delegates will be advised next week of the process of credits and refunds for this year, as well as additional information on next year's IPW2021.



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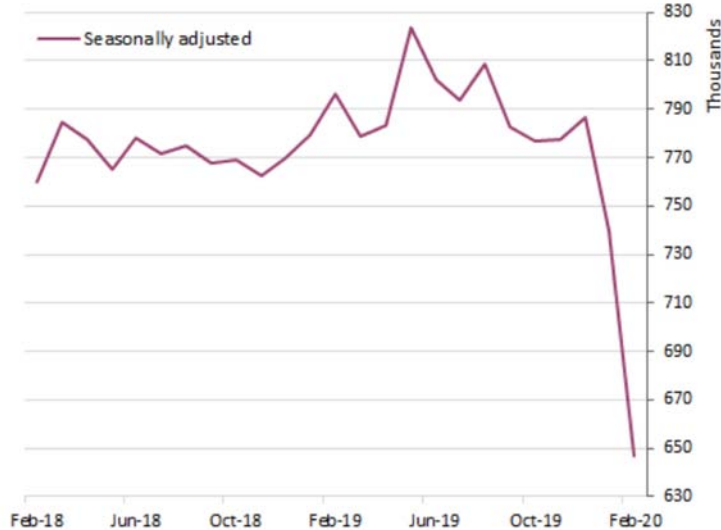
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Feb ABS figures plummet



THE impact of the Jan bushfires and COVID-19 on Australia's tourism sector began to be felt in Feb this year, with figures released by the Australian Bureau of Statistics (ABS) yesterday indicating a whopping 26% slump in short term visitor arrivals during the month.

The regularly released Overseas Arrivals and Departures statistics showed that in Feb there were 685,400 visitors arriving here - but at the same time Aussies continued to enthusiastically head abroad, with a 5.3% year-on-year increase in departures.

The impact on inbound travel reflected the closures of Australia's borders to arrivals from China, with ABS Director of Migration Statistics, Jenny Dobak, noting that although China was previously the largest source of visitors for the month, it was down almost 90% vs Feb 2019.

Other Asian source markets were also impacted, with arrivals from Hong Kong slumping 28% and Singapore down 25%.

Interestingly, visitation from Germany also declined significantly, down 16% during the month.

Feb arrivals slowed almost across the board, with the top source market being New Zealand, down 4.7%, and a 7% decline in arrivals from the USA.

The only top ten market to show an increase during the month was India, up 15.6% year-on-year.

In terms of resident returns, the top destination was New Zealand with 125,100 trips, up 8.2%.

Indonesia, in second spot, was up 17.3% to 92,500 visitors, while travel to Vietnam also surged 30.9% year-on-year to 34,900.

Of the top ten outbound countries for Aussie travel, declines were recorded for China, down 13.6%, and Thailand, down 9.9% during the month.

The ABS has suspended the inclusion of "trend estimates" in the figures due to the impact of the COVID-19 pandemic on international travel.

Simon Westaway from the Australian Tourism Industry Council said the Feb figures were the start of a worsening picture the industry has already directly faced as a result of the public health response to COVID-19.

MEANWHILE also in response to the coronavirus situation, the ABS is now releasing more detailed feature articles with additional state and territory level analysis of overseas visitor arrivals.

The figures also break out visitation by international students which has been heavily impacted by the 01 Feb imposition of Chinese arrival bans by the Australian Government.



Window Seat

OFFICIALS in the small US town of Taneytown, Maryland, have issued a formal warning that perhaps we should all be taking note of while self-isolating.

A Facebook post from the local police stated "Please remember to put pants on before leaving the house to check your mailbox."

"You know who you are. This is your final warning," it added.

I GUESS you can't blame them for having a go.

Several *Travel Daily* readers have contacted us about a seemingly highly optimistic one-day fare sale launched today by LATAM Airlines.

Despite widespread global lockdowns, the South American carrier appears to be hoping to stimulate demand for travel later this year, with return fares from Sydney to Santiago priced from \$669 in economy, or \$649 from Melbourne.

Business class leads in at \$2,649 return, and fares offer the probably helpful option of penalty-free ticket changes.

The highly attractive deals are apparently not a hoax, with the carrier, which has grounded 95% of its fleet, offering the special fares for flights between 01 Sep and 30 Nov 2020.

Virtual inspections

THE Conference Shop has just launched a new Virtual Site Inspection service, allowing prospective bookers to check out venues via an online fam program.

The innovative collaboration currently features inspections of Novotel Northbeach Wollongong and InterContinental Sanctuary Cove, with the aim of keeping hotels and business events "on the radar" and meeting planners connected to the industry.

See theconferenceshop.com.au.

**NEED A DISTRACTION
AMID THE DOOM
AND GLOOM?**

Check out our daily puzzle page.



Tourism jobs slump

HOSPITALITY and tourism job advertising plummeted by almost 50% last month, according to the latest employment report from online careers portal Seek.

Overall job ads on the platform are down by 34%, with volumes decreasing in every state and territory across Australia.

The Hospitality & Tourism sector was the hardest hit with a 48% downturn, followed by Trades & Services (down 36%) and Information & Communication Technology (down 31%).

Seek ANZ MD, Kendra Banks, said during Mar the company saw business owners looking for staff such as tour guides, travel consultants, hotel housekeeping and guest services workers, bar staff and airline roles "cease or stall their plans completely".

She urged jobseekers to stand out by tailoring resumes to job ads, pointing out directly relevant skills and experience.

No US ADM action

AIRLINES Reporting Corporation (ARC), the US equivalent of Australia's BSP, has announced it will not enforce any Agent Debit Memos (ADMs) that involve flights cancelled by an airline or government due to COVID-19.

ADMs will also not be enforced if they are "related to a passenger compensation dispute resulting from COVID-19...nor will ARC take any action against agencies that could affect their accreditation status for failure to do so".

Any agent that receives an ADM from ARC will be able to lodge a dispute under a new code, while ARC is also extending its Ticket Resolution Services grace period to 45 days and suspending fees related to client chargebacks.

The American Society of Travel Agents has hailed the ARC moves, saying travel advisors should not be held responsible for airline cancellation policies or consumer credit card chargebacks.

Crown stands down 95%

RESORT and casino operator Crown Limited today confirmed it had stood down over 11,500 staff, or about 95% of its workforce, following the 23 Mar cessation of gaming activities and other non-essential services at Crown Perth and Crown Melbourne.

Crown has provided an ex gratia payment of two weeks' pay to people stood down, and a lump sum payment of \$1,000 to eligible casual workers.

CEO Ken Barton along with other senior management have taken a 20% pay cut, while Crown is also currently working through the implementation of the Government's JobKeeper scheme.

The company has extended its credit facilities by another \$560 million, and is also supporting the continuation of construction of Crown Sydney with a further \$450 million project finance loan.

The new Sydney project remains

on track for completion by the end of 2020, currently employing more than 1,300 workers.

Crown is also working with the Vic and Federal Governments to provide accommodation for people required to isolate when returning from overseas, and has established a pilot program to provide safe accommodation at no cost to people experiencing domestic violence at this time.

Barton said the company was "well placed to withstand an extended period of closure".

TA's Aussie Zoom

TOURISM Australia has released a suite of 13 stunning Australian landscapes for use as backdrops during Zoom online meetings - a lot more attractive than the fridge or spare room bookshelves!

They're free at australia.com.



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As we enter uncharted waters during this challenging time, all of us at NCL would like to thank you for your continued and valued support.

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Where is the cruise industry's coronavirus response?

OPINION

Les Farrar is
Managing Director of
Brisbane-based Your
Travel Centre.

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



SINCE the coronavirus started making headlines, the cruise industry has been cast adrift and to date, we don't appear to have a captain steering us through these uncharted waters.

Where AFTA has been using the media to appeal for patience and calm, cruise industry leaders have been silent.

At this uncertain and unprecedented time, we want to see our cruise association front and centre, taking the lead in the public relations battle and providing clarity and context, where appropriate.

Instead, CLIA members are being asked to take up the fight, with a recent email from the

association suggesting we write to our MPs and share positive stories.

Given the fact millions of Australians' lives and livelihoods are in jeopardy, I question whether writing to my local MP to "share our personal stories" is appropriate or effective.

And many of us aren't sure what story to tell or what CLIA wants us to say to our MPs. Is it the economic benefits of cruising, as was the focus of this email?

While the employment and economic benefits of the cruise industry are worth highlighting, perhaps what we also need

are some ideas for what's next, especially around measures to minimise the risk to anyone's health when they next board a ship.

“
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effective
”

health requirements for elderly passengers or those with pre-existing medical conditions, and has any thought been given to expanding medical facilities

onboard ships to better cope with serious health issues?

Can we accommodate less people onboard existing ships to increase the Passenger Space Ratio?

And what about new sanitising standards, with longer periods between disembarkation and embarkation to allow more time for professional teams to complete a deep clean?

I also understand that an Australian company has begun trials of touch-free check-in kiosks which can determine a passenger's temperature, heart rate and respiratory rate before boarding a vessel or aircraft.

As CLIA Australasia MD Joel Katz said recently, "Agents will be key to the cruise industry's recovery after the COVID-19 pandemic".

But in order for them to take the first steps towards recovery they need strong leadership and for CLIA to communicate more candidly with the industry's largest sales force - the network of front line agents dealing with their nervous customers right now.

LA Tourism is magic

LOS Angeles Tourism has launched a new digital campaign celebrating the "people and places that make LA magical".

The initiative features live streaming sunsets from Venice Beach, a virtual location tour, a local photographer's tips on capturing the perfect light & more - discoverlosangeles.com.

Micro wedding deal

CROWNE Plaza Coogee Beach is offering an innovative "Micro-Wedding" package for couples who have been forced to cancel their big day due to COVID-19.

Costing just \$400 the offer includes a ceremony venue for the couple plus two witnesses and the celebrant, overnight suite accom, room service and more - coogeebeach.crowneplaza.com.

Marriott to add two Sydney hotels

MARRIOTT International today announced two new Sydney properties, with agreements for the 2023 and 2024 openings of the Courtyard by Marriott Sydney, Auburn and Four Points by Sheraton Sydney, Blacktown.

The suburban properties are being developed by T1 Constructions, with Marriott's Senior Director of Hotel Development for Australia, NZ and the Pacific, Richard Crawford, saying the signings "reflect Marriott International's strong commitment to the travel and tourism industry here in Australia".

Crawford said Auburn and Blacktown were both rapidly growing communities, with a range of demand drivers for visitor accommodation.

**Finding it hard
to know what's
going on?**

Visit C-19 Central
on our website for
the latest updates
relating to the
coronavirus.

Travel Daily

Unscramble

HOW many words can you make out of these nine letters? Every word needs to include the centre letter, have four letters or more and not be a proper noun or a plural. You can only use each letter once.

D	M	U
N	O	N
U	R	E

Good – 17 words
Very good – 26 words
Excellent – 34 words

NOTE: We've used Chambers Dictionary to decide what words are acceptable.

Funnies Flashback



WE'VE trawled through the **TD** Window Seat archives to give you blast from the past. Here's some gems from 05 Jan 2012:

VISITORS to Poland's National Museum in Wroclaw are able to view a number of iconic artworks - along with a painting by a student who secretly hung one of his creations alongside other masterpieces.

A cheeky Andrzej Sobiepan snuck into the gallery on 10 Dec and hung his small painting of an acacia leaf in a room with contemporary Polish works.

"I decided that I will not wait 30 or 40 years for my works to appear at a place like this," he told a TV station which reported the stunt, saying he hoped that galleries would give more space to young artists as a result.

The museum still has the painting on display, but has moved it to the cafe and will offer it as a prized lot in a charity auction this weekend.

A spokesperson for the museum said that while the move had breached security, authorities considered it a "witty artistic happening".

THE latest tourist attraction in Austria is a "museum of failed inventions."

Fritz Gall, who is himself an unsuccessful inventor, came up with the idea after holding a "fair for rubbish inventions" which attracted over 5,000 entries.

Wacky exhibits at the Museum of Nonsense in Herrnsbaumgarten include a padded rolling pin (to meet safety standards), pencils with no lead (for cautious civil servants) and a bristleless toothbrush (for people with no teeth).

One of the popular brainwaves is a "portable anonymiser" (**pictured**) - a piece of black card on a stick to allow people to keep their identity secret.

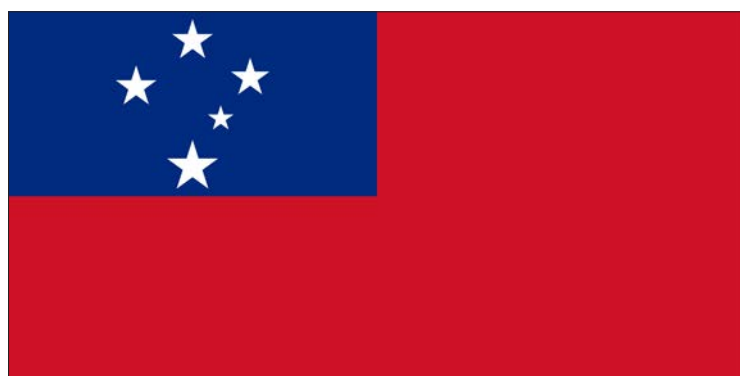


Pub quiz

1. True or false: it is illegal to lick a toad in Los Angeles?
2. Which country does the island of Rhodes belong to?
3. What was the former site of the two temples celebrating Ramses II and Nefertari, before they were moved because of flooding by the waters of the Aswan High Dam?
4. Which two rivers flow through Turkey, Syria, Iraq, Iran and Kuwait?
5. Japan's Shinkansen popularly known as ("bullet-train") commenced operation in what year?
6. What is the name of the class of Royal Caribbean International vessels that features the split open-atrium structure with Central Park and the Boardwalk?
7. Grand Canyon National Park is larger than which US state?
8. What is the name of the newest land at Disneyland?
9. Which country has the most active volcanoes in the world?
10. Which airline operated the first A380?
11. What world famous attraction is this collection of pictures spelling out?



Whose flag is this?



THERE many nations that feature the distinctive arrangement of stars that makes up the Southern Cross.

The name of that constellation (*Southern Cross*) gives a big hint as well. Do you know whose flag this is?

ANSWERS 15 APR

Pub quiz: 1 Uruguay, 2 Five (Alaska, Washington, Oregon, California, Hawaii), 3 Brazil, 4 USA and Canada, 5 False, 6 Santa Monica Pier, 7 Horse, 8 Germany, 9 Madagascar, 10 Portugal, 11 Grand Canyon (grand [piano] + can + yen)

Where in the world: Portland, USA

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

I want my Mumm!

ATOUT France is offering Aussie travel agents the opportunity to win some much-needed bubbly consolation while we can't actually travel - cleverly tagging the promotion as "lights... camera...!Naction!"

The tourist board is organising a "Magic Mumm Movie Moment" with 12 whopping magnums of Mumm Champagne on offer.

To participate, just watch the Netflix rom-com *Under the Eiffel Tower* and answer some questions about France and the movie by 26 Apr.

You can watch at your own leisure, or join the Atout France team for a viewing party, aka a "French soiree cinema"!

The online gathering will take place at 8pm Sydney time this Sun 19 Apr, with more information and competition details now at au.france.fr.

Tiki seeks agents

QUEENSLAND-BASED European specialist operator Tiki Tours is seeking sales enquiries from travel agents across the country, saying "once the road is clear again we are looking to further extend our network".

The company, in operation for 23 years, specialises in boutique small group journeys for the mature Australian traveller aged 65+, with fully escorted trips in Italy, France, Spain and Portugal and average group sizes of 10-15.

Agents with a solid, senior discerning client base and a desire for a long-lasting business relationship can find out more at tikitours.com.au.

Turkey curfew

AUTHORITIES in Turkey will this weekend impose a 48 hour curfew as a further attempt to clamp down on the spread of coronavirus.

The measure applies to 31 provinces across the country, meaning everyone must stay in their homes unless in the case of emergency.

The Department of Foreign Affairs and Trade says weekend curfews may become a regular occurrence in the country, with additional restrictions applying to people aged over 60 and under 20, and those with chronic medical conditions.

Online wellness

THAILAND'S Chiva-Som resort in Hua Hin has launched a new online "wellness service" to support and encourage individuals to maintain wellness goals during COVID-19.

The complimentary tele-therapy service will connect people with the resort's team to provide bespoke professional support, with reservations required at least 24 hours in advance via h-wreception@chivasom.com.

Blue Train halted

OPERATIONS of The Blue Train in South Africa will be suspended for a further month, until 31 May, following the extension of the country's COVID-19 lockdown for a further two weeks.

Options for booked clients include delaying travel to a later date or penalty-free cancellations for any trips up to 31 Aug 2020.



How can tourists help the communities they visit? Find out in the April issue of *travelBulletin*.

CLICK to read
travelBulletin

World goes crazy for meatballs

IT APPEARS that *Travel Daily's* "travel the world with mince and meatballs" initiative has sparked a global trend towards meals made with spherical protein.

Maybe it's just us, but everywhere we turn, celebrity chefs and home cooks alike are joining the trend - including Tourism Ireland ambassador Colin Fassnidge from Channel 7 reality show *My Kitchen Rules*, who last evening showcased a meatball recipe during the nightly news.

We're proud to have pioneered this movement, with our very own Meatball Queen Jenny Piper continuing to produce regular videos showcasing travel industry recipes which can be viewed at traveldaily.com.au/videos.

William Bragg from Phil Hoffmann Travel in Adelaide kindly sent in a photo of his



delicious interpretation of the meatball recipe published in *Travel Daily* two weeks ago (**TD** 01 Apr), with the finished product looking exactly like it would on *Masterchef*!

Thanks for your support - keep sending your pics and recipes in to meatballs@traveldaily.com.au.

APPOINTMENTS



WELCOME to Industry Appointments, *Travel Daily's* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

Jayride has named **Rod Cuthbert** as an independent, Non-Executive Director. Cuthbert is an experienced travel industry executive, having founded and led Viator, and having also been Chief Executive Officer & Chairman of Rome2rio.

New Vietnam resort **Alma** has appointed **Herbert Laubichler-Pichler** as its General Manager. He joins the property on the Cam Ranh peninsula with almost 15 years of industry experience, with his most recent role as General Manager for The Anam in Vietnam's Khanh Hoa province.

Ernesto Osuna has taken on a new General Manager role with **Melia Koh Samui**. He joins the property, which overlooks Choeng Mon Beach on Thailand's Koh Samui island, from his previous role with the group as Cluster General Manager of Gran Melia Zhengzhou and INNSIDE Zhengzhou.

For confidential tip offs, connect with *Travel Daily* via our secure WhatsApp service on +61 2 8007 6760 or click **HERE**



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EDITORIAL

Editor in Chief and Publisher – Bruce Piper
Editor – Jasmine Hanna

Contributors – Adam Bishop, Nicholas O'Donoghue, Myles Stedman, Jenny Piper, Christian Schweitzer
info@traveldaily.com.au

ADVERTISING AND MARKETING

Sean Harrigan, Hoda Alzubaidi and Lisa Martin
advertising@traveldaily.com.au

BUSINESS MANAGER

Jenny Piper
accounts@traveldaily.com.au

Suite 1, Level 2, 64 Talavera Rd
Macquarie Park NSW 2113 Australia
PO Box 1010 Epping NSW 1710 Australia
Tel: 1300 799 220 (+61 2 8007 6760)

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