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MTA Advisor Jodi Dalton

## Today's issue of TD

*Travel Daily* today has six pages of news, including a front cover page for **ANZCRO Connect**, plus a full page from **One&Only Wolgan Valley Australia**.

## AFTA urges health check

**THE** Australian Federation of Travel Agents (AFTA) has issued advice to its members on how to deal with business downturn due to COVID-19, urging them to discuss the situation with their accountant "to spot any potential problems before they arise".

Agents should review their business plans, revenue targets, expenses and potentially talk to bankers to "delay payments or have fees waived during the short-term," the advice notes.

Where businesses have staff as one of their largest costs, members should "consider what adjustments your business can make to accommodate the current workflow", such as getting staff to take leave, temporarily reduce their working days or even offering short-term, unpaid sabbaticals with a guaranteed return to work later.

On the marketing side, "it is important to communicate to your clients and potential clients that you're open for business", while also considering delaying any marketing plans which will incur a sizeable expense.

Agents are encouraged to use the ATAS logo, with 85% of travellers more likely to book with an ATAS accredited travel agent over a non-accredited business.

Importantly, business owners are also urged to "consider and prepare a plan for recovery."

"When COVID-19 ends how will you reach and entice consumers to book their next trip through you?", the update considers.

AFTA has also taken the opportunity to remind ATAS participants that they must advise the ATAS Compliance Manager of any change of details within seven days of the change occurring, where it may affect the participant's accreditation.

## QF plots Sri Lanka

**QANTAS** has lodged an application with the International Air Services Commission (IASC) to permit the airline to codeshare on new Jetstar Asia flights to Colombo, Sri Lanka.

Jetstar Asia last week announced the expansion of its network into Sri Lanka, with the 01 Jul 2020 debut of four weekly non-stop services between Singapore and Colombo.

Flights will operate four times per week using A320 aircraft, with Colombo becoming Jetstar Asia's 25th destination.

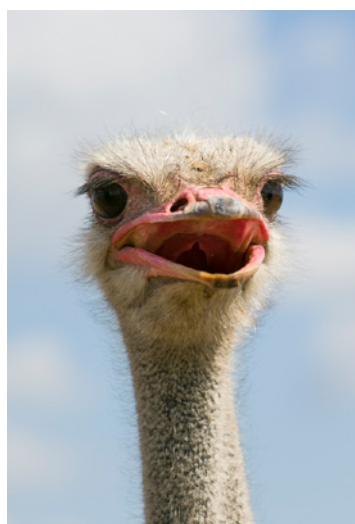
The IASC is inviting submissions about the proposal, with a deadline of 06 Mar 2020.

## ANZCRO adventure

**NEW** Zealand holiday expert ANZCRO Connect is inviting travel agents to register on its website to access a wide range of NZ west coast products and the ability to book multiple products in a single transaction.

The ANZCRO Connect website also allows agents to easily manage quotes and bookings.

For more information, see the **cover page** of today's issue.



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## Geraghty to BARNZ

**AIR NZ's** recently appointed Group GM of Airports, Leanne Geraghty, was last night elected as President of the Board of Airline Representatives of NZ (BARNZ) at its annual meeting.

## Travel Daily on location Kalgoorlie - Cook

Today's issue of *TD* is coming to you courtesy of Journey Beyond Rail Expeditions, celebrating the Indian Pacific's 50th anniversary journey.

**THIS** morning we arrived at the remote outpost of Rawlinna to experience the almost incomprehensible vastness of the Nullarbor Plain, well named for its scarcity of trees.

We are travelling on the longest straight line stretch of railway in the world, at 478 kilometres, and have the opportunity to visit a real-life Australian ghost town, Cook.

Tonight we again enjoy the outstanding culinary skills of our onboard chefs and the unrivalled excellent first class service - more on **page two**.

## Secrets of the Iberian Peninsula

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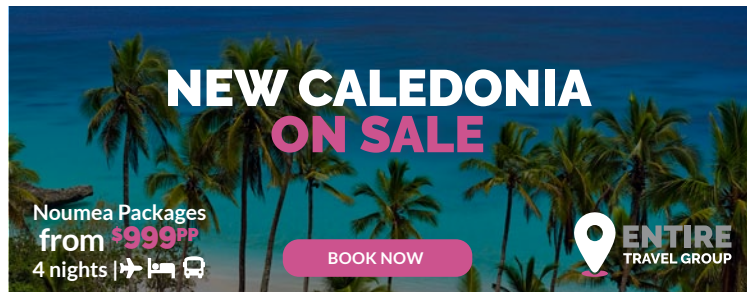
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## Jetstream Travel dropped from ATAS

**SCOTT** Mayne, one of the directors of the collapsed OTA Fly365.com (**TD** yesterday), is also listed as the CEO of another Queensland-based travel agency which had its ATAS accreditation cancelled yesterday.

Corporate agency Jetstream Travel has updated its website to remove any details of the company which operates the business, however until last weekend it was described as "a division of SML Investments (Qld) Pty Ltd (ACN 132 126 937)".

Mayne is the majority owner of SML Investments, and until 14 Jan this year was also the sole Director and Secretary.

On that date he resigned, with ASIC records now indicating SML's director is Jonathan O'Mullane of Surry Hills in NSW.

The Jetstream website also used to state that the agency was "founded by award-winning travel expert, Scott Mayne" - whose career included a stint as Chief Operating Officer for the collapsed Bestjet Travel Pty Ltd.

Outraged consumers hit by the Fly365.com collapse have established a Facebook group, with some commenting they have been told by the liquidator no bookings made by the OTA since Jan were actually ticketed.

Commenters also urged AFTA to look into Jetstream Travel, which had its ATAS accreditation cancelled for breaching s2.5(d) and s2.8 of the ATAS Charter.

## A "renaissance" in rail

**TRANSCONTINENTAL** rail is undergoing a "renaissance" in Australia, says Journey Beyond Operations Manager Luke Walker.

Speaking at a press conference celebrating the 50th anniversary of the Indian Pacific rail journey, Walker detailed the sparkling record that transcontinental rail has enjoyed in recent times.

"The 4,350 km coast-to-coast trip takes 65 hours across four days and three nights with a contrasting diversity of landscape seen from the Nullarbor Plain to the Blue Mountains," Walker said.

"We have doubled down on our journeys, now running the Ghan twice a week with almost full capacity, as well as adding the Great Southern journey from Brisbane.

"Immersive tourism is really taking off with a focus on food, wine and culture," he added.

The luxury train operator intends to add a further six platinum standard carriages to the Indian Pacific, taking the number to 35 in Sep this year, with bookings on the iconic rail journey usually having full or close to full capacity, Walker said.

Also in attendance was WA Minister for Tourism Rita Saffioti, who congratulated Journey Beyond on the milestone celebration, stating how important rail travel was to Western Australia's economy.

Saffioti also announced the State Government's intentions to

invest more in transcontinental rail, highlighting the longer-term plan to extend the railway down to Fremantle as part of a key revitalisation program for the region.

"It's a major tourist destination, hosting our cruise ships which would link perfectly into seamless connections for those wanting to experience both modes of relaxing and exciting tourism," she said.

Saffioti also indicated that some preliminary feasibility work and discussions with stakeholders looking to extend the rail line to Fremantle had already commenced.

## Ardent losses mount

**AMID** an inquest into the tragedy that occurred at Dreamworld in 2016 (**TD** 26 Oct 2016), the theme park's parent company Ardent Leisure has posted a loss of \$22.5 million for the six months to 31 Dec 2019, ballooning out from the \$21.8 million loss it recorded in previous corresponding period.

Despite the profit decline, the company has clawed back some gains in revenue, achieving \$263.3 million for the six-month period, an increase of \$36.5m.

Recent media reports suggest the company could be facing up to \$3 million in fines if it is found criminally liable for the Thunder River Rapids tragedy.

## One&Only Wolgan

**ONE&ONLY** is inviting guests to "participate in meaningful conservation work" and "relax in the majesty of the Greater Blue Mountains" at its iconic Wolgan Valley resort.

For more, see the **back page**.



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## NT resilience plan

**THE** Northern Territory Government is offering local tourism businesses the chance to apply for much needed funding under its \$2 million Immediate Tourism Resilience Plan.

Each business can apply for up to \$50,000 each under the scheme, the aim of which is to boost tourism in the wake of downturns brought on by the bushfires and the coronavirus.

Grants will be allocated for the use of creating new tourism experiences via a matched co-funding contribution system.

## ATEC hails campaign

**TOURISM** Australia's international campaign will help return the country to traveller's radars, the Australian Tourism Export Council (ATEC) believes.

ATEC said it was the right time to be hitting the accelerator and encouraging international visitors.

## More speakers unveiled

**TRAVEL Daily's** upcoming Sustainability Summit has added several new high-profile speakers to its program, which will take place on 22 Apr at Doltone House, Darling Island in Sydney.

Industry Head Travel ANZ at Facebook Paul Nahoun has joined the all-star line-up for the one-day event, where he will cover the role social media can play in the sustainability dialogue.

The social media giant is aiming to reduce its greenhouse gas footprint by 75% and reach 100% renewable energy in 2020, in addition to forming collaborations and partnerships with companies across the globe to help develop solutions for climate action.

Joining Nahoun is Unilever ANZ Head of Sustainable Business & Communications, Home Beauty & Personal Care, Alexandra McDonald, who will discuss how sustainability at Unilever drives

business growth, lowers risk and costs, and cultivates trust.

"The summit will feature an entirely new line-up of speakers from both within and external to the travel and tourism industry which will provide attendees with plenty of stimulation and debate on the issues impacting upon us," said **Travel Daily's** General Manager Christian Schweitzer.

AAT Kings & Inspiring Journeys MD Matthew Cameron-Smith will also take to the stage, revealing the planning, logistics and execution of the strategy behind the company's response to the recent bushfire crises impacting parts of Australia.

The second annual Sustainability Awards will be held following the summit - suppliers can submit an entry for free **HERE**.

To purchase your tickets to the **Travel Daily** Sustainability Summit, **CLICK HERE**.



## Window Seat

**ONCE** seen as the future, self-driving cars are now the present, with autonomous vehicle company Waymo offering a ride-hailing service.

Now it appears they are set to invade our airports, with All Nippon Airways (ANA) to test a driverless mobility aid at Narita International this week.

Robocar Walk mobility device prototypes (**pictured**) will be deployed on Thu and Fri, with officials from the airline, and designers ZMP, comparing the performance of the mould to ANA's current mobility solution.



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## Italy takes measures

**ITALIAN** authorities have cancelled the final two days of the Carnival of Venice amid the COVID-19 outbreak, which has already seen a number of deaths in the country.

The nation's number of cases has risen to 133, more than any country outside Asia.

**MEANWHILE** Smarttraveller is warning Australian travellers that authorities have introduced measures to restrict the use of public spaces and limit travel in some parts of northern Italy, where cases have occurred.

People have also reportedly been banned from entering and leaving some parts of Italy.

## Journeys integrated

**GLOBAL** Journeys is now offering a combined aggregation of multi-day land tours, river cruises and ocean cruises, all in the one system.

The platform will offer users the ability to combine back-to-back tours, along with river cruises, which it claims is a "world-first" for the online travel agent space.

Global Journeys stated the new platform opens up opportunities for land and cruise partners to work together, with a phased rollout already currently underway with nine cruise lines, including Celebrity, Ponant, Regent Seven Seas Cruises, Silversea Cruises and NCLH.

"The aggregation of all forms of multi-day journeys allows us to marry the hundreds of thousands of land departures in our portfolio with thousands of cruise departures, enabling our clients to pair trips together and for us to package them together," said the company's Chief Executive Officer Campbell Harris.

## Travelport partners

**TRAVELPORT** has partnered with HelloGbye so it can now offer e-mail automation to its travel management companies.

The solution uses proprietary technology that leverages artificial intelligence and machine learning techniques to generate itinerary recommendations in less than five minutes.

## Solomon Is impact

**THE** Solomon Islands' inaugural Australian advertising campaign has yielded positive dividends, with a marked increase in Australian visitors to the country.

The television and digital campaign, co-funded by Solomon Airlines and Tourism Solomons, targeted southeast Queensland and northern New South Wales over two eight-week campaigns in Aug, and was supported by a subsequent eight-week run.

## Portland's podcast project



**THE** city of Portland, Oregon is set to shortly fill the earbuds of Aussie listeners, with the upcoming launch of a new "Portland, Unpacked" podcast series.

The brainchild of Jill Collins from specialist travel PR firm Barking Owl Communications, the initiative has involved sending a team to experience the destination for themselves, in order to truly understand what makes Portland so different.

The series is hosted by Australian actor, commentator and DJ, Faustina Agolley, who was the special guest at a launch event in Sydney last Fri.

Agolley spoke about her experiences in Portland, saying it's a city of "many stories, many shades and many perspectives".

During her visit she spoke with many of the locals who embody

Portland's eclectic diversity, as she unpacks the city's cuisine, music, design, coffee and cannabis culture.

Attendees at last Fri's preview were able to listen to the first episode, which explores some of the city's history through tales of locals, giving an insight into what's behind its "Keep Portland Weird" tag-line.

The full six episodes will go live on 16 Mar, allowing prospective Portland proponents to "binge-listen" to the entire series, which was produced with the support of American Airlines, boutique Portland hotel Jupiter NEXT and Travel Portland.

**Pictured** at last Fri's launch are Nick Pearson, Jupiter NEXT Hotel; podcast host Faustina Agolley; Laura Stephenson, American Airlines; and Heather Anderson, Travel Portland.

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**from Flight Centre**

Joanne is the top point scorer for Round 4 of *Travel Daily's* Super Rugby footy tipping competition. Having won \$100 travel credit courtesy of Expedia.

**Expedia TAAP**

Travel Daily Super Rugby tipping competition is sponsored by Emirates, with the top tipper for the season winning flights from Sydney to Christchurch.



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## US wards off cruise

**THE** US State Department has advised its citizens to “reconsider travel by cruise ship to or within Asia”, and has warned citizens travelling via cruise ship that they may be impacted by travel restrictions due to COVID-19.

For more info, see today's **CW**.

## TTIH's first event

**MORE** than 40 people have registered for The Travel Industry Hub's (TTIH) first event tomorrow, featuring a panel discussion on the recent challenges affecting Australian tourism.

There's still space left, so to register, **CLICK HERE**.

## AFTA UPDATE

from Jayson Westbury



**THERE** is no doubt that the collapse of Fly365.com has come as a shock to the travel industry, and in particular, to AFTA/ATAS.

As a business and based on the information that AFTA had access to over the past three months and in the lead up to last week, there had not been any specific issues identified by the company with AFTA.

The fact that Fly365.com held ATAS accreditation and has done so for a considerable period of time holds true to the fact that something clearly has happened with this OTA in a short period of time to bring about the current circumstances.

As new OTAs look to join the Australian industry, this collapse will engender a deeper look at what and how these businesses should operate.

The race to the bottom on pricing that happens in many of the low cost OTA models is clearly not sustainable, or presents a trading environment that results in collapse.

While I am not suggesting that applies to all OTAs – not in any way, there are many sustainable, strong solid OTAs both in Australia & around the world that have proven that an online channel for the sale of travel is sustainable and profitable.

The problem appears to be more in the price driven market place and those who respond as a business model to metasearch price comparison websites.

These are not yet well

established businesses and while I would hate to think that innovation and entrepreneurship is not encouraged, the point is that a balance between innovation and future business models in travel needs to be offset by criteria that ensures sustainable business practices.

This is something that AFTA will have to review and consider as the ATAS scheme further evolves and can do more to try to provide a platform that can identify these types of risk before they happen.

That said, there is no regulation, legislation, or protocol that can pre-empt premeditated fraud.

While I am not suggesting that may be the cause of the collapse of Fly365.com, it has been the case with previous OTAs who have collapsed and I believe may be a black hole that is opening up in the travel industry led by a furious appetite from consumers to find flights online cheap.

There are many actors in this process and something will have to change and soon or else I believe that these collapses will continue to happen.

This is not good for consumers, not good for the travel industry & definitely not good for airlines.

I strongly believe that everyone in the travel ecosystem wants innovation in distribution, but this needs to be done in a sustainable way within the controls that we have available to us today.

We need to solve this together as an industry, this is not something govts can tackle and I am confident that AFTA working with all stakeholders can achieve great outcomes for the future.

## Cruiseco winners celebrate



**THERE** was much cause for celebration last Fri night as top agents from the Cruiseco consortium were acknowledged for their achievements.

Aboard Royal Caribbean's *Voyager of the Seas* docked in Hobart, 16 awards were dished out including recognition for top

sales, entry into the million dollar club, top expedition sales and best brand partnership.

The gala dinner and awards ceremony capped off a day of fun and indulgence for attendees at the annual Cruiseco conference.

**Pictured** are Mick Manov, Choose Your Cruise; Meg Hill, Cruise Express and Marius Els, Artist Network, who celebrated winning the coveted Top Seller Music Charters 2018/2019 award.

## Tourism WA change

**TOURISM** Western Australia has appointed The Monkeys as its lead creative agency.

The multi-year contract will see the agency help develop WA's brand strategy globally, building on the state's existing brand narrative created in collaboration with the tourism industry bodies.

## Very chilled savings

**SILVERSEA** Cruises is currently offering discounts on three new sub-Antarctic voyages departing from either Auckland or Dunedin between Dec 2020 and Feb 2021.

The deal applies to bookings made by 28 Feb, with passengers also eligible for an additional reduction of \$1,000 per double occupancy suite.

Cruises include the 14-day roundtrip from Dunedin on 21 Dec or 04 Jan 2021, visiting the Milford and Dusky Sounds before calling upon Macquarie and Campbell Islands.

Special prices for the sailings lead in at \$18,720 per person, twin share.

For further information on the deals, call 02 9255 0600.

## MONEY

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

**AU\$1 = US\$0.658**

**THE** global economy is certainly feeling the effects of the coronavirus, following weekend reports of seven deaths in Italy and up to 70 deaths in Iran, sparking fears of a global pandemic.

US sharemarkets plunged overnight and the AUDUSD fell 0.4%, while other markets also weakened, with the AUDJPY falling a significant 1.1%, and the AUDEUR down 0.4%.

*Wholesale rates this morning.*

US	\$0.658
UK	£0.509
NZ	\$1.034
Euro	€0.607
Japan	¥73.03
Thailand	฿20.75
China	¥4.589
South Africa	9.926
Canada	\$0.871
Crude oil	US\$53.38

## Canada does it again

**DESTINATION** Canada has recognised a third consecutive record-breaking year, attracting 22.1 million travellers in 2019, & generating an estimated \$104.9 billion in tourism expenditure.

The record number of arrivals for the year supported approximately one in 10 jobs in communities across Canada, and contributed an estimated \$43.5 billion to Gross Domestic Product.

## Cruise ships help out

**BLUE Whale**, the first of seven cruise ships being deployed to Wuhan to house medical workers, arrived in China's disease-stricken centre on Fri.

The ships will be used to provide "safe dining and living conditions" and a total of 1,469 beds.

## Calgary Down Under

**RENOVED** Cowboy festival Calgary Stampede in Alberta, Canada is heading to Australia this week for its annual travel trade sales missions.

Head of International Sales Lindsay Jardine will visit Brisbane, Sydney and Melbourne to meet with Helloworld, Flight Centre, Travel Corporation and a number of independent FIT operators selling Stampede trips.

The show celebrates Alberta's western heritage and first nations culture, with Australia ranking as the show's number two overseas market, sitting just behind the United Kingdom.

"Australians continue to be drawn to the Calgary Stampede, increasing visitation out of this market year-on-year," Jardine enthused.

## Elang's private preparation



**BAWAH** Reserve is preparing to launch Elang Private Residence (pictured) in May, which will be the second of its six islands in Indonesia's remote Anambas Archipelago to be developed with "the discerning earth-conscious traveller in mind".

The property, made up of six cliffside lodges, promises guests "the utmost in privacy and sustainable travel", and can be

booked as a single lodge stay or as a whole island.

Guests will also have access to a clubhouse with dining room and bar, salt water infinity pool with slide, the Beach House restaurant, and Kayu Spa, and can enjoy the restaurants and amenities of Bawah's main island, three minutes away via boat.

Rates start at US\$3,280 per night for a one-bedroom lodge.

## WIN A TRIP TO GREECE

This month The Luxury Greece Collection, a division of Greece & Mediterranean Travel Centre is joining *Travel Daily* to give agents the chance to win a luxurious Greek trip! The 8-night escape explores the must see destinations of Greece. Start in the ancient city of Athens and then relax and unwind on the scenic Greek Islands of Mykonos and Santorini in 5-star accommodation.

To win all you'll need to do is correctly submit BOTH an image and a short description (100 word max limit) to each of the 4 questions asked weekly over February.

Send your answers to [grecemed@traveldaily.com.au](mailto:grecemed@traveldaily.com.au)

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### EDITORIAL

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

**Contributors** – Adam Bishop, Sarah Fairburn, Nicholas O'Donoghue, Myles Stedman, Janie Medbury, Jenny Piper, Christian Schweitzer  
[info@traveldaily.com.au](mailto:info@traveldaily.com.au)

### ADVERTISING AND MARKETING

Sean Harrigan, Hoda Alzubaidi and Lisa Martin  
[advertising@traveldaily.com.au](mailto:advertising@traveldaily.com.au)

### BUSINESS MANAGER

Jenny Piper  
[accounts@traveldaily.com.au](mailto: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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