

HLO NZ chief out

SIMON McKearney, Executive General Manager of Helloworld New Zealand, has tendered his resignation and will leave the company in Nov.

An email from HLO CEO Andrew Burnes confirmed the departure, saying McKearney had made a significant contribution to the business since joining in 2015 as part of the launch of the Helloworld brand in NZ.

"Under Simon's leadership, our business in New Zealand has almost doubled as our retail presence expanded across the country and I want to personally thank him on behalf of myself, the whole team at Helloworld on both sides of the Tasman and our shareholders for his outstanding efforts," Burnes said.

"Looking to the future, we will be considering our options in relation to the leadership of the business moving forward and a further announcement about this will be made in due course."

Viking 2022 combos

VIKING Cruises has released two new 2022 departure dates for its popular ocean/river cruise combination voyage, the 15-day Rhine and Viking Shores & Fjords.

The trip travels between Bergen and Basel or vv, with both new departures on 23 Sep priced from \$9,990 per person twin share.

Guests can book with Viking's Risk-Free Guarantee giving the option to change up to 24 hours before departure - call 138 747.



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AFTA confirms new CEO

THE Australian Federation of Travel Agents (AFTA) has a new leader, with the Board this morning confirming the formal appointment of Darren Rudd to the role, as foreshadowed earlier in the week (**TD** 24 Jun).

Rudd was selected following a "rigorous recruitment process," according to AFTA Chairman Tom Manwaring.

"Darren is an outstanding choice, with a wealth of experience across business and stakeholder management.

"The skills and networks he brings to the role will be invaluable as we navigate the new and emerging industry landscape," Manwaring said.

Rudd was formerly APAC Head of Corporate Affairs for global IT business Tata Consultancy Services, with his career also including a range of key government relations roles.

"Darren's track record in successfully mapping and implementing campaigns that deliver results, his commitment to harnessing the immense power of our AFTA members through targeted grassroots activation,

and his ability to identify and convert opportunities in to real advantage were instrumental in him being selected for the role," the AFTA Chair added.

Rudd said it was an honour to join AFTA at this critical time.

"I look forward to working with members, the Board and industry stakeholders as we work our way through the current economic difficulties and the challenges that lie ahead...the future is very different to that which we imagined 6 months ago, yet travel and tourism remain cornerstones of the Australian economy.

"It is important that governments and regulators understand that getting the policy and regulatory settings right will not only help the sector but contribute substantially to the nation's overall economic wellbeing," the new CEO said.

Rudd commences his new role effective from next Mon 29 Jun.

CATO shake up

THE Council of Australian Tour Operators (CATO) has elected four new board members and returned two existing representatives in a board election held yesterday.

Aaron Zoanetti of Pointon Partners Lawyers, Crooked Compass founder Lisa Pagotto, Entire Travel Group CEO Brad McDonnell and Globus Head of Sales Peter Douglas have all joined the Board for the first time.

Meanwhile Managing Director at Sundowners Overland Liz Anderson was elected unopposed as CATO's Vice-Chair for the next two years, and Sno'n'Ski Holidays Managing Director David Walker was installed for his third consecutive term.

Departing board members included Halina Kubica from Greece & Mediterranean Travel, AAT Kings head Matt Cameron Smith and Encounter Travel's Justine Waddington.

Today's issue of TD

Travel Daily today has six pages of news including our PUZZLE page and a full page from:

- **TD Training Academy**

G Adv at a distance

G ADVENTURES has introduced its Travel with Confidence Plus Collection of tours featuring 37 adventures across 27 countries.

The trips range between four and 25 days in length, and feature tours in Australia, Asia the Middle East and Europe.

The new collection of trips also incorporates physical distancing measures, such as smaller group sizes, private transport where possible, no shared rooms, and no shared bathroom facilities.

G Adventures' founder Bruce Poon Tip believes the latest suite of tours will encourage people to start feeling confident about travelling again.

"It's our job to make sure we cater to all our travellers with trips that meet them where they're at so we can get all our travellers out exploring the world again," he said.

View the tours on offer **HERE**.

Arts \$250m bump

THE Federal Government has allocated \$250 million in recovery funding to the struggling arts and entertainment sector, a boost that will provide an important shot in the arm for the tourism industry, according to the Tourism and Transport Forum (TTF).

"Our research shows Australians want to engage in cultural tourism but are adopting a 'wait and see approach,' with respect to turning sentiment into actual visitation," said TTF Chief Executive Officer Margy Osmond.

"The Government has shown an understanding of their critical situation by committing cash grants and low interest loans to enable the sector to survive the next twelve months," she added.



Bain wins VA bid

BAIN Capital is set to become the new owner of Virgin Australia (**TD** breaking news), after the airline's voluntary administrators confirmed the execution of a Sale and Implementation Deed.

Deloitte said the deal would see the sale and recapitalisation of the businesses of Virgin Australia Holdings and its subsidiaries, adding that no return to existing shareholders is anticipated.

The Administrators said they expected their formal Report to Creditors, which would include details of any estimated return, will be provided in the lead-up to the formal Second Creditors Meeting before the end of Aug.

The announcement of the successful bidder followed the withdrawal by rival finalist Cyrus Capital of its offer this morning, with the company complaining that Deloitte's Vaughan Strawbridge and his team had not returned calls or emails or "meaningfully engaged with Cyrus to progress its offer" since a final binding submission was lodged on Mon.

Vax key - Murphy

OUTGOING Chief Medical Officer Brendan Murphy, who takes up a new Health Department role next month, is optimistic that a COVID-19 vaccine will be discovered, but last night told the *ABC* that until then, it's inevitable some sort of border measures will be required.

APT's new luxury breaks

EXCLUSIVE

APT has today launched a new collection of domestic luxury short breaks, offering small group trips with multi-night stays at upmarket lodges and boutique accommodation alongside touring in the company's fleet of customised 4WD adventure vehicles.

MD Chris Hall told *Travel Daily* the new escorted program continued APT's extensive legacy of domestic expertise, complementing its existing local range of "classic tours" and the company's extensive Kimberley and Cape York operations.

The new tours provide options for clients disrupted by COVID-19, and include a six-day Margaret River 4WD exploration staying at the exclusive Bunker Bay Resort.

There's also a six-day Tasmanian Epicurean 4WD Escape featuring two nights at Saffire Freycinet and a stay at the luxury Hobart's Henry Jones Art Hotel.

A week-long South Australian trip sees guests stay at Mt Lofty and The Louise, as well as two nights of "glamping" at Ikari Safari Park in Wilpena Pound.

Prices for the new program lead in at \$2,995 per person, with Hall saying "the travel industry has changed dramatically and our priority now is to create incredible experiences that are possible in this new travel landscape".

He said as well as the best accommodation in spectacular locations, the trips focus on relaxation, food and wine, "knowing that everything is all taken care of by APT".

"We are dedicated to continuing to being the leaders of domestic travel," Hall added, noting that APT continues to hold the National Travel Industry Awards crown as Best Domestic Tour Operator after taking out the category for seven of the past eight years.

Customers can redeem existing COVID-19 credits on the new trips, while APT has also cut deposits to \$250 per person, introduced an extensive range of Safe Travel Protocols and is allowing customers to change their minds up to 65 days prior to departure - aptouring.com.au.

New Seabourn chief

CARNIVAL Corporation has appointed Josh Leibowitz as the new President of Seabourn Cruise Line - more cruise news in today's issue of *Cruise Weekly*.

LH back in business

LUFTHANSA Group shareholders have approved a rescue plan for the carrier, with 98% of 30,000 attendees at an Extraordinary General Meeting overnight voting in favour of the carrier's €9 billion in "stabilisation measures" (**TD** 26 May).

LH Chairman Carsten Spohr said the Government loans meant the carrier's liquidity was secured on a sustained basis.

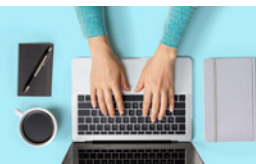
"The companies of Lufthansa Group are working at full speed to get their operations up and running again," he said.

PIA pilot scandal

MORE than a third of pilots at Pakistan International Airlines have been grounded after it was revealed they have fake licences.

The revelations come less than a month after the fatal crash of flight PK8303 (**TD** 25 May) which killed 98 people.

Pakistan's Aviation Minister told the country's parliament that 262 out of 860 pilots on the civil aviation register had "paid someone else to take their knowledge exams".



Survey said...industry needs to plan for change

OPINION

Malcolm Peak is the Director of Employer Branding and HR Advisory group Peak Corporate Solutions, providing advice to small business owners to help them grow and manage their businesses.



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

THE recent survey of *Travel Daily* readers (*TD* yesterday) showed an industry in crisis.

Only 8.5% of respondents said their businesses will survive 12 months without ongoing government support, almost the entire industry is dependent upon JobKeeper for survival, and more than 25% have done no planning for beyond the current end of the JobKeeper program.

It would be accurate to say that the industry is not only in crisis, but is also in stasis.

Compounding this situation is uncertainty as to what the future holds. The industry has been halted by government direction and there is still no clarity as to what plan the government might have to support the industry while operating restrictions remain in place.

Some businesses that I have been supporting are getting on the front foot and doing some scenario planning to at least have some options. I've advised they

work on 3-4 scenarios initially until they have more information as to what the government might do to provide ongoing industry support. These scenarios include continuation of JobKeeper for another 3-6 months, lifting of international travel restrictions to some locations, lifting of JobKeeper,

and lifting of JobKeeper while the travel restrictions continue.

While travel restrictions remain (both domestically and internationally), some form of government support is going to be crucial to the future of the industry. A JobKeeper extension may be one solution, however this only addresses the people part of the problem. What about rental relief (accessed by only 34% of respondents), management of refunds and credits, liaising with travel providers who themselves are cash-poor and unable to process these credits and refunds quickly?

Here is where an effective advocate for the industry is needed, and survey respondents were clearly looking for more

information as to what AFTA was doing in lobbying for the industry.

A quick look at AFTA's webpage shows lots of good useful information to help travel agents manage their businesses through the crisis, including a recent release on 23 Jun referring to online education towards "micro-credentials".

What appears to be missing, and this was highlighted in the survey results, is information around what progress has been made in conversations with government.

It is clear that AFTA is looking to support members in many different ways, however with only 62% of respondents being aware of what AFTA is doing to support the industry, and close to 50% of respondents thinking what AFTA was doing wasn't enough, there is a great opportunity for AFTA to share proactively the progress of its lobbying efforts with members.

As one survey respondent put it..."I want to see AFTA out there fighting for our industry".

That said, AFTA's success will also be dependent upon

concerted and cooperative action by travel agents. Members need to think about what they can also do to support the lobbying efforts of their industry association rather than sitting back and hoping AFTA will be able to negotiate a support package all on its own. They need to ensure they educate themselves about what AFTA is doing, and work to be part of the solution.

In the meantime, it's also important that travel agents do some scenario planning to give themselves some options. They can't simply rely on government support - as the theme parks in Queensland recently discovered.

The full report from the survey is online at traveldaily.com.au.

“While travel restrictions remain...some sort of government support is going to be crucial to the future of the industry”

Club Med financing

CLUB Med has taken out a €260 million loan to shore up its COVID-19 cash position.

The money includes €80 million from major shareholder, China's Fosun Tourism Group, and a €180 million facility guaranteed by the French Government.

Club Med's five resorts in China have reopened, as well as Florida's Sandpiper Bay, with 15 more properties in Europe to return to operation next month.

EK seat shuffle

EMIRATES has modified 10 of its Boeing 777-300ER aircraft by removing the Economy seats to allow for up to 17 tonnes of additional cargo capacity per flight, on top of the 40-50 tonne belly hold capacity.

The 305-seat switcheroo is being undertaken at the Emirates Engineering facilities in Dubai, with a time-lapse video of the complex process now online at traveldaily.com.au/videos.

CLIA honours crew

CRUISE Lines International Association (CLIA) has paid tribute to cruise ship crew members across the globe, commemorating the International Day of the Seafarer.

CLIA is supporting the initiative with a social media campaign centred on the hashtags #SeafarersAreKeyWorkers and #WeAreCruise as cruise lines work around the clock to facilitate further crew repatriations.



Move over meatballs, cocktails are coming!

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Travel Daily

CORPORATE UPDATE

Phased approach flagged

A MAJORITY of businesses have indicated they will opt for a “phased approach” to resuming corporate travel over the next 12 months, according to a new study compiled by 4th Dimension Business Consulting.

The report from Flight Centre’s consultancy arm also showed that 49% of survey participants indicated they had either already started to travel for work or felt they would do so again within 30 days or next one to three months.

The easing of border restrictions ranked as the primary reason for resuming business travel, with 70% suggesting the lifting of border controls would have a “significant impact”, followed by government endorsement that it is safe to travel.

The industries most likely to return to normal corporate travel volumes the soonest, the study found, were executives in the mining and construction sectors, with 64% in mining expecting to travel domestically for work in the next three months, while 69% in construction said they were likely to travel both domestically and overseas within the same time period.

The primary motivation for making business trips were listed as winning new business (43%) and managing existing client relationships (39%).

Despite the optimism from the 1,600 business surveyed, only half felt that business travel volumes would return to pre-COVID levels anytime soon.

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Riding the COVID wave



BUSINESS travel management company Complete Business Travel (CBT) has revealed it is stepping up its commitment to employee welfare by offering its clients new around-the-clock online health support.

With many of its partners working remotely as a result of the pandemic, the business is now providing access to a range of respected fitness and well-being specialists on demand.

“Modern life is stressful and pretty unhealthy at the best of times, but now taking care of ourselves and our staff is vital,” claims CBT Managing Director Simon McLean.

“We needed to think outside the box to find a new approach to wellness for our clients.

“There is the science behind wellness concepts, and then there is the mind and body, or more spiritual side - combine these and it’s a perfect antidote to a hectic lifestyle,” he added.

CBT said that many businesses in Australia are now looking at ways to promote a healthier and more productive workforce, but have been finding price to be a major barrier, suggesting its new on-demand wellness solution fits the market demand well.

Pictured: Simon McLean working on his own mental well-being out in the surf.

Amex GBT appoints

AMERICAN Express Global Business Travel (GBT) has appointed Julie Avenel to the position of Vice President, Global Business Consulting.

In her new role based in France, Avenel will report to Chief Commercial Officer Drew Crawley, and be charged with increasing the value of the company’s performance, growth and value to clients.

“Julie brings a wealth of experience, including business development and leading global teams,” Crawley said.

She was most recently responsible for industry analysis with Accor.

Consolidate it now

THE travel halt brought about by the COVID-19 pandemic makes now a good time for companies to consider consolidating their travel program, CWT believes.

The company said organisations which concentrate sourcing with a streamlined number of suppliers, those who standardise travel policies, processes & tools, and those who use data to drive decision making, will continue to fare better than those with more fragmented programs.



With Jayson Westbury's shock resignation and no income for the rest of the year, what is the future of AFTA? Find out in the June issue of *travelBulletin*.

**CLICK
to read**

travelBulletin

ANZ kicks big goal

AUSTRALIA and New Zealand have won the right to host the 2023 Women's FIFA World Cup, selected ahead of a rival bid from South American nation Colombia.

FIFA said that Australia and New Zealand were the best candidates to host the major sporting event due to their stadia facilities and the potential commercial return.

The proposed Australian venues include ANZ Stadium in Sydney, Suncorp Stadium in Brisbane, Hindmarsh Stadium in Adelaide, as well as Eden Park in Auckland and Wellington Regional Stadium in New Zealand.

The Women's World Cup could bring in an estimated \$500,000 million for the Australian and New Zealand economies.

WestJet restructure

CANADA'S WestJet Airlines has announced a major restructure which will result in a consolidated call centre in Alberta and the loss of more than 3,333 staff.

Most of the jobs are airport customer service agents and baggage handles, a move the airline said was "unavoidable" and needed to be made in order to "future-proof" the business.

Lord Howe to open

LORD Howe Island has announced it will welcome travellers from 03 Aug, marking the end of a NSW public health restriction that has been in place since 22 Mar.

The island, located 600km off the coast of NSW, has reported no COVID-19 cases to date, with local operators currently working on developing COVID-safe protocols ahead of the planned reopening to travellers.

"There are already strong bookings for the island for Sep onwards, many of which are for travellers who transferred their bookings from earlier in the year," said Lord Howe Island Tourism Association Executive Officer Trina Shepherd.

EVENT floats community love



EVENT Hotels has launched a new reward campaign called From our Family to Yours, which will see 1,200 hotel nights across its Rydges, Atura and QT Hotels brands in Australia and NZ given away for free to people who have put themselves at risk to assist during the COVID-19 pandemic.

To score a well deserved free stay for someone you know, nominations are required to state in 25 words or less why that person deserves the break.

More than 1,200 nights across Rydges, Atura and QT Hotels are

up for grabs, with all entrants also going into the draw to win one of four five-night, all-inclusive stays at a QT, Rydges or Atura for themselves.

View competition details **HERE**.

Pictured: Atura Blacktown.

SA is COVID ready

CLOSE to 3,500 business in the tourism sector have now completed a new COVID-19 program developed by the South Australian Tourism Commission.

The free 30-minute online COVID-19 Awareness Training program is designed to assist businesses to reopen with confidence as SA prepares to reboot its \$8.1b visitor economy.

Whale tours return

HUMPBACK whale swim tours are returning to Ningaloo, with the mammals commencing their migration along the Western Australian coast.

WA Premier Mark McGowan said the return of whale watching tours will result in a welcome boost to the state's struggling tourism economy.

The humpback whales return coincides with the release of a new management program that ensures responsible tourist practices around whale watching.



Window Seat

IT MIGHT sound like an idea more at home within the confines of a *Star Trek* film, but a Seattle-based firm has developed an invisible air shield in a bid to mitigate the risk of COVID-19 infection in the air.

The technology claims to create a "continuous curtain of air around each passenger" during flights, effectively blocking any potential droplets from surrounding passengers.

If successful, the unusual tech would allow airlines to travel at full capacity, with many opting to socially distance passengers in modified seating configurations.

"In an aircraft environment, it is airflow and not distance that plays the most significant role in the spread of a virus," said co-inventor Anthony Harcup.



Festivals are the key

A NEW study conducted by the University of South Australia has found a "fresh approach" to the festival sector could be crucial in reinvigorating the state's struggling tourism sector.

Recommendations include expanding Festivals Adelaide to facilitate greater collaboration between Arts South Australia and South Australian Tourism, as well as diversifying SA's tourism marketing strategy to recognise festivals as a key driver for tourism brand associations.

"In the past, we haven't done as much as we could to promote cultural tourism, so there is a real opportunity to grow that area," said UniSA's Ruth Rentschler.

Sudoku

FIENDISH

THE aim of Sudoku is to complete the entire grid using the numbers 1-9. Each number can only be used once in each row, column, 3x3 box.

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

www.sudokuoftheday.com – visit them and get a new Sudoku every day!

Funnies Flashback



WE'VE trawled through the **TD** Window Seat archives to give you a blast from the past. Here's some gems from 04 Sep 2012:

BREAKFAST of champions!

The Holiday Inn Express hotel in Stony Brook, New York probably took the term "Hair of the dog" a tad too far, serving up alcohol-flavoured waffles, free to all guests who would like them as part of celebrations for "National Waffle Day".

On the flip side, American liquor importer Star Industries has turned it around and created "waffle-flavoured vodka".

The hotel's GM said he was happy to serve the alcohol flavoured waffles alongside the waffle flavoured vodka to guests over 21 years of age, but only if they were consumed in the bar.

ANSWERS 25 JUN

Pub quiz: 1 Bogota, 2 Dark tourism, 3 c) 364,134, 4 California and Nevada, 5 Bolivian Boliviano, 6 China and India, 7 Iran, 8 Ukraine International Airlines, 9 Nice, 10 Charles Nicholas

Whose flag is this: Isle of Man



Pub quiz

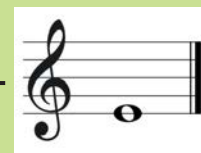
1. What is the capital of Nigeria?
2. Which city is home to Leonardo Da Vinci's *The Last Supper* mural?
3. What island chain does Ibiza form part of?
4. Which German city was Albert Einstein born in?
5. Which above-water mountain range is the longest in the world?
6. Which seven countries did US President Donald Trump ban from travelling to the United States in 2017?
7. As of 2019, which airline was the largest in the world in terms of passengers carried?
8. Which city is widely believed to be the oldest continually inhabited city in the world?
9. What is the southern-most county in England?
10. What is the largest in-land sea by area in the world?
11. What US city does this collection of pictures spell out?



+



+



Where in the world?



THIS unusual statue is unsurprisingly seen by many as a symbol for good luck, considering that it's giving passersby a giant thumbs up.

The sculpture was made based

on a resin mould of the artist's thumb, which is why it looks so realistic.

Do you know where in the world you can visit it?

Check Monday for the answer.

Staywell standards

HOTEL manager StayWell Holdings has announced a new suite of hygiene standards in order to protect its guests during the climate of COVID-19.

New standards at its properties include an increased cleaning frequency, deployment of stronger chemicals in the cleaning process, the installation of hand sanitiser dispensers in all public areas, as well as contactless food services for its restaurants.

Strong NT take-up

THE Northern Territory Government says there has been a strong response to its \$200 tourism voucher scheme, with local Territorians expected to inject an estimated \$10.4 million into the local visitor economy.

More than 26,000 vouchers are available for locals to use on over 4,000 bookable tourist experiences, with the scheme running alongside the "Never Have I Ever" marketing campaign.



When life gives you Pineapples



TOURISM operators on the Sunshine Coast are gearing up to welcome back domestic visitors by demonstrating the uptick in tourism is certain to bear fruit.

In a quirky new series of marketing videos developed by the Visit Sunshine Coast, major tourist drawcards pass a pineapple around the picturesque region, from the management team at the Tree Top Challenge swing (**pictured**), to the staff at Mercure Kawana Waters, and the

instructors of the Coolum Surf School, all in homage to local tourist icon, The Big Pineapple.

"Our region's tourism operators have faced incredibly challenging times in the face of COVID-19, and these videos are about encouraging visitors to plan their next Sunshine Coast holiday and support our local businesses," said Visit Sunshine Coast Chairman David Ryan.

Check out the humorous new campaign **HERE**.



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This month Travel Daily has partnered with A-ROSA River Cruises to give you the chance to win a 7-night European river cruise.

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TRAVEL SPECIALS

WELCOME to Travel Specials, *Travel Daily's* Friday 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 15% plus no single supplement are available on selected Adventure Canada northern European cruises through **Cruise Traveller**. Deals also offer a free hotel stay, with prices starting at \$5,295ppts for the voyage from Bilbao to Brest. For more info call on 1800 507 777.

Preferred Hotels & Resorts has launched a new Flexible Member Rate offering savings up to 10% or higher for loyalty scheme participants, and cancellable up to day of arrival. **CLICK HERE** for details.

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