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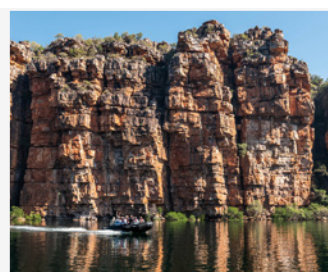
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Ponant solo offer

PONANT Cruises is offering no single supplements on more than 130 small ship voyages departing in 2021 and 2022.

The offer includes coastal Australian voyages in Oct this year, along with 2022 Kimberley cruises as well as a range of New Zealand departures.

Other options for next year include the Mediterranean, Scandinavia, Iceland, Tahiti, the Seychelles and more, with some top picks featured on the **cover page** of today's *Travel Daily*.

Carnival out to Sep

CARNIVAL Cruise Line this morning advised industry partners of a further extension to its rolling pause in operations, with *Carnival Splendor's* Australian itineraries now cancelled through to 17 Sep.

Commission is being protected on all fully paid bookings and rebookings when future cruise credits are redeemed.

Carnival urged agents to work with clients to follow the automated process to request either a refund or credit - see carnival.com.au/travel-advisory.

More of the latest cruise news in today's issue of *Cruise Weekly*.

JobKeeper end doomed Nexus

EXCLUSIVE

THE cessation of the Government's JobKeeper program at the end of Mar was the trigger for the closure of Nexus Holidays, which ceased trading late last month (*TD* 26 Apr) due to the impacts of the pandemic.

A report from Administrator Jonathon Keenan of BRI Ferrier identifies more than 750 customer creditors, including consumers and travel agents, who are owed a total of \$2.1 million in deposits.

Keenan noted that until the company ceased trading it had employed 19 staff, the majority working from home on reduced hours to assist customers in postponing travel packages,

arranging credits with suppliers and in some cases issuing refunds.

"The company received financial support from the Australian government while it was available, however once this ceased it was unable to obtain the necessary funding to continue business operations," he said, leading to BRI Ferrier's appointment as Liquidators.

"Upon conducting an urgent assessment of the company's financial position, we determined that the company was unable to continue trading and we have terminated all staff," he said.

As well as the \$2.1 million owing to clients, management accounts indicate an additional \$269,000 owed to trade creditors, a \$203,000 debt to the Australian Taxation Office and \$469,000 in outstanding staff entitlements.

The Administrator once again urged customers to explore if refunds are available via credit card chargebacks or through travel insurance, with the company "unable to deliver on previously booked holiday packages and tours".

"We are urgently assessing the next steps and potential outcomes for customers, including whether any credit with third party providers is available."

Keenan also urged creditors with any information to assist in its investigations to contact him as a matter of urgency via nexus@brifnsw.com.au.

De Niro's Swiss role

SWITZERLAND Tourism has released the next video in its ongoing collaboration with tennis megastar Roger Federer (*TD* 29 Mar), this time ramping up the star power even further with the participation of Hollywood legend Robert De Niro.

Spoiler alert - the short film sees De Niro turn down an invitation from Federer to be part of a movie about Switzerland - basically because despite its beauty and purity there's just not enough drama there.

Check out the new video at traveldaily.com.au/videos.

More NT vouchers

THE Northern Territory Government will provide \$5 million to fund another round of the successful Territory Tourism Vouchers scheme, as part of its 2021/22 budget unveiled on Tue.

A new Territory Tourism Comeback Plan will also include \$1 million to promote the Red Centre, \$1 million for the Business Events Support Fund, \$3 million for the Visitor Experience Enhancement Program, and \$2 million to support programs for Territory tourism businesses.

Previous rounds of the voucher scheme have so far generated about \$36 million in gross sales for Territory businesses, with Minister for Tourism and Hospitality, Natasha Fyles saying "Territorians voted with their feet to holiday at home".

Broadway is back!

NEW York Governor Andrew Cuomo has announced that theatres on Broadway will reopen at full capacity in Sep, with tickets for shows going on sale this week.

The *New York Times* says about 30 shows will return to the stage by the end of 2021 including *The Lion King* and *Hamilton*, while the producers of *Phantom of the Opera* have already announced it will reopen on 22 Oct.

The city's famous theatre district has been closed for more than a year, with a number of productions confirming they will be unlikely to return due to the pandemic's financial impact.

Today's issue of TD

Travel Daily today has six pages of news including our PUZZLE page plus a front cover page from **PONANT**.



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QF still top airline in 2020

DESPITE ceasing most of its overseas flying at the onset of the COVID-19 pandemic, Qantas still had the biggest international market share in Australia for 2020 overall, according to a new report from the Bureau of Infrastructure and Transport Research

Economics (BITRE).

That was because Jan-Mar 2020 comprised a whopping 93% of Australia's total international traffic for the year, which saw 9.3 million total passengers, versus 42.5 million in 2019, a decrease of 78% overall.

Over the 12 month period Jetstar was in second spot with an 8.5% market share, followed by Singapore Airlines at 8%, Air NZ at 7.6% and Emirates with 7.1%.

Qatar Airways' share was 5%, despite the carrier soaring to become one of the most dominant post-pandemic operators into Australia as it persevered with operations when many others pulled out.

Over the 12 month period the busiest international city pair was Auckland-Sydney, followed by Singapore-Sydney and then Singapore-Melbourne, with the top ten city pairs comprising over 25% of total traffic.

Event additions

EVENT Hospitality and Entertainment has announced new management agreements for three South Terrace Adelaide properties, which will all sit under its new umbrella brand Independent Collection by Event.

The expansion includes the Sage Hotel and Chifley Hotel, as well as a motel which will be completely renovated and rebranded.

Over \$15 million will be invested to reposition the properties to create "a leading new hotel precinct and quality addition to the Adelaide hotel landscape".

Back to Burnie

QANTAS this morning announced it would reinstate the Melbourne-Burnie route after a 15 year hiatus, in response to growing domestic travel demand.

Effective from 21 Jun QantasLink will operate daily return flights on the route using a 50-seat Q300 turboprop, with the division's CEO John Gissing saying the route would create stronger connections for the north west coast of Tasmania.

"Tasmania has been popular with our customers since travel restrictions started to ease last year, and these new flights will make it easier for travellers to experience the culture, natural beauty and wildlife of Burnie and its surrounds," he said.

Fares lead in at \$125 one way, with the addition being the fourth new Tasmanian route QF has launched in recent months alongside Brisbane-Hobart, Perth-Hobart, Canberra-Hobart and Sydney-Launceston.

SLK big bus buy

SEALINK Travel Group has announced the \$84.7 million purchase of Western Australian coach operator Go West Tours.

The deal includes a further \$25 million earn-out component as well as three depots for \$3.8m.

In operation for over 35 years, Go West is one of the largest specialist bus operators serving the WA resources sector, with a modern fleet of about 287 buses across nine depots offering charter, rental and tour vehicles.

As well as mining services, Go West has regional public school bus services under long-term WA Government contracts, as well as a solid contract tender pipeline and an experienced management team which is being retained.

SeaLink CEO Clint Feuerherdt said the deal gave SeaLink a "unique opportunity to expand into a new market that is highly complementary to our existing Australian bus transport capabilities".



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Travellers Choice really satisfies



TRAVELLERS Choice MD Christian Hunter said he believes the group is well positioned to rebound from the COVID-19 industry downturn, with a new national survey of members revealing “unprecedented approval ratings”.

The annual poll saw a resounding 100% of Travellers Choice agents express satisfaction with their membership, with almost two thirds declaring they were “more than satisfied”.

Popular elements of the networks’ support through the pandemic have included the removal of membership fees for the 2020/21 financial year, a reduction in web-hosting fees and the speed of delivery for a robust template for agency terms and conditions.

They also overwhelmingly praised the uninterrupted support provided by the Travellers Choice network of state-based business development managers, which has remained intact throughout the crisis.

Members also hailed the corporate office team’s assistance in working with preferred suppliers to resolve a myriad of refund and credit issues.

Ongoing communication from head office was also a key factor, with weekly webinars hosted by Hunter along with a steady stream of emails, social media posts and updates to the TC Hub

agent portal.

Hunter said that while clearly no travel business which survives COVID will be unscathed, “companies that have retained their core strengths and remain focused on their customers will return with renewed vigour”.

“Travellers Choice’s members are our customers and primary focus and we will continue - as always - to support them in ways that surpass their expectations.

“The latest survey shows that the bonds that bind our group together and the value we deliver to independent travel agents have only been reinforced by the current crisis,” Hunter added.

The head office team is **pictured** from left: Nicola Strudwick, Christian Hunter, Robyn Mitchell and Lutz Poelchow.

T&L licensing push

TRAVEL + Leisure Group, formerly known as Wyndham Destinations, has launched a brand licensing business, as it seeks to expand its capabilities and develop consumer products.

Spearheaded by licensing expert Phil Raso, the expansion has seen the recent launch of online travel gateway BookTandL.com, a new subscription travel club set to launch later this year, as well as consumer products like the Travelpro x Travel + Leisure luggage collection.

Alliance adding five

ALLIANCE Aviation Services Limited today confirmed that Qantas has exercised its option to call up five additional Embraer E190 aircraft under the existing wet lease agreement (**TD** 04 Feb).

Initially there were three planes covered under the deal, set to enter service on 25 May, with QF able to call on an additional 11 aircraft subject to demand.

The extra five planes, based in ADL, will begin operation with QF from 21 Jun, with each option for an initial three year period.

Alliance MD Scott McMillan said the extended deal was “further confirmation that the E190 is the perfect aircraft to take advantage of the new route network that is developing in the post-COVID aviation recovery”.

IATA fraud deal

THE International Air Transport Association (IATA) has announced a partnership with fraud prevention solution provider Riskified to help boost revenues, reduce costs and prevent fraud.

The partnership will integrate to IATA’s Financial Gateway (IFG), which will now incorporate Riskified’s Chargeback Guarantee.

IATA said its members will be able to quickly and easily activate Riskified’s fraud solution consistently throughout all of their distribution channels, as well as confidently approve ticket orders they may have otherwise declined due to fear of fraud.



Window Seat

ITALIANS are very proud of their cultural creations - as is currently on display with the fight over the UNESCO heritage recognition of espresso - and with such insightful and ingenious culinary innovations, why wouldn’t they be?

Therefore, as you may be able to imagine, Romans were thrown into a panic this week, when a fresh pizza vending machine appeared in their city.

Mr. Go Pizza offers four different kinds of pizzas costing from €4.50 to €6.

The machine kneads and tops the dough, all as customers watch behind a small glass window.

“I wouldn’t even think of eating a pizza made by a machine,” a local told *Reuters*, shortly before he bit into one of the pizzas.

We are unaware of which *stupid* came up with this creation, but in a city as famous for its pizzerias as Rome, Mr. Go Pizza faces stiff competition.

New role for Birse

JANAYA Birse has taken over from Nicole Veauvy as Brand PR Manager for Australasia at IHG Resorts & Hotels.

Birse’s wide experience includes a decade at The Walshe Group.

Travel Daily
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CORPORATE UPDATE

CTC's Hilton check-out



Reed & Mackay sold to TripActions

GLOBAL corporate travel group Reed & Mackay has been acquired by business travel and spend management platform TripActions, which recently took on US\$155 million in additional funding, taking its valuation to about US\$5 billion.

Reed & Mackay, which has a presence in Australia through its own acquisition of Concierge Travel Group just over two years ago (*TD* 05 Feb 2019), will "retain its premium brand, experienced employees and high touch tailored service for clients across more than 50 markets," the companies said.

"Together the group will partner to deliver an unsurpassable corporate travel and spend management solution for any company of any size around the globe," they said.

The overall network will manage about US\$5 billion in travel budget, serving more than 5,000 customers across the globe.

TripActions CEO Ariel Cohen said the combination "will create a new breed of travel management that is able to cater to every need of companies of all sizes in every geographic location".

THE Vic team from Corporate Travel Connections (CTC) recently undertook a site inspection at the Hilton Melbourne Little Queen Street, posting the above image on LinkedIn.

The heritage-listed property aims to represent "all things truly Melbourne," with the group **pictured** from left: Joanne Cullen, Hilton Melbourne Little Queen Street; Phil Gleeson, Anke Charalambous, Ryan Potts and Ingrid de Haan from CTC, and Dean Easton from the Hilton.

Spanish merger

BCD Travel will remain the key partner brand for corporate travel, meetings and events within a new Spanish travel giant being formed by the merger of two existing large businesses.

The group is the combination of Avoris and Globalia, which together had pre-COVID TTV of €4 billion, over 6,000 staff, 1,500 retail outlets and 40 brands.

BCD President Asia Pacific, Middle East, Africa and Global Network, Greg O'Neil, said the merger of the group's partner in Spain would "bring further opportunities to deepen client collaboration, drive innovation and deliver quality service to travellers".



FCM targets 50% recovery

FLIGHT Centre Travel Group's FCM Travel corporate division says it is expecting a significant recovery in its global corporate travel business by the end of 2021.

FCM said with vaccination programs well under way in key markets and gaining momentum, profitability remains on track to return late in the year.

At the end of Apr activity was tracking at 29% of pre-COVID levels but organic growth was looking strong, driven by high customer retention rates and recent account wins including Procter & Gamble and Atos.

"Based on early signs that vaccines are effective at preventing symptomatic infection, and with healthy vaccine rollout rates in key markets such as Australia, NZ, the US and UK, we expect health risks to reduce," said FCM Global MD Marcus Eklund.

"In the absence of disruptions such as new strains, this should lead to an easing of government-imposed restrictions on domestic and international travel, and a partial rebound of the global

business travel market by year end.

"Based on our experiences, travel immediately rises by 20-30% when restrictions are relaxed," Eklund noted.

He predicted that mining, construction, pharma, energy, resources, FMCG manufacturing supply chains and governments would continue to drive early growth in travel activity this year, having been responsible for much of the limited travel undertaken during the first year of COVID-19.

Eklund also forecast that consolidation and structural change in the TMC market would also impact confidence in business travel.

"It is essential for the corporate travel industry to be highly adaptable to rapid change...it must also offer a greater number of services in health, safety and customer communication, and expedite delivery, to remain relevant in this environment.

"These are the areas we have focused on and invested heavily in for the benefit of our customers during the pandemic and during the recovery phase."



On this episode:
Show me the (round 2) money!!

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NEW EPISODE

Travel Daily
NEWS ON THE FLY

Icon under a microscope



THIS landmark is iconic and easily recognisable when you see the whole picture, but can you identify it from this small portion of the image?

Usually pictured from afar, this famous site is one of the top

tourist attractions for visitors to the country.

Located 2,430m above sea level and surrounded by mountains it can be hard to get there, with train the best option, but active travellers can hike to the site.

Test your knowledge

FOR travel, flying is a key part of our industry, and it's also full of symbols and acronyms.

Agents have to know airport codes, airline codes, airline liveries and more.

How well do you know the aviation industry? Do you know what airports these codes stand for, and what plane liveries are pictured?

AIRPORT CODES

1. REP
2. SVO
3. ALH
4. YYZ

2



AIRLINE LIVERIES

1



3

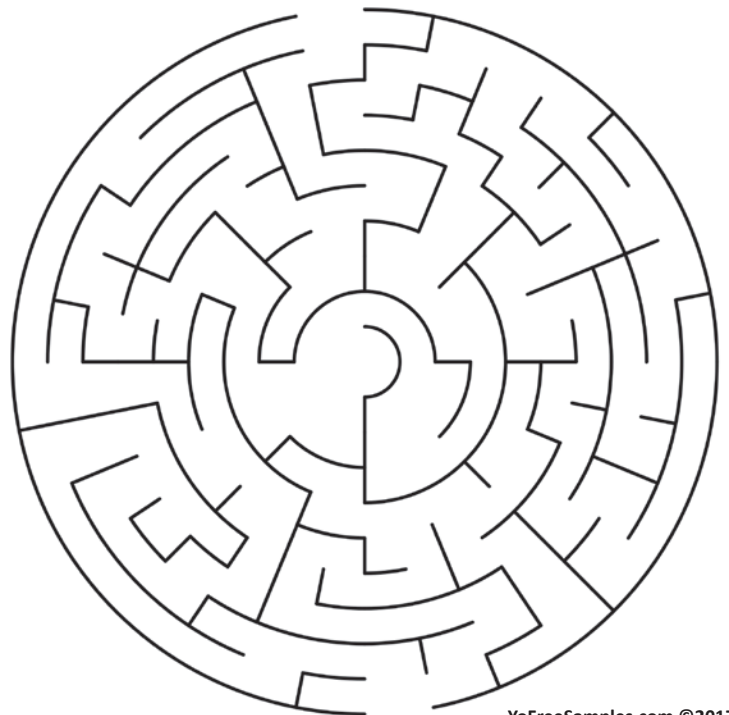


Pub quiz

1. Which two airports in Europe offer United States border pre-clearance, allowing you to clear customs and border protection before you land in the US?
2. The Cold War led to countries boycotting which two Summer Olympic Games?
3. Prince's Square is a park in which Australian city?
4. True or false: the colour burgundy does not feature in the flag of the French region of Burgundy?
5. The Coalfields Highway runs through which state?
6. The Parque de la Reserva can be visited in which South American capital?
7. A Wiener would be someone from what city?
8. After Canberra, what is Australia's second most populous inland city?
9. What region in New South Wales is the largest wine producer?
 - a) Southern Highlands
 - b) Hunter Valley
 - c) Riverina
10. Wellington National Park can be found in what Australian state?

A-maze-ing

CAN you find your way through this maze? Start at the top and finish at the bottom.



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ANSWERS 06 MAY

Where in the world: Lake Gairdner, South Australia

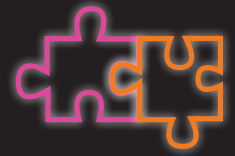
Pub quiz: 1 Adelaide, 2 Riesling, 3 Juniper, 4 Oysters, 5 Adelaide Central Market, 6 Barossa Valley, 7 Tasting Australia, 8 Kangaroo Island, 9 Kangaroo, Emu, Goat & Camel, 10 The Epicurean Way

Know your brands: 1 Council of Australian Tour Operators (CATO), 2 Google Maps, 3 Adelaide Oval, 4 Mailchimp

Whose animal is this: Moose - Sweden

**NEED A DISTRACTION
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AND GLOOM?**

Check out our daily puzzle page.



Travel Daily

Viking Malta restart

VIKING Cruises this morning announced that its *Viking Venus* and *Viking Sea* will both homeport out of Valletta, Malta as part of a restart of operations in the Mediterranean.

Voyages for vaccinated US guests only are scheduled to commence in Jul, as part of Viking's Welcome Back collection, with itineraries taking in Montenegro, Croatia and the Greek islands.

Viking is also restarting operations in the UK, Iceland and Bermuda and is actively working on developing additional Welcome Back itineraries, with more 2021 sailings as soon as government approvals are given.

Kakadu opens up

KAKADU National Park in the Northern Territory is opening up various sites to visitors as water levels drop and crocodile surveys near completion following a big wet season.

Nanguluwurr, Nawurlundja and Burrungkuy (Nourlangie) are already open, with the park's Tourism and Visitor Services Manager, Anja Toms, saying "Kakadu is open for business".

Toms said work on the Jim Jim Creek crossing to allow access to the Twin Falls escarpment walk was imminent, with significant additional works ongoing across the park under a \$276 million upgrade and renewal investment.

More at parksaustralia.gov.au.

Vilnius ready to rock on The Roop



THE Lithuanian capital of Vilnius has dressed 10 of its most famous statues in yellow for the upcoming Eurovision Song Contest in the Netherlands.

The sculptures are dressed to match local pop rock band The Roop, which will perform the Lithuanian entry for this year's Eurovision, *Discoteque*.

The statues have been given yellow scarfs, bucket hats, shawls, and even disco balls to cheer up passers-by and wave The Roop goodbye as they head to Rotterdam, the host city for this year's Eurovision.

Vilnius has collaborated with local fashion brand MK drama queen for the decorations, with the capital having also promised a (hopefully COVID-safe) city-wide open-air nightclub if *Discoteque* wins the competition.

"Vilnius has been supporting The Roop in every step of their Eurovision journey, and the statues will cheerfully send them off and welcome back," said Mayor Remigijus Simasius.

Pictured: The Monument to the Brothers Vileisis ready to cheer

on The Roop when they open the contest on 18 May, with the band already selected to be in the first semi-final of Eurovision 2021.

Australia's Eurovision entry this year is Sydney-based Montaigne who has hopefully been given an exemption to our strict ban on international travel as an "essential worker".

Fake results penalty

TRANSPORT Canada has issued CAD\$9,000 in fines to two passengers for presenting false or misleading COVID-19 pre-departure tests.

The first traveller was fined CAD\$6,500 for presenting an altered coronavirus test result and knowingly boarding a flight from the Dominican Republic to Toronto on 08 Feb, while the second person received a CAD\$2,500 fine for presenting a fake test and knowingly boarding a flight to Canada from the USA.

The Canadian Government continues to strongly advise its citizens that "this is not the time to travel".

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

Rocky Mountaineer is offering up to \$1,000 per couple in free perks for customers who book a 2022 qualifying package of eight days or more. The offer includes two hotel nights, one dinner and an airport transfer. Current offers include risk-free deposits, two date changes and no early payment - for more details see rockymountaineer.com.

Savings of 10% are now available on **Intrepid Travel's** five day Australia Retreat: Queensland Daintree departure, when booked between 15 May and 30 Jun 2021. Similar discounts are available on the six-day Whitsunday Islands Explorer and the five-day Queensland Hinterland Adventure - more information on 1300 458 437.

SEA LIFE Sunshine Coast is offering free entry for all mums this Sat and Sun 08-09 May in honour of Mother's Day. The deal is only available to those who pre-book tickets online and use the promo code MUM - for details see visitsealife.com.

SeaLink Travel Group is urging travellers to take advantage of half-price flights to Kangaroo Island with Rex and Qantas and explore the destination on a series of new one-day coach tours. The Kangaroo Island Experience leads in at \$191pp and operates each Mon, Wed and Sun, while the new Sip & See tour starts at \$185pp each Tue, Thu and Sun - 13 13 01.

Got a confidential tip? Contact *Travel Daily* via our secure WhatsApp service on +61 2 8007 6760 or click [HERE](#)

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