

Join us to

CELEBRATE

that the travel industry
is still standing

at a cocktail party hosted by Travel Daily
on Tuesday 30th November 2021
from 6pm at Doltone House, Darling Island, Sydney.

Tickets on sale for \$60
from 10th November 2021

*All guests are required to be fully vaccinated in line
with NSW Government mandate.

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Today's issue of TD

Travel Daily today has seven pages of news including **Business Events News**, plus a cover page for **Travel Daily's Still Standing** event.

Get going a-Ghan!

JOURNEY Beyond has added 10 additional departures for The Ghan in Jan, with five trips in each direction between Adelaide and Darwin.

The company said the expansion followed huge demand for the product, with the 2022 season almost sold out.

In addition to the new departure dates, three special packages have been created with add-ons including transfers, accommodation and activities pre or post the rail trip.

Chief Commercial Officer, Peter Egglestone, said Jan and Feb are "considered by those in the know as the most beautiful time in the Top End" - journeymeyond.com.au.

Hawaii drops restrictions

HAWAII has aligned with the United States' federal international travel requirements and will welcome global travellers from Mon, simplifying the process for Australians to fly straight to the US state.

Non-American citizens travelling directly to Hawaii from an international destination must present both a vaccination record and a negative COVID-19 test result within three days of boarding a flight.

The alignment comes as Hawaiian Airlines last week announced the restart of Sydney to Honolulu services five times weekly from 15 Dec (**TD** 25 Oct).

"We look forward to welcoming back Australian visitors and believe there will be very strong interest in travel to Hawaii," HA Regional Manager Australasia Andrew Stanbury told **TD**.

"It means that from 08 Nov Australians who are fully

vaccinated and have a negative COVID-19 test result within three days of boarding their flight, can fly directly to Hawaii and enter the US in Honolulu."

Airlines will screen passengers prior to their departure to the United States, and once in Hawaii, the Centers for Disease Control & Prevention will conduct compliance checks.

International passengers entering from another US state or territory will be treated as domestic travellers when entering Hawaii, meaning they will be required to create a Safe Travels Hawai'i account, enter their trip details, and fill out a health form.

American citizens flying directly to Hawaii from an international destination must provide either proof of vaccination, or a negative COVID-19 test result, within one day of boarding a flight.

Hawaii Tourism Authority President & Chief Executive Officer John De Fries said Hawaii is only able to reopen its tourism industry because of the measures taken by the state's residents throughout the pandemic.

"The recovery of Hawaii's international travel market will be a gradual process extending well into next year and beyond, so we advise our tourism industry partners to continue being patient as visitors become accustomed to these new travel guidelines," he said.

Governor David Ige also thanked Hawaiians for their patience.

Oceania revamps

OCEANIA Cruises has revamped its trade marketing portal, providing travel partners with access to a more user-friendly and dynamic platform.

To access the revamped marketing portal, sign up via the link **HERE**.



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SMALL GROUP, LUXURY PERSONALISED TOURING

Kangaroo Island
Odysseys

Road to Recovery
1 Day/1 Night Tour



Costsaver launches in Oz

THE Travel Corporation (TTC) has launched its Costsaver brand into the domestic market, initially offering three new local trips departing in 2022/23 and a range of flexible options.

An extensive collection is soon to be unveiled, with pilot launch tours including the Tropical Cairns & the Great Barrier Reef across six days, as well as the Cosmopolitan Sydney & Melbourne across nine days.

“We are absolutely thrilled to launch Costsaver Down Under as it offers guests so many new travel options in the post-Pandemic world,” said Costsaver Managing Director Katrina Barry.

“While some travellers are ready to visit every far-flung corner of the world, many are still enjoying exploring closer to home.

“With Costsaver they can discover their own backyard in the same way that international

visitors do - with exclusive experiences that everyday travellers won't necessarily have easy access to.”

Launching in 2015 across a number of TTC's international markets, Costsaver provides the fundamentals – such as quality three-and four-star accommodation, comfortable transport, the services of an expert travel director, and choice optional experiences, enabling guests to customise their trips.

“For many travellers, independent touring is the way forward – and Costsaver gives them all the building blocks to tailor their dream trip – it's the ultimate unpackaged holiday,” Barry added.

“The Costsaver way demonstrates how one trip fits many – guests are given everything they need for their ultimate holiday as well as the tools to tailor it to perfection.”

Princess cancels 2022 World Cruise

PRINCESS Cruises this morning advised of the cancellation of three *Coral Princess* sailings for next year, including the 107-night Round World Cruise scheduled to depart from ports in Australia and New Zealand in May.

The company is also cancelling its 28-night Round Australia voyage in Mar, and the 35-night Hawai'i, Tahiti and South Pacific cruise ex Sydney in Apr.

Princess cited “the ongoing uncertainty of travel restrictions to the regions on these multi-destination itineraries” for the cancellations, adding that new *Coral Princess* itineraries departing from Australia over the same period would be announced in due course, subject to return to service approvals.

Options for disrupted pax include transfer to an equivalent replacement, future cruise credits or full refunds.

Airline service a dud

CONSUMER group Choice has awarded the Airline Customer Advocate a Shonky Award for “leaving Australians stranded”, labelling the service about as functional as putting complaints in a shredder.

Although the service is free, Choice claims the airline-industry funded scheme that promotes itself as solving airline problems, actually forwarded complaints back to airlines, “asking nicely” for companies to respond to customers within 20 days.

“This is an advocate that doesn't advocate,” Choice said.

“It's window dressing to help the airline industry pretend it cares about managing complaints, in reality it can't investigate your complaint...and it has no power to make airlines do anything.”

The service was also criticised for not handling complaints relating to refunds or poor customer service claims.

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Learn about Utah

EXPLORE Utah like a local, and receive hidden gems and top tips from the state's destination experts with Visit Utah's upcoming webinar series.

With the Northern Hemisphere winter now a travel reality, attendees will learn from three destination experts across the next two months.

Webinars will begin on 10 Nov - register for the first one [HERE](#).

DriveAway prizes

DRIVEAWAY has launched new travel trade incentives in support of Europcar's electric vehicles range on offer in Australia.

The incentive will commence this week for any and all bookings created with DriveAway, using Europcar.

The winner will be awarded with a \$500 gift card, and the runner-up will receive a free three-day car hire anywhere in Australia.

Airlines are not on track

AIRLINES need to better align their carbon reduction strategies with customer and investor expectations or face major financial failures, a new report compiled by the Centre for Aviation (CAPA) and Envest Global has shown.

One of the findings of the *CAPA-Envest Airline Sustainability Benchmarking Report 2021* suggests that multiple airlines could succumb to financial failures if they do not have the capital to invest in decarbonisation, or misjudge the need to accelerate their climate mitigation plans.

"Sustainability has rapidly injected itself as a major factor in developing near- and long-term strategies, capital investment decisions, route networks, fleet decisions, pricing mechanisms and engagement with stakeholders," CAPA Chairman Emeritus, Peter Harbison said.

The report states the next three to five years will be critical for airlines to get their carbon mitigation strategies right, with a timeline gap currently existing between when corporations plan on being carbon zero and when most airlines intend on hitting the net zero emissions mark.

About three quarters of those companies that have made some net zero emissions commitment are typically in the timeframe of 2025-2030, but if you compare that to airlines that have net zero commitments, they're typically in the 2050 timeframe - a 20-year difference, the study noted.

The report also claims there is insufficient carbon offset data reported by airlines to enable any meaningful assessment, that carbon offsets will likely become uneconomic over the next five years, and that fleet age needed to be reduced further in order to lower emissions.



Window Seat

FRENCH-AUSTRALIAN

diplomacy is not dead - despite the ridiculous tit-for-tat posturing this week between PM Scott Morrison and France's President Emmanuel Macron over the AUKUS submarine scandal.

Among hundreds of industry messages congratulating the Business Publishing Group team on its newest infant member Caleb Beyer (**TD** yesterday) was an email from Atout France's local chief, Patrick Benhamou.

Himself recently drafted into the grandfather club, Benhamou offered to swap notes, saying "I am now an expert in baby talk".

But more than that, with truly unfailing Gallic courtesy, Benhamou also promised that "if I find a toy French submarine for him, it will be a gift :)"

SOCIAL MEDIA SPECIALIST (FULL TIME — SYDNEY)



We are looking for a creative **Social Media Specialist** to join our team.

The perfect candidate will have a minimum of 4 years' experience in social media marketing with proven success in developing and executing social media strategies that drive customer engagement across brand awareness, traffic generation, conversion and re-targeting activities. Responsible for building Viking's local social media presence and day-to-day community management, this role will be an important part of our broader multi-channel mix, and be core to future growth across our customer sales funnel.

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- A creative person with the ability to create new socially optimised and engaging content
- Someone familiar with social media best practices and a pro with Facebook Ads Manager
- Someone that is self-motivated with a desire to stay at the forefront of social media channel capabilities

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Apply via LinkedIn or send a cover letter and your resume to jobsau@vikingcruises.com

Applications close 21 November 2021

Cornish at the controls



THE first ever female to command a wide-body aircraft for Fiji Airways has taken the controls of one of the carrier's A330s this week, the first time a woman has held the role in the company's 70-year history.

Captain Seini Koroitamana Cornish started her qualification process in Mar this year, undertaking simulator sessions at the Fiji Airways Aviation Academy under the guidance of qualified check and training captains.

She is now qualified to be Pilot-in-Command for the Airbus A330-200 and Airbus A330-300

aircraft types in the Fiji Airways wide-body fleet.

"Achieving the command position on the A330 is really just the beginning of this new journey, I look forward to the challenges that come with commanding a wide-body aircraft," Cornish said.

Upon achieving the qualification, the newly-minted A380 pilot also paid tribute to her late father Jone Koroitamana in guiding her career, who was a former CEO of the Civil Aviation Authority of Fiji CAAF.

New NZ A320neos

AIR New Zealand has welcomed the arrival of the first of two Airbus A320neos to its fleet this week, with the short-haul jets to facilitate Auckland to Australia and Pacific Island routes.

The aircraft can seat up to 165 passengers and will feature in-flight entertainment such as movies, TV shows and music, as well as wi-fi capability.

The new plane is now going through the process to get it pax-ready in the coming days.

Did you know?

Travel & Cruise Weekly's fortnightly consumer magazine called *Keep Dreaming* is specially designed for agents to send their clients.



Bali push underway

THE Indonesian Government has this week proposed to establish a vaccinated travel lane (VTL) with Australia, which would see fully vaccinated Aussies able to visit destinations like Bali and serve only three days of hotel quarantine.

Under the touted scheme, travellers would also need to take out a health insurance plan that covers COVID-19 treatment abroad and obtain a negative PCR test result prior to arrival.

There have been no firm dates set for when such a green lane would become active but local press suggests both countries are in discussion about resuming direct flights soon.

In 2019, Australia was Indonesia's fourth largest tourism market, recording around 1.4 million visitors a year.

Kangaroo Is tours

KANGAROO Island Odysseys has launched the Road to Recovery Tour, one-day, one-night personalised exploration of the island to see areas now recovering from devastating bushfires that struck in Dec 2019.

A beach walk amongst the sea lions, and a lunch in the bushland are also included, with prices leading in at \$650pp from Cape Jervis - more info [HERE](#).

50% off second pax

CELEBRITY Cruises has introduced a limited promotion that allows travellers to save up to 50% off a second guest's fare for travel until 31 Mar 2023.

The deal is valid for bookings made until 13 Dec, and only applies to select four-night or longer cruises.

2 for 1 Antarctica

CHIMU Adventures is offering two for one seats to NSW-based travel industry professionals for its 04 Dec Antarctica Scenic Flight departure out of Sydney.

The company says it still has "a handful" of Economy Wing and Premium Economy seats available, with flights providing a bird's-eye view of the White Continent - email [HERE](#) to reserve your spot today.

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Moran's new pub

THE township of Rockley, about 30 minutes' drive south of the central NSW city of Bathurst, is celebrating a new-found celebrity connection, with chef Matt Moran of Aria and Chiswick fame becoming the proud proprietor of the historic Rockley Pub.

Moran will be on hand to officially open the 2021 Rockley Gardens and Art Festival on the weekend of 13-14 Nov, with nine gardens on show along with local artworks, free shuttle buses, wine tasting and much more - **CLICK HERE** for more details.

Crowne Plaza comp

SYDNEY'S Crowne Plaza Coogee Beach is offering 30 couples a free stay, inviting them to post a social media image sharing stories of their COVID wedding woes.

Photos must be tagged with @cpcoogeebeach and #CoogeeSaveMyWedding, with the best pic each day winning a gift voucher for a stay valid through until 30 Jun 2022 - see [instagram.com/cpcoogeebeach](https://www.instagram.com/cpcoogeebeach).

AC says it's now "time to shine"

THE travel industry's new *60 Minutes* star Ann-Catherine (AC) Jones from Travel Associates (**TD** 29 Oct) says she believes a new generation of travellers are engaging the services of trusted travel professionals - in many cases for the first time - as they recognise the value of the deep relationships between advisors and travel suppliers which can truly make a difference in their holiday experiences.

In a LinkedIn post this week, AC wrote about the evolving business models in travel, with agents who have survived "now in the pole position to be the hottest commodity in travel as people nervously survey this post lockdown travel world".

She's happy for the post to be shared far and wide to further influence consumers considering their booking options, urging them to collaborate with a travel advisor to "help them get back to living their best travel lives" - to view it **CLICK HERE**.

TIME for graduation!



THE latest crop of graduates from the Travel Industry Mentor Experience (TIME) matriculated last week, after six months of one-on-one career coaching.

An online graduation ceremony allowed people from right across the travel and tourism sector to attend, celebrating the inspirational journey of the mentees as they related what the TIME program had meant.

Keynote speaker Katrina Barry from The Travel Corporation spoke about her career journey, while the graduates included Melanie Truman and Gabby Pearce-Raisin from Journey Beyond, Robin Woods from Amadeus, Isabel Limn from the Globus Family of Brands, The Travel Corporation's Jason Simpson, and Emma Woodward from Hyatt Melbourne.

The graduation and networking event - perhaps the last to be held virtually - also inducted

seven new mentees including Jen Pagett from Uniworld Boutique River Cruises, Najda Kelly of Black Sheep Tourism, Pelikin CEO Sam Brown, Julie Voultepsis from Club Med, Travel Agent Finder's Anna Shannon, Scenic's Ashlee Kembrey and Tom Crouch from Qantas.

Fortunately some of the Adelaide-based graduates were able to be together in person (**pictured**), including Journey Beyond's Melanie Truman and Gabby Pearce-Raisin along with Jason Simpson from The Travel Corporation.

Hotelbeds partners with Accor

ACCOMMODATION aggregator Hotelbeds has been announced as the launch partner for Accor's new Leisure Partner Platform.

The pact, signed in London earlier this week during World Travel Market, extends an existing preferred distribution agreement between Accor and Hotelbeds.

The new Accor platform is scheduled to go live next year, and will facilitate the hotelier's reach into the Hotelbeds network of 60,000 B2B travel buyers in over 140 source markets worldwide.

Hotelbeds customers will also gain access to special rates and availability across the Accor global portfolio of more than 5,200 hotels, with "clearer and richer content than currently exists," the companies said.

Accor Senior VP of Sales & Distribution, Markus Keller, said the relationship with Hotelbeds aimed to grow overall revenues and "more importantly to grow incremental, high-value bookings".

QR Moscow shift

QATAR Airways has moved its Moscow services from Domodedovo Airport (DME) to Sheremetyevo International Airport (SVO), with the first flight to the new destination touching down on 31 Oct.

JetBlue Iceland pact

ICELANDAIR is expanding its codeshare deal with JetBlue, adding the B6 code to seven additional routes beyond Keflavik airport in Reykjavik, connecting to Amsterdam, Copenhagen, Glasgow, Helsinki, Manchester, Oslo and Stockholm.

JetBlue currently operates services to Reykjavik from New York JFK, Boston and Newark.

Advertising Operations and Customer Service Co-ordinator

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Candidates with customer service, travel industry experience, organisational skills and Adobe Suite proficiency would be highly desirable. Salary commensurate with experience. Full job description available upon request.

Applications close 12th November 2021.

Send your CV and covering letter to jobs@traveldaily.com.au



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EEAA LAUNCHES RECOVERY PLAN

THE Exhibition and Event Association of Australasia (EEAA) has released details of a comprehensive strategic blueprint, to support the industry as it emerges from COVID-19 restrictions and lockdowns.

Recently appointed EEAA President, Nicole Walker (**TD 30 Sep**), said “this is a very exciting time for the Association and there is strong momentum amongst Board members to look at things differently and ensure the Association continues to evolve and transform to meet the future direction of exhibitions, conferences and events to support our membership and see continued growth,” she said.

“While the industry has been buoyed by the progressive relaxation of international and state borders, much more is needed to be done to ensure a confident and safe return to business,” she said.

Walker (**pictured**), who has also now been confirmed as the new owner of Arinex after taking on the business from founder Roslyn McLeod earlier this year, pledged



that EEAA would continue to push for targeted government support for the industry, in addition to working on industry-led initiatives.

The Association’s strategy is based on five key pillars:

- Post-COVID recovery and resilience building
- Professional development and education
- Build networks and community
- Strengthen brand and reputation
- Ensure financial stability and effective governance.

Member benefits aligned with the strategy will include a focus on attracting and retaining staff, the development of a sustainability framework for

release in 2022 in partnership with Tourism Australia, supplier health and support sessions, the uptake of international data standards, and sector-by-sector Special Interest Groups for organisers, venues and suppliers.

“We appreciate the excellent relationships developed with governments at state and federal levels and the opportunity to collaborate with other business events related Associations,” Walker said, with EEAA to continue its role alongside others to promote the economic benefits of business events to the visitor economy and the rebuilding of CBDs and regions.

“Additionally we must now turn our attention to the future and provide our members with the information and tools required to drive their businesses forward in a post pandemic world.”

EEAA will also relocate its current Chatswood premises to the offices of Arinex, after Walker offered to provide space for the association to help save costs.

A summary of the strategic plan can be viewed at eeaa.com.au.

Auckland win

AUCKLAND will host the 8th International Teaching Games for Understanding (TGfU) Conference in 2024, after winning a bid secured by Auckland Convention Bureau with support from Tourism NZ and the University of Auckland.

The conference is expected to attract 300 delegates and inject about NZ\$470,000 into the city’s economy.

Western Sydney festival for 2022

DESTINATION NSW is collaborating with the City of Parramatta, Western Sydney Business Connection and Western Sydney Business Chamber to deliver a “new and innovative music and technology festival”.

Featuring an industry conference alongside live music performances, the inaugural Sound West Technology and Music Festival aims to fulfil recommendations from the NSW Government’s Western Sydney Visitor Economy Strategy which includes a major events component.

The event will take place in Parramatta from 30 Mar-03 Apr 2022, with key speakers including Paralympian star Dylan Alcott and rising hip-hop artist L-Fresh The LION.

MEANWHILE NSW Tourism Minister Stuart Ayres has also announced \$8.35 million in a suite of new grant programs, including \$1.5 million for a Regional Event Fund to support new and flagship regional events across NSW.

There’s also a \$4.1 million Tourism Product Development Fund to support renewal of regional accommodation and visitor experiences.

ICC awards its high achievers

INTERNATIONAL

Convention Centre (ICC) Sydney has celebrated the performance of its team during 2020/21, by presenting its The Extraordinaires internal awards program.

Voted by the winners’ leaders and peers, ICC Sydney CEO Geoff Donaghy said the awards program was a key opportunity to reconnect and highlight the venue’s culture of service excellence.

“Our people are the most important aspect of our business and it is truly a pleasure to celebrate our team of caring and passionate professionals.”

Noosa gets QICA conference for 2022

THE 2022 Queensland Information Centre Association (QICA) Conference will be hosted on the Sunshine Coast, with the announcement made last week during this year’s event at Miles in the state’s Western Downs.

Tourism Noosa CEO Melanie Anderson said the annual gathering connects volunteers and visitor information centre teams from across the state.

“The exciting aspect for us as a destination is the opportunity to showcase operators and the region through the family program,” she enthused.

Several Noosa volunteers attended QICA 2021, part of a 60-plus strong team who man the Noosa Visitor Information



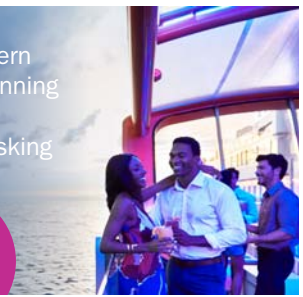
Centre, warmly welcoming about 160,000 visitors to the region each year.

Pictured at this year’s event are, from left: Wendy Cutting, Gail McBurney & Narelle Love.

Read about Celebrity Cruises' Northern Europe itineraries on board their stunning Edge Class ships. In the November issue of *travelBulletin*, Celebrity is asking Aussies "Isn't it time?"

travelBulletin

CLICK to read



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.

The **Lyall Hotel** in South Yarra, which is currently undergoing a complete renovation and redesign before reopening later this year, has appointed **Harry Isen** as its new General Manager. Isen arrives with more than 30 years in the tourism industry, including stints at Hilton Hotels & Resorts and Sofitel Hotels & Resorts.

Hawaiian Airlines has appointed **Alanna James** as its Managing Director of Sustainability Initiatives. James will be charged with leading environmental, social and governance programs across the airline, overseeing its goal to achieve net-zero carbon emissions by 2050. James has been Hawaiian's MD of Investor Relations since mid-2019.

Josephine Hanschmann has returned to **Cunard** as its new Senior Marketing Specialist after a brief period out of the cruise sector with employment services organisation atWork Australia. Hanschmann was previously in the same role at Cunard from Jan 2019 to Sep 2020.

Sharon Lam has joined **Marina Bay Sands** as its Regional Associate Director Sales, ANZ. Located along the Marina Bay waterfront in Singapore, Marina Bay Sands features three cascading hotel towers with 2,560 rooms, the Sands SkyPark, restaurants and retail stores. Lam has previously spent 10 years with the Singapore Tourism Board, most recently as Area Director, Oceania from 2013 to 2017.

Trio of Tassie tours

TASMANIAN Expeditions has launched three new adventures and added extra departures to some of its most popular walks to cater for a spike in demand.

The addition of the Maria Island & Cradle Mountain Experience, the Flinders Island Walking Adventure, and the Lake St Clair Walk in Luxury caters for both domestic and international demand, according to General Manager Michael Buggy.

He said the company has also taken more bookings across its range of summer rafting expeditions than in previous years - call 1300 666 856.

Russian base move

ETIHAD Airways has announced that it will transfer its Russian operations to International Terminal C at Moscow's Sheremetyevo Alexander S. Pushkin International Airport.

The relocation will take place 02 Dec and coincides with an agreement between Etihad and Russian airline Aeroflot, which has seen the carriers enhance their interline agreement by launching codeshare services.

The partnership will also see the airlines coordinate on mutually beneficial agreements for frequent flyers, and leverage each other's operational procedures.

Fiji's open mate!

TOURISM Fiji has launched a marketing campaign encouraging Australians to pack their bags, because "Fiji's open, mate".

Created by The Hallway features self-proclaimed 'Fiji-phile' Steve who can't restrain his enthusiasm for a holiday to the soft coral capital of the world.

Tourism Fiji Regional Director, Australia Robert Thompson said the marketing push was designed to have maximum cut-through with Australians, who after 2020/21, are now "looking for a paradise escape."

Thai resort on board

THE upcoming Layan Green Park in Phuket has joined WorldHotels' Distinctive Collection network.

The four-star 403-room resort will open its doors in Dec 2022, and will feature two restaurants, a lounge bar and pool bar, a wellness spa, a gym and three freshwater swimming pools.

"WorldHotels is always seeking strong and professional partners to work with, and the Layan Green Park Group has shown its skills and vision by developing its first property in Phuket," WorldHotels said.

Win a Balcony stateroom on the Azamara Onward Pre-Inaugural Cruise!

Azamara and Travel Daily are providing one travel agent and guest with the once-in-a-lifetime experience of sailing on the 5 Night Pre-Inaugural Cruise of *Azamara Onward*. Sailing from Barcelona to Monte Carlo and staying in a Balcony stateroom, this is a special sailing not to be missed.

Prize includes Balcony stateroom for 2 on the 5 night pre-inaugural cruise. Minor Prizes will be awarded each week of one x \$100 VISA e-gift card. So get your entries in early.

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Travel Daily

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EDITORIAL

Editor in Chief and Publisher – Bruce Piper

Associate Editors– Adam Bishop,

Myles Stedman

Contributors – Nicholas O'Donoghue,

Jenny Piper

info@traveldaily.com.au

ADVERTISING AND MARKETING

Sean Harrigan and Hoda Alzubaidi

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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