

## Today's issue of TD

*Travel Daily* today has seven pages packed with news.

## Basham joins Hurtigruten

**HURTIGRUTEN** Cruises has announced the appointment of Dennis Basham to the newly created Brisbane-based role of Regional Sales Manager.

MD Damian Perry said the pool of talented people wanting to get back into the industry had never been stronger, with Basham selected from an exceptional field of candidates.

With extensive experience in previous roles with On The Go Tours, Back-Roads Touring, Scoot and Virgin Australia, "Dennis brings much needed skills to a specific role in our business as we continue to innovate with global solutions for the re-emerging industry," Perry said.

The company has also named Joe Zou as Marketing Lead for China, based in the company's local Melbourne HQ, while Hurtigruten is also currently recruiting for a Public Relations Manager, e-Commerce Manager and several customer service and sales staff.

**MEANWHILE** Hurtigruten's *Fridtjof Nansen* has also been named as the world's most sustainable cruise ship, alongside Virgin Voyages' *Scarlet Lady* in an independent assessment of 400 vessels by German ratings provider Scope - more details in today's issue of *Cruise Weekly*.

## Travel training concerns

### EXCLUSIVE

**MAJOR** changes to vocational education in Australia will significantly impact travel and tourism training arrangements, with the abolition of existing Industry Reference Committees and skills organisations like SkillsIQ effective 31 Dec 2022.

The reforms, led by Federal Employment Minister Stuart Robert, will see the creation of nine new Industry Clusters, each with responsibility for workforce planning and skills development.

To be established through a two-stage grants process, the new Clusters at this stage do not

appear to have a clear home for travel, tourism, hospitality and events, raising concerns that industry training may "fall into the hands of those who have no experience of the sector they are supposed to be overseeing," according to Rick Myatt from the Australian Travel Careers Council.

Myatt said his organisation would strongly lobby for separate recognition for the industry, noting that "customer experience" industries like travel and tourism could have been consolidated into a prominent cluster in their own right, as they collectively account for well over 10% of national GDP.

"As Australia recovers from COVID-19 the experience industries can expect a massive growth over the next few years, and therefore should not be treated as an addendum to other clusters," he told *Travel Daily*.

## AFTA opens up webinars to all

**AFTA** is scheduling a series of webinars to help its members navigate the challenges of border reopenings, and for the first time is opening them up as a paid option for non-members.

Next week the International Air Transport Association will speak on amendments to the Australian Local Financial Criteria and the IATA Travel Pass (**REGISTER HERE**), while later in the month the Australian Border Force will present on changes to the Incoming Passenger Card and other current issues (**CLICK HERE**).

Participation is free for AFTA members, while non-members now have the opportunity to join for a \$55 including GST fee per registration - [afta@afta.com.au](mailto:afta@afta.com.au).

## New Ireland role

**SYDNEY-BASED** travel and hospitality doyenne Lynne Ireland has been appointed as Chief Commercial Officer for DayAway, a platform helping hotels to offer "daycation" packages.

The company also provides an online portal for users to discover, browse and book daytime escapes at their favourite hotels.

Ireland will help DayAway achieve its goal of "working with thousands of luxury hotels across every major market globally".

## EK jets to Tel Aviv

**EMIRATES** has announced the launch of daily flights between Dubai and Tel Aviv.

Effective 06 Dec the new route will utilise a three-class Boeing 777-300ER, providing connections via Dubai from EK's global network of over 120 destinations.



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## Give the gift of travel

**TOURISM** Australia has launched the latest phase of its Holiday Here This Year campaign today, encouraging Aussies to abandon physical gifts for travel experiences instead.

Fronted by comedic presenter Hamish Blake and his wife & author Zoe Foster-Blake, the campaign follows the pair's journey to buy the perfect gift for close friend Andy Lee.

The star power of the marketing push also sees cameo appearances from outback wrangler Matt Wright, rugby league legend and future immortal Johnathan Thurston, comedian Hannah Gadsby, actor Hugh Sheridan and food icon Elli Beer, with the campaign to roll out across platforms TV, cinema, print and online.

Tourism Australia Managing Director Phillipa Harrison said the campaign presented the perfect option for Aussies to provide

loved ones with both a great gift, as well as the chance to give back to an industry that has been slammed by the pandemic.

"The Gift of Travel is about encouraging Australians to give more meaningful gifts this holiday season and in doing so give back to tourism operators and communities who have been among the hardest hit by the COVID-19 pandemic," she said.

"Last year, Australians spent, on average, \$770 on gifts during the holiday season equating to \$16 billion in total, if we can encourage people to spend just a fraction of that on travel instead it would be a multi-billion dollar boost for the tourism industry."

Harrison added that although border restrictions can pose a challenge to domestic travel, the Gift of Travel vouchers meant recipients could use them when they are ready to travel or when restrictions allow.

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## Entrusted in travel

A **NEW** fully-digital travel service has been launched by global identity, payment and data protection firm Entrust.

The Seamless Travel Solution integrates a range of services to facilitate "citizen engagement, digital onboarding, adaptive credentialing and risk-based flow control to the travel continuum," the company said.

Entrust's Identity Verification division is headed by Gordon Wilson, who was CEO of WorldReach Software Corporation prior to its acquisition by Entrust earlier this year.

The Entrust Seamless Travel Solution is being incorporated into the offering of TLSContact, a company which provides visa and consular services to governments across the globe, while border inspection specialist Gatekeeper Intelligent Security is also using Entrust digital identity verification in its systems - for more details see [entrust.com](https://www.entrust.com).



## Window Seat

**THE** mystery surrounding "Jet Pack Man" reportedly flying near planes arriving at Los Angeles International Airport has taken another turn, this time with the FBI theorising the sightings could have been weather balloons and not a flying motorised pest.

**Travel Daily** has previously reported on the alleged exploits of Jet Pack Man harassing planes (**TD** 30 Jul), which has since prompted a Federal investigation to take place.

However, not a lot of light has been shed on the bizarre reports, with the FBI this week stating it had not been able to confirm what pilots claimed to have seen, with experts also putting forward a dummy/drone combo as a possibility.



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## States' Xmas gift

IN A surprise move, the New South Wales and Victoria governments have agreed earlier than expected to open their borders from today for fully vaccinated travellers.

All remaining orange zones under Victoria's traffic light system, including the ACT, are now green zones, meaning fully jabbed NSW travellers can move freely across the border without the need for testing or isolation, but will still be required to obtain a permit from Service Victoria before they arrive.

Flight Centre Travel Group MD Australia James Kavanagh hailed the early decision as another big milestone towards normality.

"Sydney and Melbourne are two thirds of Australia's golden triangle and to have that two-way lane back open is another brick in the rebuilding of the nation's economic wall," he said.

Apply for a permit to travel to Victoria [HERE](#).

## Movenpick debut

BRISBANE is set to become the next Aussie city to boast a Movenpick hotel, with the Accor-managed property slated to open its doors in 2024.

The planned 15-storey Movenpick Hotel Brisbane Spring Hill will feature 96 rooms, art deco interiors, a restaurant, multiple bars, a swimming pool & fitness centre, and conference facilities for up to 100 guests.

The hotel will be the third Movenpick location for the brand in Australia, after Hobart and Melbourne, and will look to leverage interest associated with the Olympic Games in 2032.



## QF cites strong demand

QANTAS CEO Alan Joyce this morning told the company's annual general meeting that "travel demand and confidence levels are high," with close to half a million domestic bookings taken in just the last fortnight.

That was a whopping 25 times the normal booking rate during a two-week period in Aug, Joyce said, while a recent Jetstar international sale saw 75,000 seats sold in 72 hours.

Joyce hailed the leadership of the NSW Government in removing quarantine for the fully vaccinated, saying that "means we've been able to accelerate the return of routes that we didn't think would be viable until well into next year - places like Johannesburg and Bangkok."

Chairman Richard Goyder also spoke about Project Winton, a domestic fleet renewal plan which will potentially involve an order of more than 100 aircraft

delivered over 10 years from 2023 onwards.

"Discussions with Airbus, Boeing and Embraer are well advanced, and we expect to decide on preferred aircraft by the end of this calendar year," he said, noting that the next generation aircraft were expected to reduce emissions by up to 15%.

"Their range and economics mean we can reshape our network to offer more direct routes between cities and towns - which is at the absolute core of what the national carrier does," Goyder added.

MEANWHILE Qantas today also announced two new QantasLink routes, including direct services between Wagga Wagga and Brisbane which will see three weekly Q400 return flights.

Also debuting in late Mar 2022 will be a new non-stop service between Adelaide and Newcastle, also operating thrice weekly.

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Applications close 12 November 2021.

## Get ready for the Sunshine



**VISIT** Sunshine Coast (VSC) recently reintroduced its International Restart program to the trade at a new product workshop in Brisbane.

Close to 20 participants met one-on-one with industry partners at the event to market their new tours, experiences, and accommodation, so that they can be export-ready and prepared to drive both international and domestic guests back to the Sunshine Coast.

### Our best travel bets

**CANADA**, New Zealand and Japan are the safest choices for Aussies wanting maximum freedoms on their next trip, business intelligence company Decision Inc claims.

Using analyses of quarantine stringency, vaccination rates, approved vaccines and case numbers, the company also believes Thailand might be a country to delay plans for now while it battles high case numbers and low vaccination rates, while Fiji is viewed as an increasingly promising destination to visit.

The findings coincide with the release of its Pandemic Travel Risk Index, which tracks vaccination rates, case numbers per million, and stringency of quarantine in 10 of Australia's most popular travel destinations by revenue spent, with the goal of providing certainty to the travel sector.

View the new tool [HERE](#).

"It's interesting, we are still to reopen our state borders, but the travel industry is already looking beyond to global inbound markets," VSC Trade Manager Emily Zinowki said.

"There's still some way to go, but we believe that the Sunshine Coast has the range of high-quality, nature-based tourism product to connect with the new world of travel," she added.

**Pictured:** Emily Zinowki, Beth Mahoney and Matt Stoeckel from Visit Sunshine Coast dash some letters off to the travel sector.

### European insights

**TRAVELLERS** in Europe now feel a lot more comfortable in travelling to other countries and negotiating COVID-19 protocols, Tourism Australia Regional General Manager, Continental Europe Eva Seller believes.

The TA representative stated that growing confidence represents an opportunity for the Australian tourism market, with Europeans more likely to travel further afield in 2022 than they have so far this year.

Further insights include European travellers possessing a need "to really get under the skin of a destination", explore destinations at their own pace, and that they are "extremely keen" for up-to-date information regarding COVID protocols, border restrictions and flexible booking conditions.

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### Learn about our ship

**PONANT** is hosting a *Le Commandant Charcot* live online event later this month.

Taking place at 4pm AEDT on 18 Nov, Ponant's Craig Farrell and Alastair Newton will be on hand to teach attendees about *Le Commandant Charcot's* innovative features, unique expedition and onboard experience, as well as the polar itineraries the line has scheduled for 2022 and beyond - register to attend [HERE](#).

### New SeaLink name

**SEALINK** Travel Group will next week formally change its name to Kelsian Group Limited, after the update was approved at last month's annual general meeting.

With a tag line of "Connecting People & Places," the new name is an anagram of SeaLink, reflecting the evolution of the business from a SA ferry service to one of Australia's largest multimodal land and water public transport and tourism providers.

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## CORPORATE UPDATE

### APAC biz travel returning

**BUSINESS** travel spend is set to reach two-thirds of pre-pandemic levels by next year, a new report from the World Travel & Tourism Council (WTTC) has revealed, with Asia-Pacific to be the fastest region off the starting blocks.

Worldwide business travel spending looks set to rise by more than a quarter this year, as forecasted by the 'Adapting to Endemic COVID-19: The Outlook for Business Travel' report, written by WTTC in collaboration with McKinsey & Company.

The report draws on research, analysis and in-depth interviews with travel and tourism business leaders to enable organisations to prepare for corporate travel in the post-pandemic world.

WTTC Chief Executive Officer & President Julia Simpson expects a strong rebound locally, with business spending set to rise by 32% this year, and 41% in 2022.

"Business travel has been seriously hit but our research shows room for optimism with Asia Pacific & the Middle East first off the starting blocks," she said.

The corporate travel sector was disproportionately affected by COVID-19 and has been slower to resume, with business travel spend rising 26% this year, followed by a further rise of 34% in 2022, the report revealed.

Given business travel is vital for many sectors of the global economy, it is important all stakeholders join forces to find solutions to aid its recovery, WTTC said, particularly in the wake of a 61% collapse in spend within the industry last year.

To speed up the recovery of business travel, the report recommends firms adjust their revenue models, expand geographic focus, and improve their digital services.

### No more horsing around



**THE** Travel Authority Group has been taking full advantage of being back in the office again this week, celebrating all of the fanfare of the Melbourne Cup with some bubbles (pictured).

"What a great day to welcome some of our amazing team back into the real world - a true win, win," Co-Founder and CEO Peter Hosper enthused.

### GBT seals Egencia

**AMERICAN** Express Global Business Travel (GBT) has finalised its acquisition of Egencia (TD 05 May), with the deal also seeing Expedia Group become a shareholder in GBT as well as entering into a long-term accommodation supply agreement with the TMC giant.

## Did you know?

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



### 400,000 extra flights

FCM Consulting is predicting there will be an extra 419,000 flights in the final quarter of the calendar year for the APAC region, laying the platform for a strong corporate travel return.

Using data sourced from FCM corporate bookings for travel during Jul through to Sep 2021, as well as vaccine figures sourced through Our World in Data, FCM believes there will be a 20% boost in flights, allowing travellers to embark upon business travel, leisure, or even both.

"We've been championing vaccinations as the pathway to freedom for a long time now and all of our data points to confidence returning in the travel industry for business, leisure, and those combining the two for a 'bleisure' trip," FCM GM Australia Melissa Elf said.

The company also hailed the Singapore travel lane as a major boost for corporates, while forward accommodation bookings were also up 17% for Q4 2021 when compared with 2020.

### Japan open for biz

**JAPAN** is set to reduce quarantine requirements for travellers making short business trips to the country.

The proposal would see corporate travellers isolate for only three days on arrival, as opposed to the current 10-day mandatory period.

The shorter quarantine requirement will also apply to Japanese citizens returning from business trips abroad, motivated by a desire to ramp up economic engagement with other nations.

### Centricity by BCD

**BCD** Travel has announced Centricity, powered by BCD, which offers life sciences companies stronger patient-centric solutions.

Centricity, powered by BCD provides concierge patient travel, logistics, payment, special-needs facilitation and engagement strategies, among a wide range of integrated services.

For more info, [CLICK HERE](#).

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### ACCC ticks student return collaboration

THE Australian Competition and Consumer Commission is allowing several South Australian educational institutions to cooperate as they facilitate the return of international students in time for the 2022 academic year.

An interim authorisation announced by the Commission today will see the University of Adelaide, the University of SA and others work together on travel and quarantine arrangements, prioritising the return of continuing students including those who need to complete practical or on-site components of their course to progress their studies or to graduate.

Similar ACCC authorisations have already been issued for universities in NSW and the ACT, allowing participating providers to collectively decide on the allocation of flights and quarantine facility places.

### Vic art trail boost

THE Victorian Government has allocated \$2.8 million to help boost accommodation along the state's popular Silo Art Trail, providing travellers with more options to stop and enjoy regional towns along the journey.

Funding is being provided for caravan park and accom upgrades along the 200km trail featuring 21 Silo Art murals in the Wimmera Southern Mallee and North East Victoria regions.

### Wired Italian job

THE Italian National Tourist Board has appointed The Wired Agency to spearhead its social, digital and influencer marketing activities in the Australian market.

The agency's brief will be to encourage Aussie travellers to take a trip to Italy via video activations as part of the Make It Real campaign, highlighting the country's landscapes, food and way of life.



ITRAVEL has signed a new preferred agreement with The Travel Junction (TTJ), Flight Centre Travel Group's (FCTG) low-touch online wholesaler of air, hotel, specialist accommodation and experiences (TD 24 Sep 2020).

The deal will give itravel's 100-plus strong network of franchisees, mobile and home-based agents, access to a wide range of product also including transfers, attractions and cruise, "to optimise the share of wallet as Australia's domestic and int'l borders finally open".

itravel Managing Director Steve Labroski, who's pictured with Kevin Looney from The Travel Junction, said that while the group would initially utilise TTJ's HELiO portal, "in due course we hope to integrate The Travel Junction's global product with our centralised booking platform, HQ".

"We're excited to partner with The Travel Junction to provide our members access to the business' competitive and comprehensive offerings, plus the ability to book product stand-alone or packaged up within the HELiO itinerary builder," Labroski said.

"As we gradually move out of current travel restrictions and clients commence the planning process with our members, having a breadth and depth of product choice with flexible

booking terms, backed up with round-the-clock customer support will be essential."

TTJ's portfolio includes more than 250,000 hotels globally, many of which are directly contracted on special terms and available to be instantly confirmed or dynamically packaged with other trips, components including air via the HELiO platform.

### NIB takes travel hit

DOMESTIC travel insurance sales for NIB in the first quarter of the 2021/22 financial year were only 5% of pre-COVID volumes, according to the company's latest financial update presented at its AGM last month.

The picture was slightly better when it came to int'l travel insurance sales, which amounted to 27% of 2019 volumes, with the impact attributed to a form of "business long COVID", according to Chairman, David Gordon.

"Restrictions on international travel have strained some parts of our business, in particular our international health insurance operations, compared to the financial year 2019," he said.

The company took a hit of about \$60 million in underlying earnings due to COVID-19, with support provided in the form of deferred premium increases, waived or suspended premiums and \$1.5 million in community donations.



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## Numbat Day



**TOMORROW** is a day to celebrate two days starting with 'N' - the holy duo of Nachos Day and Numbat Day!

Despite the popularity of quokkas these day, numbats are actually the faunal emblem of Western Australia.

Unfortunately numbats are under threat, with only 1,000

individuals estimated to be left.

A type of anteater, numbats have a long sticky tongue that allows them to eat their main food - termites.

But enough about animals, don't forget to celebrate Nachos Day as well tomorrow with a plate of this tasty Mexican dish for lunch or dinner.

## Apex kicks off

**GODMOTHER** of Celebrity Cruises' *Celebrity Apex*, politician Reshma Saujani, has led the ship's traditional naming ceremony, which brought together more than 1,500 guests, employees, and crew members.

As *Apex* celebrates her inaugural United States season, Celebrity President & CEO Lisa Lutoff-Perlo and Royal Caribbean Group President & CEO Richard Fain joined Saujani for the ceremony.

## Qld voucher push

**NEW** Play Money vouchers have been launched by the Queensland Government to support border businesses.

Gold Coast residents can support border zone tourism operators and businesses with \$1 million worth of the vouchers, which will be delivered in partnership with Destination Gold Coast.

Nearly 150 local businesses have registered to participate.

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## Cheaper Antarctica

**WHERE** Wild Things Roam  
Travel has discounted its 11-day expeditions to the Antarctic Peninsula, offering savings of 20% on selected cabins.

The tour joins guests from the World Wildlife Fund and Antarctica experts to learn about whale conservation activities, encounter penguin rookeries, engage in some seal sighting and take Zodiac rides.

Prices start from \$14,044ppts for a Category 5 cabin, with discounts applying to bookings deposited before 31 Dec - call 1300 522 004 & quote "WWTR".

## Best of both worlds

**EVENT** Hospitality & Entertainment has unveiled HotelMOTEL, a 61-room property in the South Terrace Precinct of Adelaide that straddles the appeal of a motel and hotel.

Part of the company's rebranding project across three Adelaide properties, the latest motel features a mini bar, free wi-fi, an espresso machine & smart TV, and is located close to attractions like the Rundle Mall & the Adelaide Convention Centre.

Priority Guest Rewards members can stay for \$99 a night when booked by 30 Nov.

## 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](mailto:specials@traveldaily.com.au)

**Hurtigruten** is currently offering 10% discounts on four of its Norwegian itineraries departing in 2022. Ranging from six to 12 days in duration, the sailings include the Classic Roundtrip Voyage, as well as the Classic Voyage North and the Classic Voyage South. The promotion is valid for departures next year excluding Jun. Deal ends 21 Nov. **CLICK HERE** for details.

**Norwegian Cruise Line** has launched its Super Sale, offering travellers up to 35% discounts, in addition to complimentary beverage packages, shore excursion credit, specialty dining deals, and wi-fi specials. The savings are on offer until 15 Nov and apply to a range of sailings departing in 2022/23 to destinations such as Europe, Hawaii, Alaska and Asia. Call 1300 255 200 for further information.

**IHG Hotels & Resorts Rewards** members can now take advantage of the Bula bubble with a new exclusive package deal with the InterContinental Golf Resort & Spa Fiji. The package includes five nights in a lagoon view room, a 75-minute couples massage, daily gourmet breakfast and FJ\$200 worth of resort credit. More details **HERE**.

Receive a free premium beverage package for two people, plus US\$500 of onboard credit per stateroom on select **Azamara** sailings departing between 14 Nov 2021 and 05 May 2023 when bookings are made by 14 Dec. Use the promo code "FREE BEV & FALL OBC". For further details, **CLICK HERE**.

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



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