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## Today's issue of TD

Travel Daily today has six pages of news plus a front cover page from **Atout France**.

## Explore France!

**ATOUT** France, Air France and Accor Live Limitless are partnering in a Rugby World Cup - France 2023 promotion offering the opportunity to win a 15 litre bottle of bubbly.

A new "Travel Inspo Hub" for Australian industry partners provides tips and tools to promote French tourism, with the tittle up for grabs for those who test their knowledge of Rugby World Cup host cities.

In true Gallic style it's all in honour of World Champagne Day - see the **cover page** for details.

## TA chair steps down

**TOURISM** Minister Dan Tehan has thanked outgoing Tourism Australia (TA) Chairman Bob East for his contribution, saying the body is in a stronger position after his two terms as Chair.

Tehan said East had "played an important leadership role in developing Tourism Australia's strategy and executing its tourism marketing initiatives".

"He led campaigns to shine a light on the wonders of regional Australia," the Minister said, also highlighting East's recognition of the huge opportunity presented by business events.

Also stepping down is Baillie Lodges director Hayley Baillie, who joined the TA Board in 2015.

## QF international is back!

**QANTAS** this morning published a revised schedule, indicating a significant acceleration of its return to international operations as pandemic-related restrictions ease (**TD** breaking news).

The move will see all 22,000 Qantas staff able to return to work in Dec, a full six months earlier than previously expected.

As well as bringing forward the resumption of much of the Qantas network operations, the carrier has also announced a new non-stop service to India, with Sydney-Delhi flights set to

commence on 06 Dec this year.

Initially three weekly A330 flights will operate on the route, building to daily by the end of the year, subject to discussions with Indian authorities to finalise necessary approvals.

The Sydney-Delhi flights will operate via Darwin, while the return sector will be non-stop, and Qantas is currently planning for them to be in place until at least Mar 2022 with a view to continuing if justified by demand.

The updated schedule will also see Sydney-Singapore flights resume on 23 Nov, four weeks ahead of schedule, while Jetstar will fly from Melbourne and Darwin to Singapore from 16 Dec.

Heavy demand for flights to Fiji will see Sydney-Nadi QF services brought forward to 07 Dec, with four weekly 737 frequencies.

Other early additions to the QF international map include Sydney-Johannesburg, resuming on 05 Jan 2022, along with Sydney-Bangkok from 14 Jan and Jetstar services from Sydney to Phuket from 12 Jan.

More updates from the Qantas announcement on **page three**.

## BKB Holidays launch

**TRAVEL** wholesaler Broome, Kimberley and Beyond has announced a name change to BKB Holidays, along with an expansion to offer new destinations in response to customer demand.

MD Russell Brown said BKB's new 2022 brochures would include WA and the Kimberley, Christmas Island, South Australia, the Northern Territory and Tasmania, as well as packages for the Cocos (Keeling) Islands.

BKB Product Manager, Elisa Hardy, said "our travel industry partners will be keen to see us add even more destinations that Australians want to experience".

The relaunch also sees a new office location in Wembley, WA, along with the launch in early 2022 of a booking system offering a web quote and booking platform for retail agents.

See [bkbholidays.com](http://bkbholidays.com).

## SQ A380s to SYD

**SINGAPORE** Airlines will deploy its flagship Airbus A380 superjumbos on the Sydney-Singapore route from 01 Dec, with Regional VP Louis Arul saying the boost "underlines the airline's unwavering commitment to the Australian market".

## Feel well with NCL

**GET** those pencils out for an opportunity to win a \$200 wellness voucher courtesy of Norwegian Cruise Line (NCL).

As well as this month's Walk for Wellness (see **page 4**), the holistic approach will see the best effort in the NCL mindfulness colouring book win the prize - see **page 3**.



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## HURTIGRUTEN EXPEDITIONS





## Window Seat

**SMARTTRAVELLER** hasn't yet updated its travel advice for the USA - but we're expecting an urgent revision based on a ban imposed by authorities in Nevada overnight.

It has now become illegal for visitors to the city of Reno to carry whips while in the greater downtown area.

The updated legislation requires a formal permit for any whip-carrying, with the move following a steep rise in emergency calls to the police by residents mistaking the sound of a whip cracking for gunfire.

Reno Police Chief Jason Soto also claimed whips were being used in public areas for "fights and intimidation".

**AN ENTERPRISING** fellow from Minnesota in the USA is facing fines for operating an illegal airport in his back yard.

Perhaps a little difficult to disguise, the 57-year-old built a 700m airstrip a few hundred yards from his home.

He claims that flying is his hobby and he built it for his personal use, but while the landing field is listed with the Federal Aviation Authority, prosecutors from the local council say he's violating safety and noise regulations.

## HLO business picking up

**DESPITE** border closures in NSW, Victoria and Western Australia, Helloworld's (HLO) Sep quarter fared far better than the same period last year, the company announced in a three monthly update this morning.

Helloworld's total transaction value for the quarter was \$266.5 million, up 50.7% on the same period last year, while revenue for the period totalled \$20.3 million, up 62.7% on the prior corresponding period, reflecting a revenue margin of 7.6%.

TTV for Jul was \$90.9 million, Aug was \$78 million, and Sep was up to \$97.6 million.

EBITDA loss for Jul and Aug was approximately \$1.5 million per month, but Sep losses were reduced to about \$600,000.

These losses totalled \$3.6 million for the quarter, compared with \$6.3 million in Q1.

On a geographical basis, in Australia, EBITDA loss was \$2.5 million for the quarter, while international operations lost \$1.1 million.

Helloworld said based on retail, wholesale, and corporate booking intakes across the first three weeks of Oct, it expects a rapid improvement in sales volume and revenues across the next six months.

The company also noted it has sufficient liquidity to maintain operations beyond the end of next year based on current liquidity levels and cash burn rate.

Helloworld noted that the Sep quarter last year benefited from \$10.4 million of wage subsidies which materially offset the gross pay and on-costs of \$19.3 million for the period, reducing the net cost to \$8.9 million.

Head count and gross personnel costs were reduced in the current quarter to \$16.9 million, with \$2.7 million in govt assistance reducing the net cost to \$14.2m.

More from Helloworld on **page three** and **page five**.

## Leisurecom pact

**GOLD-COAST** based Leisurecom Group has announced a partnership with Entertainment, the company behind the well-known Entertainment Book, to launch a "unique all-in-one travel and entertainment offering".

When booking escapes through the company's Discover Queensland operation, travellers will also now be offered access to thousands of in-destination experiences, including dining, shopping and activities, with significant savings available.

Entertainment members will also receive big discounts on a wider range of travel experiences than before, including hotels, cruises and tours across Australia and around the world.

The Leisurecom portfolio also includes eCruising (**TD** 18 Feb 2020), sold by founder Brett Dudley just before the pandemic.

## One week to Singapore bubble?

**PRIME** Minister Scott Morrison this morning confirmed advanced discussions with authorities in Singapore, which could see a quarantine free travel bubble established as soon as next week.

Morrison said the pact would initially focus on allowing vaccinated students and corporate travellers to travel freely between the countries, in alignment with the updated timetable for QF's restart of flights to the Lion City (**see p1**).

Singapore PM Lee Hsieng Loong said he was "delighted to hear that Australia will be allowing entry to visa holders from Singapore".

## Vic quarantine cut

**VICTORIA** has today confirmed it will no longer require fully vaccinated international arrivals to quarantine (**TD** breaking news), with the move in line with the 01 Nov reopening previously announced by NSW.

Vic Premier Daniel Andrews said incoming passengers would be "able to go home if they are double-vaxxed, if they have tested negative before the flight and if they get a test within 24 hours of arriving home".

"This means that we will reduce our hotel quarantine program down to just a handful of hotels."

Andrew said high vaccination rates meant the state was "as protected as we can be".

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As lockdowns continue around the country, NCL is mobilising the industry with their Walk for Wellness initiative. Read more in the October issue of

travelBulletin

CLICK to read

## ATAC releases agent T&Cs

### EXCLUSIVE

**THE** Australian Travel Agents Cooperative (ATAC) has launched a terms & conditions (T&Cs) template for its members, including a menu of suggested travel agency fees which ATAC agents can adapt as they choose.

The initiative aims to help members navigate the complexities of travel bookings in the post-pandemic environment.

For exclusive use on a license fee basis, the new template has been made available to members of the co-operative this week for a one-off fee of \$250.

ATAC engaged the services of Aaron Zoanetti, partner at Melbourne law firm Pointon Partners, who is heavily involved in the travel industry as a Council of Australian Tour Operators board member, and also operates his own sports tour company.

The Cooperative has negotiated a five-year free update plan with Pointon to respond to any major

changes to the law, which will see members receive an updated template at no charge.

To cater for those who also operate specialised tour groups and charters, a wholesaler template has also been prepared by Pointon, currently available to members at a special rate.

ATAC Chair Ken Morgan told **TD** the COVID-19 pandemic had highlighted weaknesses and confusion in the T&Cs used by the travel industry.

In addition, the Australian Competition & Consumer Commission has issued guidance to both consumers and the industry as to what practices it would like to see in a relationship between travel advisor a client.

"The new terms provide protection for our members and their clients," Morgan said.

"With the borders finally about to open and new bookings starting to emerge, we wanted our members to be fully ready with a robust set of terms and conditions...the timing is perfect.

"We need uniformity and clarity...for many customers, the legal definitions are confusing and many see our members as their agent rather than what they truly are: the agent for our suppliers."

To assist ATAC members with any questions they may have, a webinar with Pointon is scheduled for later this month.

### 2,184 HLO agents

**HELLOWORLD** Travel Limited says it now has 2,184 agencies across Australia and New Zealand - 1,201 of them in physical offices and 983 home-based.

The company's quarterly update (see p2) noted 409 Australian Helloworld branded and associate members plus 74 home-based, along with 84 in Magellan Travel, 59 Helloworld Business Travel, 538 physical My Travel Group affiliates plus 216 home based, and 453 MTA members.

## Spencer ready to rock and roll



**THE** Spencer Travel team in Sydney wasted no time in getting back to face-to-face interaction, opening up their Mascot office as soon as authorities in NSW allowed it this week.

**Pictured** ready to service a

booking boom are, from left: Tina Killeen, Susie Duff, Cindy Kam, Penny Spencer, Rowena Mangona and Victoria Adkin.

### QF A380s from Apr

**THIS** morning's update from Qantas (see p1) included confirmation that the carrier will return its flagship Airbus A380s to service much earlier than previously forecast.

Originally expected to remain in long-term storage in California until the end of 2023, the return has been accelerated to see two A380s commencing Los Angeles flights from Apr 2022, with London A380 services to resume not long thereafter.

One of the superjumbos may even arrive before the end of the year to assist with crew training ahead of its return to service.

Three more A380s will come online in Nov next year, while currently Qantas expects all eight to return to service by early 2024.

CEO Alan Joyce also confirmed that five Jetstar Boeing 787-8s will be taken out of storage in Alice Springs over the coming months, while Qantas is looking to bring forward delivery of three brand new Boeing 787-9s which are currently in storage in the US.

### Questions remain...

**WHILE** the QF plan to resume operations from Nov has been welcomed by the travel industry, today's announcement (see p1) confirmed that there is still uncertainty around procedures required for vaccinated travellers.

As well as mandating TGA-approved jabs for all passengers on QF and JQ international flights (**TD** yesterday), QF today noted that "as part of Federal Government requirements, customers on these flights will also be required to return a negative COVID test from an approved PCR testing site within 72 hours of departure".

"The NSW Government will shortly advise details on additional testing requirements for arrivals," Qantas added.

Fee-free date changes on QF flights departing before 31 Dec are on offer for bookings confirmed by the end of Feb.



COLOUR  
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ADULT COLOURING BOOK

It's time to embrace your inner artist with NCL's mindful adult colouring book, "**Colour Your World**". Because wellness means different things to different people, during NCL's Walk for Wellness challenge this October, the line has partnered with *Travel Daily* to encourage readers to take a moment for mindfulness.

Simply colour your favourite illustration from the new colouring book and submit it for your chance to go into the running to win a \$200 wellness hamper.

Request your complimentary copy **HERE**

Download pages from Marketing HQ: **HERE**

**SUBMIT ENTRIES**

#NCLMindfulMoments  
#NCLWalk4Wellness

## Ponant Kimberley

**PONANT** has opened its Kimberley 2023 season, offering multiple departures between Apr and Oct 2023.

The popular 10-night Australia's Iconic Kimberley itinerary between Broome and Darwin will showcase the wild and grandiose landscapes of the region on board *Le Laperouse* or *Le Soleal*, both of which will be sailing throughout the season.

Ponant GM Sales & Marketing APAC Deb Corbett said small ship luxury expeditions in the Kimberley have become increasingly desirable - [CLICK HERE](#) to view all dates.

## SLH China additions

**SMALL** Luxury Hotels (SLH) of the World is expanding in China with four new hotels.

Three new openers are part of the additions, which bring SLH's China portfolio to 15.

Jangala Dunhuang, Qiushui Villa, Vallie Hotel, and Yulongwan Lakeview Hotel have all joined the fold, with SLH Senior Vice-President Asia-Pacific Mark Wong saying the company was proud to champion the "quality home-grown brands".

## FJ new safety vid

**FIJI** Airways has launched a new eco-focused in-flight safety video.

Teasing Australians with footage of sandy white beaches and breathtaking natural wonders, the video champions local businesses and communities.

It was shot across seven locations, and showcases some of the many initiatives being undertaken in Fiji, including mangrove rehabilitation projects.

The in-flight safety video can be viewed [HERE](#).

## Princess prize draw

**PRINCESS** Cruises has announced for any deposited Princess Plus booking on 2022/2023 cruises, travel advisors can go in the draw to win one of four \$2,000 Visa Gift Cards or 20x \$100 Visa Gift Cards.

Bookings must be made between before 16 Dec - [CLICK HERE](#) to enter now.

## Bouganville closure

**AIR** Niugini has announced the suspension of flights to the regional port of Kieta until further notice, due to the closure of Aropa Airport by the Autonomous Bouganville Government.

## NCL walkers smash goals



**IN JUST** 21 days of Norwegian Cruise Line's (NCL) Walk for Wellness, participants have collectively walked more than 90,000 kilometres, unlocked all milestones, and almost made it to Miami - the end point of the challenge!

RACQ Travel Robina's Debbie Moore (**pictured** top) was one of the winners of Challenge 6, which invited participants to call out their favourite local feed, with

a HelloFresh gift card valued at \$170 on offer.

"My favourite restaurant right in my happy place, the most iconic address: Rick Shores," she said.

Moore added that the Burleigh Heads establishment's signature dish is its infamous bug rolls.

Other Challenge 6 winners included Axis Travel's Hilda Szeto, Jillian Brodie from Travel Managers NZ, plus Sarah Fenton & Belinda Paul from MTA Travel.



There were plenty of big improvers from Week 1 to Week 2: Phil Hoffman Travel Glenelg's Mahlia Gunn bettered her step count by almost 250%, Flight Centre Eagle Street's Charlotte Evans boosted her walking by more than 150%, and Figtree Travel Centre's Liesel Brown almost doubled her activity.

Perhaps making the achievements of Walk for Wellness participants even greater is the fact the country's largest city of Sydney has spent most of the last fortnight in and out of rain showers.

While that may have scuppered the walking plans of Hoot Holidays' Christine Rokotuinasa, she did manage to snap this gorgeous photo of the sky from her street (**inset** above).

**MEANWHILE**, enjoying a taste of their newfound freedom were NCL's Tahlia Shaw and Flight Centre Salamander Bay's Karlie Tyszyk (**pictured** above), who went for a walk along the Nelson Bay foreshore.

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## CORPORATE UPDATE

We believe we can fly!



FCM Travel Solutions Australia reminded travellers yesterday it's finally time to fly, as the brand hosted its Illuminate corporate showcase event.

**Pictured** filled with anticipation are Corporate Traveller Australia General Manager Tom Walley, FCM General Manager Large Market & Specialist Brands Melissa Elf, and FCTG MD Australia James Kavanagh.

### TravelEdge seals Woolworths deal

HELLOWORLD'S quarterly update this morning (see page 2) also included details of the company's corporate operations, with confirmation that TravelEdge had successfully re-tendered for the corporate travel account for supermarket giant Woolworths and its associated businesses.

Total transaction value for Helloworld's corporate businesses was up almost a quarter (24.9%) to \$132 million, with revenue up 55.2% compared to the same three month period last year.

The Sep quarter ended with a total of 59 Helloworld Business Travel locations, unmoved from the prior period, but down four since the pandemic's onset.

Helloworld recently confirmed the rollout of new technology platforms in its corporate operations, with the company's annual report detailing ongoing investment in IT (TD 07 Sep).

### Emirates Expo business rewards

EMIRATES is celebrating its sponsorship of the Dubai Expo 2020 by offering 25% additional Emirates Business Rewards points for members of the program who fly with the airline between 15 Nov this year and 31 Mar 2022.

The bonus is applicable on flights to Dubai for the duration of the event, with EK saying "entrepreneurs from all corners of the globe can take advantage of the opportunities made possible through the largest and most diverse World Expo to be ever held".

### Kudos Timatic pact

BRISBANE-BASED travel technology firm Kudos has integrated data from IATA's Timatic platform to help facilitate a smooth resumption of international travel for agencies and their clients.

The Timatic data gives customers current information collated from over 2,000 official sources, ensuring passengers have instant access to all the information needed to ensure they are ready to fly.

The Kudos platform's "Zeus" natural language application has also been upskilled with the IATA data to provide quick access to real-time visa and document check - see [kudos.travel](http://kudos.travel).

## Did you know?

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



## Zeno launches Mission Zero

SERKO Limited has this week announced a new "Mission Zero" capability in its Zeno online booking tool, with the aim of driving meaningful reduction in the environmental impact of business travel.

The new functionality allows road warriors to make informed booking choices, by revealing carbon offset data associated with any flights while booking.

Lower emission car rental options are also prioritised, and customers are given the ability to offset emissions for a net zero travel program through an integrated selection of targeted environmental programs.

"At Serko, we believe that for a sustainable business travel program to be realised, individual travellers need to be able to understand how their choice of travel impacts their travel emissions," said Zeno Head of Product, Jo Phipps.

"Mission Zero visually highlights personalised carbon offset data according to the aircraft and class of travel within the Zeno booking flow so that travellers can make

better choices and facilitate the path to a carbon neutral travel program," Phipps added.

The move has seen Serko partner with Tasman Environmental Markets to integrate BlueHalo, an end-to-end tech solution enabling travellers and businesses to offset travel.

Using the platform Zeno is able to instantly calculate and offset emissions of a journey.

Zeno Mission Zero will be available to users globally over the coming quarter.

MEANWHILE further details of the alliance between Serko and Booking.com (TD 24 Oct 2019) were revealed during the recent BTS Europe conference where Josh Wood, head of Booking for Business, noted that the project was "going really well".

Wood said that for Booking.com to entrust its customers to the Serko platform was a big deal, with the company's view that the Zeno product experience is better than any of its alternatives.

"If we were going to build it ourselves, it would take five years," he said.

## Show us your best New Years Eve Photo!

Rediscover Australia and Unique Cruises are partnering with Travel Daily this month to offer readers the chance to win a ticket on the **NYE Hits on the Harbour Cruise**, as well as offering \$100 and \$50 gift vouchers for 2nd and 3rd prize by providing your best picture of your past New Years Eve celebrations.

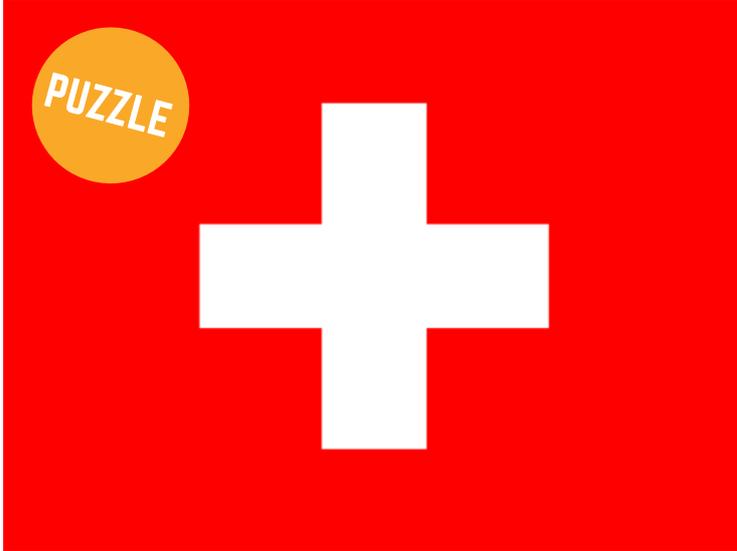
This ticket gives you access to:

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- Continuous premium food
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To enter send a picture of your best New Years Eve along with, in 25 words or less, what made it so memorable.

Entries to [competitions@traveldaily.com.au](mailto:competitions@traveldaily.com.au)

## Whose flag is this?



**NAMING** which country this flag belongs to should be easy for most, and it has been used by the nation since the late 13th or early 14th century.

Although it is depicted in

various ratios (like we have it here), officially the flag is square, and is one of only two square sovereign-state flags, the other being the flag for the Vatican City.

Do you know whose flag this is?

Answer: Switzerland

## Courtyard to Perth

**MARRIOTT** International has announced the introduction of its Courtyard by Marriott brand into the Perth market.

Located about 13km from the CBD, the 150-room newbuild Courtyard by Marriott Perth will form part of the mixed-use Murdoch Health and Knowledge Precinct, with an expected opening date in early 2024.

Marriott VP of Development, Richard Murdoch, said the move further underscored the company's efforts in expanding into urban growth corridors.

## New TTNQ Board

**CAPTA** Group Director of Sales & Marketing, Ben Woodward, has been elected as a Director of the Tourism Tropical North Queensland (TTNQ) Board, along with Brian Arnold, Group GM of the Aboriginal Development Benefit Trust representing Doomedgee Roadhouse.

The TTNQ annual general meeting this week also saw the departure of retiring directors Sam Ferguson from Destination Cairns, Paul Fagg from Skybury Coffee and Mark Evans from Paronella Park.

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## IATA cargo quotes

**AIRLINES** will be able to offer freight forwarders dynamic pricing for their shipments, under a new 'quote and book' feature which has been added to the IATA Net Rates platform.

The initiative has already been adopted by IAG Cargo, with IATA spokesperson Frederic Leger saying the move was "accelerating the distribution of rates to market while simplifying and reducing the cost of rate handling procedures".

The quote and book function is initially available for IAG Cargo capacity from Canada, Ireland, Kenya, Mauritius, South Africa, Vietnam, the US and Uganda.

## Trip Rosewood deal

**TRIP.COM** Group has announced a joint venture with Rosewood Hotel Group to operate hotels in mainland China and "expand technological development of the hotel industry".

The pact will see the parties collaborate on the development of new properties, with an initial three year goal for 10 New World Hotels & Resorts and 90 Tongpai Hotels across the property.

The technology agreement will expand the current complement of three Tongpai and one New World hotels connected to the Trip.com-developed Rezen hotel ecosystem solution.

## 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)

Savings of up to 50% are available on a select Ponant adventure voyage to the subantarctic islands for Christmas 2022 through **Cruise Traveller**. The new, 15-night More than Sounds & Mountains – Epic NZ package starts in Dunedin with a free night's accommodation on 13 Dec 2022, before guests board the 132-passenger *Le Soleal* for a round-trip voyage. Free onboard spending is also available on quotation, for fares booked by the end of next month. To book, [CLICK HERE](#).

Plan for a post-lockdown roadtrip to outback New South Wales and save 10% on accommodation with **Out of the Ordinary Outback**. There is no deadline on the offer, with stays starting from just \$94. Call 1300 679 688 for more information.

Book an ANZAC Day 2022 earlybird tour with **Mat McLachlan Battlefield Tours**, and save up to \$400 per couple. Book onto a select tour by 15 Jan to access the saving. Phone 1300 880 340 for more information.

**Dream Cruises** is celebrating its fifth birthday next month with its Hi 5 on the High Seas offers. Guests with Nov birthdays can also enjoy a complimentary celebration package on board, with Dream kicking off the celebrations with a 50% off flash sale for *Genting Dream* sailings in Hong Kong, and fares starting from \$205 for itineraries for *World Dream* in Singapore. Head to [dreamcruiseline.com](http://dreamcruiseline.com) for more.

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

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