

Today's issue of TD

Travel Daily today has seven pages of news including a photo page from **Visit Sunshine Coast**.

CLIA showcase

CLIA Australasia has announced the return of its Cruise Port & Destination Virtual Showcase, a week-long webinar program offering presentations from 12 CLIA Executive Partners.

Participants will include Port of Seattle, Tourism WA, Tourism NT, DCT Abu Dhabi, PortMiami, Tourism & Events Qld, Tokyo Tourism and the Samoa Tourism Authority, to name a few.

The series is designed to provide agents with more in-depth knowledge about various cruise destinations around the world, enabling them to stand out from the crowd as genuine experts.

"As cruising returns to ports and destinations around the world, this showcase will allow travel agents to arm themselves with valuable information to share with their clients," CLIA Australasia Director of Membership & Events Marita Nasic said.

Participants will earn three CLIA Accreditation points for each destination presentation they join live, after completing a short quiz, and there will also be 10 prize packs to be won.

The program will take place from 19 to 26 Jul, with full details and registration available at cruising.org.au.

New NTIA sponsorship era

EXCLUSIVE

SINGAPORE Airlines' signing as the major sponsor of the National Travel Industry Awards (NTIA) (**TD** breaking news) sees the carrier step up even more on its previous longstanding support for the event.

AFTA CEO Dean Long said the Federation was extremely excited that SQ had come on board in the new partnership.

"NTIA is the major awards night for the entire travel industry," he told **Travel Daily** yesterday.

"Having a premium carrier like

Singapore Airlines sponsoring the premium awards night is a perfect brand alignment between both organisations.

"We're really excited about how we activate during the night and leading up to the night to engage the trade, and the really great thing is we've got a common goal of having a fun, entertaining and inclusive evening planned, so it's going to be really exciting."

This year the 15 Oct industry night of nights will operate in a new format, with about 30% less awards, revised categories and new nomination and judging procedures (**TD** 22 Jun) - and all the celebrations will be "in the room", rather than extending into the traditional SIA after-party.

"The party needs to be in the room," Long said.

Greg McJarow, Singapore Airlines GM Agency Sales, said the commitment was part of SQ's ongoing key role in the industry.

"We've been here for 55 years, we've been hand-in-hand with the travel industry over the last two years," he said.

"For us this is an easy decision, frankly, an opportunity to support the trade further, to celebrate their efforts and recognise what we've all been through over the past two years," McJarow added.

Further details of the nomination and voting formats for the highly anticipated 2022 NTIAs are expected to be revealed in the coming days.

More on **page seven**.

Entire Tahiti offers

ENTIRE Travel Group is offering discounts of up to 30% on a new selection of Tahiti packages, in partnership with Air Tahiti Nui and Tahiti Tourisme.

The "Tahiti. Feel Treasured" promotion features a variety of upmarket properties on Bora Bora and Moorea, with deals also including internal flights, transfers, value-adds and exclusive bonus experiences.

Seven-night luxury packages lead in at \$6,208pp, with Entire Sales & Marketing Director, Greg McCallum, saying the company had worked with airlines, hotels and ground operators to create offers providing unrivalled value.

All packages are available to quote and book 24/7, and are supported by Entire's Peace of Mind Booking Plan - more at entiretravel.com.au.

JL, MH deepen ties

JAPAN Airlines and Malaysia Airlines this morning announced an expansion of their codeshare operations, with MH planning to launch new non-stop flights from Kuala Lumpur to Tokyo Haneda from 14 Aug this year.

The move is a reaffirmation of the strategic Joint Business Partnership entered into by the oneworld members in Jul 2020.

The pact will see the JL code placed on the new route, while MH will codeshare on connecting flights to Osaka, Fukuoka, Nagoya, Sapporo, Okinawa and destinations in North America.



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Qantas to slash capacity

QANTAS today confirmed it will lower domestic capacity by 15% over the coming months to “assist with the recovery of sustained high fuel prices”.

No changes will be made to international capacity, with the overall changes bringing QF Group domestic flying down to 106% of pre-COVID levels for the Oct-Dec 2022 period, and 110% for Jan-Mar 2023.

“These reductions, combined with robust international and domestic travel demand, are expected to help the group substantially recover the elevated cost of fuel indicated by forward oil prices,” the carrier said.

The move will also help with near-term resourcing pressures, with QF thanking customers for their patience and understanding as the carrier works through what it described as a “challenging restart for the industry globally”.

Significant preparations for

the upcoming Jul school holiday peak travel period include a 15% increase in ground handling staff, while airports are increasing their security screening resources.

Scheduling adjustments have been made to better spread peak times, and QF said it would have two widebody aircraft on standby, along with a 20% reserve cohort of team members to minimise any impact of sick leave.

MEANWHILE Qantas has also announced a \$5,000 “recovery boost” for up to 19,000 staff who are covered by Enterprise Bargaining Agreements (EBAs).

The one-off bonus is being paid in the form of shares, once new EBAs are signed, with the overall cost of the offer estimated at about \$87 million.

“It’s been a tough few years for everyone in aviation, but we promised to share the benefits of the recovery once it arrived,” said CEO Alan Joyce.

Another one bites the Qantas dust

THE pending departure of Jetstar CEO Gareth Evans (**TD** breaking news) comes after a 23-year career with Qantas Group, including stints as CFO and Head of Qantas International.

Over recent years Evans had been widely touted as a potential successor to incumbent CEO Alan Joyce, but now an internal recruitment process for the Jetstar CEO role is under way, with a handover of several months expected.

Joyce paid tribute to Evans, saying he had been a “superb leader and member of the senior executive team for many years”.

“When he leaves next year it will be with our sincere thanks and best wishes...we spend a lot of time developing our internal talent pipelines for succession opportunities like this and we’ll be appointing a new Chief Executive for Jetstar soon.”



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LOSING your luggage while flying is heartbreaking enough without having the added despair of knowing the bag’s contents contained your mother.

But that’s what faced an Aussie couple flying from Heathrow to Sydney with Qantas recently, when a bag with the ashes of one of their mums failed to make it back to Australia.



After days of complaining to Qantas’ customer service, we can happily share the cherished cargo arrived back safely to the couple yesterday.

Now that’s at least one mystery flight review we will never know the full details of.

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Masks off in NYC

BROADWAY theatres in New York have announced they will no longer require guests to wear masks, with a one month trial of the change effective 01 Jul.

Face-coverings will become optional at all 41 venues which are part of the Broadway League trade association.

GC Langham open

THE new Langham, Gold Coast has officially opened its doors, with the first guests checking in yesterday afternoon.

The 339-room The Langham, Gold Coast is managed by John O'Shea, who said "we're absolutely thrilled to open the doors to Australia's newest luxury destination".

Destination Gold Coast CEO Patricia O'Callaghan added that the Langham's opening would help raise the Gold Coast's profile for sophisticated and premium offerings.

NCL Asia return

NORWEGIAN Cruise Line (NCL) has confirmed it will reintroduce itineraries in Asia in the 2023-24 cruise season, with *Norwegian Jewel* offering a series of "immersive and port-rich" sailings across the region.

The vessel will relocate to Asia on a 16-day Extraordinary Journey from Seattle to Tokyo before undertaking an extensive season from Oct 2023 through to Mar 2024, with 12 mostly open-jaw sailings featuring multiple late-night departures and overnight calls.

CEO Harry Sommer said "we're thrilled to return to Asia and reaffirm our commitment to one of the most sought-after cruise destinations around the world".

The immersive itineraries featuring many maiden NCL calls and new ports will be complemented by a huge array of activities, restaurants and bars aboard the 2,376-passenger ship.

Rex signs 10-year FCTG deal

REGIONAL Express today confirmed the signing of "multiple agreements with major travel agency groups" in Australia this month (**TD** breaking news).

Deals include new contracts with Helloworld, Webjet, Consolidated Travel and Corporate Travel Management, along with a "landmark 10-year agreement with Flight Centre which ensures that Rex will be Flight Centre's partner of choice over the next decade".

All the agreements are effective from Jul, and are expected to result in Regional Express more than doubling its annual domestic jet revenues, as well as boosting sales on the carrier's regional network across Australia.

Rex GM of Sales, Ann Elliott, highlighted the importance of trade distribution, saying "as we continue to grow our network, our travel agency community is critical to this success and we

look forward to working in close partnership with them."

"These new partnerships are a testament to our growing reputation as a safe, reliable and affordable full-service airline which is enjoying ever-increasing passenger support," she added.

Currently Regional Express operates six Boeing 737-800s on mainline routes between Australia's east coast capitals, as well as 60 Saab 340 turboprops to regional ports across the country.

Gordon KL debut

THE first Gordon Ramsay Bar & Grill outside the UK will launch at Malaysia's Sunway City Resort in Kuala Lumpur, which is undergoing a major makeover.

A grand dining room with capacity for 150 guests will be complemented by three private dining rooms, with a menu inspired by London's Savoy Grill.



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Benvenuti a Roma!



THIS intrepid group of Aussie travel agents were on the first non-stop Qantas flight from Perth to Rome, which arrived at Leonardo da Vinci Airport yesterday after departing PER on Wed evening.

The intercontinental trip took 16 hours and 6 minutes gate-to-gate, with Brian Conway from Bonaventure Travel telling **TD** there was little fanfare or build-up to the first flight, which came ahead of the official "inaugural" jaunt tomorrow.

The seasonal Boeing 787-9 flight



will operate thrice weekly until early Oct, and is also expected to resume service in 2023.

Pictured at the arrival gate in Rome are inveterate inaugural junkies Isabelle Chu, Brian Conway and Luke Chittock along with another traveller, while **inset** is the departures board at SYD showing QF5's SYD-PER-FCO routing.

JetBlue Blade deal

AMERICAN carrier JetBlue has announced a new partnership with New York-based Blade, which provides helicopter transfers between Manhattan and JFK & Newark airports.

Top tier "Mosaic+" members of the airline's TrueBlue loyalty program will receive credits redeemable for complimentary seats when connecting to or from JetBlue flights, while tiered discounts on Blade are also being offered to other members.

JetBlue says it's the only US carrier to offer an airport transfer partnership of this kind.

Laguna Bali is back

MARRIOTT International has unveiled the transformation of Bali's The Laguna, a Luxury Collection Resort & Spa in Nusa Dua, which has undergone its first makeover in 20 years.

The iconic property was the first international resort in the area, having been developed three decades ago by the Rajawali Property Group as the "cornerstone of Balinese hospitality".

The reopening is timed to coincide with the 2022 G20 Bali Summit, during which the hotel will continue its long-standing reputation for hosting dignitaries from around the world.

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Panel favours tourism tax

QUEENSLAND is canvassing the idea of slugging visitors to the state with a levy to help subsidise the cost of its 10-year tourism strategy (**TD** 22 Jun).

Contained within a 38-page report put forward by an expert tourism panel this week, the study conceded the idea would be "polarising" as to whether it is an appropriate way to raise funding for the state, but that after stakeholder consultation, concluded it should be part of the funding mix to achieve Qld's 10-year tourism recovery strategy.

Cairns-based travel veteran Robbie Bastion was cited in the report supporting the idea of a visitor tax, insisting the notion is often derided unfairly.

"A tourism levy is not a mythical

beast...the Gold Coast, the Sunshine Coast, the Surf Coast in Victoria and Broome all have a levy to subsidise their tourism efforts, it doesn't only enhance their efforts in a financial way, it liberates their thinking, their innovation by utilising their community's money for the benefit of all," he said.

However, the recommendations did come with some caveats, namely that any funds raised need to directly support the development of the visitor economy, and that any levy imposed must also be transparent and 100% reinvested into tourism development and marketing.

A tourism tax would mainly be paid through accommodation providers, the report also noted.

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CORPORATE UPDATE

GBT backs SAF initiative

AMERICAN Express Global Business Travel (GBT) is partnering with Accenture and Shell in a major new initiative allowing the accurate allocation of Sustainable Aviation Fuel (SAF) use for business travellers.

Dubbed Avelia, the “book-and-claim” solution will give airlines access to the “buying capacity of businesses willing to share SAF’s ongoing price premium,” using blockchain technology to ensure full transparency and tracking.

A pilot phase of the scheme is offering about one million gallons of SAF to customers drawn from the GBT client portfolio of 19,000 business across the world.

It allows secured allocation of SAF’s environmental attributes to companies and airlines after the fuel has been delivered into the supply network.

“With Avelia, airlines and business customers could simultaneously reduce emissions in their respective scopes, while ensuring transparency and accountability by avoiding issues such as double-counting,” according to a statement from the participants.

“Developed by Shell and Accenture with the support of

the Energy Web Foundation, Avelia includes Amex GBT’s world-leading travel management services to aggregate global business demand for SAF, which will increase SAF supply and use, and help accelerate the aviation industry’s pathway towards net-zero emissions,” they said.

Shell Aviation President Jan Toschka said SAF was a key enabler of decarbonisation in the aviation sector, and it is a solution available right now.

“However it’s currently scarce and costs more than conventional jet fuel...Avelia will help trigger demand for SAF at scale, providing confidence to suppliers like us to further increase investment in production and in turn helping to lower the price point for these fuels.”

Amex GBT CEO Paul Abbott urged all companies to join the program to share the costs and benefits of SAF across the travel and aviation sectors.

“A truly viable route to decarbonising air travel is now open for business,” he said.

See aveliasolutions.com.

New HRO for CWT

CWT has announced that Laura Watterson, **pictured**, will take over from Catherine Maguire-Vielle as Chief Human Resources Officer on 05 Jul, reporting to President & Chief Executive Officer, Patrick Andersen.

Watterson returns to CWT from her role at Cambria, where she acted as Chief Human Resources & Risk Officer, and before that worked at CWT as the company’s SVP - Global Talent & Rewards.



Business travel searches are up

THERE has been a 4% increase in business travel mentions in company filings in 2022 following the easing of COVID-19 restrictions, suggesting a return to business travel, according to data and analytics company, GlobalData.

So far this year, more than 1,500 public companies have discussed the topic and are optimistic about resuming business travel, with the highest number of mentions coming from the financial services, retail, construction, and technology sectors, including companies like PayPal, American Express and Microsoft.

The Metaverse is quickly approaching, but what does that mean for the travel industry? Read all the details in the June issue of *travelBulletin*.

CLICK to read

travelBulletin

FCTG wins Plug & Play award



FLIGHT Centre Travel Group (FCTG) has won global innovation platform Plug and Play’s Corporate Innovation Award for the second time in four years.

The award, which was presented at Plug and Play’s Jun summit in Silicon Valley, recognises commitment to “digital transformation through acquisitions, investments, proof of concepts, and thought leadership”.

FCTG was chosen as the award’s recipient due to its development of new “ground-breaking technology offerings”, including the acquisition of communication platform, Shep, US-based corporate travel technology provider, WhereTo, and mobile chatbot platform, Sam.

FCTG Chief Experience Officer, John Morhous, said, “Our investment in technology over the past several years has been a high priority across our corporate brands and to be recognized by the leading global innovation platform for a second time is both humbling and gratifying”.

Pictured: Jordan Bray, VP of Plug and Play; Guillaume Audebert, Global Partnerships Lead - FCM Digital; Joshua Roebig, VP Corporate Innovation Programs (FCTG); Amir Amidi, Managing Partner, Travel & Hospitality Center of Innovation at Plug and Play.

EY paces things up

ETIHAD Airways has announced the expansion of its self-service bag drop facilities at Abu Dhabi International Airport (AUH), which it stated will provide quicker check-ins and service more guests, who will then be able to bypass queues.

The service allows customers who have checked in online and completed the verified-to-fly process, which validates COVID-19 travel documents, to retrieve their booking, print the bag-tag and process their bags in under two minutes.

The carrier’s Airports & Cargo Operations VP Network, John Wright, said the introduction of more self-service options at AUH will ensure a “seamless” airport experience for guests just in time for the summer holidays.

Carnarvon sessions

TOURISM Western Australia will host an interactive three-hour Tourism Experience Workshop, in partnership with Australia’s Coral Coast, on Thu 21 Jul at Carnarvon Yacht Club in South Carnarvon, Western Australia.

Local businesses will learn how to develop and promote immersive tourism experiences, focusing on agritourism, dark sky tourism, glamping and unique accommodation, and will be given the opportunity to participate in a one-on-one consultation with key speaker and industry expert, John Stanley.

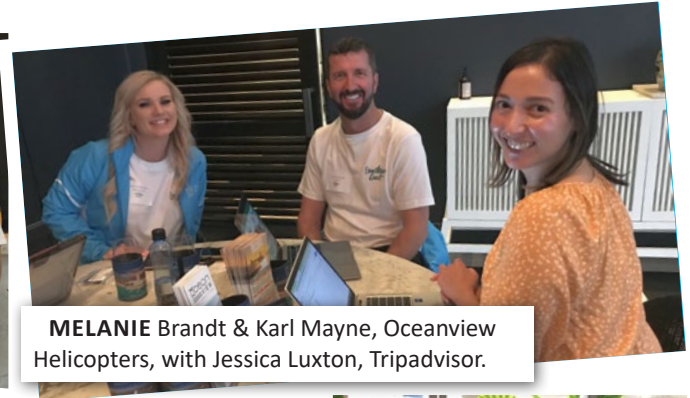
CLICK HERE to register.

Walking on Sunshine

VISIT Sunshine Coast (VSC) has this week been hosting domestic roadshows with 18 operators showcasing new trade-ready products and updates from the region. Workshops and networking events were held earlier this week in Sydney and Melbourne with over 100 ITO/OTA and retail agents in attendance, with these photos taken during the events.



TEAM Sunshine Coast.



MELANIE Brandt & Karl Mayne, Oceanview Helicopters, with Jessica Luxton, Tripadvisor.



SHELL Rodney, Misty View Cottages; Gabby Fox, Ginger Factory; Kylie Bartholomew, Coco Mooloolaba; Shirley Dodt, Aquaduck; and Karl Mayne, Oceanview Helicopters.



JESSICA Ireland, representing Love Stone Cottages, with agents.



JENNIFER Bruce, ATEC, Sonya Mroz, VSC, Shirley Dodt, Aquaduck, & Candy Tran, Queen Tours.



SHIRLEY Dodt, Aquaduck, Chris Forde, Helloworld & Sonya Mroz, VSC.

JESSICA Ireland, Your Tourism Matters with Mitesh Rathi from Pacific Vacations Australia.



KARA Wachter, Flight Centre & Verena Olesch, Maleny Botanic Gardens & Birdworld.



JC SONG, KK Day & Vynka Hutton, Tourism Noosa.



KYLIE Bartholomew, Coco Mooloolaba & Ann Byrne, iReady Events.



NAYAZ Noor, Suchi Reddy, 39 Degrees South & Beth Mahoney, VSC.



LEON Ellis, Australia Worldwide Travel & Craig Schiller, Rumba Beach Resort.

QR to stop/reduce routes for World Cup

QATAR Airways will cut some international routes during the FIFA World Cup this year.

Service suspensions, trimmed schedules, and surrendered slots are on the cards, as QR focuses on serving the World Cup crowds.

Chief Executive Officer Akbar Al Baker told media attending the International Air Travel Association's (IATA) Annual General Meeting in Doha this week QR will have to restructure banks of flights over a 30-day period to free up slots for other airlines wanting to fly into Doha.

Thankfully, the Aussie market will not be impacted as resources will be prioritised for markets with a team in the World Cup.

Waldorf Astoria KL

WALDORF Astoria Hotels & Resorts is readying itself for its Malaysia debut in 2024, with its 279-key all-suite Kuala Lumpur property revealed this week.

The company's Waldorf Astoria Kuala Lumpur will build on parent company Hilton's long-established partnership with property developer Tradewinds Corporation.

Work on the property will start in the third quarter, and the final product will feature custom-designed interiors & furnishings, five distinctive restaurants, and generous meeting spaces.

The property will sit within Kuala Lumpur's Golden Triangle, placing guests within walking distance of the city's top malls.

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

Chadstone - The Fashion Capital is inviting Victorians to "Be Our Guest" and indulge in a package offering overnight accommodation for two at Hotel Chadstone Melbourne, MGallery by Sofitel, two HOYTS movie tickets, a \$50 Chadstone gift card, and a \$50 Chadstone Dining Terrace voucher to be enjoyed at one of Chadstone's premium restaurants. Until the end of Aug, this escape, which is valued at over \$550, is available for just \$399, when booked via hotelchadstone.com.au.

A deal for a Mekong River cruise for next year is available with **Travelmarvel**. 'Essential Vietnam & Cambodia', which travels over 12 days, is available from \$2,795 per person, twin share, for trips from Jul-Nov 2023 - a saving of up to \$3,000 per couple. The deal is valid until the end of Sep unless sold out prior - further details [HERE](#).

Viking's "Europe for less" offer on its 15-day Grand European Cruise from Amsterdam to Budapest or vice versa ends next Thu. The cruise is priced from just \$3,995 per person twin share. Phone Viking on 138 747.

Until 28 Jun, **Royal Caribbean International** guests can enjoy 50% on select sailings from Brisbane on *Quantum of the Seas*. For more information and to book, [CLICK HERE](#).



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Sealing the AFTA-SQ deal



YESTERDAY'S momentous signing of the major National Travel Industry Awards sponsorship deal between AFTA and Singapore Airlines ([see p1](#)) was witnessed by some very special guests from the carrier. SQ flight attendants on their

way to the airport ([pictured](#)) stood by during the ceremony in which AFTA CEO Dean Long and SIA GM Agency Sales Greg McJarrow signed the very important piece of paper, confirming the carrier's increased commitment to the event and longstanding support for the travel trade over the last 55 years.

McJarrow said the carrier was delighted to be taking up the mantle as the event's major sponsor, saying "it is exciting to be able to come together and celebrate the resilience of the Australian travel industry".

EK lands in Israel

EMIRATES has touched down in the Israeli city of Tel Aviv overnight, the carrier's first ever service to the country.

EK will operate the route with a Boeing 777 aircraft, offering travellers eight private suites in First class, 42 lie flat seats in Business class and 304 seats in Economy class.

"The ties between Israel and the UAE are strategic economic ties and are critical to strengthening our position in the face of the changing threats in the Middle East," Israel's Minister of Transport and Road Safety MK Merav Michaeli said.

Pakula to depart

VICTORIA'S Minister for Sport, Tourism and Major Events, Martin Pakula, has decided to call it a day in politics, announcing this morning he will not be recontesting his seat of Keysborough at the upcoming state election.

No successor has been named.

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

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