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BANFF JASPER CALGARY

Travel Daily on location in Denarau Island, Fiji

Today's issue of *TD* is coming to you courtesy of Tourism Fiji, which is this week hosting its **Fijian Tourism Exchange on Denarau Island.**

TRAVEL Daily is in Fiji for the **Fijian Tourism Exchange**, which is concluding today at Denarau Island Convention Centre.

Today rounds out the final session of meetings with some of Fiji's premier tourism suppliers, before attendees are farewelled at Hilton Resort & Spa at the closing ceremony.

Pherous in court

AN "ADMINISTRATIVE oversight" by Corporate Travel Management CEO Jamie Pherous has seen the business travel heavyweight head to court to avoid a significant tax bill on \$500 million worth of company shares, the *Australian Financial Review* reported this morning.

Yesterday, the Federal Court issued a court order deeming Pherous' private company had never lost legal ownership of 20.7 million shares in the business, with the alleged issue stemming from a move to hold shares in a private entity called Pherous Holdings, which in early Mar 2019 was involuntarily deregistered by the Australian Securities and Investments Commission.

More corporate news on **p5**.

Canada wants you

YOUNG Australian travellers are being targeted by the Canadian ski sector to undertake a working ski holiday during the 2022/23 northern winter season.

The Canadian Ski Council and the Canada West Ski Areas Association are promoting roles across ski specialists, retail, and hospitality, with stays on offer for up to two years.

Payments to be made: Tehan

AUSTRALIA'S Tourism Minister Dan Tehan has today confirmed a request to Austrade that all remaining payments of the third round of the Consumer Travel Support Program (CTSP) be paid out by the end of the month.

"My hope is that they will be able to deliver on that and this is the request that I have put in, and they have told me that they will do it," Tehan said while speaking with senior travel stakeholders on an AFTA webinar this morning.

However, the Minister tempered the news by reiterating that he would only be able to guarantee the pledge Austrade has given him if the Morrison Government is successful at the upcoming Federal election.

"I look forward to being able to hold them to account and make sure that this becomes a reality if we are successful [in re-election] on 21 May," he said.

The comments follow confirmation in Mar that the latest \$75.5 million tranche of the CTSP would be the "third and final" allocation under the scheme (**TD 30 Mar**).

The Minister also used the

forum to communicate that the pandemic has highlighted the importance of governments supporting both the inbound and outbound travel sectors.

"This lesson has really hit home," Tehan said.

"We do rely on outbound just as much as we rely on inbound for our visitor economy because we saw that without the outbound it makes it very difficult for us to be able to ensure that we have the aviation capacity for inbound."

Tehan added that the shutdown also highlighted just how important travel is for the national psyche of Australia, with trips away being a need for people and not simply a want.

"I think people now really understand how important...the need to be able to take a break and get away on a trip," he said.

"We saw this in the way people flocked domestically to get away when the opportunities presented themselves and over time we will see that again for international travel when confidence comes back as well."

Accor all-inclusive

ACCOR has announced its premium brands Fairmont, Sofitel, Pullman, Swissotel and Movenpick have been added to its luxury all-inclusive collection.

The news follows strong growth from Accor's Rixos brand, a luxury all-inclusive joint venture the company entered into with the brand's founder Fettah Tamince in 2016, which has since seen the venture triple its footprint in the last six years.

"Accor's strategic decision to double down on the all-inclusive segment, the fastest growing sector in this market, and build upon its success with Rixos... reinforces our business model while increasing our value proposition for hotel owners," Accor Lifestyle & Entertainment Chief Executive Officer Gaurav Bhushan said.

Canada education

CANADIAN Rockies National Parks of Banff and Jasper, as well as the gateway city of Calgary in Alberta, will be participating in the next Destination Canada CSP webinar taking place on 18 May.

There are two time slots to choose from for Aussies, 8.30am or 11.30am AEST, and the same for Kiwis with two sessions on the same day at 10.30am NZST and 1.30pm NZST.

Bonus spot prizes of Rocky Mountain + Calgary branded chocolates will also be given away during each webinar session, with travel agents to benefit from more information on trade partner packages bundling the Rocky Mountains.

Register to attend one of the sessions **HERE**.

Today's issue of TD

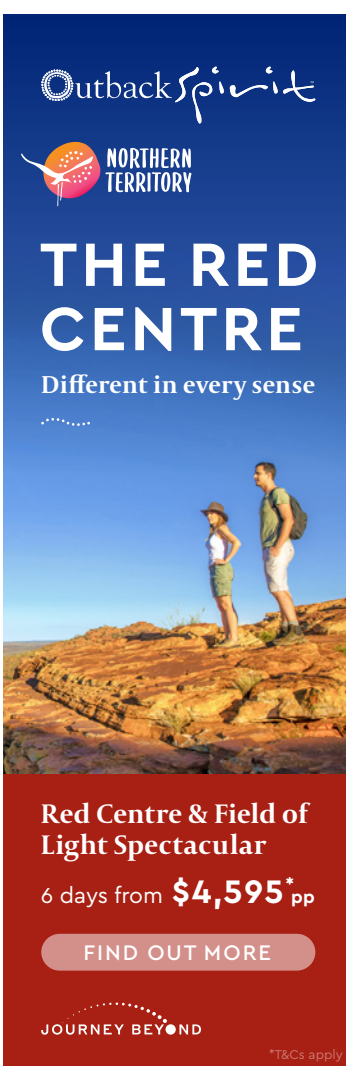
Travel Daily today has six pages of news.

Brush up those skills

HAYTON Travel Training has introduced new online and interactive courses for Aussies wishing to learn more about GDS skills who are either rejoining or embarking on a new career in the travel industry.

The new training website features two new courses, the Amadeus Altea Departure Control System training (airport check-in procedures), as well as a course for travel advisors from the corporate sector.

GDS (Amadeus, Sabre or Galileo) entrant courses and Amadeus DCS airport courses are priced at \$395 - more info **HERE**.



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WA sinks \$70m into tourism

THE Western Australian Government has announced \$70 million in funding to revitalise the state's tourism sector, as part of its 2022-23 State Budget plan.

Cash will go towards launching international and domestic marketing activities (\$21 million), attracting marquee events (\$31 million), and creating more national park tourism experiences (\$18 million), extra funding that will join an existing \$195 million already injected into the Reconnect WA package.

The additional marketing funds will be used to position WA as a globally desirable holiday destination through a new branding campaign, focusing on five of its regions: the Coral Coast, Golden Outback, North-West, South-West and Perth.

Domestically the east coast will be the target of most of the efforts, while internationally Europe, the US, China, Japan,

India, Indonesia, Singapore, Malaysia, Hong Kong and New Zealand will take up the majority of the spend.

Meanwhile the National Park Tourism Experience Development Package will see WA allocate \$6.5 million to establish eight "shovel-ready" sites in national parks in preparation for private investment, including eco retreat accommodation, while \$5 million will be spent working with industry to activate trails and attractions already in national parks to create bookable touring options for visitors.

The events pillar of the funding package will see \$20 million set aside for the Major Events Fund dealing with business events, while \$10.7 million will be poured into the Event Tourism budget.

"This is a budget that backs tourism and backs investment in local businesses," the WA Government said.

Fiji heading up Aussie's lists



DIRECT Fiji Airways services between Adelaide and Fiji mean more and more Australians will choose the South Pacific country as a holiday destination, the airline's Managing Director & Chief Executive Officer Andre Viljoen believes.

Speaking to *Travel Daily* at this week's Fijian Tourism Exchange, Viljoen said the commencement of more direct flights to Fiji from Australia would provide an edge over similar, competing destinations.

"If you're living in Adelaide, to fly your six hours through Sydney, to Fiji, you'll look at alternatives,

probably Bali," he said, "but now [they] can come direct."

The restart of Adelaide-Nadi services mean Perth is the only major Australian city without a direct Fiji Airways-operated flight to the country, which Viljoen hopes will soon change.

"We started the route just before COVID, and then shut it down," he lamented.

"At that stage, we were flying, the 737-800, and that had some restrictions, but now with a MAX, there are no restrictions."

Pictured is the Fiji Airways team: Viljoen, Akuila Batiweti, and Torika & Lili.

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Know your slopes

SNO'N'SKI Holidays has announced plans to bring back its Agent Ski School & Apres Party concept on 27 May at Flight Centre's HQ in South Brisbane.

The gathering is expected to attract 130 travel agents to meet and greet with representatives from 25 popular international ski destinations.

"This event will be bigger and better than ever, we have gone all out with engaging training sessions, themed food, free drinks, a live DJ, photobooth and some incredible ski prizes," MD Daniel Walker enthused.

RSVP to attend [HERE](#).

Mission to Mars

VIKING Cruises has taken delivery of its newest ocean ship in Italy, *Viking Mars*, with the vessel now making her way to Malta, where she'll be formally named next week.

Mars is the latest ship in the line's ocean fleet of identical sister ships, and weighs in at 47,800 tonnes, offering guests 465 all-veranda staterooms and abundant al fresco dining options.

Big things in small packages

EXCLUSIVE

WHILE large Fijian tourism operators make hay while the sun shines, it is the luxury and smaller, more boutique product that will offer the Aussie trade the best opportunity, Tourism Fiji Chief Executive Officer Brent Hill told *Travel Daily*.

The country began welcoming international tourists back in Dec (**TD** 01 Dec), and since scrapping pre-arrival PCR tests in Feb (**TD** 07 Feb), has been seeing great numbers flock back to the tropical destination, the Tourism Fiji head pronounced at this week's Fijian Tourism Expo (FTE).

"From Dec through now we've had over 100,000 people travel to Fiji, so that's significant," Hill enthused.

However, with operators such as Marriott are booking out really quickly, occasionally months in advance, the real opportunity to be found is in smaller, boutique, and up-and-coming properties.

"Denarau is very easy to sell, because it's near the airport...but what we need to be able to do is offer alternatives," Hill explained.

"We're wanting people to go to places like Savusavu, Kadavu Island, Laucala Island - all these kind of amazing places that are out there.

"I think that's where the opportunity really lies, but it will just take some time for that market to grow."

The Tourism Fiji head admitted some of the country's smaller, more specialised destinations and suppliers may take a while to recover from the effects of the COVID-19 pandemic, as detailed in the organisation's 2024 corporate plan.

However, the beauty of FTE is in educating the trade about these operators, Hill believes, some of which are hidden in the most beautiful parts of Fiji.

"People are discovering Octopus Resort, Paradise Cove Resort, Yasawa Island Resort & Spa, these kinds of places," he noted.

"They are just learning about that for the first time, and they're actually stunning, really, really beautiful."

Part of educating the trade on these boutique properties and experiences, as well as the country's entire spectrum of tourism offerings, is the relaunch of Tourism Fiji's travel advisor training program (**TD** 26 Apr).

"There's a lot of people that were in the industry that have left the industry, so agents being able to understand our product by going through the Matai program will provide that confidence we want to get people to be able to sell Fiji," he concluded.

Canberra purchase

PRO-INVEST Group has used its third discretionary investment fund to acquire the Campbell5 Hotel in Canberra, a property located in the heart of Canberra's defence precinct.

The group revealed it has formed an operator agreement with The Sebel to create The Sebel Canberra Campbell.



Window Seat

ATTENTION passengers, this is your Captain speaking, we're flying at around 5,000 feet, it's blue skies, low winds, and, oh yes, I'm having a major medical emergency and will not be able to land this plane!

This was the terrifying moment that recently confronted passengers flying aboard a Cessna Caravan plane north of Palm Beach in the United States, leading to some rather heroic efforts from a quick-thinking passenger with no pilot training.

The traveller swiftly radioed air traffic control, anxiously informing them "I've got a serious situation here and my pilot has gone incoherent and I have no idea how to fly the aeroplane".

A dispatcher promptly responded: "Roger. What's your position?, with the passenger replying: "I have no idea. I can see the coast of Florida in front of me but I have no idea."

"Okay, maintain wing level and just try to follow the coast," air traffic control responded, before relaying important flying instructions about how to lower the plane to land in a safe location nearby.

Remarkably, the plane managed to touch down without a hitch, with a huge sigh of relief breathed in the towers and on board the aircraft.

"You just witnessed a couple of passengers land that plane," the controller exclaimed, prompting a wide-eyed colleague to ask, "Did you just say the passengers landed the plane!?!?"



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Travellers poised to spend

THE average wealth of local consumers grew significantly during 2020, with Australia second only to Switzerland on the global landscape meaning there is plenty of proclivity to travel, according to figures revealed by Virtuoso this morning.

Speaking at an event in Sydney, Virtuoso's local chief Fiona Dalton highlighted the Credit Suisse Global Wealth Databook 2021, which noted that "the reduction in consumption opportunities due to lockdowns, combined with income support programs, led to a rise in saving for many people".

The figures are part of Virtuoso's work to identify emerging trends impacting the Australian and NZ travel landscapes this year.

Key motivations for travel include delayed celebrations and an inclination to begin planning multiple trips over the coming years to make up for the enforced period of border closures when travel was not possible.

Virtuoso Global CEO Matthew Upchurch was at the event, and cited a poll from Jan 2022 which found 85% of consumers are in a "ready to travel" mindset.

Intent to travel is strong, with 71% of those polled already booked for 2022, and a hefty 86% saying they plan to travel internationally this year.

Virtuoso's figures forecast that while recovery is well under way, a return to 2019 levels is at this stage not expected until late in 2024 for the Australian market.

Another key trend was the increased demand for trusted travel advice, as passengers navigate the complexities of travel in a post-pandemic world.

"Travel advisors are strategists who provide peace of mind," Upchurch said.

Sustainability is also increasingly feeding into travel choices, particularly as global tourism product improves, with environmental considerations becoming part of the decision process for many consumers going forward.

He urged the industry to also consider the key role travel continues to play in the global economy, supporting communities and driving ongoing investment in jobs and infrastructure across the world.

Fiji, Japan, Italy top of mind

A RECENT YouGov survey of Australian consumers commissioned by Virtuoso has revealed some key destinations which are on the list for travellers as border restrictions ease.

The increased awareness of close-to-home holiday options through the pandemic is expected to continue, with many travellers expecting to take trips in Australia (77%) and/or NZ (63%).

However, the early reopening of Fiji appears to have also put it in good stead, with 35% of respondents planning trips there, followed by Tahiti with 18%.

Further afield Italy continues its perennial popularity, with 52% of respondents hoping to travel there - auguring well for the new

non-stop Qantas flights to Rome.

Italy was slightly ahead of the UK at 51%, where Virtuoso continues to see strong demand, in many cases driven by visiting friends and relatives (VFR) traffic.

Other top European prospective destinations included Germany (44%), France (42%), Spain (41%) and Switzerland (31%).

In terms of Asia, the poll found strong interest in travelling to Japan (56%) followed by Thailand (42%), Singapore (40%), Vietnam (29%), South Korea (29%) and Malaysia (26%).

Virtuoso's figures also reflected the huge pressure travel agents are under to service enquiry at the moment, with current sales estimated at 120% of 2019 levels.

Virtuoso takes the Crown



THE Virtuoso team was on deck at Sydney's Crown Towers Hotel this morning for an event, continuing its whirlwind of activity over the last week which has seen global CEO Matthew Upchurch in town.

As well as being part of the Virtuoso Forum in Adelaide (see below), he has been conducting meetings with key partners from across the country, and will participate in next week's Australian Tourism Exchange in

Sydney.

Pictured in the Opal Suite in the new Barangaroo property are, from left: Kylie Burchmore, Crown Senior VP of Global Sales; Matthew Upchurch, Virtuoso President & CEO; Zoe Dean, Virtuoso Marketing Manager Australia & NZ; Michael Londregan, Virtuoso Senior VP Global Operations; Jen Pagett, Virtuoso Account Manager, Member Relations; and Fiona Dalton, Virtuoso GM Australia/NZ.

Virtuoso's Advisory advisors



THERE was huge optimism in Adelaide earlier this week as Virtuoso held its annual Australian and New Zealand Forum - which included an opportunity for the network's local Advisory Board (pictured) to get together.

About 150 attendees took part including owners and managers from Virtuoso travel agency members across Australia and New Zealand, along with a host of the group's preferred partners.

"With agency executives stating they feel optimistic, hopeful and excited for what's to come in 2022, Virtuoso focused on setting the stage for travel's recovery by doing what it does best: fostering the genuine human connections



needed to bolster both sales and spirits while emphasising the power of partnerships," the company noted.

Highlights of the evening included a keynote speech from Dr Richard "Harry" Harris, who had the room captivated as he shared his story of resilience while working in the fields of anaesthesia, diving and aeromedical retrieval medicine.

CORPORATE UPDATE

Risk assessments urgent

NATURAL events and civil unrest made up 44% of all travel-related incidents in 2021, BCD Travel revealed in its new Travel Risk Outlook Report.

The report, which provides essential information to travel managers, purchasing managers and corporate travel arrangers, looked at several risk categories that may impact business travel.

Among the categories is economic outlook, which BCD believes will be a major challenge faced by travel programs, as companies tighten their travel budgets to control costs.

The report also showed that civil unrest and incidents of violence represented 20% of all risk-related events in 2021, while natural events are increasingly disruptive, accounting for 24% of all incidents in 2021.

In positive news, the stats demonstrated a fall in air travel-related incidents from 29% in 2018 to 20% in 2021, however this could be attributed to

travellers using other means of transport, or a reduction in trips that require air travel.

Cyber security threats are also identified as a growing risk, with 31% of all employees worldwide expected to be hybrid or fully remote workers in 2022.

BCD Global Chief Operating Officer and Chief Commercial Officer Mike Janssen said, "Worldwide, there is a growing number of different dangers that threaten employees and organisations."

Janssen urged that the report's findings highlighted a "need to act now and assess, adopt and apply risk management strategies that fit company travel patterns and goals".

CLICK HERE to view the report in full.

GBTA Q1 results

INTERNATIONAL business travel is expected to return to pre-pandemic levels next year, according to results shown in this quarter's American Express Global Business Travel (GBTA).

The results demonstrate that 74% of companies are now allowing international travel, an increase of 26% from Feb.

Additionally, 86% of companies reported they now allow non-essential business travel "at least sometimes", up by 73% from Feb.

Notably, booking transactions increased by 300% since mid-Jan.

Anywhere Worker

A NEW generation of workers are successfully mixing work and travel, according to the Anywhere Worker study conducted by Fiverr and Lonely Planet.

The study, involving 1,400 workers across 67 nationalities, revealed 90% of respondents had increased or stable earnings since becoming an Anywhere Worker (i.e. people who work remotely while travelling from at least two locations throughout the year).

SMEs to recover

NEW research commissioned by Corporate Traveller found that while 78% of Australian small-to-medium sized enterprises (SMEs) were negatively impacted by COVID, 76% of these have either already recovered or expect to recover by the end of 2023.

Additionally, 38% of business owners believe a return to travel would help their businesses recover, according to results from the survey, which was taken by an independent panel of 202 Australian SME business owners.

Corporate Traveller Global Managing Director Tom Walley said "Travel will be an important strategy for SMEs to consider in their recovery, whether they DIY their own travel or use a travel management provider to help navigate the new, complex environment".

View the company's full survey results **HERE**.

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Corporate Traveller Vanguard



SME business travel specialist Corporate Traveller has teamed up with health consultant business Vanguard Health to provide "life-changing care" around the country.

Corporate Traveller Australia and Global Managing Director Tom Walley said the medical industry is leading the way in driving SME's post-pandemic business travel recovery.

"This is the reason we get into travel, to partner with businesses like Vanguard Health, knowing that your travel management makes a genuine tangible difference to people in need," Walley said.

"There's no corner of this country...that our experts can't get you to and this is highlighted more so than ever by being able to transport our exceptional medical professionals to all ends of the nation."

Vanguard Health's aim is to co-ordinate healthcare professionals into regional and remote communities to deliver important medical services.

Vanguard Health CEO Tim Gallagher praised Corporate Traveller as offering "everything we needed and more...the 24/7 assistance available at Corporate Traveller and their emergency response teams were a real stand-out for us".

"We're not travel experts, and we don't claim to be, that's why this relationship is so important," Gallagher concluded.

Pictured, Vanguard health staff in action.

Amadeus goes Zen

AMADEUS has partnered with finance AI-powered platform AppZen in order to provide a more streamlined expense auditing process to its Cytric Expense customers.

The travel technology company said AppZen will integrate with its existing expense automation system to form a market first end-to-end 'Smart Audit' solution, providing numerous benefits for the companies and business travel agencies around the world who use Cytric Expense.

Amadeus said the improved process will save time and money for companies by identifying misuses and detecting risks prior to reimbursement.



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

American Queen Voyages are offering significant savings for solo travellers on 29 sailings between Jul and Dec, including an eight-night package starting 12 Sep on the *American Countess* to Alton, Illinois, through the State of Missouri, starting at US\$3,384 pp - call 1800 507 777.

Travellers can enjoy up to 20% off their cruise fare when they book a Great Caribbean Escape with **MSC Cruises**, such as the 14-night West & East Caribbean cruise aboard the *MSC Seashore* priced from \$1,609pp, before 30 Oct. Visit www.msccruises.com.au for more details.

Spa resort **Chiva-Som** in Hua Hin, Thailand, has announced its Restore and Revive promotion, where guests booking a seven-night retreat or more can save 15% on their stay. Offer ends 21 Oct. Email [HERE](#).

NSW wants digital edge

STRUGGLING NSW tourism businesses are set to be offered free training opportunities by the NSW Government to help them be as prepared as possible for the full-scale return of travel.

The newly-unveiled Digital Skills Accelerator program will attempt to polish up the digital effectiveness of accommodation providers, tour companies and visitor attractions in the state, focusing on the key areas of website optimisation, SEO and social media management.

"Digital innovation is crucial to success in the contemporary tourism landscape," NSW Minister for Enterprise, Investment and Trade, Tourism and Sport and Western Sydney Stuart Ayres said.

"Helping businesses in the visitor economy to improve their digital competency is a key pillar of the NSW Government's Visitor Economy Strategy 2030, which

aims to make NSW the premier visitor economy of the Asia Pacific," he added.

In addition to providing a specialist digital health check for tourism businesses, successful applicants to the program will also receive two, one-hour sessions with a digital advisor, as well as access to a course library to help improve digital skills.

Wajaana Yaam Adventure Tours owner Clark Webb praised the launch of the new program, stating small businesses in particular are often too busy to brush up on the skills needed to keep up with the dynamic digital environment.

"Most small business owners run both the operational and the digital side of their business and improving the digital skills of tourism operators will ensure better outcomes for the entire visitor economy," he said.

View eligibility criteria [HERE](#).

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Katanox raises US\$5.7 million

TRAVEL accommodation distribution and fintech platform Katanox has raised \$5.7 million to overhaul and reconfigure B2B distribution in hospitality.

The funds were invested by a group of financial, hospitality, and tech entrepreneur family offices.

Katanox said its aim is to bring travel sellers and travel accommodation providers together in order to streamline and improve the distribution of travel accommodations.

Delayed Southbank finally opens in Oz

IT HAS been a long time coming but the AC Hotel by Marriott Melbourne Southbank has finally opened its door this week after two years of delays.

The new hotel, located close to the Central Business District and South Wharf precinct, features 205 rooms, signature dining, and an infinity pool and cocktail bar with views of the city skyline.

The opening will mark the 14th entry in Marriott Bonvoy's portfolio of Australian properties.

Where in WA?



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EDITORIAL

Editor in Chief and Publisher – Bruce Piper

Associate Editors– Adam Bishop,

Myles Stedman

Contributors – Nicholas O'Donoghue,

Anna Piper, Jenny Piper, Janie Medbury

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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