# IF YOU SEEK REALITY

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Tuesday 25th Oct 2022

### Seeking out NZ

**TOURISM** New Zealand is enticing Australian travel agents to immerse themselves in the magic of Aotearoa.

Discover how you can earn one of 10 spots on the ultimate New Zealand famil in Apr 2023 - see the front cover for more info.

## Topdeck goes deep

**TOPDECK** is highlighting its popular Delve Deep trip style, which is ideal for travellers who are looking for authentic local experiences that explore the food, culture and history of destinations - see the back page for more details.

#### your dedicated Rail Partner

becoming the new CEO of Travel

at 60 and Adam Jones named

CEO of the Starts at 60 Group.

her team would continue their

of choice for the over-60s" by

dream holidays.

now defunct 7travel.

Harch told Travel Daily she and

work to be the "travel destination

helping them plan and book their

The move continues Seven's

kicked off five years ago (TD 27

focus on the travel sector, which

Nov 2017) with the launch of the

That ultimately evolved into a

partnership with Flight Centre's

West also previously boosted its

stake in Travel at 60 in a previous

fundraising round in early 2019

(TD 01 Apr 2019) and later that

year closed down the 7travel

operations (TD 28 Nov 2019).

included several individuals

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Other investors in that round

alongside Hollard Insurance, the

**Qld Business Development Fund** 

Ignite Travel Group, but Seven

TGV × RAILEUROPE

## Today's issue of TD

Travel Daily today features seven pages of news, a front cover page from Tourism New Zealand, plus a product update from Topdeck.

#### Rex shores up DL

**REX** Airlines has formally proceeded with its Letter of Intent with Delta Air Lines to form an interline service agreement (TD 02 May).

The tie-up allows passengers of both airlines to book connecting flights under the one booking, with a single baggage drop where permitted, and will open up seamless connections for Rex customers across DL's American network of 40 cities.

DL passengers travelling from the United States, Canada and Mexico will also have easier access to Rex's domestic connections to capital cities in Australia, including but not limited to Sydney, Brisbane, Melbourne and Adelaide.



JB

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**Jan to Jun 2023** 

DRECAS

## Seven lifts Travel at 60 stake

**SEVEN** West Media has become the major shareholder in Starts at 60 and its travel offshoot Travel at 60, after the business completed a successful capital raise.

The company targets the affluent baby boomer market in the media and travel categories, and under its new majority ownership will "focus on deepening its relationship with the over-60s audience through unique content. curated news and exclusive member deals".

The changes will see founder and CEO Rebecca Wilson step down after 10 years with the business, with Wendy Harch

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## Link seeks next-gen talent

LINK Travel Group has partnered with the Flight Centre Travel Academy to launch a new initiative aimed at attracting and training the next generation of travel advisors and leaders.

Candidates will enter a twoyear internship within Link Travel Group member agencies, with their time equally divided between studying and working.

Upon completing the internship, candidates will then receive their Diploma of Travel & Tourism and a role within a Link Travel Group agency.

The group's members will have the opportunity to hand-pick candidates, who will then be shaped into "high-performing travel professionals".

LTG General Manager Scott Darlow touted the new training initiative as a "solution" to the industry's ongoing skill shortages.

"Member agencies will not only be able to bring on new staff, they will also be able to build select candidates up to a high performance level, aligned with their existing agency objectives".

Darlow described the program

a win-win for candidates, who have the opportunity to "get the best of both worlds" by earning a "highly sought-after" university level diploma, along with getting hands-on training "in some of the nation's most pre-eminent travel agencies".

Since launching in May, the invitation-only organisation has welcomed a number of premium leisure and business travel agencies, with Travel Beyond and Eden Corporate Travel becoming the group's most recent additions (**TD** 06 Sep).

The group is a joint venture between Flight Centre Travel Group (FLT), The Goldman Group & Spencer Group of Companies.

## Inheriting the World

**MSC** Cruises has taken delivery of *MSC World Europa* at Chantiers de l'Atlantique in Saint-Nazaire

The vessel represents the most environmentally highperforming MSC ship to date, thanks to a range of technologies and solutions that minimise her impact on the environment.





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## Pelikin cashback deal

**DIGITAL** travel money card Pelikin has launched a 2% cashback offer, with travellers to receive rebates on all money spent overseas on items such as food, drinks and transport.

Travel advisors who encourage their customers to use the Pelikin application via the affiliate program can also make commission on all clients' eligible international spend for the life of the card.

"We are providing an additional revenue source for agents at a time where we understand that in most instances agents have less opportunity to earn," Pelikin CEO Sam Brown said.

The sign-up process can be completed in less than two minutes **HERE**.

## Snap a NZ holiday

**WIN** up to A\$1,000 worth of "Kiwi Kash" or a A\$500 Visa card for your team thanks to ANZRCO's new selfie competition.

The snap must feature ANZCRO's New Zealand Book 2022-2024, and entrants must follow the company on Facebook or Instagram to be eligible.

Selfies then need to be posted on Facebook or Instagram before the end of next month with the tag #ANZCRONZBOOK.

The most creative selfie taken will win a \$1,000 travel voucher toward a New Zealand holiday, with 10 teams in the running for a \$500 Visa card - **CLICK HERE**.

## 

CELEBRATE THE LAUNCH OF THE NZ BOOK 2022-2024 FOR YOUR CHANCE TO WIN UP TO \$1500 IN PRIZES

FIND OUT HOW



## Ansett Chair dies

**FORMER** Ansett Chairman Ken Cowley has died at the age of 87 after a battle with motor neurone and Alzheimer's disease.

Cowley was also the former chief of News Limited for 27 years before retiring in 2011.



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Tuesday 25th Oct 2022



A WOMAN was kicked off a Hawaiian Airlines flight after asking the cabin crew not to look at her for nine hours because she was fuming about being placed in Economy instead of Business class.

The 36-year-old American passenger was scheduled to travel from Sydney to Honolulu over the weekend in Business, but was momentarily placed in an Economy seat by mistake.

However, when cabin crew relocated her to the correct seat and brought the woman a drink earlier than she desired, the passenger became even more furious, demanding crew not look in her direction for the entire flight, leading the Captain to make the call to have her removed.

FRAVEL GROUP

## An un-Bora-believable night



**THE** travel industry has been treated to a Tahitian soiree and workshops during a "Meet the Islands of Tahiti" Pacific roadshow.

The first event took place last night in Sydney, with Victoria to follow tomorrow at InterContinental Melbourne, an IHG Hotel.

Approximately 150 Australian travel advisors and 40 other trade partners were treated to Tahitianinspired events with tropical cocktails, canapes, as well as some amazing prizes.

Attendees had the opportunity to mingle and connect with a range of Tahitian partners, such as Air Tahiti Nui, Conrad Bora Bora Nui, Hilton Hotel Tahiti, Hotel Kia Ora Resort & Spa, Paul Gauguin Cruises, Pearl Resorts of Tahiti, and more.

**Pictured** is Tahiti Tourisme Chief Executive Officer Jean-Marc Mocellin with the on-theme Australian team.

## PaulCamper bought

AUSTRALIAN RV rental platform Camplify has acquired Germany-based PaulCamper as part of its expansion plans.

Camplify has entered into an agreement to acquire the leading German peer-to-peer RV rental marketplace, also raising a further \$8.5 million in funding to expand operations, which will include the enhancement and expansion of the PaulCamper insurance broking business.

## Win Arizona tickets

**AGENTS** can win return tickets to Arizona with American Airlines at an exclusive event in Sydney.

The Arizona Office of Tourism will reveal a number of new itineraries with The Travel Junction at an event at Surly's American Tavern on 26 Oct.

Two lucky advisors attending the gathering will walk away with a return ticket to explore Arizona - RSVP to the event **HERE**.

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## **INDEPENDENT HOLIDAY PACKAGE EXPERTS**





## APT meets the trade

**APT** and Travelmarvel are hosting free travel events across Australia next month to showcase their latest product range.

Delivered by the company's sales team, presentations will cover destinations for both brands, including Europe, Canada and Alaska, Australia, New Zealand, South America, Antarctica, Egypt, Japan, South Korea, Vietnam and Cambodia.

The events will be held in multiple locations across Queensland, New South Wales, Victoria and Western Australia, under the theme 'The World is Waiting For You'.

General Manager Sales Scott Ellis said, "it's been so pleasing to see our guests at the events we've held recently ... more and more people are gaining confidence in travelling again".

Tickets are limited - agents wanting to reserve their spot should **CLICK HERE** or speak to an ATG BDM on 1300 278 278.

JETSTAR cancelled close to 10% of its flights in Sep, performing far worse than any other domestic airline for the month, the latest figures from the Bureau of Infrastructure and Transport Research Economics show.

The average cancellation rate across all of the carriers for Sep was 3.4%, with Virgin Australia performing the best with only 2% of its services dumped.

In second spot was Rex Airlines with 2.3%, followed by Qantas with 2.5%, with the significant gap to Jetstar highlighting just how challenging the budget carrier found a litany of engineering and operational issues across its network, resulting in three of its 11 Boeing 787 Dreamliners being out of action for the month.

Australian travellers flying with Jetstar to Bali, Hawaii and Singapore were the worst impacted in Sep, causing a flurry of negative headlines at the time for the Qantas-owned brand.

Meanwhile Jetstar also performed the worst when it came to on-time performance for the period, managing less then 59% of its arrivals and departures on time

Leading the way again for scheduling was Rex Airlines, with 74.2% of its flights running on time, followed by Qantas with 69.1% and Virgin Australia with 67.45% of on-time flights.

## NT Muster goes east

THE NT's annual domestic trade show, the NT Muster, has brought together 24 Territory tourism operators under the 2022 theme "Let's meet up somewhere different this year", which will see them showcase the destination's unique offerings to 370 travel agents and wholesalers across Melbourne, Sydney and Brisbane.

## Hurti shore tours

HURTIGRUTEN Norway has announced more than 60 new shore excursions for its premium journeys, Svalbard Express and North Cape Express, which will launch next year.

The offerings include fishing and kayaking in Lofoten, hiking and birdwatching in Gjesaerstappan Nature Reserve, a cultural walk in the village of Husoya, and dog sledding in Alta, CLICK HERE.

## Pullman kicks a goal

ACCOR has signed an agreement with Panthers Group to build a new five-star Pullman hotel at the Penrith Panthers precinct in Western Sydney.

The upmarket hotel will feature 153 rooms, a restaurant and bar area with private dining rooms, and will open in Q4 2024.

Expected to be popular with events travellers, the hotel will adjoin soon-to-launch Western Sydney Conference Centre.

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## Post-COVID travel trends

**TRAVELLERS** in the Asia Pacific region are taking a stronger interest in high-end options following the pandemic, new data published in Bloomberg's *Now Boarding: The Global Traveller's Outlook* report suggests.

The study showed that 40% of APAC travellers expressed an intention to fly in First or Business class seats for their upcoming leisure trips, while three quarters also indicated they would examine the prospect of staying at a high-end hotel.

Another emerging trend for travellers in our region include a stronger embrace of travel technologies, such as facial technology, smart hotel room/ digital concierge service, and virtual reality activations at tourist attractions.

On the eco front, 85% said sustainable travel would now "play a key role" in their travel planning, with six in 10 travellers stating a willingness to fork out more cash if it meant flights or accommodation were more sustainable than other options.

Bleisure travel was also highlighted as a key growth trend in the Asia Pacific, with the report showing that a third of business travellers are hoping to incorporate leisure activities into their business trips.

Meanwhile 36% of travellers said they were also keen to take a nature-driven holiday soon.

#### Trip.com giveaways

**TRIP.COM** is giving away five prizes to mark its fifth anniversary over the next three weeks.

Prizes include flights to New Caledonia with Aircalin, Business class flights with Rex Airlines, flights to anywhere with Virgin Australia - for more details about how to win, see **HERE** for Australians and **HERE** for Kiwis.

## **Bunnik**Tours

Join the original small group touring Specialists!

Bunnik Tours are looking for full-time Travel Specialists to join our growing Adelaide-based sales team. Are you:

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Please submit a cover letter & CV via Seek.

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## Sabre inks MyStays

**TOKYO-BASED** MyStays Hotel Management is set to grow its global reach thanks to a new agreement with software provider Sabre Corporation, allowing it to share its offers with international and corporate guests via the SynXis platform.

## Spain drops all rules

**SPAIN** has scrapped all remaining border protocols for international arrivals.

The wearing of masks on public transport is still in place and DFAT advises Aussies to exercise normal safety precautions.

## **Ovation back in NZ**

**KIWIS** welcomed back *Ovation of the Seas* to their shores yesterday, with the Royal Caribbean vessel to make calls in Wellington and Picton before making her way to Sydney to kick off the Australia and New Zealand summer season from 29 Oct.

Between Oct and Apr 2023, the ship will make 58 port calls across the Tasman, including Auckland, Bay of Islands, Tauranga, Napier, Wellington, Picton, Milford Sound, Dusky Sound & Dunedin.

Meanwhile, making her debut in NZ for Royal will be *Quantum of the Seas*, where she will sail while homeporting out of Brisbane.



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#### Emirates trims the fat

TRAVELLERS flying with Emirates can now enjoy a range of plant-based dishes on board flights as well as in Emirates Lounges, with the carrier unveiling a vegan menu ahead of World Vegan Day on 01 Nov.

First and Business class guests can choose from a curated menu of gourmet vegan dishes, which took a year to develop and features contributions from cuisine specialists like Chinese, Indian and Arabic speciality chefs.

Economy class menus will also feature a selection of plant-based produce, with favourite dishes including barley risotto with mushrooms, as well as desserts such as zesty lemon tart.

## Katz hails Tas restart

**THE** return of cruise ships to Tasmania is "cause for celebration", Managing Director Australasia, Cruise Lines International Association (CLIA) Joel Katz told **Cruise Weekly**.

"[The restart] helps signal a much-needed tourism revivial...and a huge step towards normality for the many Tasmanians whose businesses benefit from cruise tourism."

P&O Cruises' *Pacific Explorer* arrives in the state's capital today, becoming the first major cruise ship to dock in Tassie in more than two years.

Overall, there will be 21 overnight visits to Hobart this year, injecting 150,000 pax.



#### Associate Director, Regional Conferencing

Lead business development strategy to grow the visitor economy of regional NSW

Ongoing role based in Sydney, 35-hour working week with flexible work options

 Access to benefits such as discounted gym memberships and employee assistance programs

#### About Destination NSW

Destination NSW is the lead agency, champion, and voice for the visitor economy within the NSW Government. Spearheading a whole-ofgovernment approach to visitor economy growth, Destination NSW is responsible for leading the delivery of the NSW Visitor Economy Strategy 2030 in partnership with government and industry.

#### About The Role

The Associate Director, Regional Conferencing will lead the delivery of Destination NSW's regional conferencing strategy to increase the number and value of business events held in regional NSW, improve the business development capability of the business events ecosystem, and support the state's seven Destination Networks in securing more business events for regional NSW.

#### How to Apply

To apply and view the full job description for each position please go to the iworkfornsw website

Should you require any additional information please contact: recruitment@dnsw.com.au

Closing date: Friday 4th November 2022 9:59AM

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#### from Dean Long, CEO WELL here we are again, three Federal budgets in 18 months AFTA has b

AFTA UPDATE

are again, three Federal budgets in 18 months with a fourth to be delivered in May 2023. This will mean we

have a total of four in two years. While not entirely of this

Govt's making, there's one thing for sure; all of us involved with the budget process are looking forward to getting back to one federal budget a year! We know this Government is seeing this budget, and the one to be handed down in May 2023, as one piece of work delivered in two streams. This budget will set the frame work for them to deliver on their election commitments and as we heard through the media, end programs they believe are wasteful. For our employees and potential employees, the good news is childcare and parental leave will be the centre pieces of the budget. With our sector being over 72% female in frontline

positions and 74% in middle management, these reforms will be welcomed by most.

AFTA has been strongly supportive of these programs which we believe will assist travel professionals who have left the workforce and are unable to return due to childcare costs.

For the travel space, we will wait and see what the day/ night brings. AFTA members will be provided a briefing tomorrow on the outcomes of the budget around our priority areas including skills, taxation and immigration. AFTA has been engaged with the Treasury throughout this process and we are hopeful key programs around traineeships are funded as we seek to develop a new generation of travel professionals. AFTA is, as always, back in Canberra and hosting our annual (now quarterly) travel and tourism table on budget night. Tonight we will also be joined by CATO and a unified message to our political leaders will be sent to recognise the importance of int'l travel.



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## MONEY

WELCOME to Money, TD's Tue feature on what the Australian dollar is doing.

## AU\$1 = US\$0.631

**AUSTRALIAN** travellers who want to get the most bang for their buck are choosing Vietnam as their holiday destination, thanks to the country's lower inflation and the stronger-thanusual Aussie dollar against most Asian currencies.

Vietnam's accommodation rates are also cheap - from as little as A\$29 a night - as the country's tourism industry recovers from lockdowns.

Wholesale rates this morning.

US	\$0.631
UK	£0.559
NZ	\$1.109
Euro	€0.639
Japan	¥94.02
Thailand	ß24.12
China	¥4-573
South Africa	11.62
Canada	\$0.866
Crude oil	US\$85.05

#### EY zero emissions

ETIHAD Airways and integrated fuel company World Energy are collaborating to demonstrate the future of net zero aviation, with an emission-free flight to COP27 in Egypt next month.

The scheduled IAD to AUH service will fly via Sharm-El-Sheik, delivering COP27 delegates with zero net emission, while showcasing the challenges and opportunities of SAF.

The NetZero flight will be the latest in a series of 'EcoFlight' tests since Etihad launched its Greenliner program in 2020 (TD 10 Dec 2020).

## Philippines promotes wellness



**THE** Philippine Department of Tourism hosted the debut Wellness Summit in The Tweed New South Wales earlier this month to showcase the country's wellness offerings to Australian and New Zealand travellers.

Destinations and operators in the wellness tourism industry came together to be inspired by a series of thought leadership and business networking sessions. Manila-based Philippine

Department of Tourism Director, Paulo Benito Tugbang, provided guests with insights into the Indigenous Filipino therapies hilot and dagdagay.

Director of Global Marketing and Brand Development of The Farm at San Benito, Jennifer Sanvictores, also joined as a speaker virtually to discuss the retreat's health programs.

"Wellness retreats in the country are growing rapidly," the Philippine Department of Tourism's Officer-in-Charge, Eleanor Palima said.

"Those offering integrated medical and wellness programs are also seeing rising popularity as travellers seek more than sunshine and beaches - be it

healthcare assistance or healing and rejuvenation".

Pictured at the summit in NSW are Paulo Benito Tugbang (PDOT), Katherine Droga (Founder of Droga & Co), Susan Joachim (President of International Nature & Forest Therapy Alliance) and Eleanor Palima (PDOT).

## Checkpoint trial

AUSTRALIA'S Monash University has helped design a new security checkpoint system it claims will help reduce long airport wait times.

Travel Dail

The University's Design Health Collab has partnered with fellow Aussie organisation Micro-X on a new pilot initiative sanctioned by the US Department of Homeland Security Science and Technology Directorate, with the airport technology allowing the scanning of passengers and their possessions to be conducted simultaneously, while still meeting tough security standards.

The design also claims to utilise a much smaller CT scanning system than those currently used in most airports, allowing more checkpoints to operate, reducing queues and alleviating timeconsuming bottlenecks.



#### Travel Daily

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## **Topdeck Trip Style: Delve Deep**

**INQUISITIVE** travellers who seek in-depth travel experiences will love Topdeck's Delve Deep trip style, which shines a spotlight on authentic local experiences, unique places, and real connections.

Travellers on a Delve Deep journey will find themselves in a small group (usually 12, and 20 at most), moving through the itinerary at a moderate pace so as to savour each location.

These trips are all about uncovering the unexpected, delving deeper into the food, history and culture of a location, and forming meaningful connections with the locals.

From boutique hostels to overnight trains and rustic homestays, travellers

will experience a variety of exciting accommodation options.

Delve Deep travellers will enjoy a range of inclusions, like welcome and farewell dinners, additional meals and foodie experiences, immersive and cultural activities, and walking and driving tours led by a local trip leader.

Topdeck's Delve Deep: Vietnam & Cambodia adventure thoroughly explores the two countries over a span of 17 days, allowing Topdeckers to soak in the natural beauty, ancient architecture and unique cultures of these two incredible destinations.

Highlights include a street food tour in Hanoi, a sunset cruise on the Mekong River, a local homestay in the Mekong Delta, and a trip to the Cu Chi Tunnels and Hang Rai cave.

Travellers can opt into extra activities such as sunset paddleboarding and a traditional cooking class in Hoi An, a yoga class in Phan Rang, and a full-day hike in Nui Chua National Park.

## **FIND THEIR STYLE**

To arrange for a Topdeck training session with one of our BDMs email:

tradesales@topdeck.travel For more detail on all of the Topdeck trip styles click HERE.



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