



## SILVERSEA'S NEW 2024 WORLDWIDE VOYAGES BROCHURE

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# Travel Daily

First with the news

Wednesday 5th Apr 2023

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## Today's issue of TD

*Travel Daily* today features six pages of news including our **Luxury** feature, plus a front cover wrap from **Silversea Cruises**, a product page from **MW Tours** and a full page from **Viking**.

## Air Vanuatu issues

**EASTER** travel plans for Aussies and Kiwis heading to Vanuatu with Air Vanuatu have been thrown into disarray, after the carrier confirmed all flights up to 07 Apr have been cancelled.

The reason for the dumped flights is a mechanical issue with its Boeing 737 aircraft, with the airline now waiting on parts to arrive from the United States.

Air Vanuatu has called in help from some Pacific airlines to operate return flights for Aussies from Port Vila, with full refunds available - full advisory [HERE](#).

## Viking River 2025

**VIKING'S** river voyages for 2025 are on sale now, with couples able to save up to \$4,600 for bookings made before 30 Apr.

For more info, see [page seven](#).

## Finnair flies back to Oz

**ONLY** four months after announcing its physical withdrawal from the Australian market (**TD** 02 Dec 2022), Finnair has sensationally back-flipped on the decision, revealing overnight that it has now re-established a local presence.

Former Finnair business development manager Sue Watts has been recruited to the role of Regional Manager Australia & New Zealand, where she will be based in Brisbane to work and support the carrier's trade partners across the region.

## SQ Vietnam boost

**SINGAPORE** Airlines is offering an additional 10kg baggage and 10% off existing NDC fares between Australia and selected destinations in Vietnam, including Ho Chi Minh, Hanoi, and Da Nang.

The deal applies exclusively to NDC bookings made before 31 May in eligible Economy booking classes.

For more details, contact the airline's sales operations team on 1300 507 656.

"Australia is Finnair's largest offline market and we have reconsidered our earlier decision regarding our presence," Finnair's General Manager, APAC region, Tamas Hanyi conceded, adding its Asian and US network will continue to "be well positioned to serve our Australian customers travelling to/from Europe".

Watts arrives in the role from a sales position with solo tour operator Solo Connections and a freelancing for Brisbane International Cruise Terminal in a customer service capacity.

Previously, Finnair had a local office headed up by Arnaud Michelin, who was the Regional Manager for ANZ and New Caledonia until a restructure made him redundant.

## Coral spices up the cruise market

**CORAL** Expeditions has expanded its season in the Spice Islands with the launch of four new 18-night extended voyages in early 2025, marking its return to the region after three years.

The new expeditions will take place during the peak summer season from Jan to Mar in 2025 on *Coral Geographer*.

Highlights include swimming with giant whale sharks at Cenderawasih Bay, and a welcome to Banda Neira by the traditional Kora Kora canoes.

[CLICK HERE](#) for further details.

## MH big green deal

**MALAYSIA** Airlines' customers will soon be able to see their direct CO2 impact when booking their flights, as well as giving them an option to support verified carbon offset projects, thanks to a new deal with Norway-based climate tech company CHOOOSE.

The partnership marks the next step in the airline's path towards net-zero emissions by 2050.

## Silversea worldwide

**SILVERSEA** has published a brand-new brochure showcasing its worldwide voyages for 2024, offering a huge range of itineraries exploring more than 900 destinations across all seven continents.

For more details and to check out the new brochure, see the [front page](#).

## See Jeju with MW

**MW TOURS** is highlighting its expertise when it comes to popular South Korea destination, picturesque Jeju Island.

The Australian-owned tour company runs a number of itineraries to the destination, like the 13-day small group Korea Sparkling Tour - for all the details, head to the [back page](#).

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## Window Seat

**VISITORS** to Italy this Easter are being urged to clutch their purses a little tighter, with the country taking out the number one spot on Quotezone's European Pickpocketing Index.

The insurance comparison website singled out the Colosseum, Trevi Fountain, the Pantheon, Duomo di Milano, and Uffizi Gallery as the attractions where tourists needed to be most careful when travelling in Italy.

France was ranked second on the index, with the Eiffel Tower one of the chief points of concern in the country.

Rounding out the top 10 list of thievery is the Netherlands, Germany, Greece, Spain, Portugal, Turkey, Ireland, and Poland - so watch your wallets and valuables, people!

## Visitor spend skyrockets

**AUSTRALIA'S** overnight visitor spend surged by 34% to \$27.5 billion for the 2022 Dec quarter compared to the equivalent pre-COVID period, according to the *National Visitor Survey Results* from Tourism Research Australia.

In fact, spend overtook pre-pandemic levels every quarter last year, despite overnight trips and nights away weakening, dropping by 6% and 5% respectively for the Dec 2022 quarter.

Travellers took longer holiday trips in 2022 versus 2019, with five- to seven-night stays up 14%.

Domestic overnight spend for holiday travel also shot up from \$38.8b to \$57.1b, or 47% in 2022 compared to 2019, while spend on business travel declined by 8% from \$22.5 billion to \$20.6 billion.

All states and territories enjoyed the extra cash injection, with overnight spend for the year ending Dec 2022 exceeding pre-COVID levels across the country.

Queensland showed the strongest results, with spend up by 43%, followed by NSW (20%) and Victoria (19%).

## AI arrives at Expedia

**EXPEDIA** has launched the beta phase of a new in-app travel planning experience powered by the AI chatbot, ChatGPT.

The OTA is launching the tool in a bid to match what human travel agents offer, such as more intuitive suggestions on places to visit, accommodation to book, the best transport options, and what to see and do based on the individual needs of users.

The new trip planning tool will also offer "intelligent shopping" features by automatically saving hotels discussed in previous conversations in the app, helping users to choose dates, check availability, and add on flights, cars rides, or tourism activities.

## Epic gets you more

**A NUMBER** of resorts in the Canadian Rockies have joined the Epic Australia Pass.

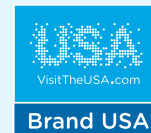
Starting with the 2023/24 northern winter season, joining the Pass will be Fernie Alpine Resort, Kicking Horse Mountain Resort, Kimberley BC, and more.

## Stimson now a celeb

**CELEBRITY** Cruises has revealed MTA Travel's Margy Stimson as the winner of its Celebrity Rewards Q4 booking comp, scoring her a Balcony cabin on an Australia & New Zealand sailing.

Stimson sold the highest number of cruises during the period between 17 Oct to 31 Dec 2022, and claimed her bookings through Celebrity Rewards.

**MEANWHILE**, agents can earn double points for all European 2023 bookings made from 01 Apr to 31 May via Celebrity Rewards, which launched last year (**TD** 01 Mar 2022).



## The Brand USA MegaFam is BACK!

Agents: Experience one of five exciting itineraries showcasing East to West of the U.S. mainland plus Hawai'i.

Register here





## Agents the focus for NT

### EXCLUSIVE

WHILE visitor numbers are still not back to what they were pre-pandemic, the Northern Territory is confident of attracting a wave of new tourists to the region now that the scars of COVID are well and truly in the rear vision mirror.

Speaking with *Travel Daily* at a recent Round Up agent family event, Tourism NT Executive Director Tony Quarmby said that one major area of focus for the Top End will be to better educate the Aussie travel trade, describing travel sellers as a “very sought-after component” in the mix.

“COVID has shown that retail travel agents give people a lot more confidence, it gives people that ability to plan what they might perceive as more complex holidays, with agents able to pull those plans together,” he said.

“But most of all, having the travel agents experience the

destination, know where to go, what sort of time it takes to get to places, what sort of experiences travellers would want to do in the morning versus the middle of the day etc is vital to give the consumers that confidence and education,” Quarmby added.

Uluru is still considered the jewel in the crown for the NT, however, the NT Tourism chief pointed out that it’s important travellers are aware that beyond the most famous icon, there is so much more to the Top End.

“Uluru is a cornerstone of the region...but I think when you compare it with other attractions such as Kings Canyon, which really blows a lot of people away because it’s often overshadowed by the fact that Uluru is so renowned, people think, ‘oh, I’ll come in and do Uluru in a few days and fly back out’, they miss some of the biggest icons and are short-changed on trips,” he said.

## Mercure St Kilda Rd opens



ACCOR has announced a new addition to its Melbourne portfolio, with Mercure Melbourne St Kilda Road officially opening in the last week.

Situated near many IT, health and government businesses at 568 St Kilda Road, the property offers 145 rooms, including 20 two-bedroom apartments, a full-size gym, car parking, and a restaurant and bar.

Eclectic artworks feature throughout the hotel’s guest rooms, lobby and common areas,

with the hotel planning to host a line-up of intimate events.

Mercure Melbourne St Kilda Road is Accor’s 38th hotel in the Victorian city, alongside Pullman & Mercure Melbourne Albert Park, The Como Melbourne MGallery in South Yarra, The Sebel in Malvern, and the Art Series hotels.

To celebrate the hotel’s opening, guests can save 15% off the best available standard rate for stays between now and 31 May, starting at \$143 per night.



## FLY YOUR WAY

From the 3rd of March 2023, Fiji Airways will offer customers the option to customise how they travel based on their needs with four categories, **Lite, Value, Comfort, and Plus.**

All categories will include meals, beverages, inflight entertainment and a carry-on bag, with increasing value add-ons from Lite to Plus, such as checked baggage, ticket change and cancellation flexibility, seat selection and boarding priority.



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### Sydney's new spa

**LUXURY** hotel, Sofitel Sydney Darling Harbour, has officially launched its brand-new Sofitel Spa at a lavish breakfast event this morning.

Described as being "unlike any day spa in Sydney", the two-storey retreat features exclusive products from Biologique Recherche and treatments that aim to take guests on a journey.

Changing seasonally, each treatment encompasses the wellness pillars of care, rest, nutrition and movement, with the carefully-curated five-hour wellness journey setting the Spa apart.

"The spirit of the spa is that everything is bespoke and tailored to what you're after," explained Spa Director Cecilia Ferreyra.

Sofitel owner and cosmetic surgeon, Dr Jerry Schwartz, also enthused that he is "very proud of the transformation" of the spa space.

**Pictured:** Greg Brady, GM; Cecilia Ferreyra, Director of Spa & Wellness; and Dr Jerry Schwartz.



## LINDEMAN RESORT ON THE CARDS

**A NEW** luxury operator has reportedly been signed up to operate the planned redevelopment of a luxury resort on Lindeman Island, after a buyer was finally found for the troubled Qld real estate this week.

After a previous buyer fell through earlier this year (**TD** 28 Feb), Chinese owner White Horse sold the island to The Singaporeans Group for \$10 million, copping a \$2 million loss on the property's sale.

According to an update in *The Australian*, the new owners of the 136-hectare island will look to redevelop the former luxury Club Med resort and surrounding tourist precinct, last operational in 2012 when Club Med pulled



out of the area to find an alternative Aussie site.

White Horse has controlled Lindeman Island for around 10 years, but had run into trouble with the Queensland Government around its development plans for a luxury resort and golf course, predominately targeting upscale

Chinese tourists.

But since the diplomatic relationship between China and Australia soured and the previous closure of international borders, the commercial opportunities have dwindled in recent years.

**Pictured:** The former Club Med Lindeman Island.

### JW Marriott embarks on luxury safari debut

**JW MARRIOTT** has expanded into the luxury safari segment with the opening of JW Marriott Masai Mara Lodge in Southwestern Kenya.

Situated within the Masai Mara National Reserve, one of Africa's most renowned wildlife and wilderness conservation regions, the lodge comprises of 20 private tents with terraces overlooking the River Talek.

Couples can opt for the tented honeymoon suite, which offers a private plunge pool, while families with children can enjoy the two interconnecting king and twin suites option.

Guests can enjoy shared spaces like the cosy Adventure Lounge, which is full of books, gather around the fire pit on the Cultural Deck, and indulge in treatments at the JW Spa.

There are several dining options, including JW Garden, which uses the garden's produce to craft personalised dishes and cocktails, as well as offering live cooking, interactive cocktail mixology, and chef talks.

During their stay, guests can also partake in thrilling guided game drives to see lions, leopards, buffalos, rhinoceros, and elephants.

### Casa Angelina revamp

**AIMING** to offer guests laid-back luxury & romance, Casa Angelina has returned to the market last week.

Sitting on top of the cliff of Italy's Amalfi Coast, the resort is returning with a new suite, Azure, decorated with shades of light blue and white to better capture the surrounding landscape.

A new stargazing experience has also been added, as well as a lavender drawn bath and a full-body treatment experience at the Casa Angelina retreat.

More details **HERE**.

## Connect with your clients and ramp up your social media content

Looking for ready-made social media content? *Travel & Cruise Weekly* have ready made agent toolkits featuring email signatures, images, and social media tiles to inspire your clients.

[CLICK HERE](#)

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## More supplier help sought

**REGIONAL** travel agencies require greater support and contact from supplier partners, according to new survey data published by Travellers Choice this week.

"As suppliers rebuild their teams, I would urge [suppliers] to look beyond city limits and ensure that regional areas receive the benefits of regular contact with business development managers," Managing Director Chrisitan Hunter said.

"Some of Australia's most successful independent business operators are regional or based in smaller states, and, for companies that are willing to dedicate resources, there's a real opportunity to develop strong relationships and sales volumes with these agents," he added.

Despite the call for more supplier assistance, Travellers Choice's annual member survey was glowing in its appraisal of the business, with 100% of travel agents stating they were either "satisfied" or "more than satisfied" with their membership.

Hunter said one metric that really surpassed expectations this year was the group's Net Promoter Score (NPS) - an established measure of customer and brand loyalty.

"We recorded an NPS of almost 85%, which is remarkable," Hunter enthused, adding that according to NPS creator Bain & Company, a score of 20 is great, above 50 is amazing, and scores above 80 are rare and only achieved by companies who are the best in their industries.

## Asia sees Sydney as the main event



**FIFTY** of Asia's influential business events planners were recently hosted on a whirlwind itinerary showcasing the best of Sydney as part of the Business Events Australia Asia Mega Famil Showcase.

Business Events Sydney (BESydney) and its industry partners hosted the delegates from Greater China, India, Indonesia, Japan, Korea, Malaysia and Singapore.

The three-day tour kicked off with a special Aussie welcome at Taronga Zoo's spectacular Gili Rooftop followed by a sneak preview of the Zoo's new Nura Diya Australia precinct, before an official welcome dinner at the

Harbourfront Seafood Restaurant.

Following business networking sessions the next day, delegates enjoyed a gala dinner on The Jackson, Sydney's newest luxury yacht venue.

Other highlights included a regional tour exploring Port Stephens and the Hunter Valley complete with wine, cheese, chocolate and gin tasting; a private tour of the Sydney Cricket Ground; and an adrenaline-filled Harley Davidson ride to Bondi.

BESydney CEO Lyn Lewis-Smith said the famil was the "perfect opportunity to provide a taster of the breadth and depth of new product across our changing city and regional areas nearby".

## TM conclude state meetings



**TRAVELMANAGERS** has concluded the latest round of its state meetings, which marked the first major gathering of personal travel managers (PTMs), suppliers and National Partnership Office (NPO) team members for 2023.

Attendees heard company updates, including plans for its upcoming annual National Conference, as well as insights from the NPO team and partner suppliers.

The high-energy events were also an opportunity for participants to catch up with colleagues, celebrate the successes of the previous year, and share tips about how to thrive during highly busy times.

Relatively new PTM Joy Tepnimit, who attended the WA meeting, said the event was typical of TravelManagers' supportive culture.

"It's almost like a family, in that everyone is supportive and willing to share their knowledge and ideas with each other."

## Marriott talent push

**TO FURTHER** pursue top talent around the world, hotelier Marriott has announced a new human resources brand 'Be'.

The campaign revolves around the concept of 'begin, belong, & become', and will be launching to the group's global portfolio of over 8,300 properties and 30 brands with the aim of attracting and retaining candidates.

The Be brand will empower staff to fulfil their career goals as Marriott commits to being more inclusive and providing more opportunities across its brands.

Marriott has recently been named one of the top ten Fortune Media and Great Place To Work & 100 Best Companies to Work For.

Western Australia-based Business Partnership Manager (BPM), Alison Banks, voiced a similar sentiment, saying the events highlighted the positive, collaborative environment which she believes makes TravelManagers unique.

**Pictured** at the WA state meeting: (back row) Carl Retschlag, Bec Taylor, Fabiana Lorenzon, Leanne Johnston, Sally Seward, Carly Retallack, Ashley Noble, Tanya Nielsen, Connie Buck; (middle row) Joe Araullo (CEO), Joy Tepnimit, Michael Gazal (EGM), Charlotte Nowrojee, Michelle Smith, Ali Banks (BPM-WA); (front row) Kelly Savka, Alison Parker, Vikki Southern, Sandra Evans.

## STRA rejects ban bid

**THE** Australian Short Term Rental Accommodation Association (STRA) has spoken out against a recent call to ban "Airbnb type" accommodations to fix the housing crisis.

Yoav Tourel, Temporary Board Chair Of Directors at STRA, argued that the rental crisis is caused by many factors, pointing out the findings of a government inquiry into housing affordability conducted in 2022.

"STRA was not even mentioned or referred to as a factor in this extensive report," he emphasised.

Tourel's comments come after the Australian Resident Accommodation Managers Association (ARAMA) CEO Trevor Rawnsley urged the government to introduce a ban on short-term rentals in detached homes.

Rawnsley said the rental crisis was "largely" caused by overseas-owned online travel agencies such as Airbnb, which remove family homes from the long-term rental market.



## SUPPLIERS & DESTINATIONS

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## ACCOMMODATION

**WELCOME** to Accommodation Updates, *Travel Daily's* Wed feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to [accomupdates@traveldaily.com.au](mailto:accomupdates@traveldaily.com.au).



The **COMO Le Montrachet** situated in the heart of Burgundy in France will open its doors on 15 Apr. The hotel features 30 rooms and suites with a collection of French gastronomy options on offer. Housed across three heritage buildings and arranged around the village square, the hotel stands in front of the signature Le Montrachet vineyard. It is also regarded as the gateway to the four Grand Cru vineyards, which are the most renowned in the world.



A US\$80m transformation has been completed at the **Outrigger Reef Waikiki Beach Resort** in Honolulu to unveil its Coral Reef Penthouse Suite. The suite consists of nearly 370m<sup>2</sup> of living space that can accommodate up to eight adults with three primary bedrooms and three bathrooms with a light-filled kitchen on site. Guests can also access the resort's exclusive Voyager 47 Club Lounge, as well as all of the resort's amenities and offerings.



The state of Georgia is welcoming the grand opening of the new six storey, 110-room **Cambria Hotel Savannah Downtown Historic District**. Located in the heart of the city's national historic landmark district with access to some of the local landmarks and various restaurants, the urban retreat features multi-purpose outdoor and indoor spaces, including a lobby bar, onsite dining options, meeting & event spaces as well as a fitness centre.

## Mexican carnage

**FOUR** dead bodies were discovered by authorities in the popular Mexican resort of Cancun on Mon, with no information provided as yet regarding the cause of death or the identities of the victims.

Two suspects have been detained after the grim discovery was made near one of Cancun's beachside hotels along the Kukulcan Boulevard, less than a week after a US tourist was shot in the leg in Puerto Morelos.

## Get us to the Greek

**MORE** Aussies are expected to visit Greece this year, according to the European country's Tourism Minister, Vasilis Kikilias, who said he expects "strong tourist flows from Australia".

Kikilias' comments, which were made during an interview with *capital.gr*, come after Greece's Parliament approved a bill last week for the establishment of a new Greek National Tourism Organisation office in Melbourne (**TD** 21 Nov 2022).

## NRMA ships in some luxury



**THIS** Apr will see the implementation of two new accommodation options by NRMA Parks and Resorts at the NRMA Jindabyne Holiday Park.

The two new options are 'glamtainers' (**pictured**) - converted shipping containers to offer a more premium glamping experience for visitors with hotel-style luxuries and contemporary interiors.

Just in time for the popular snow season in the region, travellers can choose to stay in one of the two seven-metre properties, which are extendable and include heater and reverse cycle air-conditioning to suit any season of travel.

"Glamtainers promise a fun and relaxing holiday for everyone, and the extra hotel-style comforts mean it's easy to linger longer on that well-earned getaway," said

NRMA Parks and Resorts CEO, Paul Davies.

The new accommodation follows the success of the group's Ocean Beach Holiday Resort on the Central Coast, which will see one more glamtainer added in May to keep up with demand.

## IATA Focus Africa

**THE** International Air Transport Association (IATA) has identified six areas that need attention in order to improve Africa's aviation connectivity, via a new 'Focus Africa' initiative.

The initiative will bring stakeholders together to deliver measureable progress across the six critical focus areas, which are: safety, infrastructure, connectivity, finance and distribution, sustainability, and future skills.

The continent's airlines experienced a collective loss of US\$3.5 billion for 2020-2022, with IATA predicting further losses of US\$213 million in 2023, due to infrastructure constraints, high costs, regulatory impediments, and other limiting factors.

Africa accounts for 18% of the global population, but just 2.1% of air transport activities.

## Sea World resumes

**AFTER** a three-month hiatus of tourism helicopter services due to a mid-air collision that killed four people in Jan (**TD** 03 Jan), Village Roadshow Theme Park's Sea World has today announced the resumption of operations on the Gold Coast.





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Save up to \$4,600 per couple on select river sailings. Plus, get an additional \$200 per couple discount on 2024 and 2025 river voyages if booked before 30 April 2023.



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# Explore Jeju with MW Tours

One of our most popular destinations is South Korea. Known for its unique culture and history, delicious cuisine, and beautiful local people, there is plenty to see and do in this beautiful part of Northeast Asia. Clients can be immersed in the local traditions and customs, wander through historical folk villages, and explore the picturesque outdoors as they travel around the country.

We offer a selection of products including the highlights of South Korea, from city short stays to our 13 day small group Korea Sparkling Tour. This family friendly tour includes a circuit around the country including flights to picturesque Jeju Island. The island provides multiple sightseeing

opportunities, from three-tiered Cheonjeyeon Falls (known as the 'Pond of God') to the emerald waters of Hyupjae Beach. Visit the Haenyeo Museum and learn about the tradition of South Korea's only female divers who don't use diving equipment, then meander through Seongeup Folk Village, a designated Important Folklore Cultural Heritage Site. This village is unique as it is still home to many of the local people who act as guides through the area.

Why choose MW Tours for your clients? We're a family-owned Australian company providing the best value for our unique and niche product throughout Northeast and Southeast Asia, Southern and Eastern Africa, and

the Indian Subcontinent. Our bespoke travel options and guided tours include 4-5\* accommodation, experienced professional guides, and destination highlights from the most famous to those off the beaten track.

## WANT TO KNOW MORE?

We have been taking travellers to South Korea since 2008, and regularly partner with the Korea Tourism Organization – you can rest assured we know our product!