



Today's issue of TD

Travel Daily today features eight pages of news including our **Luxury** feature page, a photo page from **Creative Cruising**, plus full pages from:

- **Helloworld**
- **Entire Travel Group**
- **The Travel Junction**

We salute you: HLO

HELLOWORLD is wishing a happy International Women's Day to the travel industry. More than 70% of Helloworld's leadership team and more than 50% of its people are women, and the company is celebrating them all for being so strong, talented, and capable - see **page nine**.

NCL APAC sailings

NORWEGIAN Cruise Line (NCL) has announced three ships for Asia-Pacific for the very first time in 2024 and 2025. Part of the new deployment will see NCL's *Norwegian Spirit* return to Australia for her third consecutive season, and this time around, will join two of her fleetmates, in Asia - *Norwegian Sun* and *Norwegian Sky*.

The move triples the cruise line's capacity in the region, and will also see NCL make its first calls in Akita (Oct 2024) and Rarotonga (Nov 2025). "Our expanded presence in the Asia Pacific is testament to our long-term commitment to this region," MD & VP Ben Angell said. See today's **CW** for more info.

Price dip far from solved

AFTER hitting a 15-year high in Dec 2022, domestic airfares in Australia dropped by a third in Jan 2023, the ACCC's latest Airline Competition in Australia report has revealed.

Despite the decline, the average price of domestic flights across all fare types is still 13% higher in real terms than what it was in pre-COVID 2019.

"While it's positive to see airfares fall from record highs in 2022, passengers are still generally paying more to fly today than they were before the pandemic," ACCC Commissioner Anna Brakey said.

She believes the reduction in airfares for Jan can be attributed to the typical seasonal decrease in demand following the Christmas travel peak, as well as airlines increasing their seat capacity.

"The price of jet fuel has been trending down which should enable airlines to reduce airfares further in coming months," Brakey predicted, with the fuel costs 35% lower at the end of Feb 2023 compared to Jun 2022.

New CLIA course

CRUISE Lines International Association (CLIA) members can now access a new online course offering insight into all the latest trends and developments in the global cruise industry.

Cruise Dynamics 2023 can be accessed via the CLIA Members Hub **HERE**.

Meanwhile Jan also marked the highest number of seats available at 5.9 million, with Qantas now flying at 102% of its pre-pandemic capacity, while Virgin has clawed back to 96% and Jetstar is at 84%.

While airlines increased capacity, interestingly this did not result in more pax flying in Jan, with 4.4m taking to the skies in Australia, which was 89% of pre-pandemic levels, while load factor fell to 75% from 83% in Oct last year.

Read the *Airline Competition in Australia* report **HERE**.

Explore SA with TTJ

THE Travel Junction (TTJ) is inviting tourists to experience a little more in South Australia.

The travel agency's exclusive self-drive packages include an eight-day City, Wine, & Wildlife adventure, which travels from Adelaide and visits the Barossa, Hahndorf, Victor Harbour, and Kangaroo Island.

The package retails from \$1,405 per person.

Head to **page 11** for more information, and for details on how to win TTJ's SA delicious wine package.

National Business Development Manager (BDM) Come and work with us!

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ETC are a small close-knit team. We are looking for someone that is keen to use their industry experience and passion for building professional business relationships to join us and play an active role in the ETC business and the brands we represent.



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Window Seat

HAVE you ever wondered what the Sydney Opera House would look like if the architects had gone with a Tudor-style design instead?

Frankly, neither had we, but thanks to those boffins in the AI world, we can now see what it would look like (see pictured below).



How about Buckingham Palace redesigned in the style of the Byzantines below?



Or perhaps even a Victorian era Whitehouse? We agree, AI may be smart but has no taste in tourism attractions, (yet).



Golden times on the Gold Coast



DESTINATION Gold Coast hosted media guests from Southeast Asia last month to showcase the nature, arts, wildlife, dining and adventure experiences on offer for visitors at the Gold Coast hinterland.

The guests, which included the likes of CNN Indonesia, *IDN*

Times, *Time Out Singapore* and *The Star Malaysia*, enjoyed a stay at O'Reilly's Rainforest Retreat and Villas and QT Gold Coast.

Highlights included an alpaca experience with Mountview Alpaca Farm at O'Reilly's Canungra Valley Vineyards, a plantation tour and coffee tasting at Tamborine Mountain Coffee Plantation, a visit to Currumbin Wildlife Sanctuary, and dinner at The Star's Kiyomi restaurant.

Pictured: A couple of the guests enjoying the famous Catch a Crab experience.

Epic pass expands

THE Epic Australia Pass has announced three additions across Switzerland, Austria and France, which guests will have access to from the 2023/24 Northern Hemisphere winter season.

The new locations include the Disentis Ski Area in Switzerland, and Ski Arlberg in Austria and Les 3 Vallees in France.

Guests can purchase an Epic Australia Pass, which provides unlimited access to Perisher, Falls Creek and Hotham, for \$1,049 until 19 Apr, after which the prices will increase.

CLICK HERE for more details.

WWT Asia savings

WENDY Wu Tours (WWT) has released its Discover the World Sale, which offers savings of up to \$1,000 on selected departures to Japan, Southeast Asia, India, South Korea, and Taiwan.

For the full range of tours included, **CLICK HERE**.



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SkyBuys app launches in NZ

DUTY-FREE shopping at New Zealand airports is now available through SkyBuys.

Retail inventory for Auckland, Christchurch, and Queenstown airports are now available through the SkyBuys application, adding to the growing list of airports now available through SkyBuys to international travellers in the APAC region.

SkyBuys offers international passengers access to duty-free and travel retail inventory from multiple retailers in a single app.

Passengers can use SkyBuys prior to travelling, or at any stage in their journey, allowing them to collect their goods when they want and where they want.

“We’re in a world where digital channels are pivotal for the travel agent and airline industry and SkyBuys has been well placed to help our commercial partners to reach new customers, bringing new levels of data personalisation



and innovation to duty-free and travel retail,” the company’s Chief Executive Officer Alec Kemmery said, adding “it’s an exciting time for SkyBuys as we service the Trans-Tasman region for international travellers, offering a level of convenience to help retailers and airport operators deliver an improved duty free shopping experience to their customers.”

Lagardere AWPL, which recently extended its Aelia duty-free contract with Auckland Airport, said it looked forward to working with SkyBuys across its network in Australia and New Zealand.

Sabre + Finnair

SABRE and Finnair have launched NDC content to connected travel advisors.

Starting this month, Finnair has started rolling out its NDC content globally in multiple waves, with the first of more than 30 countries, including Australia.

Azamara appoints

AZAMARA has announced two new Australian team members based in Melbourne, with Kellie Nolan appointed to the Business Development role for Victoria, Tasmania, and South Australia, while Georgia Bell has been welcomed aboard as a new Sales & Marketing Support Manager.

Nolan brings with her 20 years of experience working with airlines, travel wholesalers and agencies, while Bell arrives with 17 years of destination knowledge and in travel sector.

Both recruits will offer sales support to key travel partners.

Seaworld update

A **PRELIMINARY** report into the tragic helicopter crash near Sea World (**TD 03 Jan**) has stated that before the mid-air collision, the pilot of the helicopter coming into land did not see the second helicopter depart and also did not hear a radio call announcing its intention to depart.

Further analysis of the crash will be undertaken, with any safety reforms still to be determined.

HAL unveils 2024/25

HOLLAND America Line (HAL) has released details of its 2024/25 deployment for Australia & New Zealand, which includes a 35-day Australia Circumnavigation cruise departing 17 Nov 2024 aboard *Westerdam*.

Sailings also include 14-day trips exploring ANZ, departing from Sydney or Auckland, while the line has also revealed itineraries in South America, Antarctica, the South Pacific and Asia.



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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Vistara to be retired

TATA Group has confirmed a restructure of its airline business will see the cessation of Vistara.

The full service Indian carrier and joint venture with Singapore Airlines will stop flying as Tata seeks to rationalise its operations, with confirmation the group is only seeking to run three airlines, Air India as a full service and Air India Express and Air Asia India as its low-cost carriers.

SIA and Tata agreed to merge Air India and Vistara in Nov (*TD* 30 Nov 2022), with SIA also investing US\$250 million in Air India as part of the deal.

Murray tourism tick

FUNDING for a new tourism project in Mildura has been approved to the value of \$6.25m.

Artist Bruce Munro, known for his Field of Light at Uluru, is behind the new Light/State project, which is set to launch later this year and attract visitors.

Smarter booking technology

TRAVEL software company TourConnect has released a new AI Booking Automation Tool, which the company believes will "drastically reduce" the time travel professionals spend processing email bookings.

The new tool is an email add-in that connects a supplier's inbox to the booking system to automatically create bookings from the available data, and

Bonza's NT dream

BONZA has confirmed its ambitions to launch flights to the Northern Territory in the future, but cautioned it would first need commercial terms in place with Territory airports to offer travellers ticket prices at low cost.

The carrier told *TD* that Bonza would "love to see our purple aircraft in the Northern Territory skies", but there is no formal plan in place just yet.

will be initially integrated with FareHarbor and Ventrata.

TourConnect also suggests the tool can save companies money by slashing the time spent correcting mistakes made during manual data entry.

The selling point of the tool is its ability to intelligently extract key booking data from any email and pre-fill the booking form in the add-in, accurately, negating the need to spend much time creating, cancelling, updating, and searching bookings.

"This tool is just the beginning," founder Michael Herrmann said, adding "the use of advanced tech within the Booking Automation Tool and our integration partners will finally give companies a way to circumvent the inefficient, outdated technology that has burdened our industry for years."

New integrations have been flagged with additional reservation systems soon.

Vale Chris Petty

THE travel sector is this week mourning the passing of long-time United Airlines Regional Sales Manager for United Airlines, Chris Petty.

The Australia-based Petty grew up in the United Kingdom, first joining the travel sector in 1981 with American airline Pan AM as a reservations agent.

It was in 2004 that he made the sea change to Australia, arriving Down Under on assignment, and enjoying it so much he moved here permanently.



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NT maps out park plan

THE Northern Territory Government has mapped out a detailed strategy about how it plans to propel its nature tourism economy forward over the next couple of years, including the development of a new framework to attract greater investment and increase visitation.

In the *NT Parks Masterplan* report, the NT claimed it would look to deliver more accessible and inclusive tourism experiences to the “free and independent traveller”, as well as maximise experiences for all visitors and better promote how tourist dollars will be reinvested into the territory’s natural landscapes.

Also central to the tourism parks plan will be the need to better collaborate with Traditional

Owners and the tourism industry, to develop a tourism classification system that identifies tourism opportunities for parks and reserves and guarantees a standard of visitor expectations.

Specifically, the report called for a new overarching plan for Litchfield National Park that considers the flow and density of tourism operators, as well as and visitor numbers, and provides for infrastructure to effectively manage potential conflicts.

The report has also flagged the development of a monitoring framework for evaluating tourism-related benefits and impacts on the parks estate, which could improve the NT’s ability to measure the value of parks to the tourism sector.

Aurora honours female pioneers



AURORA Expeditions is honouring its female employees today for International Women’s Day, with a presentation on their achievements followed by a morning tea at its head office in Sydney’s Surry Hills.

The Australian-owned expedition cruise company employs over 74% women, with females making up 35% of its Expedition leadership team.

As part of its Women in Conservation program, Aurora Expeditions’ newest ship, *Sylvia Earle*, had its public decks named after six other pioneering female

conservationists, including Jo Ruxton, Sharon Kwok, Bernadette Demientieff, Dr Asha de Vos, Hanli Prinsloo and Australian Dr Carden Wallace.

Aurora said it “acknowledges female scientists are leading the way in global conservation initiatives”.

Pictured: Front row - Anna Jackson, Alex Fayon, Heidi Bullnough, Lucinda Lathlean; and back row - Virginia Haddon, Lina Trimarchi, Oksana Prokopenko, Hannah Charlton, Alison Lo, Carolyn Wiseman, Hayley Peacock-Gower & Julie Robert.

VA’s first all-women flight



VIRGIN Australia is celebrating International Women’s Day with a commercial flight fully managed, crewed and handled end-to-end by all women.

The initiative is being run in partnership with Melbourne Airport, Airservices Australia and Brisbane Airport, and is believed to be an industry-first in Australian aviation history.

“This flight is a celebration of all the incredible women who continue to pave a path for future generations to pursue a career in this exciting and dynamic industry,” Virgin Australia Chief People Officer Lisa Burquest said.

Melbourne Airport CEO Lorie Argus voiced a similar sentiment, stating “as the first female CEO at Melbourne Airport, I’m determined to highlight that women can forge meaningful and

rewarding careers in aviation”.

“It’s such a multifaceted industry and as aviation returns to full strength, I really hope today’s flight encourages more women to consider working in the sector.”

Melbourne Airport is also donating gifts to support Juno’s International Women’s Day campaign, as the charity works to assist women and non-binary persons facing ongoing homelessness in the city’s northern metropolitan area.

Flight VA313 took off this morning, just after 8am, from Melbourne and touched down in Brisbane at 9.20am.

Pictured: A group photo featuring some of the key staff involved in today’s flight.

Budget uses Bigfoot

CAR rental company Budget has launched a new campaign highlighting how its innovative features can help travellers ‘Get to the Good Stuff’.

The new creative features a couple who are the first to arrive at a nature reserve and as such, get a rare photo opp with the usually shy Bigfoot - all thanks to Budget’s time-saving features, like the PhotoProofed digital condition report, Fastbreak membership and online PreCheck.

The video will air across TV, Broadcaster Video-On-Demand (DVOD), online, programmatic outdoor, social and digital display.

CLICK HERE to view the film.



Air safety improves

THERE were five fatal air accidents in 2022, representing a reduction of two when compared to the seven air disasters that occurred in 2021, new data from the International Air Transport Association (IATA) has shown.

Last year was also an improvement on the five-year average (2018-2022), which currently sits at seven fatal crashes a year, while the IATA report also noted that in 2022 there was only one accident for every 830,000 flights.

The breakdown of fatal crashes in 2022 saw one jet and four turboprop aircraft involved in deadly accidents.

“Accidents are rare in aviation... [the low rate of fatal crashes] tells us that flying is among the safest activities in which a person can engage,” IATA Director General Willie Walsh said.

TA's Luxury event

TRAVEL Associates (TA) has unveiled details about its upcoming Luxury Travel Event on 30 Apr.

To take place at the Hyatt Regency Sydney, Flight Centre's TA brand will be joined by some of its most-valued luxury suppliers, along with 600 invited guests.

"We all know how it feels to truly look forward to your next holiday but if you are a little stuck for ideas, or slightly undecided on where to go and what to experience, then we have got you covered at this gorgeous luxury travel market day," TA told its LinkedIn followers.

A&K TRANSFORMS ITS SALES TEAM

ABERCROMBIE & Kent's (A&K) team continues to expand, with brand announcing two new appointments to its sales team.

A&K has revealed Hannah Taylor will join as Regional Sales Manager for Victoria, South Australia, and Tasmania, boasting an impressive sales career in the travel industry, most recently working with Celebrity Cruises.

Taylor brings to A&K a wealth of knowledge and exceptional relationships within her markets.

"We are thrilled to welcome Hannah to the A&K team as we continue to grow and support our trade partners," Head of Sales & Partnerships Susan Haberle said.

Meanwhile, Ann-Marie Chapman, former Head of Trade Engagement, will step into the role of Head of Customer Sales &



Services for the luxury brand.

"This is a bold new chapter in my career at A&K, and I look forward to transforming our already amazing customer

service, along with innovative technology change," she said.

Haberle is **pictured** centre with the duo of star new recruits, Taylor and Chapman.

Silversea hires island

SILVERSEA Cruises has really pushed the boat out, renting an entire island in collaboration with 500 locals to delight world cruise guests in the Philippines.

Two years in the making, Silversea's South Side Story World Cruise 2023 departed from Sydney in early Jan, with guests recently enjoying the uniquely immersive cultural experience on Kalanggaman Island.

Performers, hospitality professionals, event planners, massage therapists, mixologists, and chefs all showcased their various talents to the roughly 300 *Silver Shadow* guests to showcase their local culture.

Myconian O is o-pen for business in Mykonos

MYCONIAN O is opening early this year, due to the unprecedented demand for Mykonos this coming season.

The five-star hotel will open from 21 Apr, which will mark the earliest start to the season of any of the 11 Myconian Collection properties.

"Apr is a brilliant time on Mykonos, and we are seeing demand increase for early and late in the season on Mykonos as well as some of the other more popular

islands," Myconian Collection Representative for Australia Craig Farrell enthused.

"Clients visiting early in the season will enjoy great weather, and obviously a lot less tourists than in the peak period, which could be an attraction for many clients".

Travellers visiting before 10 May will also earn a 10% discount on published rates.

Myconian O is one of the newest properties on Mykonos (**TD** 28 Jun 2022).

One Fine France!

ONEFINESTAY has launched a new luxury villa collection in Provence.

The French collection spans both traditional and modern villas across Provence, featuring sparkling pools, vast gardens, and more.

The introduction to onefinestay adds a further destination to the brand's ever-expanding array of homes in France, which already includes Paris, Cannes, and St Tropez.

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Cruise Spirit holds Inaugural Retreat 2023

CREATIVE Cruising hosted its inaugural Cruise Spirit Members Retreat at the Lancemore Macedon Ranges, Victoria last week. Creative Cruising's exclusive membership program, Cruise Spirit, is tailored to high-value cruise travel agents and comprises over 30 leading travel agency members across Australia.

Cruise Spirit Members, alongside supplier partners, enjoyed a wonderful couple of days sharing knowledge, trends, insights, business plans and networking during the retreat. Each supplier hosted dedicated sessions shaped by members' feedback and topic contributions. Members also enjoyed Platinum sponsored signature cocktails and Pommery Champagne, a local wine tasting, as well as a celebration dinner with the Recognition Awards ceremony.



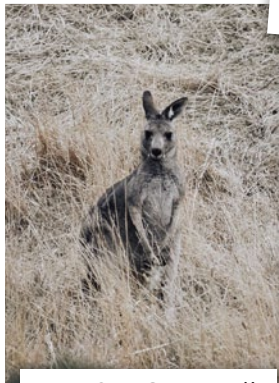
CRUISE Spirit team with Retreat supplier attendees .



KRISTIE Meier, Gina Norman and Britt Battams from RAA Travel team sharing the view and champagnes.



CRUISE Spirit group enjoying a post dinner wine by the fire together.



LANCEMORE Local!



ROBYN Davies from WOW Travel, Angela Meek at Be Inspired By Travel and My Cruise Concierge's Derek Harwood.



CRUISE Spirit members, suppliers and team together on Day one.

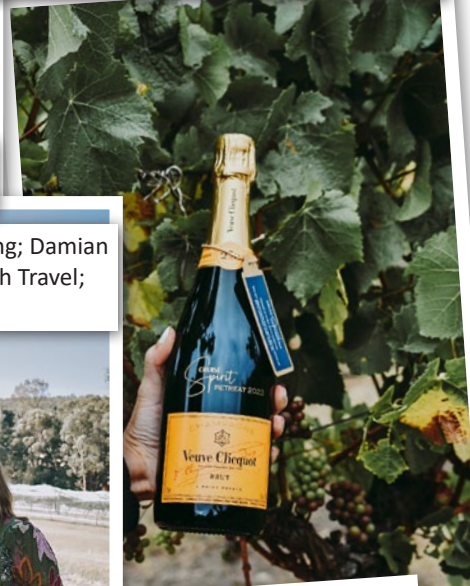


RAA Travel team receiving an award for Ocean Cruising Champion 2022.

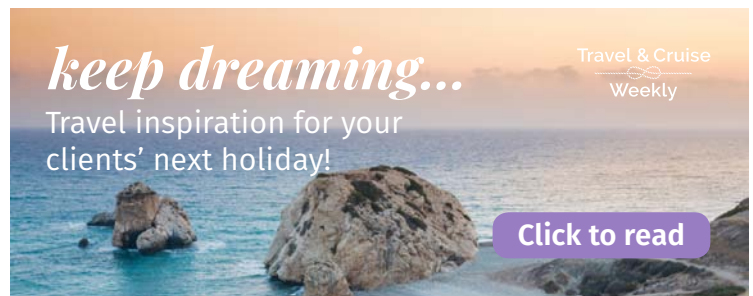
JASON Worth, Oceania Cruises; Viktoryia Shliazhko, Creative Cruising; Damian Borg, NCL; Mike Dwyer, Main Beach Travel; Mandy Dwyer, Main Beach Travel; Carina Mullen, Creative Cruising; Emma Mumford, Celebrity Cruises.



WENDY Ellis and Sara Birtwhistle at Journey On Travel enjoying bubbles with a view!



ATTENDEE gifts with inscription to mark the special occasion.



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.



Luxury Collection Hotels & Resorts is reopening the **Solaz, a Luxury Collection Resort, Los Cabos**. The 145-room resort includes 21 new luxury suites with the introduction of Villa Solaz Suites which guests can explore through four private bedrooms. The renovation also debuted two Wellness Suites for relaxation, as well as a hotspot addition of Mako Beach, as well as a revamped restaurant with an infinity pool.



Elang's Bawah Reserve has debuted a six new cliff-side lodges, with guests able to have the run of the island and exclusive access to a private beach, an open-air, two-storey Club House restaurant and bar, as well as a Beach House with breathtaking views of the lagoon. The new Indonesian accommodation is available to book over summer.



A renovated rooftop Aster Bar atop the **InterContinental Sydney** will soon be available to guests. Located on level 31, Club InterContinental offers panoramic Sydney views, exceptional privileges and personalised luxury touches for Club Room guests, as well as a variety of world-class experiences. The refurbishment will be completed by 01 Apr, and is part of the hotel's wider \$120 million renovation plan. It was imperative that we maintained a world class standard it was famous for with this new bar area, the hotel said.

Hawaiian operator in deep trouble

HAWAIIAN tour company Sail Maui is being sued in the US after allegedly leaving a newlywed couple in the water in Sep 2021.

Elizebeth Webster and Alexander Burckle are suing the operator for US\$5m (AU\$7.6m), in compensation for emotional distress and general damage, caused when the couple were left stranded and "thought they were going to die".

Accor a Dark Mofo

THE unique Tasmania celebration, Dark Mofo has named Accor Pacific as its official accommodation partner.

Accor invites guests to explore Hobart across its four Accor hotel brands, designed to suit all kinds of stays throughout the period of the quirky festival.

Running from 08 to 22 Jun, the festival depicts the ancient and contemporary dark elements through public art, food, music and more.

Murray Regional chief named

MURRAY Regional Tourism has appointed Cameron Sutton as its new CEO from 17 Apr, with the recruitment process delayed after having to contend with recent flooding in the region.

Sutton is currently the Manager at Tourism & Events at Moira Shire Council in northern Victoria, bringing with him extensive experience in both local and international tourism, as well as hospitality management, having previously worked in senior leadership roles in Canada, the United Kingdom and Australia.

Wendy Greiner, Chair of Murray Regional Tourism hailed Sutton as the right man for the job given his impressive credentials.

"Cameron is an accomplished and committed regional advocate and tourism professional, with a passion for the Murray where he lives and works," she said.



Reflecting on his new role, Sutton said: "As incoming CEO I am excited to have the opportunity to lead an organisation that is passionate about promoting the cross-border Murray River region as a premier tourism destination in one of Australia's most beloved areas."

Pictured: Cameron Sutton.

Thai resort rebrand

ACCOR has announced one of Phuket's largest beachfront resorts will be rebranded as Pullman Phuket Arcadia Karon Beach Resort next month.

The 662-key resort is located 48km from Phuket International Airport on the Karon Beach facing the Andaman Sea, offering guests rooms and suites ranging from 44 to 170m² all accommodated with a private balcony.

The resort also features eight restaurants and three pools to suit the bleisure travel market.

Garth Simmons, CEO of Accor said, "Pullman Phuket Arcadia Karon Beach Resort will undoubtedly become a dynamic and stylish destination for energizing travellers".

Our Country opens

LAUNCHING on 11 Mar, the *Australian Geographic: Our Country 360° Cinematic Experience* will be available for viewing at the B

Over 100,000 hours have been invested in the project, which will soon be available via a 40-screen with UHD (6K), boasting a 360° surround sound for the immersive experience in exploring Australia's most unique landscape, wildlife, and natural beauty.

"Our Country is an incredible opportunity for visitors to be swept away by Australia's natural wonders", enthused Society Chair, David Haslingden.

CLICK HERE to find out more and to book tickets.



helloworld

TRAVEL LIMITED

Happy International Women's Day

HELLOWORLD is wishing a very happy Women's Day to all our agents, industry partners and employees. We celebrate you for being strong, capable, talented and simply wonderful women.

We are proud to have 70% of our leadership team and over 50% of our people, represented by women

While every day of the year recognizes the importance and relevance of women, we celebrate on this particular day the achievements made by women over the years as a reminder that perseverance and determination are key to achieving our goals.





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