



Today's issue of TD

Travel Daily today features seven pages of the latest industry news including our **Luxury** feature page, plus full pages from:

- Silversea
- Abercrombie & Kent

Webjet tracks ahead of '19

WEBJET has posted yet another healthy financial update (*TD* breaking news), with the travel company revealing a net profit after tax result of \$14.5 million for the 12 months to 31 Mar.

The latest report also showed Webjet is tracking 16% ahead of 2019 volumes for bookings, which now stands at 7.36 million, while Total Transaction Value (TTV) also moved past 2019 with a whopping \$4.3 billion noted in the latest 12-month period.

Revenue also climbed by an impressive 164% to \$364.4 million, with MD John Guscic addressing shareholders this morning to extoll the virtues of the company in a climate that has not yet seen travel numbers fully return to what they were before the global travel shutdown.

"This reflects all the efforts we took to make sure we would not only recapture demand when travel returned, but also further accelerate our growth," he said.

WebBeds was also called out as being the key driver of its strong result, which has undergone a major retooling in recent years to eliminate any inefficiencies.

"WebBeds is now selling more product..and is more profitable than it has ever been - and this is just the beginning," Guscic said, adding that in the long-term, the company is confident the hotel supply division can deliver \$10 billion in TTV while continuing to deliver great EBIDTA margins.

While the picture was mostly rosy for Webjet, it conceded both B2C businesses, Webjet OTA and GoSee, have been impacted by airline capacity constraints and high air ticket prices.

A&K 2023 tours

THERE is still time to book a spot on A&K's 2023 Small Group Journeys, Luxury Expedition Cruises and Tailor-Made Journeys - see the **back page** for more.

Silversea upgrades

SILVERSEA is inviting agents to enhance their clients' cruising experience by taking advantage of its limited-time suite upgrade offer, which includes US\$1,000 shipboard credit.

For further information, see **page eight**, as well as today's issue of *Cruise Weekly*.

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Grant applications open

AUSTRALDE yesterday opened applications for funding under the Reviving International Tourism Grant Program (RITG) which offers a total of \$9 million over two years for inbound and outbound tour operators and wholesalers to participate in international trade shows and improve their online presence (**TD 18 May**).

Open to Australian Tourism Export Council (ATEC) and Council of Australian Tour Operators (CATO) members as well as other businesses endorsed by either organisation, a total of \$6 million is on offer under Stream 1 to help “reconnect with international markets” by attending or taking part in a range of eligible events such as WTM, ITB, Indaba or ATE.

ATEC members can apply for up to \$15,000, while CATO members can access up to \$10,000, to help cover costs such as airfares and accommodation, registration, entry fees and marketing material.

A further \$3 million under Stream 2 is available for digital activities such as refreshing websites, improving online accessibility, search engine optimisation to improve visibility to international consumers, or updating social media channels.

A maximum of \$2,000 per applicant is available under this stream of the grants program.

Stream 1 is a demand-driven grant, capped to a maximum number of applicants based on available funding - and approved applicants who continue to maintain their eligibility will automatically receive a second payment in 2023/24 based on the funding demand this year, distributing any funds remaining from the initial tranche.

Applications for both streams are now open, with Stream 1 lodgements (**CLICK HERE**) due by 13 Jun and Stream 2 (**CLICK HERE**) requiring submission by 04 Jul.

Hallyu Cultural South Korea

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Finnair lightens load

IN THE pursuit of improving traveller comfort and on-time performance, Finnair will introduce a ‘Superlight’ ticket from 01 Jun, replacing Economy Light on journeys within Europe.

The new ticket is seeking to combat excess baggage issues on flights, with the option including one small bag only that can be placed under the seat.

A bigger carry-on bag (55cm x 40cm x 23cm) can be bought as an extra €9 for flights.

Travel Junction USA

THE Travel Junction has partnered with Brand USA to launch 12 new self-drive itineraries exploring the US.

The journeys can be made into fully bookable packages using The Travel Junction booking platform, HELiO, with training to be offered soon to advisors wishing to make the most of the new offering.

For more details, see **HERE**.



Window Seat

A PAIR of ‘cheeky’ baby boomers are showing the country how to travel as lightly as possible - quite literally.

Husband and wife naturists Chris and Dee Pieper are travelling around the country naked to promote the idea of desexualising nudity.

Speaking with *That's Life* magazine, the pair said they are happy travelling around the country in a campervan, leaving behind a clothed life spent owning a news agency.

Brave readers can view their journey on Instagram **HERE**.



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VA \$1b ASX listing?

AN UNDISCLOSED source at Virgin Australia owner Bain Capital has suggested the airline will be re-listed on the Australian Securities Exchange in Nov.

Speculation has been rife about Virgin floating once again on the ASX, with any possible listing estimated to be worth \$1 billion.

Italian rail brand on track in Oz



MEET & Greet Italy founder and Chief Executive Officer Edmondo Boscoscuro is in Australia on a mission to learn more about the local travel trade's expectations, and become known as a "model innovative" business.

The small group train tour company's increase in its Australian presence shows how meaningfully committed it is to the market, which is a message the brand hopes to get across on Boscoscuro's trip Down Under.

Meet & Greet Italy's founder said he strongly believes in the package holiday, and is keen to forge more Australian partnerships involving exclusively built products designed for local wholesalers.

"We have a lot of Australians this year doing our classic value products, which are the tours for

people coming to Italy for the first time...we have very high numbers of Australians in the northern Italian Lakes," Boscoscuro said.

The company's Chief Executive Officer is also in Australia promoting a new itinerary in Sicily, launching next year, which is believed to be one of the first of its kind on the island.

The itinerary, which utilises local Sicilian partners, will stop at a number of villages, before taking guests to the summit of Mt Etna.

It is expected to be popular with Australians, Boscoscuro believes.

Before leaving Australia, Meet & Greet Italy's head will visit Melbourne, Adelaide, and the Gold Coast, on what has been his inaugural trip Down Under.

Boscoscuro is **pictured** with the company's Marketing Consultant, Vera Pajovic.

Bali dos and don'ts

BALINESE authorities are not done with clamping down on bad tourist behaviour, with local reports suggesting new 'dos and don'ts' cards will soon be handed out to travellers on arrival.

The new behaviour cards will be placed inside passports by immigration workers.

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TTC top sellers rock the USA



EIGHT top-selling Aussie agents enjoyed a whirlwind trip to the US last week on The Travel Corporation Tour (TTC) Brands' Global Agent Famil.

The Aussie sellers, who were part of a group of 44 agents from New Zealand, Canada, the US, the UK and Ireland, visited Memphis, Nashville and New Orleans on a

memorable eight-day itinerary, where they had the opportunity to experience all five TTC brands.

Pictured: Mickey Mann, TTC Tour Brands Sales Manager WA; Lisa Beaver from Luxury Escapes; Danielle Goncalves from TravelManagers; and Melissa Loynes from TravelManagers.

VA allocated seats

THE International Air Services Commission has issued Virgin Australia 720 seats per week on the Indonesia route, 1,000 seats per week to South Korea, and a 20-seat reduction to Vanuatu.

MEANWHILE Qantas is requesting 282 seats of capacity per week on the Solomon Islands route, with the carrier planning to operate three flights per week between the Qld capital Brisbane and Honiara from 29 Oct, using Embraer E190 aircraft in a configuration of 94 seats.

Regulation impact?

A RECENT Federal Government decision to regulate the buy now, pay later industry under the Credit Act may impact a number of travel brands who have implemented the delayed payment option in recent years.

Perhaps most notably was a Qantas decision to offer deferred payment options (**TD** 20 May 2022), as well as its subsidiary Jetstar linking with Zip Co (**TD** 01 Dec 2022), with the carrier issuing a short response to **TD**, stating "we don't expect this to have any impact on our offering".

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SIA pumps up capacity

SINGAPORE Airlines (SIA) has announced the ramping up of capacity on its Aussie routes, with plans to increase operations across all of the country's main airports from late Nov.

SIA will introduce a fifth daily flight to Sydney, putting the airline ahead of its pre-COVID capacity, and will also extend its A380 operations to Melbourne for an extra month, after which it will add a fifth daily flight to the Victorian capital.

Adelaide, Brisbane and Perth will each have additional four-times weekly services added to their schedule, the Singapore flag carrier also revealed.

SIA Regional Vice President South West Pacific, Louis Arul, said the capacity increase will help support high demand during the year-end holiday period.

"The appetite for travel has been robust over the current mid-year holiday period and signs are

that demand will remain elevated as we head into the traditionally strong year-end peak," he said.

The extra services will provide 7,000 more seats each week for Aussie travellers flying between our shores and Singapore.

JQ locks in Budget

BUDGET Australia and Jetstar Airways have announced a new partnership which will make it easier and more convenient for travellers to pre-arrange their next car rental.

Jetstar's customers will be able to book a Budget hire through jetstar.com, creating a more seamless booking experience.

The partnership will be available across all bookings on Jetstar's network across Australia, Japan, and New Zealand.

Members of the Qantas Frequent Flyer program will also be able to earn on the deal.



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Aussie carriers still tardy

AUSTRALIAN airlines are still trailing well behind the long-term on-time performance average, with Jetstar the tardiest of the bunch in Apr, according to the latest data from BITRE.

The carriers, which include Jetstar, Qantas, QantasLink, Rex Airlines, Virgin Australia, and Virgin Australia Regional Airlines, averaged 71.8% for on-time arrivals and 71.2% for on-time departures across all routes for the month of Apr.

In comparison, the long-term average performance for on-time arrivals is 81.5% and 82.6% for departures.

Qantas boasted the best on-time performance among the major domestic airlines for Apr at 73.6%, followed by Virgin Australia at 67.85%, while Jetstar was the worst of the bunch,

lagging behind at 58.4%.

The tardy QF subsidiary recently announced changes to its check-in times in an effort to improve its on-time performance, with Jetstar pax now required to arrive at the airport earlier (**TD 17 May**).

Jetstar also claimed the highest cancellation rate for the month at 8.1%, followed by Qantas at 3.6% and Virgin Australia at 2.9%.

Across all Aussie airlines, the cancellation rate for Apr was 3.9% - higher than the long-term average of 2.1%, and up from 3.6% the month prior.

Of the regional airlines, both QantasLink and Rex dramatically outperformed VA Regional Airlines in Apr, with the first two achieving an on-time rate of 80.8% and 74.1% respectively, while the Virgin offshoot was punctual only 58% of the time.

Lifestyle hotel rise

RISING demand for lifestyle hotels is driving worldwide hotel occupancy rates up, according to FCM Consulting's latest *Global Trends Report*.

The data revealed that global hotel occupancy for the first quarter of the year was at 60.46% - just 4% below the 2019 level.

Average room rates across Australia were up by 12% in Q1 2023 compared to Q4 2022, with Melbourne and Sydney seeing the biggest increase, up 17% and 16% respectively.

Coral broadband

CORAL Expeditions has rolled out new satellite technology across its fleet of three expedition ships, providing guests with reliable and high-speed internet while exploring remote areas.

The installation process was completed in Apr after being tested in various regions, including the Kimberley coast.

As part of the new service, guests will be offered free access to standard wi-fi as part of their fare inclusion, with the ability to purchase package upgrades.

Bunnik sojourns in Sri Lanka



BUNNIK Tours recently hosted an educational trip for the first time since the pandemic, flying a group of four staff members from Adelaide to Sri Lanka.

Accompanied by four staff members from the brand's Sri Lankan office, the group explored the south of the island on a 10-day itinerary, visiting Colombo, Weligama, Galle, Yala, Udawalawe and Nuwara Eliya.

The agents enjoyed exploring Yala National Park by Jeep, visiting a local school, and learning about the tea production process at a tea plantation & factory.

"Sri Lanka holds a special place in our hearts, and we are thrilled to offer staff the chance to explore this beautiful

destination," the company's joint-CEO Dennis Bunnik said.

Bunnik released the 2024 dates for its Sri Lanka small group tours collection last month (**TD 20 Apr**).

Pictured: Front row - Kasuni Koswatta, Kevin Bishop; 2nd row - Kate Ellul, Stephanie Harper; 3rd row - Cassidy Crook, Brooke Chapman; 4th row - Shaini Herath, Prabhani Ruksha; Back row - Imasha Amaratunga, Thushara Sirinimala (guide).

Work & play cover

SOUTHERN Cross Travel Insurance (SCTI) has launched a new Working Overseas insurance option for Aussies, with the new coverage targeting a combination of corporate, bleisure and digital nomad travellers.

One of the key demographics will also be younger Aussies going away on their gap year, with SCTI suggesting many people incorrectly assume they'll be covered by the country that they're visiting's health system.

"When you're living somewhere for a long time, the likelihood of needing medical assistance is increased and it's important not to assume you can access the local health system for free - this isn't always the case," CEO Jo McCauley said.

Each Working Overseas policy can be purchased for a duration of up to 12 months and, if required, travellers can buy extra 12-month policies up to a maximum period of 60 months.

Vietjet eyes loyalty

VIETNAM-BASED carrier Vietjet has introduced a new loyalty program called SkyJoy, offering its customer the chance to earn and redeem SkyPoints on flight tickets and transitions from over 250 brands.

In celebration of the launch, the airline will award 500 SkyPoints to each new customer who registers as a Vietjet SkyJoy member.

MEANWHILE the airline has also welcomed its sixth A330 to the fleet, as well as three more A321 neo jets this week.

Vietjet said the added aircraft capacity will allow the airline to service key routes in Asia and the Pacific, including its expanding number of routes in Australia.

travelBulletin

OPINION

Why the travel industry should "cancel" influencers

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Silversea Groups

SILVERSEA Cruises has unveiled its new exclusive Groups Program.

The cruise line has designed two defined group types to provide benefits for travel partners and their clients.

Travel partners will enjoy the benefits of the Affinity Group Program when they book six suites or more for a group travelling on the same voyage, enabling them to offer more upfront value.

Meanwhile, the Promotional Group program has been designed for travel partners looking to generate a dedicated marketing campaign with more shelf life, or package up a particular sailing.

There is also a new bespoke groups program available.

OUTRIGGER NABS BEACHFRONT BLISS

OUTRIGGER Hospitality has announced a new addition to its luxury portfolio, which will see it acquire Ka'anapali Beach Hotel, a beachfront resort on the Hawaiian island of Maui.

The hospitality company purchased the resort for an undisclosed price, and is expected to finalise the transaction on 26 Jul, after which the property will be rebranded as Outrigger Ka'anapali Beach Resort.

Spanning 4.4 ha and featuring 432 rooms, the award-winning property recently completed a US\$75 million refurbishment, and offers Hawaiian cultural classes for guests, along with ocean activities such as snorkel tours.

Ka'anapali Beach Hotel also has several sustainability initiatives in place, including the installation of



solar panels, EV charging stations, and water refill stations.

Outrigger President and CEO Jeff Wagner said the purchase aligns with the company's mission to become "the premier beach resort company in the world".

"Outrigger's investment in a full-service Maui resort underscores our confidence in this iconic destination and our commitment to its community," he said, adding

that Outrigger plans to "enhance the resort grounds while retaining [its] unique attributes".

As part of the acquisition, Outrigger will also take over The Plantation Inn, an 18-bedroom bed and breakfast in the island's historic Lahaina Town, which it currently has no plans to change.

Bookings are now open for both the resort and the inn, for stays from 26 Jul.

EK adds bubbles

EMIRATES is saying "cheers" with Chandon, offering an exclusive vintage sparkling wine to guests flying in Premium Economy.

The Australian sparkling wine is now a global exclusive aboard Emirates, providing passengers with refreshing bubbles in-flight.

The offering comes as Emirates brings its Premium class to more destinations, including the busy hubs of Sydney and Melbourne.

A&K releases guide to the world's great places

ABERCROMBIE & Kent (A&K) has put together a guide to the greatest places you can still travel to this year from Jun to Dec.

The guide details A&K's super-jeep itinerary across Iceland's lava fields, reclining on the golden beaches of Sri Lanka, spotting pink flamingos in the soda lakes of Kenya, the honeyed hills of Cappadocia, and the tombs and temples of Egypt.

Itineraries still available to be

booked include the tailor-made 12-day The Golden Triangle & Beyond, from \$8,130pp.

Journeying through India's north, travellers will witness the scale and grandeur of Delhi's heritage sites and the Taj Mahal, as well as seeking out tigers in Ranthambore National Park.

Also available is the tailor-made 14-day Journey Around Spain, which visits the country's iconic spots from \$23,480.

CLICK HERE to read the guide.

Lufthansa VIP cabin

LUFTHANSA'S maintenance subsidiary, Lufthansa Technik, has shown off its new Boeing 777X Business Jet VIP interior design concept.

The luxurious product will feature a spacious sitting room, an entourage area, and a private bedroom suite at the front of the aircraft.

The cabin design prioritises configurations which take full advantage of the space available on the jets.

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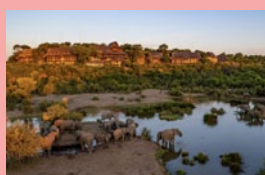
WELCOME to Accommodation Updates, *Travel Daily's* Wed feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description with an image to accomupdates@traveldaily.com.au.



The glasshouse restaurant, Poolhouse, at **Grand Hyatt Kuala Lumpur** has returned, boasting a reinvented menu curated by celebrity chef, Daniel Green. Poolhouse will offer diners an all-new concept of healthy meal options using non-processed ingredients, including signature dishes such as smoked salmon & crab meat avocado mousse, as well as wok-fried barley & buckwheat as a large plate option.



Park Regis Griffin Suites in Melbourne has undergone a refurbishment to offer new meeting and event spaces, as well as various new amenities. The new events spaces feature better lighting, new furniture, and fast-speed internet for the best comfort and convenience in business meetings and gatherings. The resort also boasts a new co-working space with private change rooms and showers, as well as the new onsite Purple Cafe and Bar.



Set to be completed by the end of Jun, the renowned **Victoria Falls Safari Lodge** will present to its guest a fresh new look with vibrant colours and traditional elements. The resort will receive new furniture, soft furnishings and decor across all of its 72 rooms, as well as revamps in the Buffalo Bar and MaKuawa-Kuwa Restaurant. To minimise the disruption to current guests, most of the renovation work will be done at night time.

Air NZ Maori touch

PASSENGERS on board Air New Zealand's Business Premier and Premium Economy cabins will now receive the new Aotea kit, inspired by Maori culture.

Developed by Aotea, the kits use New Zealand's native ingredients such as Kawakawa, Harakeke and Manuka to offer pax skincare products such as Kawakawa Balm, exclusive to Business Premier passengers, as well as Harakeke Seed Oil & Manuka Water Cream.

AC moves on Malta

AC HOTELS by Marriott St. Julian's has opened its doors in Malta, offering guests the choice of 106 rooms and suites.

The hotel's rooms boast plush bedding, Nespresso coffee machines and an ergonomic workspace for bleisure guests.

Travellers can also enjoy a lounge on the rooftop terrace, a heated outdoor rooftop pool, an indoor pool, multiple meeting spaces accommodating up to 40 people, as well as a gym.

Ho Chi Minh impresses in Oz



A RECENT roadshow organised by Ho Chi Minh City Tourism in Australia concluded late last week, with the tourism body stating the event provided plenty of positive feedback from Australian travel businesses.

The week-long tour travelled to Sydney and Melbourne, with the Sydney chapter attracting 150 travel businesses from the state alone, while 120 delegates attended the Melbourne leg of the tour (pictured).

Ho Chi Minh Tourism reps also met with the Qld Department of Tourism, Innovation, and Sport in a bid to explore more opportunities for links between the state and Ho Chi Minh City.

All attendees of the roadshow

were invited by Ho Chi Minh City Tourism to ITE HCMC 2023, the longest international travel trade event in Vietnam, which will be held from 07-09 Sep at the Saigon Exhibition & Convention Centre.

Thai our new digs

BWH Hotels has announced the opening of the 120-room Best Western Ratchada Hotel in Thailand's capital Bangkok.

The property offers double, twin or family rooms, as well as group amenities such as an outdoor saltwater swimming pool.

Aussies slugged

AUSTRALIA has topped a list of the most expensive passports in the world, according to a new research study compiled by William Russell.

The US\$230 price of obtaining a passport for Australian travellers was ahead of Mexico, in second (US\$170), followed by Switzerland (US\$140), Italy (US\$135) and the US (US\$130).

In terms of visas, the country charging the most for a tourist visa was found to be the United States, with an average fee of US\$127, with Australia ranking the third most pricey at US\$90.

Sheraton opens 150th hotel in APAC

SHERATON has opened a new hotel in Japan's Kyushu island, Sheraton Kagoshima, marking the group's 150th property in the Asia Pacific region.

The 228-room hotel is situated next to Mount Sakurajima and features several dining options, including Satsumagma, a signature Japanese restaurant, and 6,565m² of events space.

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From the deserts and wildlife of Africa to the volcanic terrain of Iceland, the ancient sites of Egypt to the limitless icescapes of Antarctica and the mist-covered mountains of Sri Lanka – there's still time for your clients to travel to the world's hottest destinations in 2023.

Discover a selection of our most popular trips, still available for travel this year, including Small Group Journeys, Luxury Expeditions Cruises and Tailor-Made Journeys. But don't wait too long – availability is limited.

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