



## Become an A-Lister

AAT Kings is launching its A-LIST ACCESS podcast to provide listeners with insights into the latest travel trends, tips on how to sell successfully, destination news, info on sustainable travel, and more.

In each podcast episode, hosts Nick and Yas will interview key team member across the AAT Kings Group, from the CEO to product experts, and more.

For further information, see the [back page](#).

**AATKings**

**A-LIST ACCESS**

AGENT TRAINING...  
BUT NOT AS  
YOU KNOW IT

**OUT NOW**

## Qatar backflip worth \$3b

**QATAR** Airways believes that if the Federal Government were to reverse its decision and allow the doubling of its capacity in Australia, it would result in more than \$3 billion in economic benefit over the first five years.

The claim was made in the Senate this morning by the carrier's Senior Vice President, Global Sales Matt Raos, who added that extra QR flights would see a \$1 billion improvement in in-bound tourism - largely from Europe - as well as a material reduction in airfares in the vicinity of 7-10%.

"We believe the arguments for additional flights into Australia are clear and they are strong, granting QR 29 additional flights to...Sydney, Melbourne, Brisbane and Perth, and another seven flights under the regional package would have a positive impact on the Australian economy," Raos said in his opening statement.

Raos admitted his carrier was "surprised and shocked" by the decision to block its expansion without reason, adding that while other airlines turned their back

## Joyce dodges Senate Committee

**FORMER** Qantas CEO Alan Joyce will not be present at the Senate Commonwealth Bilateral Air Service Agreements Committee today, citing "personal commitments" as the reason.

The list of big hitters who are set to appear in the Senate today include Qantas CEO Vanessa Hudson, VA CEO Jayne Hrdlicka, Rex Deputy Chair John Sharp and Bonza CEO Tim Jordan.

on Australia during the pandemic, travellers turned to Qatar.

"After Qantas suspended all its international pax flights at the end of Mar 2020, we were one of the few airlines that kept flying in and out of Australia...adding an extra 48,000 weekly seats to bring stranded Australians home," Raos said.

"We also never stopped paying refunds to our customers, or their travel agents, during and after COVID-19; so far we have paid out \$600 million in refunds to our Australian customers," he added.

Proceedings also confirmed that further consultation about the initial decision will be revisited on 26 Oct, where a possible reversal could be granted.

Meanwhile in a stunning admission, QR's Senior VP Aeropolitical and Corporate Affairs Fathi Atti also revealed the carrier learned about the rejection through the media, days before receiving a formal letter from the government.

Yesterday, Melbourne and Brisbane airports called for the Federal Government to review its decision to knock back Qatar Airways' bid for more flights.

Qatar Airways Chief Executive Officer Akbar Al Baker was not present at the Senate Committee this morning. *AB*

## Today's issue of TD

*Travel Daily* today features seven pages of the latest news including a special update from **MTA Travel** and our **Luxury** feature page, plus a full page from **EVA Air** and a product profile from **AAT Kings**.

## EVA's Brissy bash

**EVA Air** recently celebrated 30 years of flying to Brisbane by hosting more than 140 travel agents, supporters and corporate partners to an unforgettable evening of festivities.

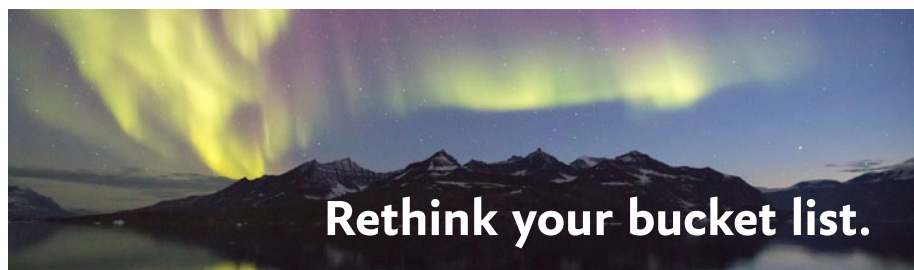
Attendees donned their best outfits, savoured fresh seafood, and played a giant game of Kahoot, which saw one lucky winner score an EVA Air flight ticket - head to **page eight** to see all the anniversary celebration pictures from the night.

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## TC returns to profitability

INDEPENDENT travel agency network Travellers Choice has surged back into the black, revealing a pre-tax operating profit of \$2.02 million for the 2022/23 financial year.

But while some of the profits will be injected into programs aimed at expanding the company's broad range of support services, the vast majority will be returned to members through a combination of dividends and trading rebates.

"These financial returns, when combined with our low fee structure and unrivalled support services, ensure Travellers Choice membership continues to offer independent travel agents exceptional value," MD Christian Hunter said (pictured with Chairman Trent Bartlett).

"Since the reopening of domestic and international borders, members have seen an outstanding resurgence in sales,



at the same time, our company has continued to exercise prudence in terms of operational expenses - these factors have contributed to a financial performance that exceeds expectations and budgets."

The pleasing return to profitability accompanied an optimistic forecast for the next 12 months, with Travellers Choice stating that a "strong financial result for 2023/24" is likely.

The network's members will meet on the Gold Coast in Nov for the Company's AGM and conference, with the "shine" themed event to feature workshops and awards night. AB

## TTC green moves

THE Travel Corporation (TTC) has announced a series of new green investments by both its Carbon Fund and not-for-profit arm, the TreadRight Foundation.

The new initiatives, which aim to further its Climate Action Plan and net zero ambitions, include a partnership with GoodFuels, which will see the operator's Contiki brand take on the use of biofuel for trips run in Europe.

TreadRight Foundation has also announced its fourth nature-based solution partner, teaming up with Australian-based Rainforest Rescue to support the protection and restoration of the Daintree Rainforest, along with local Indigenous practices.

Additionally, through its Carbon Fund, TTC revealed it will install solar panels in two Australian offices to reduce its dependence on the grid and generate clean energy, while also securing 100% renewable electricity for four of its North America offices.



## Window Seat

SKINCARE clinics in South Korea are reportedly issuing "plastic surgery certificates" to medical tourists who no longer resemble their passport photos after undergoing procedures.

The issue appears to be particularly prevalent for visitors from China, with the new certificates detailing patients' passport numbers, date of surgery and an official hospital seal, with the aim of helping travellers return home without a hitch.

The *Korea Times* says the phenomenon has been on the rise in recent years amid growing mistrust in the Chinese medical system, where some have become wary of undertaking surgery close to home.

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*The Chat* with **Jenny** Travel Daily



**A Conversation with Michelle Mikan**  
of Abercrombie & Kent  
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## Kiwis fuel spend rebound

NEW Zealand was Australia's largest source market for visitation in Jun, recording 97,000 trips Down Under to reach just shy of pre-COVID volumes.

The finding was contained in the latest *International Visitor Survey* from Tourism Research Australia, which also showed that Kiwis were spending up big on our shores with \$178 million outlaid in Jun - 41% greater than pre-pandemic levels.

The United States scored second spot with 43,000 trips and \$159 million in spend, followed by China (36,000 trips), India (35,000 trips) and Singapore (34,000).

While China has crept into the top five and the steady growth is promising, it's worth noting that the numbers are still down by a sizable 80% on 2019 levels.

Tourism Australia's broader strategy to boost the spend of visitors looks to be paying off, the report showed, with the \$1.9

billion total only one percentage point off 2019, while trips and nights spent in Australia are also tracking in the right direction, noted at 492,000 and 17.8 million respectively.

Leisure holidays led the way as the reason to visit Australia, accounting for 189,000 trips, while visiting friends and relatives wasn't too far behind with 184,000 trips.

Flying into Australia for business reasons earned 58,000 trips.

The split between the big cities and regional areas for international arrivals saw 453,000 trips made to the capitals, about 80% of pre-COVID levels.

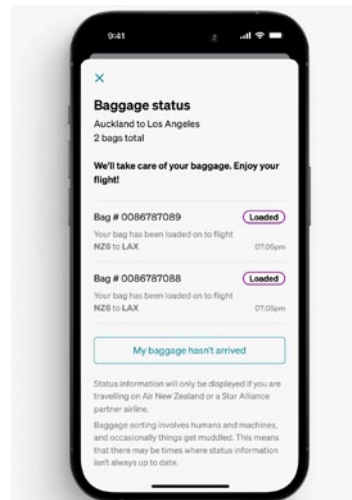
Spend in the cities totalled \$1.6 billion which was close to parity with 2019 numbers.

Meanwhile, the hard-hit regional areas attracted 145,000 visitors in Jun, equating to 80% of pre-COVID levels and delivering \$306 million in spend. *AB*

## Air NZ ticks tracking

FOLLOWING a successful pilot program in May to test baggage tracking (*TD 11 May*), Air New Zealand has now pushed the feature to all app users.

The carrier's pax can now track the status of bags on both international and domestic flights, including through airport processing, in the air, and when it arrives at the destination.



**Travel Daily ON LOCATION**

**HELLESYLT**

Today's issue of *TD* is coming to you courtesy of **MSC Cruises, which is showcasing its groundbreaking new MSC Euribia on a North Sea voyage.**

**TODAY MSC Euribia** has called at the charming fjord village of Hellesylt, close to the entrance of the famed Geirangerfjord.

Guests are making the most of some stunning autumn weather, with a host of excursions on offer such as glacier walks, sightseeing tours, high-speed boat rides and more.

Despite the ship's size, she is dwarfed by the majestic Norwegian mountains, and provides a unique backdrop to the picturesque Hellesyltfossen waterfall, which is in full flow through the village centre.



**THE CELEBRATIONS CONTINUE!**

**AUSTRALIA 2023 ROADSHOWS NEW DATES ANNOUNCED!**



**SYDNEY**  
Monday 9 October  
11am or 6pm session  
Four Seasons Sydney

**MELBOURNE**  
Wednesday 11 October  
11am or 6pm session  
RACV City Club

**ADELAIDE**  
Tuesday 14 November  
2pm session  
Eos by SkyCity

**PERTH**  
Thursday 16 November  
11am or 6pm session  
The Ritz-Carlton, Perth

**BRISBANE**  
Tuesday 21 November  
11am or 6pm session  
Waters Edge

**NOOSA**  
Wednesday 22 November  
5.30pm session  
Peppers, Noosa

**GOLD COAST**  
Thursday 23 November  
6pm session  
Sofitel, Broadbeach

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## Europe resurgence

AUSSIE travellers are starting to book trips to Europe in greater numbers, according to new booking data from Webjet.

Figures released by the online travel company for Sep show a 136% increase in bookings for the 2024 European summer compared to Aug, with London the top destination of choice.

Paris, Athens, Rome and Frankfurt rounded out the top five most popular cities, while Webjet also noted couples are so far leading the way in terms of customer profile, accounting for 44.2% of all bookings.

Solo travellers were the next most frequent booking type with 33.6% of total volumes, followed by groups and families, which represented 11.5% and 10.6% of bookings respectively.

Other European cities faring well among Aussies for the northern summer included Amsterdam, Barcelona, Copenhagen, Dublin and Manchester.

## VIPs aboard Aurora

A LINE-UP of conservationists, adventurers, photographers and climate activists will be aboard a number of Aurora Expeditions' Antarctica 2023/24 voyages.

The Special Guest program will boast appearances from Silicon Valley entrepreneur Don Maruska, Australian photographer Peter Eastway, adventurer Gina Chick, and the cruise line's founder Greg Mortimer, to name just a few.

The first of the VIP sailings will depart 27 Dec and run to Jul next year - [CLICK HERE](#) for more.

## Air Med on GDS

GREECE-BASED carrier Air Mediterranean is now available to book in all Global Distribution Systems thanks to a new deal inked with Hahn Air this week.

The latest agreement marks the 100th airline Hahn has added to GDS platforms sub-hosted under its H1 and X1 codes since 1999.

## FC division back on stage



FLIGHT Centre's Stage and Screen division recently held its first set of client events in more than three years.

The brand, responsible for organising travel for entertainment segments such as film and music, welcomed more than 500 attendees to jubilant gatherings held in Melbourne, Sydney, and Brisbane.

Stage and Screen General Manager Adam Moon (pictured back centre) said the resumption signified "more than a return to normalcy", adding he was

humbled to be able to meet once again in the flesh with clients.

"We're proud that we run our business in a very different way to mainstream corporate companies - we consider ourselves to be genuine partners with our customers and not just their travel managers," Moon said.

"It signifies the enduring strength of relationships we've forged over time, whether it's a live sports event or an entertainment show we've found ways to bring joy to people's lives when they needed it most." AB



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Content produced in collaboration with MTA Mobile Travel Agents



## The era of MTA Mobile Travel Agents

**TRAVEL** advisors are currently in demand, according to MTA Mobile Travel Agents, whose sales reflect an increasing consumer recognition of agents.

Recording a 44% increase in total sales and 14% increase in earnings over pre-COVID numbers, the group attributes this growth to increased recognition by consumers of the value of engaging travel experts to navigate their needs in a post-pandemic world.

“Despite the results for 2023 being somewhat inflated by the pent-up demand for travel and the use of ‘travel credits’ before they expire, MTA is expecting another strong year in 2023/2024 for their travel advisors due to the demand being shown for their travel expertise as well as their

financial business awareness and focus,” MTA CEO Don Beattie told *Travel Daily*.

Despite airlines substantially reducing commission to agents in recent years, MTA Mobile Travel Agents have seen earnings growth thanks to their ability to adapt to the changing industry.

Post-pandemic, MTA has empowered advisors to rapidly adjust to a fee-based structure, changing from traditional commission-based structures.

Through training and support,

the group has helped their advisors work through this industry shift, building confidence to implement this significant change, with 95% of MTA advisors now charging service fees rather than relying on diminishing commissions.

The transition to a fee-based structure enables agents to future proof their business and position themselves as highly regarded experts in their field, ensuring their time, knowledge and expertise is valued by clients.

To support advisors in their expertise, MTA provides extensive learning programs to ensure agents are informed and up to date, with programs extending beyond product knowledge to all aspects of how to run a successful business.

### Luxury travel boom

MTA Mobile Travel Agents is reporting a boom in luxury travel as trends show clients are increasingly willing to spend money on treating themselves after years of restricted travel due to the pandemic.

Revenge travel continues to drive a desire for more experiential and luxury holidays, and MTA Mobile Travel Agents are perfectly positioned to meet this need as members of Virtuoso.

This membership to the world’s largest luxury travel network allows MTA advisors to connect their clients with luxury benefits and VIP upgrades exclusive to Virtuoso.

With many of these offers not available anywhere else, MTA advisors are able to tangibly demonstrate how they add value to their clients.

## MTA offers advisors freedom of choice

MTA Mobile Travel Agents offers advisors the opportunity to sell what they want, how they want, when they want.

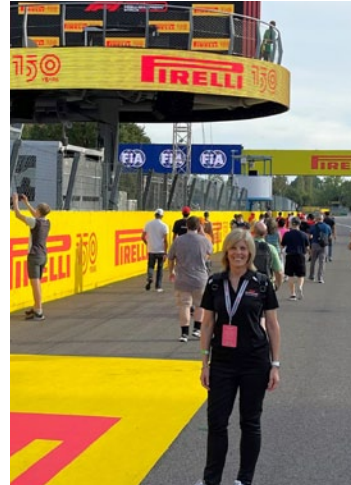
Perth-based MTA advisor Wendy Brockbank (pictured) has embraced this freedom by choosing to specialise in motor sports packages.

“Working under the banner of MTA Travel has given me the flexibility to undertake my roles both as an Advisor and my involvement in Formula 1 and MotoGP as an Authorised Sales Agent for F1 Experiences and

MotoGP Premier, enabling me to carve out a niche in my business that I am most passionate about,” Brockbank explained.

“As an MTA Travel Advisor, I have the distinct advantage of travelling to motorsport events globally, gaining invaluable first-hand experience of the Official Ticket Packages I sell, all the while knowing that my business continues to run smoothly whilst I am away, with the help of the highly experienced MTA Travel Assistance team,” she added.

Find out more [HERE](#).



Jessica Hellak - MTA Mobile Travel Agent

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  - ✔ Freedom



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### Athenee Dior spa

**THE** Dorchester Collection's Hotel Plaza Athenee in Paris is celebrating the reopening of its in-house Dior Spa after a six-month makeover.

The expanded facilities aim to position the property as "the ultimate space for Parisian wellbeing", with both Dorchester and Dior sharing the same vision of luxury since the spa first opened in 2008.

There are five individual treatment rooms, a couple's space, a spa and hammam, and a new Dior Light Suite offering light therapy which is "used to synchronise circadian and chronobiological rhythms".

There's also a new adjacent fitness studio which has been developed in partnership with fitness firm Gymate.

## MSC EURIBIA LUXURY YACHT CLUB

**MSC Cruises'** new *MSC Euribia* offers the latest iteration of the line's popular Yacht Club "ship within a ship" concept.

The vessel, which is currently operating in Northern Europe on her maiden season, features a range of familiar Yacht Club concepts including the exclusive Top Sail Lounge, which offers expansive ocean views along with attentive butler service exclusively to Yacht Club guests.

Passengers who are hosted in this exclusive onboard enclave enjoy a range of extras including premium drinks and internet packages at no extra cost.

They also receive complimentary access to the Thermal Suite in the MSC Aurea spa - while the Yacht Club itself offers a large private pool area with a solarium and whirlpool baths plus dedicated massage rooms.



*Euribia's* Yacht Club boasts 103 suites ranging from smaller luxury inside accommodations through to massive Royal Suites and two-storey Duplex Suites (pictured) which boast spacious verandahs, a six-seat dining table and even a personal balcony whirlpool bath.

No details are overlooked, with Yacht Club guests enjoying special

attention from the moment they arrive with dedicated check-in, a personal escort, unpacking and packing services and a private 24-hour concierge service.

These passengers can also access out-of-hours personal shopping sessions in the ship's boutiques or even a private in-suite jewellery viewing. *BP*

### Soneva reveals its new Maldives Secret resort

**SONEVA** has announced the launch of the "new, ultra-bespoke Soneva Secret 2024" which will debut in the remote Haa Dhaalu atoll in the Maldives early next year.

Featuring just 14 exclusive villas - one of which is the unique Castaway floating villa - the new Soneva Secret resort concept includes a dedicated Barefoot Guardian and Barefoot Assistant for every villa, "curating an utterly

personalised stay and one-of-a-kind, rare experiences".

Each villa has a private chef, while there's a unique dining tower and wine cellar in the resort's Lagoon which is accessible by zip line.

Soneva Secret 2024 will offer the brand's signature ice-cream, chocolate and cheese & charcuterie rooms, while activities include guided snorkelling and stargazing with the resident astronomer.

### Private Pangkor Laut

**MALAYSIA'S** Pangkor Laut Resort is now offering small groups the ability to reserve multiple villas in its The Estates private haven.

The Estate Timor Package includes private use of three Estates for up to 20 guests, while the Utara Package covers two villas for up to 14 including speedboat transfers, a personal butler, all meals and a chauffeur-driven vehicle - [ytlhotels.com](http://ytlhotels.com).

### Cunard movie deal

**CUNARD** has joined forces with the BFI, Britain's lead organisation for film and the moving image, to offer a curated program of short films and "beloved blockbusters" which will be screened exclusively aboard the upcoming *Queen Anne*.

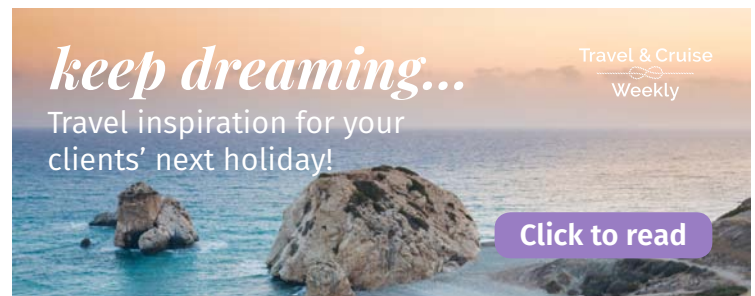
The vessel includes an open-air oasis called The Pavilion, where the BFI will show 10 films monthly on a huge cinematic LED screen.

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

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## ACCOMMODATION

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The 378-key **Meriton Suites Melbourne** officially opened its doors yesterday, marking the brand's 23rd property Down Under. The apartment-style hotel, conveniently situated near Southern Cross Station, boasts 298 luxury suites, each containing oversized floor plans and large windows for more natural lighting. The urban retreat also comprises an indoor pool, spa and sauna, a fitness centre and a 24/7 staff desk.



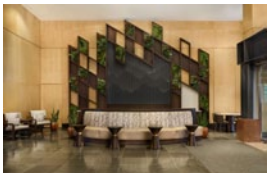
Located just five minutes away from Nelson Bay, **Oaks Port Stephens Pacific Blue Resort** has reopened just in time for the school holiday period. Travellers can enjoy a new epic lagoon pool, spanning a generous 485 metres. Families can also enjoy accommodation ranging from studio apartments to three-bedroom townhouses, with access to plunge pools, tennis courts, a gymnasium, heated spa and a separate lap pool.



**Sheraton Waikiki** has completed a multi-year, US\$200 million hotel-wide transformation. Situated on the oceanfront of the famous Waikiki Beach in Hawaii, all 1,636 rooms and suites have undergone significant aesthetic and functional upgrades. Guests can also enjoy the reconfigured Ohana Suite, which features two bedrooms, two baths, two lanais (balconies), a comfortable living room, a dining table, and a pull-out sofa.



**QT Melbourne's** Rooftop Bar will usher in a new era this Oct with a new look and a fresh menu featuring classic cocktails and innovative Mediterranean cuisine. When the venue reopens next month, guests will be able to dine in private booths and relax in an intimate lounge, as well as enjoy an outdoor bar, high banquet seating, and a brand-new private dining room.



Located in the heart of Downtown Denver, United States, the 432-key **Westin Denver Downtown** has recently completed a property-wide, multi-million dollar renovation. The hotel now features two new guests rooms, a new lobby space with a grand staircase and a "living wall" which improves the air quality of the building, plus a new meeting space with floor-to-ceiling windows.

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## NT masters up inspiration



**TOURISM NT** hosted its annual NT Muster events last week in Melbourne, Brisbane and Sydney, giving east coast tourism trade the chance to network with Northern Territory operators.

The domestic trade show, which was sponsored by Airnorth and Journey Beyond, showcased products to more than 300 agents and wholesalers under this year's theme, 'True Territory Road Trip'.

There were 28 Territory tourism operators in attendance, including G'Day Group, Adventure Tours Australia, AAT Kings and Inspiring Journeys, Metro Hotels, Kakadu Tourism, and many more.

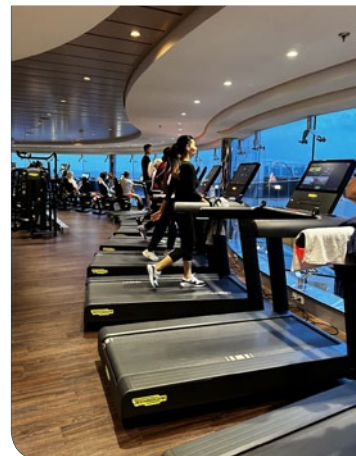
As well as a chance to connect and learn, the trade show also included video installations from all the NT regions, a pop-up Daly Waters pub, and a Red

Centre-flavoured cook-up by past MasterChef contestants.

NT Tourism Executive Director Tony Quarmbly said the events were "a great opportunity for travel agents and wholesalers to learn directly from the NT tourism industry about what the Northern Territory has to offer".

"With operators from the Top End to the Red Centre, entertainment from Djuki Mala, NT inspired food and even a pop up pub, the travel trade were definitely excited and engaged by the NT," he added.

"As well as showcasing the NT, the event provided an opportunity for our NT tourism operators to develop one on one trade relationships and educate agents on how they can best market and sell their products." JM



Travel Daily

On Board: **MSC Euribia**

MSC Gym

Active passengers aboard **MSC Euribia** are spoiled for choice with the comprehensive array of Technogym equipment in the ship's onboard gym.

Treadmills, ellipticals, weight machines and a full array of spin bikes are available, with the spacious layout meaning there always seems to be a machine available.

Other sports facilities on **Euribia** include a full-sized basketball court.



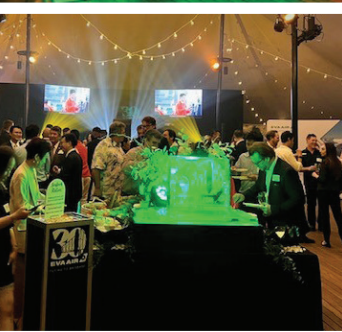
# 30 Years OF FLYING TO Brisbane

EVA Air's first flight to Brisbane took off 30 years ago — and what better way to celebrate our anniversary than a sparktacular party?!

It was an unforgettable night lit up with over 140 travel agents, supporters and corporate partners who have been there from the get-go, all dressed up in their best sparkly outfits and embracing the excitement as it unfolded. Fresh seafood and festivities were enjoyed aplenty — like the ginormous game of Kahoot that landed one lucky winner an EVA Air flight ticket! A big occasion deserved a big celebration, after all!



Attendees included Brisbane Airport Corporation, Flight Centre Travel Group, Menzies Aviation, Consolidated Travel, Helloworld Travel, CVFR and Brisbane Racing Club and all EVA Air valuable agents and VIPs.



EVA Air's Glow 30th anniversary party was held on Wednesday 20th September, celebrating EVA Air's first flight to Brisbane on 21st September 1993.



To find many more beautiful moments from the night, head over to the EVA AIR Facebook page!



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**Taiwan**  
THE HEART OF ASIA





# The AAT Kings A-LIST ACCESS podcast designed for you!

Hosted by friends of AAT Kings Group, Nick and Yas, the AAT Kings **A-LIST ACCESS** podcast will give you insights into the latest travel trends, loads of tips on how to sell successfully, destination insights, info on sustainable travel and more. Launching with four bite-sized episodes, you'll gain all the tools needed to help you reach your personal best and become an **AAT Kings A-LISTER**.

Turning traditional agent training on its head with this multi-channel, engaging podcast and online training series it is designed for both newcomers seeking comprehensive

information and experienced agents looking for top-up courses.

Each AAT Kings A-LIST ACCESS podcast episode will find Nick and Yas interviewing key team members from across the AAT Kings Group, from the CEO to product experts, to Operations Manager to destination representatives, to passionate Travel Directors and more.

The 'A-LISTER' brand messaging underscores AAT Kings' commitment to elevating its agents to celebrity status. An **A-LISTER** in AAT Kings' eyes, is someone of excellence and in the know. Overall, the initiative aims to

provide agents with the knowledge and tools they need to succeed and feel like VIPs in the travel world.

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