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1 – 31 OCTOBER 2023

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## Joyce jail threat

**CHAIR** of the ongoing Senate inquiry into bilateral air relations Bridget McKenzie has issued a thinly-veiled threat to former Qantas CEO Alan Joyce, suggesting he could be jailed if he doesn't appear & give evidence.

**MEANWHILE** Qantas pilots who operate passenger and charter services in Western Australia will strike on Wed next week, impacting more than 50 flights, including routes from Perth to regional towns and mine sites.



## Up to \$2,500 flight credit per couple

Viking is offering up to \$2,500 flight credit per couple for 2024 or 2025 ocean voyages. Quote OC12 when booking to apply the credit. Plus, your clients can save up to \$4,600 per couple on river voyages and \$2,000 per couple on expedition voyages if you book before 30 November. If your client doesn't wish to take the ocean flight credit offer, they'll offer them a discount of up to \$1,500 per couple off their cruise fare in lieu of flights.

Learn more here.

## Told not to bother: Bonza

**EIGHT** million more Australians would be able to benefit from low-cost airfares if the Federal Government were to review the way slots are awarded at the country's busiest airport.

The claim was made during a Senate hearing yesterday by Bonza CEO Tim Jordan, who used the forum to advocate for slot reform at Sydney Airport.

When asked if Bonza had access to enough slots on busy routes, the Bonza chief replied "absolutely not", revealing that the business has not even bothered formally applying for slots in Sydney because he was told such a request would never be approved.

"We were told [by Sydney Airport] we would not get the necessary slots to base our

aircraft, hence we didn't enter the process knowing it would not be worthwhile," he conceded.

Jordan added the only slots available would be in the middle of the day which would "not be optimal" for operations. *AB*

## Intrepid recognised

**INTREPID** Travel has scored third place in the *Australian Financial Review's* Most Innovative Companies list for 2023 in the Hospitality, Tourism and Entertainment category.

"This is in recognition of our innovative ethical marketing guidelines which outline our commitment to market in an ethical and inclusive way and is an industry-first for travel," Intrepid Managing Director ANZ Brett Mitchell said.

## No issue on Mon

**JUST** a friendly reminder to our wonderful readers that *Travel Daily* will not be published on Mon due to the upcoming Labour Day holiday celebrated in NSW.

We will be back with all of the latest travel news on Tue 03 Oct.

## Today's issue of TD

*Travel Daily* today features six pages of news including our **Corporate Update** page, plus a front cover page from **NCL** and a full page from **A Force For Good Hub**.

## Walk with NCL

**NORWEGIAN** Cruise Line (NCL) is encouraging all travel professionals to put on their sneakers and join its Walk for Wellness, which kicks off this Sun 01 Oct and runs until the end of the month.

This year, the cruise line is striving to set a world record for "Longest Distance Achieved by a Team of Travel Professionals in One Month" - see the **cover page** for all the entry details and what the wellness benefits are.

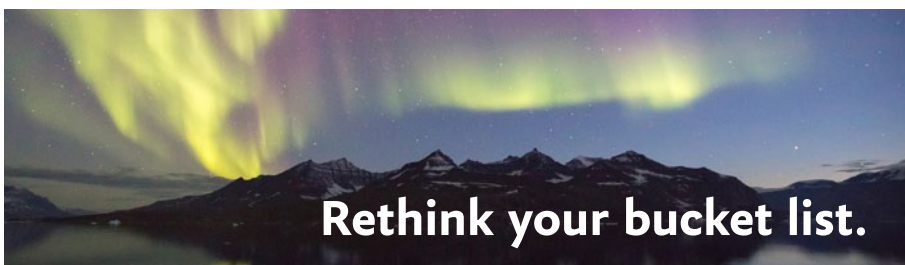


## New Viking Explorer Sessions

Viking's popular Explorer Sessions will be touring 16 regional locations across Australia this October and November. These are not just events, they're an opportunity for you to wow your clients, earn extra commission, and score bonus *Rewards by Viking* points. A Viking expert will be available to answer any questions you and your clients may have plus they'll get an offer only available to attendees. Register today—but be quick, these information sessions fill up quickly!

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## Window Seat

MSC Cruises' European heritage is on display at every element of the cruise experience - not least the menus in the restaurants aboard its *MSC Euribia*.

Guests can access the table of fare in multiple languages via the high-tech MSC for Me smartphone app - but for the technologically challenged (or lazy like **TD**) there are also printed versions available.

As we cruised through the Norwegian fjords last night (see **page 6**), we spotted the collection of paper menus (**pictured**) showing they're available in a whopping eight languages: German, Russian, Spanish, Turkish, French, Italian, Portuguese & English - oh, and there's also a kids menu!

In fact MSC Communications Manager Leisa Chell confirmed that all customer-facing staff aboard the cruise line's ships speak a minimum of four languages, reflecting the line's eclectic source markets.



## New blood for Whitsundays

**TOURISM** Whitsundays welcomed five new members to its board at its Annual General Meeting held yesterday.

Nathan Fleming (Ocean Rafting), Sue Watson (Pinnacles Airlie Beach), Phil Browne (Whitsundays Sailing Adventures) and Nicole Graham (Iconic Whitsunday Adventures) were all elected to the executive, while Carly Povey (Bonza) was also invited to join the ranks.

The new members will combine with the board's already-sitting members, Chair Julie Telford, Crystal Lacey, Jenn Honnery, Matt

Boileau, Tom Young, and Daniel Gschwind to form future tourism policy for the Qld region.

Telford said she is excited about the new blood added to the board and the bright year ahead.

"The 2023/24 Tourism Whitsundays board brings together well-known industry leaders and people with a personal investment in the tourism industry," she explained.

"Their experience in the local industry is invaluable as the organisation works toward the 2032 tourism plan.

"I want to thank outgoing board members Trevor Rees, Arpad Romandy, Greg McKinnon and Craig Turner for their contribution," Telford added.

Tourism Whitsundays also announced the delivery of a record \$1.1 billion in visitor expenditure on the back of a record 844,000 visitors, which was up 11% on average over the past three years.

Announced at the DMO's AGM, annual overnight visitor expenditure grew by 22.9% over the last three years, while spend per night also grew by 10.9% on average over the period to \$304 per visitor. *MS*

## Cruise Month starts

**CRUISE** Month 2023 will kick off in Australasia this weekend, bringing new deals, webinars, competitions and other exciting opportunities for travel agents throughout Oct.

The annual Cruise Lines International Association (CLIA) month-long initiative consists of weekly cruise themes, including ocean, river, expedition and luxury cruising.

There is also a competition offering cruise fans the chance to win \$1,000 towards their next cruise when booked through a CLIA-accredited travel agent.

CLIA members can take advantage of a new Cruise Month toolkit to implement their own #LoveCruise marketing campaigns - find out more **HERE**.

## Oceania 2025 out

**OCEANIA** Cruises has released its Northern Summer 2025 program, including more than 100 itineraries and another 50 or so Grand Voyages.

The program sees *Vista*, *Marina*, *Sirena*, *Nautica* and the newbuild *Allura* sail in Europe, while *Riviera* will make her Alaska debut.

Itineraries range from seven to 56 days and cruises include over 100 overnight stays giving guests more time to explore places such as Seville, Jerusalem, Istanbul, Bordeaux, Berlin, Antwerp, Montreal, Bora Bora and Papeete.

Itineraries will formally open for reservation on 05 Oct and can be previewed online now at [oceaniacruises.com](http://oceaniacruises.com).

## ETC sponsors CATO

**THE** Australian chapter of the European Travel Commission (ETC) has been announced as the headline sponsor for this year's Council of Australian Tour Operators (CATO) Christmas lunch.

The gathering is scheduled for 07 Dec in Sydney and will showcase ETC members Atout France, Tourism Ireland, Visit Monaco, Spain Tourism Board, Visit Portugal, Austrian National Tourist Office, Switzerland Tourism and the Italian National Tourist Board "to create impact and inspire the industry for 2024 and beyond".

CATO said the event has already seen an unprecedented response, with more than 300 tickets sold.

For more information or to book see [www.cato.travel](http://www.cato.travel).

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## ACCC left in the cold

**AUSTRALIAN** Competition and Consumer Commission (ACCC) Chair Gina Cass-Gottlieb has confirmed she was not looped in by Federal Transport Minister Catherine King when the government opted to knock back Qatar Airways' application to double capacity in Australia.

Responding to questions in a Senate Committee on Bilateral Air Agreements this week, Cass-Gottlieb confirmed she was "not consulted", despite Minister King stating on 07 Sep that her department had undertaken consultation with "all stakeholders" prior to making the controversial call.

In response, Senator Dean Smith said to make such a big decision without consulting the peak competition body was a "very brave move".

"It would have been very audacious to think that you wouldn't call on the expertise of the ACCC," he observed.

## Qantas points to live on

**QANTAS** has confirmed a reversal of policy that will allow grieving relatives to claim the loyalty points of members who have passed away.

Part of a seemingly more compassionate approach under new CEO Vanessa Hudson, the carrier will from 01 Oct put an end to its practice of wiping the points balance of deceased members; instead family members will now have 12 months to request the points be transferred to their accounts.

Previously, Qantas Loyalty clause 8.3 stated all points earned but not yet redeemed or transferred prior to the death of the member will be cancelled from the date of death.

The move positions the Flying Kangaroo more in line with competitors on the issue, with Virgin Australia's loyalty program Velocity already allowing points to be transferred if the deceased

member leaves their points to a loved one in their will.

But if no instructions on the late member's points are given, the Velocity points disappear. *AB*

## Contiki gets TikTok

**CONTIKI** is leveraging TikTok to promote its tours to young Aussie travellers in its new campaign, 'Just Bring You'.

Aimed at solo adventurers, the marketing push features eight TikTok influencers from different backgrounds who came together for a 10-day Contiki trip in Rome.

See the behind-the-scenes video from Contiki [HERE](#).



## Travel Daily ON LOCATION



### FLAM

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.

**THE** end of our voyage is drawing nigh, with *Euribia* guests today enjoying the spectacular scenery of Flam via the famed Flam Railway.

After visiting Voss for lunch, our group returned to the ship by coach - including transits of several engineering marvel tunnels bored directly through the soaring basalt mountains.

Tomorrow we have a day at sea as we cruise to Kiel in Germany, our final port of call before sadly wrapping up our voyage with a return to Copenhagen.

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## Overseas recovery signs

**INTERNATIONAL** passenger traffic in and out of Australia in Apr saw 2.773 million travellers jump aboard flights, new figures released by BITRE have shown.

While still short of pre-pandemic volumes, the numbers indicate that despite recently publicised capacity issues, the country is firmly continuing its international aviation recovery, adding 1.6 million passengers to the sky when compared to Apr last year.

The trend looks even more positive when examining the 12 months to Apr, with the latest 27.146 million figure dwarfing the 12 months to Apr 2021 period, which was only just over 4 million flying overseas.

Qantas was shown to have the

largest share of the market in Apr again, boasting 17.1% of the total market, followed by its budget subsidiary Jetstar with 11.9%, Singapore Airlines (9.5%), Air NZ (7.8%) and Emirates (6.3%).

Aussie carriers combined to represent 32.5% of the total market for the month, showing a rise on last year where the slice of pie was only 22.4%.

Travellers on a budget had the choice of one in five flights overseas, comprised mainly of AirAsia X, Cebu Pacific Air, Indonesia AirAsia, Jetstar, Scoot Tigerair, Thai AirAsia X, T'Way Air and Vietjet Air.

The figures show solid growth in the overseas LLC sector, doubling from 10.2% in Apr 2022 and well ahead of 3.8% in Apr 2021. *AB*

## Oh rats! A new tourism trend



**A RECENT** boost to New York City's tourism sector has TikTok to thank for the emergence of a questionable new attraction, with thousands of travellers arriving in the city each month to get a first-hand look at the rat infestation occupying many of its sewers.

Historically a scourge for tourist operators, some tour guides are now turning the vast rat population living beneath the Big Apple to their advantage, running tours for a curious cohort of travellers who have become mildly obsessed with the overwhelming rat numbers.

Kenny Bollwerk is one of those guides (**pictured**), who has built

a vast TikTok audience live-streaming his night walks with rats, so much so that the demand has seen him start operating in-person tours underground several times a week for fans.

"I think it's like going on safari, you're never too sure about what you're going to see, it's unexpected, it's entertaining, and at the end of the day people really like to see what's going on in NYC no matter what," Bollwerk told *The Briefing* podcast.

A study conducted this year estimated there are around three million rats living in New York, which is close to a third of the city's human population. *AB*



**THE** Northern Territory is reeling in anglers from all over the country for Million Dollar Fish, Australia's richest fishing competition, which kicks off this Sun 01 Oct.

Organised by Northern Territory Major Events Company (NTMEC), the event will see one lucky angler win a million dollars when they become the first to reel in one of the 11 million-dollar barra that have been released across the Territory's five main fishing regions, including Arnhem Land. SportsBet NT Operations and Partnerships Manager Thijs Bors said Million Dollar Fish has lured

in anglers from all over the world, with nearly 17,000 registrations.

"The Territory has the best fishing, the best people and the best lifestyle...it also offers you the chance to catch a million dollars," he enthused.

"Why would you go anywhere else on holiday?"

**Pictured:** cricket legend Merv Hughes supporting the launch. *JM*

## Cebu boosts SYD

**PHILIPPINES** carrier Cebu Pacific has announced it will increase its Sydney-Manila service from four flights per week to five, while its Melbourne-Manila service will remain at three weekly flights.

Speaking at an industry gathering in Sydney recently to celebrate the airline's 9th anniversary in Australia, a spokesperson for Cebu Pacific revealed the carrier's intention to increase frequency on both routes over time.

It also announced a discounted fare offer of \$249 one-way, available until 30 Sep.

## MEL turns lost trash into found treasure

**MELBOURNE** Airport has launched a new Community Giving Fund using proceeds raised from the sale of lost property.

The hub auctions off the thousands of items that are left behind in airport terminals every year, in instances where the original owners have not stepped forward to claim them.

The money from the sales will now be used to establish the new fund, with an initial \$50,000 to support local initiatives.

"Melbourne Airport tries very hard to reunite every passenger with their belongings but sometimes that's not possible, and we're happy that items collecting dust at the airport will now support the quality community programs running in our area," MEL's Chief of Aviation Jim Parashos said.

The fund is open to community groups in suburbs directly surrounding the airport, with grants of up to \$2,000 up for grabs - applications open 02 Oct.

## SIA airport shuffle

**SINGAPORE** Airlines is preparing to move its operations from Siem Reap International Airport to Siem Reap Angkor International Airport, which is located around 50km from Siem Reap town, from 16 Oct.

Customers who are impacted by the airport change will have their tickets auto-reissued, negating the need for travel partners to service effected bookings.

The carrier is, however, asking the travel partners to include contact details for passengers in bookings to ensure updated flight notifications are received.

## CORPORATE UPDATE

### Golden Pentangle shaping

**PERTH** and Adelaide have both seen significant growth in domestic business travel bookings and spend, a trend which Corporate Traveller believes may result in the 'Golden Pentangle' replacing the Golden Triangle.

New Australian business travel data from the Flight Centre Travel Group offshoot reveals that corporate visitors to Perth rose by 14% and 11% for Adelaide over the past year, compared to only 6% growth for Brisbane, 7% for Sydney and 8% for Melbourne.

The WA and SA capitals also overtook the travel trifecta in terms of business travel spend, which grew by 8% for Perth and 7% for Adelaide, versus 1-3% for

Melbourne, Sydney and Brisbane.

"It's an exciting time for these Australian cities and if they continue to grow their presence in the business space it will be great news for the nation as a whole," Corporate Traveller's Australian-based Global MD Tom Walley shared.

"To have five cities across the country that serve as thriving business hubs will not only grow our GDP, but the impact on small businesses and communities across Australia will be exponential," he said, adding that both state govts have shown strong interest in conferences. *JM*

### NRL kicks AFL's butt

**THE** NRL Grand Final is a winner among corporate fans, set to attract 8% more of the market segment to the stands on 01 Oct compared to the AFL Toyota Grand Final on 30 Sep, new research from Flight Centre's Corporate Traveller has shown.

The company's Australian-based Global Managing Director, Tom Walley described the finding as "an intriguing twist", given that the AFL Grand Final is likely to draw a larger overall crowd this weekend.

The Flight Centre Travel Group flagship SME division also found that the NRL Grand Final will attract a higher proportion of Melbourne corporates than the Melbourne game will attract Sydney corporates.

### Amadeus gets smart

**AMADEUS** has partnered with Microsoft and Accenture to develop a new AI-powered tool for its travel and expense platform Cytric Easy.

Using Microsoft technologies, including GPT models from Azure Open AI Service, Microsoft 365 and Teams, the virtual assistant will help corporate travellers plan and book their journeys.

In a conversational style, the chatbot will ask for clarifications and make suggestions to provide the most appropriate travel or travel itinerary options.

Amadeus is also helping to create a Cytric Easy plugin for Microsoft 365 Copilot to help further streamline travel bookings.



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### Salter plans luxury hotel tower



**FUND** manager, the Salter Brothers, plans to undertake an overhaul of the InterContinental Melbourne The Rialto hotel, one that would see a whole new tower added offering a raft of new luxury hotel rooms.

The blueprint for the mixed-use development includes the creation of 270 new luxury hotel rooms and 22,000m<sup>2</sup> of office space, while existing non-heritage 1980s extensions will be removed under the proposal.

Salter Brothers Managing Director Paul Salter said guests want unique hotel experiences and this slated development will deliver one right in the heart of Melbourne's CBD.

"Melbourne at its best is a contemporary celebration of our history and heritage, protecting the heritage, keeping the hotel use and adding office and retail will contribute to a vibrant mixed-use precinct that will also support the ongoing revitalisation of central Collins Street," he said.

The plan for the iconic IHG hotel is still subject to approvals by Heritage Victoria and the Victorian Department of Transport and Planning, with a planning application to be lodged shortly, Salter Brothers said.

The developer hopes to kick off building works in 2025 with the project to take about three years.

A render of the project **pictured**.

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## SPECIALS

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**Etihad Airways** has launched an unmissable exclusive pre-summer sale for Aussie travellers, offering discounted fares from Sydney and Melbourne to destinations across its network, including Rome, Barcelona, Paris, Amman, Beirut, Tel Aviv, and more. Valid for travel between 04 Oct and 22 Nov, the flash sale ends on 03 Oct. Return Economy fares start from \$1,249 per person. **CLICK HERE** or book on the Etihad Airways app.

Valid until 30 Nov, **Hurtigruten** is offering up to 20% savings across all Norwegian Coastal voyages on 2024/25 departures. Secure the lowest prices on Classic Coastal, North Cape and Svalbard Express, Scandinavian Tour Packages and Spitsbergen Adventurer voyages. The Northern Lights Promise is available on some of the voyages. Call the cruise on 1300 156 372.

Ending at midnight on 03 Oct, **Jetstar Holidays** is offering Kids Fly and Stay Free packages to a range of destinations in Australia and overseas. For each full paying adult, one child up to age 11 will receive free return Starter fares and accommodation. Packages start from \$341 per adult for the Crowne Plaza Surfers Paradise getaway - call 1300 360 520.

**Viking** is offering special incentives on its voyages through its Deals of the Week. Sail from Bergen to London on a 15-day journey from \$11,595 per person, scoring a flight credit of up to \$2,500 per couple. Travellers can also save up to \$2,000 per couple on Viking's Christmas on the Rhine river cruise between Basel and Amsterdam, priced from \$4,495 per person. Call Viking on 138 747 to book.

**Cruise Traveller** is offering up to US\$2,600 worth of free excursions on its 52-night fly, cruise and safari package to Cape Town, as well as several complimentary onboard bonuses, including a beverage package, free specialty dining, unlimited wi-fi, and more. The 'From Sydney to Safari' package includes a 48-night cruise from Sydney to Cape Town, a four-night safari resort experience in Kruger, and flights from Kruger back to Australia. Priced from \$27,995ppst - call 18000 507 777 to book.

For a limited time only, score up to 10% off on select 2024 Ireland tours with **Insight Vacations**. Join the 12-day Country Roads of Ireland tour from \$3,857 per person, where travellers will explore Kilkenny Castle, discover the scenic Ring of Celtic, see the ninth century Book of Kells in Dublin, and more. See all of the tours on offer **HERE**.

**APT** is offering up to \$3,000 savings per couple with a free cabin upgrade on its 13-day Vietnam and Cambodia Highlights itinerary in 2024. To take advantage of the offer, travellers are advised to make their bookings by 26 Oct. The tour includes a seven-night sailing along the Mekong River aboard APT's *Mekong Serenity*. Call APT on 1300 278 278 or **CLICK HERE** to learn more.

## Ricciardo dives into WA



**TOURISM** Western Australia has enlisted world-famous Formula 1 star and Western Australian Daniel Ricciardo as the face of its new road trips campaign, 'Drive the Dream'.

The digital-led campaign showcases the state's landscapes and experiences as the Grand Prix winner and his best mate journey from Perth to Exmouth along the Coral Coast Highway.

"It seems only fitting that such an iconic road trip is experienced and showcased to the world by proud Western Australian and F1 driver Daniel Ricciardo," Tourism Minister Rita Saffioti shared.

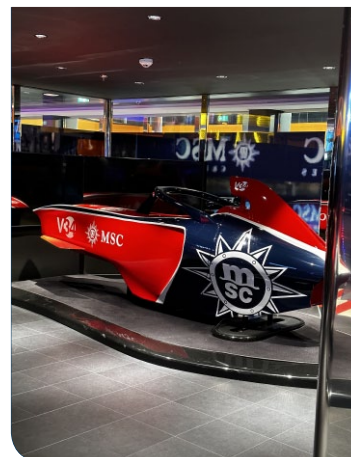
Highlights of the duo's self-drive adventure include swimming with

whale sharks (pictured), catching and cooking fish as part of an Aboriginal cultural experience, and camping out at Bullara Station.

The campaign will roll out across Australia as well as in key international markets over the next 12 months, including Europe, the United Kingdom, South East Asia and Japan.

Drive the Dream, which follows the launch of WA's global tourism brand Walking on a Dream last year, will also stimulate travel bookings to Western Australia through partnerships with Qantas, Trip.com and Expedia.

Find out more about the campaign **HERE**. JM



## Travel Daily

### On Board: MSC Euribia

#### Formula 1 racing experience

MSC Euribia continues the cruise line's partnership with Formula 1, with an onboard simulator allowing guests to experience the thrills of high-speed racing on board.

Participants in the Sportplex race in two full-size F1 car chassis, with full hydraulic systems meaning participants feel every bump and corner of the circuit - a fabulous activity particularly on sea days.

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