

## Today's issue of TD

*Travel Daily* today features six pages of the latest travel industry news including our **Luxury** page plus a full page from **Silversea**.

## EES ready to launch

**THE** European Union (EU) will switch on its Entry/Exit System (EES) and begin processing travellers from 10 Nov 2024, it has been confirmed.

The EES will be an automated IT system which will scan and track non-EU citizens each time they cross a border into the continent, covering both short-term visitors and visa-exempt travellers.

Using biometrics, the system will capture the person's face, name, fingerprints, date and time of entry and other data to simplify movement within the continent.

The system, which will replace manual passport stamping, will also record entry refusals and visitors who overstay their entry.

## CTM short of expectations

**CORPORATE** Travel Management (CTM) has reported positive financial growth for the 12 months to 30 Jun, but lamented the figures did not meet the bold predictions it made a year ago (**TD** breaking news).

The corporate travel business posted an overall revenue lift of 9% to \$716.9 million, as well as an underlying net profit after tax increase of 22% to \$113.3 million.

CTM also recorded a 21% increase in underlying EBITDA to \$201.7 million, while its unfranked share dividend rose slightly to 29 cents.

Managing Director Jamie

Pherous said three main factors were behind the slower-than-expected growth, including inflation and stagnant economic growth during Q2 in the North American market.

Pherous also suggested a change in government policy around the UK Home Office Bridging Accommodation and Travel Services contract was a major headwind, alongside the slowing down of one-off humanitarian projects in the Middle East during the H2.

On a brighter note, Pherous pointed to strong H2 rebounds in ANZ and North America as creating "further momentum" as the business entered FY25.

Australia and New Zealand generated \$169.3 million in revenue for CTM, while North America delivered \$311.5 million, Europe added \$169.3 million, and Asia trailed the field with \$64.1 million. **AB**

## Silversea savings

**ENJOY** \$6,400 in savings with Silversea for two weeks only.

The deal, which expires on 31 Aug, includes savings of \$1,400 per suite, plus shipboard credit - see **page 7** for more information.

## Stellar TNZ webinar

**TOURISM** New Zealand has scheduled a webinar inviting agents to learn about some of the best accommodation, food, wine and wellness experiences.

The 'Stellar Experiences' session will also detail the organisation's self-famil discount program for advisors, which features over 280 agent rates ranging from 20% off to FOC to enjoy from Mar-Nov.

Registrations to the webinar on 29 Aug at midday AEST are now available - **CLICK HERE** to sign up.

## Private park treks

**GUIDED** walking holiday brand Park Trek has introduced private group tours, allowing agents to design exclusive tours across Australia's natural landscapes.

Aimed at families, friends and corporate outings, the private group tours are customisable and allow planners to adjust itineraries and pace and add gourmet picnics or team-building exercises.

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## Qatar African equity

**QATAR** Airways Group has purchased a 25% stake in South African regional carrier, Airlink, in a move designed to bolster its expansion in the region.

Airlink flies to 45 destinations, and is already a codeshare partner of the Doha-based carrier.

## FCTG expands global transfer tie-up

**FLIGHT** Centre Travel Group (FCTG) has signed an international agreement with global transfer operator Talixo to provide advisors in its flagship corporate travel businesses with the option to offer pre-booked ground transfers in 1,100 cities.

The latest deal with FCM Travel and Corporate Travel builds on the existing relationship, with Talixo currently providing transfers for FCTG's leisure division and United Kingdom corporate travel branches.

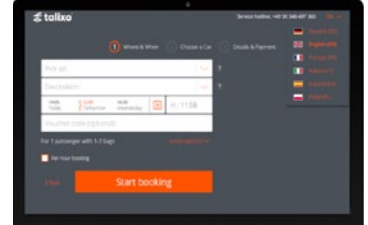
"Business trips don't start or end at the airport or train station," observed Mandy Dunbier, FCTG's Global Supply Partnerships Manager.

"Providing a true end-to-

end service not only gives our corporate clients confidence that their travellers are receiving the best in duty of care, but it also makes their journeys easier and less stressful, which in turn drives greater policy compliance, visibility and cost control."

Talixo is "delighted" to extend its partnership with FCTG, said Jens Lui, Head of Global Sales at the transfers company.

"Business travellers want to know that no matter where they travel, they have access to safe,



reliable transportation," he said. "As the leading global operator of pre-booked ground transfers, our local and tech-enabled fleet operation allows us to deliver consistent quality experiences on a global scale." *JHM*



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## Qatar ups its game

**QATAR** Airways has increased flight frequencies to four of its most popular destinations to meet ongoing strong demand.

In effect from 27 Oct, the carrier will connect London Heathrow a massive eight times daily or 56 times weekly, equating to 42,000 seats per week each way.

The Doha-based carrier will also offer an extra daily flight to Male, taking its weekly service from 21 to 28 flights, starting 13 Dec.

A few days later, Miami will also benefit from two extra weekly flights, taking its operation from 10 to 12 per week, while Tokyo Narita will also see services climb from seven to 11 weekly flights.

## CVFR PAYMENTS NTIA 2024 FINALIST




Following independent assessment of all National Travel Industry Awards Submissions, CVFR Travel Group's **CVFR Payments** has been confirmed a finalist for **Innovation in Travel Support Services**. Congratulations to all the NTIA 2024 Finalists!

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## Window Seat

**THE** first-ever customer for Alaska Airlines has hit the three million mile milestone during a flight from Orlando to Seattle on 07 Aug.

The frequent flyer was Stephen Routh, Chief Executive Officer of a real estate software company, who shared his milestone achievement on Facebook.

Sadly, the reason for Routh's trip was to visit his sick sister but on his return, the Alaska Airlines team at Orlando was made aware of his upcoming milestone - and were prepared to celebrate.

"The Orlando station crew was very gracious and had brought in a cake for passengers, a clown hat for me, balloons, a ceremonial boarding ahead of everyone else, a cool luggage tag, boarding pass signed by the crew, and lots of care and attention," Routh wrote, adding that another celebration will be held with senior airline executives and his family members.

"I have received such good service from the Alaska Airlines over the years and although it has certainly grown, it still retains the friendly, helpful, 'northwest' vibe," he continued.

However, the Alaska Airlines team may need to break out the balloons and luggage tags again soon, as word on the street is there are a couple of others who aren't far from also hitting the same mark.

By comparison, Delta Air Lines has had some of its frequent flyers hit five million miles, and a small number of extremely loyal American Airlines customers have flown an impressive 10 million miles with the carrier.

## Pioneer of business class passes away

**THE** man who presided over Qantas' landmark acquisition of Australian Airlines in 1992 has sadly passed away.

John Ward (**pictured**) enjoyed a 25-year tenure at Qantas, including as its MD and CEO from 1989 to 1993 before, handing over the reins to James Strong.

Among his many achievements at The Flying Kangaroo included helping to shift the carrier's strategic focus from being an exclusive international airline, to laying the foundations for the company's privatisation in 1993.

This included restructuring the carrier to operate more efficiently in a competitive market to prepare the business for a successful listing & growth plan.

Under Ward's leadership, Qantas also saw BA take a 25% stake in the airline prior to a full public offering in 1995.

Former high-profile Qantas operations executive, Roger Lindeman, told **Travel Daily** Ward's reputation in Singapore and Malaysia was "legendary" after he helped to broker the launch of Singapore Airlines and



Malaysian Airlines.

"After the governments of Singapore and Malaysia agreed to 'split' MSA (Malaysia-Singapore Airlines) in 1972 with then CEO, Keith Hamilton, John was heavily involved in the strategy and direction of the 'break-up', which resulted in that part of the world developing two quality carriers," Lindeman recalled.

"Qantas is widely recognised in Singapore and Malaysia for the part it played in the transition, and John was a key player in this significant de-merger."

Lindeman also praised the

former Qantas chief for the key role he played in introducing business class to the world.

"It was Qantas that conceptualised a class of travel that would be pitched between first and economy, and this was developed and introduced under the guidance of Ward as CEO," Lindeman said.

"Having worked at Qantas myself for 43 years, I have many memories of John; he was a thoroughly decent, respected human being and I, along with many other Qantas 'oldies', are saddened by his passing."

The man that friends and colleagues referred to as 'tubby' also earned a reputation for improving the customer experience during his tenure. **AB**

## It's TIME for NCL

**NORWEGIAN** Cruise Line (NCL) has made an investment into developing the travel industry's stars of tomorrow by creating a scholarship at the Travel Industry Mentor Experience (TIME).

The opportunity allows one eligible member of the Australian travel industry, or mentee, to build career and management skills under the tutelage of a seasoned mentor who provides learnings and guidance.

"TIME is very grateful to NCL for their continuous support of the program by generously providing this scholarship," said TIME Chairperson, Penny Spencer.

Applications for the scholarship are open until 20 Sep to all members of the Australian travel industry in TIME's Program 59, which begins on 23 Oct.

## Advocacy by Accor

**A NEWLY** created advocacy body tasked with fighting for the local hospitality industry has welcomed Accor as its Founding Hotel Partner.

The Australian Restaurant and Cafe Association (ARCA) was formed in May this year and said it has been created to "provide a voice and action" on behalf of 54,000 venues, 450,000 workers and a \$64 billion industry.

Helming the organisation are celebrity chef Neil Perry and Chris Lucas, with Wes Lambert serving as Chief Executive Officer.

Primary issues on the table for ARCA include taxation, skilled staff shortages, wages, rents, dining restrictions and inflation.

"The current situation of rising costs and restrictions on discretionary spending is impacting hospitality venues across the industry, from five-star signature restaurants to cafes, and from capital cities to regional areas," said Accor Pacific COO Operating Officer, Adrian Williams.

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## Safety issue for B777Xs

**SAFETY** problems plaguing Boeing have continued this week, with the aeronautical manufacturer forced to ground all certification testing for its upcoming B777X aircraft after cracks were found on the engine's mounting structure.

"During scheduled maintenance, we identified a component that did not perform as designed," Boeing said.

"Our team is replacing the part and capturing any learnings from the component and will resume flight testing when ready."

It is unclear at this stage whether the engine issues will impact deliveries of Boeing's B777X jets, which are scheduled to enter the market next year.

No Australian carriers have any of the affected aircraft on order, with VA confirming it does not have any plans for the model.

However, several big international carriers may face delays after placing significant orders with Boeing.



These include Emirates, which made a massive purchase late last year, ordering 90 B777X jets.

The engine issues may also be bad timing for Qatar Airways, which only last month expanded its B777X order book to nearly 100 aircraft.

**MEANWHILE**, the FAA will formally inspect B787 Dreamliners following the mid-air dive by a LATAM flight between Sydney and Auckland in Mar. AB

### HA agent rates

**AGENTS** can take advantage of Hawaiian Airlines' special travel industry rates, including flights between Sydney and Honolulu priced from \$600 return.

The special ends 31 Dec 2024 and applies to the following travel periods: 01 Aug - 19 Sep 2024; 13 Oct - 06 Dec 2024; and 12 Jan - 25 Jun 2025 - book the industry fares through your GDS.

### SADC allays Mpox

**TRANSMISSION** of the latest strand of Mpox remains minimal in Southern Africa due to strong reactive measures taken across the continent, the Southern African Development Community (SADC) has said.

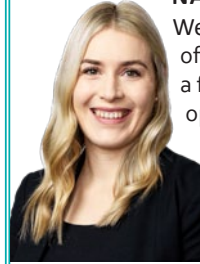
The organisation is reminding tourists that despite the strain being elevated by the World Health Organisation as a public health emergency, safaris and wildlife viewing remains safe.

The SADC added there are no travel restrictions in place, with rigorous surveillance, contact tracing and treatment protocols in place to ensure visitor safety.

South Africa has reported cases, while Botswana has stepped up screening efforts at entry airports, with DRC working with authorities on control measures.

## ATIA UPDATE

from Ingrid Fraser, Director of Public Policy & Advocacy



**NATIONAL Skills Week** has kicked off, offering a fantastic opportunity to spotlight the contributions of our skilled travel professionals who support

travelling Australians.

To mark the occasion, ATIA hosted members at the National Press Club in Canberra to hear a presentation from Professor Glover AO, Commissioner of Jobs and Skills Australia.

Professor Glover shared insights on Australia's skills landscape, including current challenges and strategies for overcoming them.

Since 2011, there has been a 67% jump in individuals holding bachelor's degrees or higher, compared to only a 25% rise in those with Certificates I to IV.

This highlights an urgent need to rebalance the system, and Professor Glover emphasised the importance of addressing the challenge of promoting a "parity of esteem" between VET and higher education - not just with young people but those who

influence their career decisions.

This is why ATIA has been working with the Government and SaCSA, the Jobs and Skills Council for the Travel Industry, to advocate for programs to elevate the attractiveness of VET pathways, particularly in the travel sector.

Dean and I recently met with the new Skills & Training Minister, Andrew Giles, to reinforce the importance of long-term financial support for employers and trainees, aiming to bolster enrolments and completions in travel-related VET courses.

In other advocacy news, a trial for a digital alternative to the paper incoming passenger card was announced on Friday, alongside an extension of the Coastal Trading Act exemption which will provide certainty for cruise operators.

These are two positive developments for the travel industry that ATIA has been united with industry stakeholders in calling for.

Lastly, don't miss our upcoming member webinar next Thursday on Employment Law changes you need to be across for 2024 - **CLICK HERE** to register.

### Thai AirAsia X back to Sydney soon

**THAI** AirAsia X will reinstate flights between Sydney and Bangkok from 02 Dec, after suspending the service at the beginning of this month.

The carrier will increase frequency on the route to six flights per week, with a variety of Fly Thru connecting routes to over 50 destinations across its network, throughout Thailand and internationally.

"Thai AirAsia X is returning to Sydney with a better network, schedule and enhanced connectivity spanning over 50 Aussie favourite destinations in Thailand and beyond to meet strong demand," said the airline's CEO, Tassapon Bijleveld.

Seats are on sale now starting from A\$333 one way until 31 Aug, for travel between 02 Dec 2024 and 28 Mar 2025.

### Holt goes Swiss

**SWITZERLAND** Tourism has announced Sonia Holt as its new Marketing & Communications Manager for the Australia and New Zealand market.

Holt brings plenty of destination marketing experience honed throughout her tenure at The Walshe Group, where she worked in a variety of roles across more than 16 years.

The tourism organisation said Holt's "extensive market knowledge and proven track record will be a valuable asset to our company in Sydney".

### Travelex app refresh

**TRAVELEX** has launched a redesigned Travelex Money Card (TMC) app, featuring simpler navigation and reduced complexity for customers.

The update was foreshadowed by **TD** in Jul (**TD** 01 Jul), with new features including real-time wallet balances and easier access to top ups in 22 currencies.

Customers will also be able to freeze and unfreeze their card for instant protection, as well as check live exchange rates and add their card to Apple Pay and Google Pay digital wallets.



### EK wine classes

**EMIRATES** has announced the launch of 'L'art du vin', an elite wine learning experience for flight attendants.

The course was designed by the Emirates Crew Training design team and officially launched in Jun at the Emirates Cabin Crew Training College in Dubai.

It will take place in a dedicated classroom, which replicates a high-end lounge, with three intensive wine courses tailored to varying levels of knowledge 'Introduction', 'Business Class', and 'First Class'.

Each course takes up to eight hours in the classroom, and is complemented by study guides for at-home learning, an interactive app, and dedicated tasting notes.

### Osborn's luxury offer

**IN CELEBRATION** of its second birthday, Osborn House - a luxury boutique hotel in NSW's Bundanoon - has launched a new two-night stay package with a variety of inclusions.

Priced from \$999, the 27-suite property is offering a signature welcome drink, daily breakfast with barista-made coffee, a \$100 dining credit, a \$100 spa credit, full access to health and wellness facilities, and complimentary non-alcoholic beverages in minibar.

The package is available to book **HERE** by 30 Sep.

## DINE IN LUXURY AT MARRIOTT INT'L

**THE** Luxury Group by Marriott International has revealed the details of its Luxury Group Dining Series, which presents discerning travellers with "unprecedented culinary journeys".

Taking place from Sep to Nov, the gastronomic experiences will be presented by a line-up of more than 55 culinary and beverage talents at six of the group's properties across the Asia-Pacific region.

Among the participating hotels are The Ritz-Carlton, Tokyo; The St. Regis Bali Resort; The Ritz-Carlton, Melbourne; The Athenee Hotel, a Luxury Collection Hotel, Bangkok; The St. Regis Mumbai; and JW Marriott Hotel Singapore South Beach.

"The Luxury Group is always striving to anticipate and exceed the evolving needs and preferences of global luxury



travellers," said Oriol Montal, MD - Luxury, Asia Pacific excluding China, Marriott International.

"The Luxury Group Dining Series caters to the growing appetite for immersive gastronomic experiences among affluent travellers, a finding uncovered in our New Luxe Landscapes report.

"The series encapsulates and celebrates our highly

contextualised brand experiences curated for our guests in these most desired destinations."

Highlights include an array of fine dining experiences, a cocktail masterclass, a beachside BBQ dinner, a luxury interpretation of happy hour, an extravagant brunch, a patisserie masterclass, and an haute couture-themed champagne afternoon tea. *JM*

### Be a marine biologist for a day at Kokomo

**KOKOMO** Private Island, located in the Kadavu Islands south of Fiji's mainland, has introduced new marine-biologist led adventures.

The 'A Day in the Life of a Marine Biologist' experience offers both beginner and advanced levels, providing insights into the surrounding ocean environment and a chance to help protect it.

Guests who join the beginner level course will

enjoy a supervised snorkelling expedition and a private tour of Kokomo's Coral Gardens, while the advanced course includes the chance to snorkel alongside the marine biologists as they conduct their vital work.

"These new marine biologist-led excursions will ensure that guests have an unforgettable stay, learning about the wonders of the ocean that surrounds our island paradise," said the resort's GM, Grant Anderson.

### Goldman departs

**ANTHONY** Goldman, the joint MD of Goldman Travel Corporation, has announced he is stepping away from the Virtuoso Global Member Advisory Board after a decade of service.

Goldman said he is "proud of the milestones" achieved during his tenure with the luxury travel network, including its global expansion and its elevation of the travel advisor profession.

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LA's **Hotel Bel-Air** has introduced two new culinary concepts, both of which opened last week. Serving artisanal coffee and home-made pastries including croissants and cookies, The Patisserie is an elegant and refined bakery nestled in the property's

outdoor courtyard. Visitors to the Dorchester Collection hotel can also enjoy afternoon high tea, light fare, a caviar menu, and specialty cocktails in The Living Room.



**The Village Bondi Beach** has reopened its doors after undergoing a three-month renovation to remodel the entire property. The 55-key property now boasts a fresh new look, including a large mermaid mural at the entrance of the building and wavy

full-length mirrors and photography prints showing classic local scenes added to each room. Every room also has new beds or bunks, new plush bedding, curtains, linen, and towels.



The newly transformed **Outrigger Kona Resort & Spa** is showcasing its revitalised venues, perfect for groups and incentive travellers. The Hawaiian property, which recently underwent a US\$60 million renovation, boasts the largest convention

centre in Kona, featuring an expansive pre-function area, an elegant foyer and a fully equipped kitchen. Ideal for weddings, the resort also features a chic chapel, lush lawns and multiple indoor venues.



BWH Hotels has announced the opening of **Best Western Adelaide Airport**. Situated directly across from the airport, the property offers a modern and affordable stay.

Designed for comfort, guest rooms feature underfloor heating systems, double-glazed windows, and soundproof doors. Guests can dine at the onsite restaurant and bar, and take advantage of the airport shuttle service.



**Capella Sydney** has unveiled a refreshed menu at Brasserie 1930, in collaboration with The Bentley Group. Guests can now enjoy a range of new lunch and dinner options, including an 'express lunch' from Tues-Fri featuring a BBQ half Bannockburn

chicken from the woodfired grill. There are also new starters, including octopus skewers with green olives and almond sauce.

## Travel supply chain at risk

**THE** travel industry's complicated supply chain is one of the key reasons the sector has come under increased cybersecurity threat of late, according to experts in the field.

The large multitude of vendors involved in most travel transactions offer more opportunities for scammers to target the industry.

A supply chain in the context of cybersecurity is only as safe as its weakest link," NordVPN Chief Technology Officer Marijus Briedis explained to **Travel Daily**.

"The interconnected nature of the travel ecosystem can lead to widespread vulnerabilities."

Scammers don't need to be apparent at the point of purchase for travellers, rather they can lurk somewhere in the middle of the supply chain, added Reuben Koh, Director of Security Technology & Strategy, APJ at cybersecurity company Akamai Technologies.

"The travel industry has a very complex supply chain where there are a multitude of vendors and partners, from travel agents and their service providers to transport providers, airlines,



hotels and accommodation providers," he said.

"This complexity creates opportunities for scammers to exploit gaps in the supply chain."

Social media is also playing a role in the rise of travel scams, Koh noted, as many platforms do not regulate scams.

Meanwhile, Briedis also believes artificial intelligence is playing a significant role in the rise of cyberattacks, as it enables those with a criminal intention to increase the quality of their scams. *MS*

## Ecuador emergency

**TRAVELLERS** are being advised by DFAT to exercise a high degree of caution in Ecuador, which is now under a state of 'internal armed conflict' due to crime.

A separate state of emergency is in effect in the provinces of El Oro, Guayas, Los Ríos, Manabí, Orellana, Santa Elena, and the Ponce Enriquez County in Azuay, with curfews also in place in some districts of those provinces.

DFAT has also advised against travel within 20km of its border with Colombia, except the official border crossing at Tulcan, due to the high risk of kidnapping and violent crime associated with drug-related criminal syndicates.

## Qantas HKG promo

**QANTAS** is celebrating 75 years of flying between Australia and Hong Kong, and is offering travellers a \$75 discount off the base fare when booking online.

Travellers can use the code 'TAKEOFF75' on seats booked by 30 Sep for travel between now and 09 Aug 2025.

The Flying Kangaroo currently flies direct to Hong Kong from both Sydney and Melbourne.





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