# Travel Daily First with the news

Tuesday 17th Dec 2024



#### Visit USA rego open

**REGISTRATION** for the Visit USA Expos 2025 is now open. with travel agents encouraged to secure their spot today.

Taking place from 17-20 Feb in Sydney, Brisbane and Melbourne, the events will include more than 60 exhibitors, activations, prizes, with Australian media personality Mike Goldman returning as MC.

The expos will feature a fresh format for 2025, plus new Visit USA members - register HERE.



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### Travel the top priority

**ONE** in four Australians will prioritise travel as their most important non-essential expense this summer, despite two-thirds of Aussies admitting to tightening the belt this Christmas.

The finding was contained in new data released by the **Tourism and Transport Forum** (TTF) this morning, which also found younger travellers will be reducing spend on trips more than older generations.

Aussies aged between 25 and 34 were found to be slashing the travel budget the most (54%), followed by 51% of 35-44s, 48% of 18-24s, 43% of 45-54s, 39% of 55-64s and 33% of over 65s.

While cost-of-living pressures have had a downward impact on most holiday spend segments, the study showed the majority of Aussies are pushing ahead with

### The gift of travel

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Tilbury to Southampton aboard Seven Seas Voyager is one of a number of cruises on sale - p8.

holiday travel plans, with only 44% indicating that inflation and high costs will impact their travel appetite this summer.

Close to 40% also stated travel plans will not be impacted at all.

"A quarter of Australians deem travel a non-negotiable spend over the Christmas season, ranking 'holidays and travel' as their number one non-essential expense - an expense they will continue to prioritise even as pricing and pressures continue to increase," TTF CEO Margy Osmond said.

Time off from work was listed as the top reason to travel over the summer holiday period. AB

#### Show WSI the money

**WESTERN** Sydney International (Nancy-Bird Walton) Airport (WSI) has released a tender for operators to oversee foreign exchange and ATM services.

WSI CEO Simon Hickey said businesses who have completed the registration of interest process have now been invited to tender to become WSI's foreign exchange operator.

### Today's issue of TD

Travel Daily today features seven pages of the latest travel industry news, including a photo page from Switzerland Tourism, our Sustainability page, plus a full page from **Regent Seven Seas Cruises.** 

#### 20% of Aussies at risk

**ONE** in five Aussies are putting their physical and financial health at risk by taking off on their holidays without travel insurance, a new Canstar survey has found.

The survey of 2,500 Australian adult travellers found only 51% organised their insurance at the time of booking their trip, with 9% waiting to the week of their departure or even afterwards to purchase their policy.

The alarming study comes as travel insurance premiums rise by an average of 6% in the past 12 months, with many unaware of potential savings available.

Canstar assessed more than 20,000 quotes across three types of cover, travel periods and destinations, and found savings can be enjoyed by switching to a top-rated insurance brand.

Data Insights Director Sally Tindall said travel insurance should be the next thing on each traveller's list after a passport.

"If you need medical help overseas and you're not in one of the 11 countries that have reciprocal health care agreements with Australia, you'll be the one footing the bill - unless you have insurance," Tindall said.

"Some hospitals may not even let you in the door unless you can show them proof of insurance or you make a down payment of your own," she added.

### SALES DEVELOPMENT MANAGER

Rocky Mountaineer is seeking an experienced travel professional to join the AUNZ team as a Sales Development Manager.

The successful candidate will be responsible for driving and maximizing revenue potential with the retail partners in their region.

This role is open to applicants in Sydney or Melbourne.

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#### Carnival ups the fun

FRESH additions, such as Carnival Cruise Line's iconic Fun Squad, the new Turtles Kids Club, and free daily pizza, will all feature aboard the new Carnival Adventure and Carnival Encounter, when they join the fleet in Mar - see more in CW.



### TA to improve oversight

TOURISM Australia (TA) has confirmed it will appoint an independent expert to provide external oversight to ensure it is making fairer decisions when selecting contractors.

The update has been made following an audit by the Australian National Audit Office (ANAO), which found TA had failed to comply with a need to find contractors who were the best value for money.

Auditing found that 75% of the agency's budget is being spent on contractors, equating to \$266 million in contracts with start dates between Jul 2021 and Jun 2024, with the majority not involving "open competition".

Speaking with TD today, a spokesperson for TA said it accepted the ANAO findings and is committed to the full implementation of all recommendations to improve the organisation's practices.

Led by the recently refreshed

### Sydney P1 reopens

**SYDNEY** Airport has reopened its former P1 carpark, located between the T2 and T3 domestic terminals, to cater to peak holiday season demand.

The ground-level site close to both terminals features 460 standard car parking bays, nine disabled bays, three for small vehicles and five for motorcycles.

Further stages of P1 Prime Park will open next year.

board (TD 20 Nov), TA said: "We are implementing new procurement and records management systems as well as improving our team's capabilities to ensure our procurement decisions are always compliant and clearly demonstrate value for money for the taxpayer."

None of the 33 contracts ANAO looked at had a management plan, including "high-risk" deals.

### Poisoning "isolated"

TWO Australians who were poisoned at a five-star resort on Fiji's Coral Coast (TD 16 Dec) have returned home, while two other Australians remain in Lautoka Hospital in stable condition.

Tanya Sandoe, 56, and her daughter Georgia Sandoe-Simpson, 19, landed in Sydney yesterday evening after being released from hospital.

The pair, along with five other tourists including two other Australians, fell ill immediately after consuming a pina colada at Warwick Resort.

The Fiji Government has confirmed no other incidents have been reported either at the resort or across Fiji, and are reassuring visitors that this is a "very isolated incident" and that Fiji is "typically very safe".

"We do not wish to speculate about the cause, as we are awaiting the results of ongoing investigations and laboratory tests," the Fiji Govt added.

#### CX lands in Cairns

**CATHAY** Pacific will touch down in Cairns today for the first time since the carrier axed the route in 2019 (TD 30 Apr 2019).

Flying three times a week on a 14-week seasonal run, CX will add 27,000 seats of capacity and inject \$20m into Qld tourism.



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# Mint's fresh protection

MINT Payments has flagged the launch of Mint Protect, new card chargeback protection designed to bolster the confidence of travel agents in Australia and NZ (TD breaking news yesterday).

Going live in early 2025, Mint's new defence pledges to safeguard travel businesses against financial risks associated with chargebacks, including supplier insolvency, service non-delivery, and fraud.

The two major benefits delivered by Mint Protect include reduced chargeback exposure, as well as a low operational burden through embedded integration into Mint's payment systems.

Mint believes chargeback scheme rules have historically favoured customers over merchants, with decisions made by the client's card issuer often failing to address the unique challenges faced by travel agents.

The company added that the chargeback system has



not previously accounted for these industry complexities, leaving many travel merchants unprotected and at risk.

"With Mint Protect eliminating the burden of chargeback risks our merchants face every day, we are empowering them to grow with confidence and setting a new standard for merchant support in the travel sector," Mint Payments CEO Alex Teoh said.

Mint Protect will be exclusively available to merchants using Mint's card-acquiring services, with the company to issue an update in early 2025 about further launch details. AB



Coversations with women in travel

Catch up on any missed episodes of **SEASON TWO** 

CLICK HERE to listen

#### Pointing to learning

**CELESTYAL** has introduced 'The Celeystal Compass', a new trade portal to support agents over the upcoming wave period.

Launched globally last week and in Australia this week, the portal features a new learning platform which offers travel advisors training modules focusing on areas such as the brand's fleet, key itinerary information, shore excursions, as well as advice on how to grow sales.

Agents will earn stars when they complete modules, giving them access to exclusive benefits.

The trade portal will also act as a single reference point for agents to find all marketing assets and information on the latest offers and campaigns - sign up HERE.





WE ALL use our phones to take happy snaps while on holiday, but many of us may not be aware of the other ways our smart devices can be used to make our lives easier while travelling.

In time for the holiday season, Telstra experts have shared five iPhone travel hacks.

For instance, did you know you can lock your iPhone's flight mode, making it only accessible using face ID?

This means if your phone is stolen, thieves can't activate flight mode to stop you from tracking your phone.

Sharing live flight updates with family, locating your phone even when it's turned off, and using your iPhone camera to translate text in realtime were among other tips.



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Tue 17th December 2024

### Christmas magic in Switzerland

SWITZERLAND Tourism recently hosted a 'Winter and Christmas Markets' fam trip, travelling by train through Zurich, Montreux, Interlaken, Lucerne, and Andermatt.

Participants were selected by completing Travel Switzerland's online training program within the past 12 months. The trip kicked off in Zurich, where they began with a relaxing morning at the Hurlimannbad Spa,

the perfect antidote to jetlag.

In Montreux, the group strolled through the lakeside Christmas markets and visited Santa. Next it was off to Interlaken aboard the GoldenPass Express in Prestige Class.

On Lake Brienz, the group enjoyed a chocolate fondue rafting experience, followed by a private dinner inside a giant Christmas bauble.

Lovely Lucerne was especially enchanting at Christmastime. Nearby Mount Pilatus was at its best with incredible bluesky views. Lastly, to Andermatt, for snowshoeing and a spectacular farewell dinner at The Chedi. And then finally, snowfall on the last morning.

STUNNING views from Mount Pilatus.

**SOME** of the group in the Christmas bauble, lakeside in Montreux.



THE group ready to snowshoe in Andermatt.



ANNA, Aurelie and Belinda in the cable car on the way to Mount Pilatus.



**READY** for a morning in the spa-Hurlimannbad Spa in Zurich.

ON TOP of the Top of Europe, the Jungfraujoch.

**GLUHWEIN** in the markets in Zurich with Kim, Fran, Meryl, Anna, and Belinda.



AURELIE and Anna capturing the poignant Lion Monument in Lucerne.



**THE** whole group around the Lindt Christmas tree in Zurich.



NATHAN, Aurelie and Belinda chocolate fondue rafting in Interlaken.



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### SAF DEVELOPMENT MOVING AT A TURTLE'S PACE: IATA

**THE** International Air Transport Association (IATA) has noted disappointingly slow growth in sustainable aviation fuel (SAF) production this year.

IATA's new estimates for SAF manufacturing show volumes have reached 1.3 billion litres this year, more than double the 500 million produced in 2023, but significantly below the previous estimate of 1.9 billion.

SAF accounted for 0.3% of global jet fuel production, and 11% of global renewable fuel.

IATA noted key SAF production facilities in the United States have delayed their production to ramp up in the first half of next year, when manufacturing is expected to reach 2.7 billion litres, or 0.7% of total jet fuel.

Director General Willie Walsh



noted his disappointment with the slow growth of production.

"Governments are sending mixed signals to oil companies, which continue to receive subsidies for their exploration and production of fossil oil and gas," he explained.

"Investors in new generation fuel producers seem to be waiting for guarantees of easy money before going full throttle.

"With airlines, the core of the value chain, earning just a 3.6% net margin, profitability expectations for SAF investors need to be slow and steady, not fast and furious," Walsh added.

IATA believes airlines are eager to buy SAF, and there is money to be made by investors and companies who see the longterm future of decarbonisation.

"Governments can accelerate progress by winding down fossil fuel production subsidies and replacing them with strategic production incentives and clear policies supporting a future built on renewable energies, including SAF," Walsh said.

Progress on expanding production could be accelerated by diversifying production using the HEFA method, which utilises cooking oil and animal fats and is set to account for around 80% of production in the next five years.

SAF volumes could be boosted by increasing investments to scale up production through the other certified pathways, including alcohol-to-jet, and Fischer-Tropsch, which use biological and agricultural wastes and residue.

A global SAF accounting framework should be created, IATA argued, allowing airlines to benefit from attributes of their purchases, and claim these against their obligations. *MS* 

#### YHA adds three

YHA has reached new green heights, with three of its properties earning Sustainable Tourism Certification through Ecotourism Australia.

Attaining the sustainability authentication was YHA Sydney Harbour, YHA Port Elliot Beach House and YHA Adelaide Central, with each demonstrating their commitment to environmental, socioeconomic, cultural and responsible management.

### IT technology the key to reducing carbon in travel: report

A STUDY from Amadeus and Accenture shows IT solutions can drive more sustainable operations by reducing carbon dioxide emissions.

Research estimates selected IT solutions reduced CO2 emissions by 50,000 metric tons last year.

This could have saved 5.7 million metric tons per year, or 0.6% of global aviation emissions last year, if the findings were extrapolated across all airports and airlines.

The Power of Digital: IT solutions and their role in

aviation's path to net zero report identified several key levers to decarbonise aviation, many of which can be aided by IT solutions, including new aircraft technologies, and operational efficiency improvements.

IT can provide operational efficiency improvements that can decrease fuel burn and lower costs, through technology solutions such as data dashboards, forecasting models, and management tools.

These can help improve insights and decision-making

across organisations, helping airlines and airports make significant operational and profitability improvements.

"While IT solutions alone cannot fully decarbonise aviation, they offer a near-term opportunity to improve operational efficiency and reduce carbon emissions," Amadeus Head of Sustainability Solutions Olivier Girault said.

"As the industry continues to evolve, Amadeus will support its customers in driving sustainable change through technology."



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# Travel awards are missing the mark

OPINION

Maxine Wiggs is the Global Head of Commercial for eRoam in Australia. Got an opinion to share? Let us know in up to 400 words via email to feedback@ traveldaily.com.au.



**LET'S** talk about awards in the travel industry - a topic that bugs me to my core. Every year, we see the same titles and categories being celebrated.

It feels like an exclusive club where popularity wins over merit.

Peer-judged, title-driven, and often devoid of substance, these awards have become predictable and uninspiring, and before anyone comes for me - this isn't sour grapes. This is simply a reality check.

Let me share some raw truth: I don't attend these awards anymore because I genuinely don't believe in the categories.

They feel like a money-maker.

The system feels broken. It celebrates people for the roles they're paid to do, rather than for extraordinary efforts or genuine impact. And as for the 'underdogs'? Forget it.

The unsung heroes who make things happen behind the scenes don't stand a chance against the massive companies called the 'popular kids'.

The best awards event I attended in 2024 was at my child's school.

Yep, you read that right.
Hands down, the most
meaningful, inspiring, and
downright fair awards event I
attended this year was at my
child's school (take a moment to
let that sink in).

Here's what the travel industry can learn from a bunch of kids and their school awards night; at my kid's school, they give out awards for things like 'All-round Citizenship' & 'Good Leadership'. They celebrate qualities like

kindness, responsibility, and being someone others can count on - not your last name, the title you hold, or how popular you are.

When a student wins an award, the audience doesn't just hear their name. They hear a spiel about why they're winning.

"An inspiring leader values our mission, makes the school community a better place, and is always willing to help."

It's personal, heartfelt, and makes the award mean something.

In contrast, travel industry awards often hand out shiny trophies without context. What did the winner do? Why did they stand out? Crickets.

Here's an idea. Why not take the process out of the hands of the same industry people or the

The best awards I've been to in 2024 was at my kid's school

sponsors paying?

In schools, awards are often a mix of teacher input, and community impact.

It's not about who you know but what you've done.

Let's start celebrating the people making real, lasting impacts - the disruptors, innovators, and those thinking outside the box to future-proof our industry.

Instead of defaulting to the usual CEOs, mid-level managers, or large corporations, let's shine a light on fresh ideas and meaningful contributions.

There's so much more to our industry than the same familiar names and brands and it's time we change that.

Here's what struck me the most at the recent school awards I attended - the speeches on the award winners' backgrounds.

Kids as young as 11 stood up and celebrated their peers with words like 'They're always willing to help, and 'they lead with kindness and take responsibility for their actions'.

It was a beautiful reminder that leadership isn't about titles or egos [but] is about making people's lives better, lifting others up, and being someone people look up to - not because they have to, but because they want to.

Imagine awards for being a

good industry citizen and recognising those who embody community spirit, generosity, collaboration, and give back.

Or leadership that matters - not just managing a team but inspiring and empowering others.

Or how about unsung hero awards and celebrating the ones who are too busy doing the work to sing their own praises and don't run a million-dollar company but have put their time into making the industry better?

And for the love of all things fair, let's start telling the stories behind the awards.

Let's give the spotlight to those who are often overlooked but deserve to shine.

As a closing thought, I believe kids have figured out something that our industry hasn't.

Awards aren't just about the winner - they're about the values we want to celebrate and uphold as a community.

Until the travel industry can ditch its popularity contests and start recognising the real impact of people, I think I will stick to school awards.

#### Soul of Korea group

**SMALL** group tour specialist InsideAsia will expand into South Korea in 2025, introducing a new 10-day itinerary taking travellers into a mix of the country's well-known and off-radar highlights.

Departing from Seoul, guests will explore the modernity of the capital, the mysterious alleyways of Busan, the traditions of Jeonju and the landscapes of Gyeongju.

Highlights include a 300km/h trip on the KTX train, a stay in a traditional Hanok, a visit to Korea's largest fish market and a gastronomic adventure making authentic rice wine.

Departures on the 'Soul of Korea' tour begin from May 2025.



#### S Korea extends

AUSTRALIAN and New Zealand travellers can continue to visit South Korea without the need to apply for the Korea Electronic Travel Authorisation (K-ETA).

Originally set to end on 31 Dec, the K-ETA exemption for citizens from 68 countries has now been extended for another year (*TD* 31 Mar 2023).

This exemption was introduced as part of the celebrations for Visit Korea Year 2023-2024, a Korean Government initiative aimed at attracting more tourists to the country.

To celebrate the extension, the Korea Tourism Organization ANZ is hosting a \$50 Klook gift card giveaway for 100 Australian and New Zealand citizens planning to travel to Korea by 30 Jun 2025.

To enter, travellers need to complete the form **HERE** and upload a screenshot or image of their e-ticket showing their full name and travel destinations from Australia or NZ to Korea.

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# **MONEY**

WELCOME to Money, TD's Tue feature on what the Australian dollar is doing.

#### AU\$1 = US\$0.638

THE Australian dollar has made gains overnight, as the US dollar backs off following internal anticipation of a rate cut from the United States' Federal Reserve.

The AUD held at \$0.638, also thanking to Chinese data.

Wholesale rates this morning.

US	\$0.638
UK	£0.502
NZ	\$1.101
Euro	€0.606
Japan	¥98.18
Thailand	ß21.72
China	¥4.639
South Africa	11.37
Canada	\$0.907
Crude oil	US\$73.90

#### Haiti still off limits

**DESPITE** Haiti's major gateway resuming operations, Smartraveller continues to advise Aussies not to travel to the Caribbean country, which is currently in a state of emergency amid an ongoing gang war.

Many airlines have suspended flights in and out of Port-au-Prince until further notice, DFAT warned, with gang violence affecting travel across the capital, including to and from Toussaint Louverture International Airport.

Those who travel to Haiti risk the threat of violent crime, kidnapping, and severe shortages of basic necessities, including fuel, water and food.

#### Gangnam hotel style

**GRAND** Mercure Hotels & Resorts has opened a new property in the heart of Seoul's Gangnam district.

Formerly known as the Imperial Palace Seoul, Grand Mercure Imperial Palace Seoul Gangnam features a dual-wing concept to cater to both short-term and long-stay guests.

The hotel wing offers 224 opulent rooms and suites, while the serviced residence wing comprises 90 apartments.

Guests can dine at four distinct venues, including Familia, the signature buffet restaurant, as well as a Chinese fine dining restaurant, high tea venue, and a bar; there is also a fitness club and business centre.



### EY, HM codeshare

ETIHAD and Air Seychelles have extended their partnership with a new codeshare agreement, allowing for a single booking between all of Etihad's destinations and Mahe, Seychelles, connecting via Zayed Int'l Airport in Abu Dhabi.

Additionally, Etihad customers will have access to destinations such as Praslin and Mauritius via Air Seychelles' direct service beyond Mahe.

The two carriers will collaborate on the six services per week between Abu Dhabi and Mahe, starting May 2025.

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# Don't rely on Xmas gifts

**BUSINESS** consultancy Vincents is urging hospitality and tourism operators not to bank on the Christmas peak being a financial saviour, with the sector currently mired in soaring insolvency cases quarter-on-quarter.

Vincents Restructuring and Recovery Director, Ashley Leslie, said businesses should not bank on a Christmas miracle to end financial woes, with the risk of spiralling debt still very high.

"Business owners have to be optimistic people, but if your business is already struggling and in debt, it's incredibly risky to rely on the holidays to boost profits - it could just be prolonging the process and adding to your debt," Leslie explained.

According to ASIC data, the accommodation and food service sector had the second highest rate of insolvency, with more than double that of last year.

"Smaller businesses often don't have financial buffers like lines of credit or available cash reserves to rely on, so they need to be careful," Leslie added.

"There were around 705 businesses across the country in the accommodation and food sector alone last quarter who

#### Air Canada free wi-fi

AIR Canada customers will enjoy free wi-fi across the airline's fleet beginning May 2025.

The service will initially be available to Aeroplan members on wi-fi-equipped planes flying within North America and the Caribbean, before expanding the service to all long-haul international routes from 2026.



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entered insolvency," she added. Businesses riding close to the

line are being advised to reach out for support before hitting the critical stage.

"If you wait and keep holding out for tourism periods or seasonal boosts, you may not have that recovery option."

Leslie said knowing exactly where money is going is essential, with many businesses operating without preparing and maintaining accurate cash flow forecasts. ML

#### Air NZ peak season

**NEARLY** three million travellers are forecast to fly with Air New Zealand before the end of Jan 2025, the airline said as it gears up for a bumper peak season.

New Zealand's busiest day is shaping up to be 27 Dec, when more than 50,000 passengers will take off across domestically and to international destinations.

Queenstown is the most popular domestic destination. with 250,000 travellers booked to fly in or out of the city across Dec and Jan, while Nelson will see 155,000 visitors, followed closely by Dunedin and Napier.

More than 450,000 travellers are booked to cross the Tasman to Australia's three eastern capitals, while more than 12,000 will head for Bali.

Los Angeles will see around 50,000 Kiwi visitors, as will Tokyo, with the latter up 20% YOY.

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#### ADVERTISING & MARKETING

Head of Sales & Marketing - Sean Harrigan Advertising - Laura Aghajanian & Dante Muranty advertising@traveldaily.com.au

**Head of Operations &** Contributing Editor - Anna Piper

#### ACCOUNTS

accounts@traveldaily.com.au

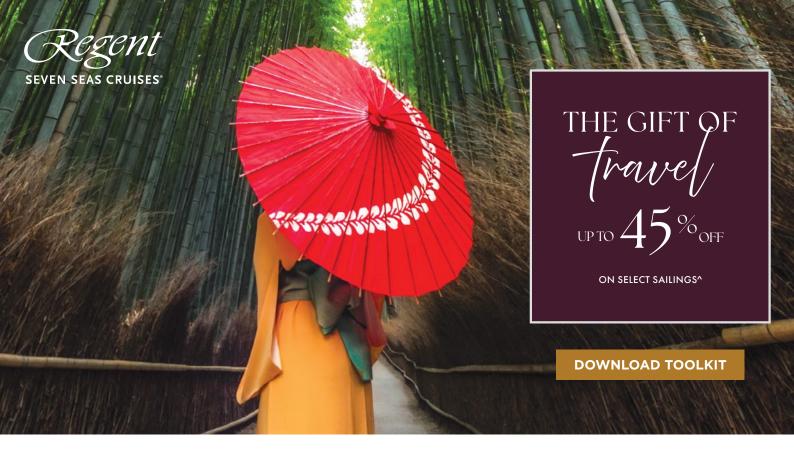
Suite 1. Level 2. 64 Talavera Rd Macquarie Park NSW 2113 Australia Tel: 1300 799 220 (+61 2 8007 6760

info@traveldaily.com.au



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