# Travel Daily First with the news

Friday 31st May 2024



#### Today's issue of TD

**Travel Daily** today features seven pages of news including our Corporate Update, a photo page from **Envoyage**, a Product Update from Elite Havens plus full pages from:

- Abercrombie & Kent
- EVA Airways

#### Loyalty restructure

**ROYAL** Caribbean Group has announced a new Loyalty Status Match program which allows loyalty tiers held with Royal Caribbean International, Celebrity Cruises and Silversea Cruises to be recognised across all brands.

The move sees members of Crown & Anchor Society, Captain's Club and Venetian Society eligible to receive one-forone status matches.

Guests already enrolled in multiple Royal loyalty programs will be automatically matched across brands within seven days. See CW for more details.

## FCTG chief hails AA shift

#### EXCLUSIVE

**FLIGHT** Centre CEO Graham "Skroo" Turner believes the abrupt departure of American Airlines' Chief Commercial Officer, Vasu Rama, may herald a wider global shift in the relationship between airlines and travel agents.

Two days ago, AA announced that Rama was leaving the company, at the same time as announcing a significant profit downgrade - as detailed on Wed in travelBulletin (CLICK HERE).

Rama has been noteworthy in recent years as the chief architect of AA's aggressive approach targeting direct bookings, removing its cheapest fares from GDS platforms, & more recently, eliminating loyalty mileage accrual on tickets booked through non-preferred travel agencies.

The moves, part of AA's wideranging NDC strategy, were strenuously opposed by travel agency groups from across the

globe, including the American Society of Travel Advisors and the **World Travel Agents Associations** Alliance, of which ATIA is a member organisation.

In the wake of the US carrier's announcement on Wed, Skroo told Travel Daily this was "big news on the AA front".

"To me, it's a big turning point with airlines and intermediaries," he said, with other airlines believed to be closely watching how AA's strategy plays out.

The US carrier's financial update saw its shares plummet by 14%, making it the worst performing stock in the S&P 500 index.

The carrier's President, Robert Isom, overnight confirmed some of the controversial issues would be reversed - including on AAdvantage mileage non-accrual for travel agency bookings (TD 11 Apr), which he admitted "would create confusion and disruption for our end customer". BP

#### Magoutis jumps off the Express

**EXPRESS** Travel Group (ETG) Executive General Manager, Ari Magoutis, has announced his departure from the company he has helped lead for over 14 years.

Magoutis paid tribute to his ETG colleagues, in particular the company's CEO Tom Manwaring, saying it had been a difficult decision to step down from his long-held position and pursue new opportunities.

#### Fog diverts flights

**TEN** flights have been forced to divert landing at Brisbane Airport this morning as the city experienced fog conditions, making it unsafe for some services to touch down.

A spokesperson from Brisbane Airport told *Travel Daily* three flights from Sydney were rerouted, as well as five from the Gold Coast, and one from both the Sunshine Coast and Cairns.





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#### Spiros a billionaire

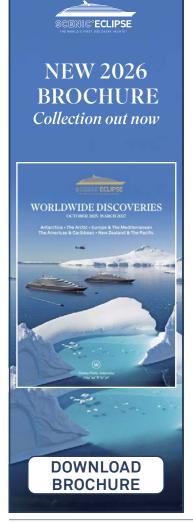
A COUPLE of well-known travel identities have made the annual *AFR* Rich List for 2024.

In 140th spot was Consolidated Travel founder Spiros Alysandratos (**pictured**), whose wealth surged by 10.5% to an eye-watering \$1.1 billion.

The ranking marked the first time Alysandratos has attained billionaire status, driven by an 8% increase in Consolidated Travel's revenue to \$1.3 billion this year.

Chairman of EVT Limited, Alan Rydge, also made the list at 77th position with an estimated wealth of \$1.94 billion.





## 1000MTG's leisure Escape

1000 Mile Travel Group (1000MTG) has unveiled its new Australian leisure brand, 1000 Mile Travel Escapes, which aims to provide independent travel advisors and their clients with "an even better service".

Marking another significant milestone for the company, the fresh venture will offer "unparalleled" luxury leisure travel experiences Down Under.

The user-friendly platform makes it easy for travellers to explore an array of travel possibilities and connect with seasoned travel advisors to plan their next luxury escape.

Co-founder and CEO of 1000MTG, Nicola Veltman, said, "with a strong and growing presence in North America, the United Kingdom, and Australia, 1000MTG Escapes stands as the ultimate source of luxury travel, unparalleled expertise, and unwavering client support".

The company has launched a dedicated website for the

#### Earn with A&K

AGENTS can earn a reward voucher of up to \$1,000 when they make and deposit a new A&K booking in Jun that departs in 2024 - for further details, see page eight.

#### Go solo with Coral

**CORAL** Expeditions has extended its solo traveller specials, waiving its single supplement fares for the Kimberley season in 2025, in addition to most sailings for the remainder of 2024.

"We continue to see strong growth in demand for solo travel both in Australia and abroad," said Jeff Gillies, Commercial Director of Coral Expeditions.

The special fares are available for Promenade and Explorer deck stateroom categories across all three vessels - for more information, CLICK HERE.



new brand, **HERE**, as well as new social media channels on Facebook, LinkedIn, and Instagram, where travellers can access exclusive partner offers.

"1000 Mile Travel Escapes delivers top-tier travel solutions and unforgettable experiences to clients while giving our independent travel advisors more opportunities to diversify their portfolio and grow their business," said 1000MTG GM Australia, Lauren Gray (pictured).

In celebration of the milestone, 1000 Mile Travel Escapes is preparing to announce a special launch competition soon, sponsored by Windstar. *JM* 

#### A luxurious Haven

**ELITE** Havens is offering a 25% discount on stays at its luxury villas across Asia, which offer the ultimate privacy and personalised service - more on the **back page**.

#### Time for your say

**DESTINATION** NSW is inviting visitor economy stakeholders from across the state to contribute their reflections on the Visitor Economy Strategy it launched in 2021.

The tourism body is committed to reviewing the strategic plan every three years to ensure it is effective for all parties across the entire travel ecosystem.

Feedback from individuals or organisations must be submitted in written form by 02 Jun **HERE**.

NSW is leading Australia's post-pandemic visitor economy rebound, surpassing \$50 billion in visitor expenditure for the first time in history in the year ending Dec 2023.

## Travel Daily ON LOCATION



FIJI

Today's issue of *TD* is coming to you courtesy of MTA, which is hosting its National Conference this week.

IT MAY be raining in paradise today but the energy is buzzing at the Sheraton Fiji Resort, which is playing host to the 2024 MTA National Conference.

Today, delegates will hear from the likes of Virtuoso's Michael Londregan, ATIA's Dean Long and Dr Joanne Orlando before the Sunset Soiree takes place at the Sheraton, followed by the MTA Awards tomorrow.





## QF inks record Perth deal

**FORMER** enemies appear to be best friends today after Qantas and Perth Airport set aside historical differences over fees to forge the largest airport infrastructure deal in the carrier's history (TD breaking news).

The new agreement will see Oantas and Jetstar relocate all services to a new terminal in the Airport Central precinct, with the airline committing to add 4.4 million seats to and from Perth annually in the lead up to the new terminal opening in 2031.

Qantas said the agreement would unlock plans to build a "world class western hub" in Perth, and expand both domestic and international services in the short- and long-term future.

These plans include launching Perth to Auckland and Johannesburg services from mid-2025, subject to meeting border agency requirements.

Details of the massive \$5 billion

infrastructure expansion include new terminal facilities, a new parallel runway (opening in 2028), two multi-storey carparks with associated roadworks, and Perth Airport's first on-site hotel.

Further construction plans include a new multi-lounge precinct for international and domestic passengers featuring dining and wellness initiatives, as well as a new engineering hangar for Qantas workers.

Before the new terminal opens in seven years' time, Perth Airport will add capacity by upgrading Terminals 3 and 4, Qantas' current domestic and international home, which will see Jetstar relocate domestic services to Terminal 2 from Sep 2024, unlocking growth opportunities for both airlines.

Plans will also see gate upgrades to accommodate ultra-long-haul aircraft, including QF's Project Sunrise A350s from 2026. AB



#### Kochy gets the Chair

**AUSTRALIAN** TV personality David Koch has been appointed the next Chair of the South Australian Tourism Commission.

"We are excited for the level of national expertise David will bring to the role, especially in respect to executive leadership and his professional experience with small businesses," said SA Tourism Minister, Zoe Bettison.

Koch, who is also Chairman of the Port Adelaide Football Club, will start in the role from Jul.



#### NTIA noms extended

FOLLOWING industry feedback, the Australian Travel Industry Association (ATIA) has decided to extend the deadline for the National Travel Industry Awards (NTIA) nominations by 72 hours (TD breaking news yesterday).

The deadline for submissions is now 05 Jun by 5pm AEST.

"NTIA is a platform dedicated to celebrating the remarkable talents and contributions of individuals and businesses within the travel industry," ATIA CEO, Dean Long, said.

"So, I urge everyone to take this chance to nominate those who truly deserve recognition."

Start nominating travel professionals for an NTIA HERE.

#### Teaching Taiwan

ADVISORS can brush up on their knowledge of Taiwan, as well as learn more about EVA Air, by visiting the Taiwan Travel Academy - see page nine.









**EVA AIR** 

Travel Daily Training Academy



## **Window**

THE world's longest-serving flight attendant, Bette Nash (pictured), passed away earlier this month at age 88.

The dedicated professional served the skies for nearly 67 years, and had never officially retired from her role.

In fact, Nash still attended regular flight attendant training up until her passing.

Her long-lasting career began in 1957 in Washington with Eastern Airlines, which later became American Airlines.

In 2022, she was honoured with the Guinness World Record title for 'longest-serving flight attendant'.

In a staff memo after her passing, AA described Nash as an industry icon.

"With her quick wit, magnetic personality and passion for serving others, Bette set an example not just for the flight attendant profession but for all of us in the airline industry," AA said.



## Luxury rethink needed

TRAVEL advisors must rethink the way they sell luxury travel to their clients.

That's the advice from Virtuoso's SVP of Global Operations, Michael Londregan, who spoke in one of the opening sessions of the MTA National Conference in Fiji this morning.

Luxury used to be what advisors told you it was, Londregan said, but asserted that now it is "what the clients tell us it is".

He suggested that this requires advisors to think differently about how they sell luxury travel and to who they sell it to.

"Be very, very, careful about talking to your clients - listen to their needs," he encouraged.

"Don't think they are not in the right demographic, that they don't live in the right suburb, or they don't drive the right car they are using you to help deliver their dreams and you are trying to help them understand how you can help and invest in dreams." Londregan was adamant that

#### Rail dream extended

**FOLLOWING** a number of requests for more time to apply, Rail Europe has opted to extend the entry period for its 'Dream Journeys' campaign (TD 15 Apr) by another two weeks.

The deadline is now 16 Jun for one travel advisor to win a train journey through Europe when they submit their 'Dream Journey' to the company's Facebook page or email HERE.



consumer spend on luxury travel should be seen as an investment which has returns that are priceless, which means that the old demographic for luxury travel was no longer relevant.

"It's not about going to Hawaii for \$5,000 - the memories will last a lifetime, that's priceless," Londregan insisted.

MTA's National Conference continues today. DF

#### EK's fresh new kicks

**EMIRATES** has made its cabin crew uniforms more customisable by introducing a range of 15 shoe styles for staff to choose from, depending on their individual comfort and taste.

The latest edition of the female shoes and matching leather handbag are a brighter red colour than before, which complements the pleat of the skirt and the trim of the uniform, and come in flat, medium and high heels.



#### Waiting for deals

**OVER** half of Australians wishing to travel this winter are vet to book their trips, according to new data from Skyscanner.

The report suggested the indecision around going ahead with bookings is being driven by Aussies taking more time to shop around for the best travel deals in an inflationary climate.

Four in 10 Aussies admitted they are still trying to find the best price, while 18% said they were holding out for a great "lastminute offer".

Only 39% of Australian travellers believe they will be able to find a deal for less than \$500 this year, while 45% of respondents estimated flights alone will set them back more than \$500.

Access Skyscanner's Savings Generator **HERE** for price trends.

#### Air NZ raises fees

AIR New Zealand has hiked the prices of its pre-paid, excess and overweight baggage, as well as domestic pet carriage.

The new rates recently came into effect, with customers to now pay one flat fee for excess and overweight baggage, regardless of the size or weight of the item.

Pet pricing has also been simplified, with pax to pay a domestic flat rate of \$120 for their furry friend to fly with the carrier.

"We are experiencing a highcost environment, which means we're having to adjust pricing across several areas," Air NZ Chief Customer and Sales Officer Leanne Geraghty said.



\*T&Cs apply. Discount applies to HX departures from 01 April 2025 and 31 March 2026. Offer ends 30 June 2024. Visit website for more details.



## Envoyage showcase a great success

ENVOYAGE'S unforgettable event, 'A Celebration of Partnerships', was brimming with excitement and elegance, as the new brand was unveiled in the company of esteemed travel industry partners, who gathered for a night of networking and celebration.

From the warm welcomes to the inspiring address from Australian General Manager, Nick Queale, the

evening was a testament to the strong relationships with valued partners, emphasising the importance of these



**MARTINE** Nunes, Oceania Cruises

and Astrid Richardson from FCTG.

t 1300 799 220

and Ingrid Berthelsen, Evolution Travel Collective.

## **CORPORATE UPDATE**

## CZ link vital for WA biz

**FLIGHT** Centre Travel Group's (FCTG) corporate division has hailed the planned resumption of China Southern Airlines between Perth and Guangzho from Nov (TD 27 May) as crucial in keeping business travel bookings between China & Australia in strong shape.

The added capacity from Perth will bolster the ongoing recovery of China-Australia trade, which FCTG noted had already shown plenty of green shoots this year. "For the first three months of

#### BCD empowered

**BCD** Meetings & Events (BCD M&E) has introduced its new Empower brand, which encompasses its proprietary technology tools.

The structure, which aligns with the company's three-year strategic plan, aims to increase the clarity of the company's technology portfolio, highlighting the efficiencies of each tool for B2B meeting organisers.

There are six tools under the Empower brand, including Assist, a generative AI tool designed to enhance productivity and assist with daily tasks.

"Each proprietary application under the Empower brand is purpose-built and enables our teams to address unique client needs, while helping to provide an unmatched level of service", BCD Senior Vice President of Global Technology & Products, Ted Stone, said.



the year, we've already seen a massive increase in the number of bookings between Perth and China, taking off by 54% year-onyear," FCTG Corporate Managing Director for ANZ. Melissa Elf said.

"The number of travellers have also hit an upward trajectory of more than 130%," she added.

The timing of the new China Southern Airlines route is a timely one, with Western Australia keen to cement future business with its most important trading partner.

"China has been Western Australia's largest trading partner for 17 consecutive years, with total exports reaching \$144.6 billion in the 2022-2023 fiscal vear," Elf said.

"This accounted for 55% of Western Australia's overall exports; among this, 85% of iron ore and 99% of lithium produced in the state are sold to China."

On another front, Elf also said the new Chinese route from Perth will continue the effort to bring down airfares as Australia is able to successfully add air capacity following the pandemic.

"The return of Chinese carriers to our shores is something that we've long championed as a key facet of airfares reducing and we've seen over recent months exactly that," she observed. AB

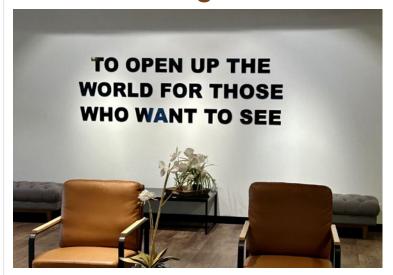
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### FCM dreams big in Melbourne



FCM Travel Australia's Senior Director National Sales, Stephen Finlay, has travelled to Melbourne to check out the corporate travel management company's new office in Bourke Street.

"What an amazing space for our people and our customers,"

#### Prices take a big dive

**SKYDIVE** Australia is offering \$50 off 15,000ft skydives at most of its drop zone locations around the country, in celebration of its 25th anniversary this year.

Thrill-seekers can take the plunge at 14 idyllic locations around Australia and New Zealand, including Airlie Beach, Cairns, Newcastle, Yarra Valley, Queenstown, and Wanaka.

The anniversary discount can be redeemed by using the code '25BDAY' when booking between 03-11 Jun, HERE.

Findlay enthused in a post on LinkedIn yesterday.

He shared a few snaps of the modern and spacious new office, which features an inspirational #dreambigger wall.

**MEANWHILE**, FCM released a new guide this week offering insights into how travel managers can improve the value of their travel program - read it HERE. JM

#### AITCAP unveiled

THE full program for the 2024 Accessible and Inclusive Tourism Conference (AITCAP) has been released, with earlybird registrations now available.

Taking place at the Melbourne Convention and Exhibition Centre on 27 Aug, the annual event will include learning sessions with experts on accessible and inclusive tourism.

See the full program **HERE**.



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Score discounted airfares with Airnorth's 'Dreamlike Kimberley' sale, with seats between Broome and Kununurra available from \$199. The offer is valid for bookings made by 31 Aug, for travel up until the same date. Take in the magic of WA's Kimberley region with breathtaking landscapes and exhilarating adventures - book flights on 1800 627 474.

Solo travellers will pay 50% compared to the standard 100% single supplement on select MSC Cruises' Mediterranean and Northern Europe voyages between 20 Nov 2024 and 25 Jan 2025. Eligible itineraries include the seven-night sailing from Barcelona to hot spots such as Marseille, Rome, Palermo, and Valletta, with prices starting from \$1,904pp. Call MSC on 1300 028 502 to make a booking.

Oaks Sunshine Coast Oasis Resort has teamed up with Australia Zoo to create the ultimate Sunshine Coast escape for families. Make a booking before og Jun for stays until 12 Sep to enjoy the 'Go Wild with Oaks' offer, which includes two-night stays for a family of four in an Executive Family room, as well as breakfast, a one-day family day pass to Australia Zoo, up to \$50 food and beverage credit, and more. Prices start from \$699 for a family of four - CLICK HERE to book.

During the upcoming autumn and winter seasons, travellers can enjoy the unique charms of the Rhine with Viking. The cruise line is offering savings of up to \$4,600 per couple on select Rhine River voyages with its 'Discover More' sale. The savings can be applied to the 15-day Grand European Tour between Budapest and Amsterdam, which is now priced from \$7,395pp. Learn more on 138 747.

Perfect for couples, Chateau Elan at The Vintage Hunter Valley has announced a 'Winter Romance Package'. From \$369, guests can book a one-night stay at its one-bedroom apartment, and enjoy a buffet breakfast in the onsite restaurant, as well as a cheese platter and a bottle of Hunter Shiraz. Book now for stays until 31 Aug - CLICK HERE

Score a three-night complimentary stay in Broome, and snatch up extensive savings on Cruise Traveller's 13-night Kimberley and Broome cruise and stay package for bookings made by 23 Jun. Guests will enjoy a 10-night luxury expedition cruise from Broome to Darwin aboard Ponant's 184-guest Le Jacques Cartier, with a total saving of \$6,335 available per person for the earlybird offer. Contact Cruise Traveller on 1800 507 777 to learn more or make a booking.

To celebrate the European summer, youth tour operator Contiki has launched a new 'Splash Sale' promotion, offering travellers savings of up to 30% on select trips. Included in the deal are exciting itineraries like the 11-day Greek Island Hopping, the eight-day Croatia Island Sail, and much more. To take advantage of the brand's latest summer deals, see more details HERE.



### Furama is coming to Sydney



**SINGAPORE-BASED** hospitality company, Furama Hotels International (FHI), is set to debut in Australia this winter, with Furama Darling Harbour to open in Sydney on 01 Jul.

Furama will rebrand an existing property, the Holiday Inn Darling Harbour, as well as undertake a refresh of the hotel's lobby and restaurant spaces, with works to commence early next year.

The property will introduce technology improvements such as mobile check-in/out, mobile TV casting and digital key access.

#### A marvel-lous offer

TRAVELLERS can enjoy earlybird savings of up to \$3,000 per couple on Travelmarvel's 2025 Canada and Alaska program, which is out now.

The range includes coach, rail and cruise journeys spanning from the east coast to Alaska's Glacier Bay and the Rocky Mountains in western Canada.

The popular 21-day 'Reflections of the Rockies & Alaska Cruise' is iust one of the itineraries on offer. priced from \$10,995 per person twin share - more details HERE.

Additionally, the Furama Darling Harbour is poised to benefit from the \$44 million revitalisation plans for the nearby Haymarket area, as well as the creation of a \$3 billion Tech Central Innovation hub close by.

Hotel Manager, Melvin Lim, said the milestone opening is the brand's "next big step" in growing Furama's mid-range hotels in key new markets across the Asia Pacific region. JM

A render of the lobby **pictured**.

#### Becoming the artist

**CULTURAL** Attractions of Australia has added two new experiences for travellers seeking authentic activities that represent the Australian story.

Visitors to the Art Gallery of NSW can now participate in a 3.5hour 'Become the Artist' drawing class in the gallery's Grand Courts, which includes a gallery tour and three-course lunch, priced from \$990 per person.

In Melbourne, the 'Keepers Collection Tour' is hosted by the MCG and includes a private tour of the Australian Sports Museum, priced from \$175 per person.

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Editor - Adam Bishop Deputy Editor - Matt Lennon Cruise Editor - Myles Stedman Journalists - Janie Medbury, Matthew Wai

Editor-at-large - Bruce Piper Publisher - Damian Francis Associate Publisher - Jo-Anne Hui-Miller

#### 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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