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Today's issue of TD

Travel Daily today features seven pages of the latest travel news, including our **Corporate Update**, plus a full page from **AAT Kings**.

Bon Voyage earlybird

A REMINDER that earlybird tickets to our festive Bon Voyage event on 28 Nov end today.

The end-of-year party for the entire Australian travel industry is being hosted at the stunning new 12-Micron Barangaroo, which enjoys sweeping views across Darling Harbour in Sydney.

Emceeding the event will be celebrated TV and radio personality, Tim Ross.

After today, tickets will be available to purchase at regular rates - see [HERE](#) for more details.

FCTG launches insurance

FLIGHT Centre Travel Group (FCTG) has launched new travel insurance options, in what is the first time the company has ever put its name to such a product (**TD** breaking news).

The new range of branded travel insurance products is bookable through Flight Centre, Travel Associates, and Cruiseabout in Australia from this week, with other markets to launch in the coming months.

The exclusive travel insurance range is backed by global provider Europ Assistance, and allows FCTG's core leisure brands to market a travel insurance product designed specifically for its key demographics and segments.

The range includes a uniquely developed travel insurance product specific for cruise holidays, as well as inclusions for luxury travellers and families.

FCTG Global Leisure Chief Executive Officer James Kavanagh said the new product range

Oceania takes over

IN WHAT will be the debut move for an Australian cruise line, Oceania Cruises has announced an exclusive Travel Associates x Oceania Cruises takeover (**CW** breaking news).

Running nationwide throughout Nov, the takeover will see Oceania Cruises promoted as 'Cruise Line of the Month' via Travel Associates' digital campaigns and in-store activations, while clients of the Flight Centre Travel Group brand can access special booking offers.

Additionally, Oceania Cruises will install a series of deluxe travel specialist pop-up desks inside all branches of Travel Associates stores, allowing the luxury brand to invite clients in store to discuss their travel plans.

There will also be a series of cheese and wine evening events, where guests can learn all about the cruise line's offerings.



offers a more comprehensive and tailored insurance coverage for peace of mind when travelling.

"Our customers put immense trust in us to bring their travel experiences to life, and we firmly believe comprehensive travel insurance is a core part of this experience," he said.

"We believe this is a world-class travel insurance offering for protection and peace of mind, and ultimately this will mean a better overall holiday experience for our customers." *MS*

Earn with AAT Kings

AGENTS can earn a \$100 gift card for every AAT Kings booking deposited this month - and double that for Inspiring Journeys bookings - find out more on [p8](#).

A standing Ovation

ROYAL Caribbean's *Ovation of the Seas* will sail into Sydney Harbour tomorrow to mark the start of a bumper 2024/25 summer season.

The ship will operate a line-up of 22 voyages, from two- to 14-night cruises, visiting destinations around Australia, the South Pacific, and New Zealand.

"The 2024 season will be one for the books, with young families and holidaymakers new to Royal Caribbean enjoying the ultimate holiday on *Ovation of the Seas*," said Gavin Smith, VP and MD, Aus and NZ, Royal Caribbean Int'l.



Rex to sell off more

FRESH from divesting its Pel-Air Ambulance business for \$47 million (**TD** 25 Oct), Rex has listed its southern New South Wales flight school operation for sale to shake off more debt.

The sale of the Wagga Wagga facility could fetch as much as \$17 million, and will be conducted by administrators Ernst & Young.

Launched by Rex in 2010, the training academy offers cadet pilots a 40-week program to potentially join the Rex ranks.

Wagga Wagga MP Joe McGirr said the facility will likely operate as normal and be rented back to Rex as a flight school.



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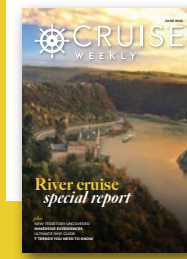
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NZ cruise is in reverse

DESPITE a new study showing that cruise tourism in New Zealand delivers more than NZ\$1.37 billion a year in economic value, the New Zealand Cruise Association (NZCA) has warned the industry is in reverse.

“While cruise tourism is thriving in the rest of the world, New Zealand is going backwards and

local communities are facing a 20% reduction in visitor numbers over the coming season,” NZCA CEO Jacqui Lloyd said.

“New Zealand has become one of the world’s most expensive destinations for cruise operations, and this is already costing Kiwi businesses millions as ships head elsewhere,” she added.

A joint study by the NZCA and the Cruise Lines International Association (CLIA) found that in the 2023/24 period, direct passenger and crew expenditure equated to a healthy NZ\$637.8 million, in addition to an indirect spend of NZ\$729.2 million.

Indirect value represents the induced benefits that flow through the New Zealand economy, as well as the employment created.

The report also calculated a cruise passenger spends an average NZ\$283 every day on shore in New Zealand.

“Cruise tourism provides enormous economic benefits, not just in the major cities, but also dispersed among regional ports and destinations around New Zealand,” CLIA Managing Director Australasia Joel Katz said.

New Zealand has come under fire by travel and tourism stakeholders on both sides of the Tasman for creating too many disincentives to travel or book a cruise holiday, namely a customs fee rise of 88%, which comes into effect from 01 Dec. *AB*

Eurostar incentive

TO CELEBRATE Eurostar’s rebranded classes and SNCF’s new direct Paris-Berlin service, Rail Europe has launched an agent incentive, which will see sellers bank \$10 from the second booking they make on any Eurostar and SNCF service between 01 Nov and 15 Dec.

Starting 04 Nov, Eurostar will offer three streamlined, network-wide classes: Eurostar Standard (formerly Standard) for basic seats; Eurostar Plus (formerly Standard Premier) for bookings that require more flexibility; and Eurostar Premier (formerly Business Premier) for the pointy-end premium experience.

The six-week incentive applies to per booking, not per journey or pax, and also includes booking of ad hoc groups.



Ayers rocks on after 40 years



IN CELEBRATION of its 40th birthday, Ayers Rock Resort invited VIP guests and travel partners to participate in a range of activations last weekend.

Located 25km from Uluru with unrivalled access to Uluru-Kata Tjuta National Park, the resort also hosted household names like comedian Celeste Barber, *The Chase Australia*’s Beau Ryan and Indigenous actor, Miah Madden, on a culturally immersive itinerary.

The milestone arrived during a bumper season for Uluru, with Ayers Rock Resort seeing demand that exceeds pre-COVID levels, and following a period of significant investment in the resort’s offerings.

Two all-new cultural storytelling experiences - Wintjiri Wiru and Sunrise Journeys - use advanced technology to celebrate and share Indigenous culture, while

a recent multi-million-dollar refurbishment for Outback Hotel & Lodge saw all rooms and public spaces upgraded.

“Uluru is considered the spiritual heart of Australia - it’s a place where visitors from Australia and overseas come to connect with Country and culture,” said CEO of Voyages Indigenous Tourism Australia, Matt Cameron-Smith.

“We’re so proud of the role we play in helping our guests immerse themselves in the richness of the world’s oldest surviving culture, while empowering Indigenous Australians through employment, training and economic benefit through tourism.”

Ayers Rock Resort was recently recognised for its leadership in responsible tourism, winning the Responsible Tourism Award (Oceania) at the World Travel Awards this year. *JM*

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Tourplan runs update

TOUR operator and DMC software company Tourplan has released an upgrade to its technology platform to improve the user experience.

The release of NX Version 2.5 delivers updated accounting and operational functionality, including new standalone web applications to allow read-only access to accounts receivable and payable transactions, as well as limited debtor and creditor account information.

Further user benefits include the ability to map multiple external supplier connections to a single Tourplan NX supplier, the option to update passenger names via hostConnect when updating bookings, and emails being automatically imported from specific email addresses directly into Tourplan NX, which can then link to bookings based on the subject and email address.

Tourplan NX Version 2.5 is now available globally.

ATAC flies away with Air Tickets deal

THE Australian Travel Agents Co-operative (ATAC) has appointed Helloworld-owned Air Tickets as its sole and exclusive air consolidator from 01 Jan 2025.

ATAC made the decision following a comprehensive market assessment to locate the best value for its members, especially as it embarks on a pathway of future expansion.

“ATAC has ambitious growth plans, and it was essential to partner with an air consolidator that shares our forward-looking vision,” Chairman Jack Taylor said.

“With Air Tickets, our members can expect even greater returns on their efforts.”

The decision also marks the end of the existing relationship with the Spiros Alysandratos-founded Consolidated Travel, which has supplied ATAC with air consolidation for many years.

Fresh from accepting an NTIA on behalf of SmartRefunds in the



category of Innovation, Group General Manager Consolidation at Air Tickets, Rohan Moss, welcomed ATAC to the Air Tickets and Helloworld family.

“We’re thrilled to be appointed as ATAC’s consolidator of choice, and our team is ready to ensure a seamless transition for all members,” Moss said.

“ATAC is a remarkable buying group with a strong track record of success, and we look forward to supporting their growth from 2025 onwards.

“In addition to the value for ATAC members, the Air Tickets SmartSuite of products, including

the 2024 NTIA Winner for Innovation, SmartRefunds, was a compelling contributor to selecting Air Tickets due to the efficiency for consultants that our tech stack delivers,” he added. **AB**

RexPax buys ResBook

NEW Zealand-based online hotel booking engine ResBook has been acquired by Australian tour management software company Rex Pax for an undisclosed sum.

The deal is effective from today, and includes the purchase of ResBook’s property management system, tourism-themed websites, booking engine, and audience membership platform.

This acquisition marks the first time in the Asia Pacific tourism industry that a single software development company can provide both a tour and hotel reservation system.



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Vietnam is stronger

VISITORS from Vietnam have grown significantly following the pandemic, with nearly 178,000 tourists arriving in Australia in the 12 months to Aug 2024.

The numbers were revealed by the Federal Department of Tourism this morning, with the healthy two-way passenger volumes attributed in part to concerted efforts to improve economic and air connections between the two nations.

Since launching the 'Invested: Australia's Southeast Asia Economic Strategy to 2040' a year ago, Australia has been stepping up efforts across SE Asia to boost out- and inbound visitation.

"It is very encouraging to see strong growth in visitors from Vietnam to Australia, which is supporting Australian tourism businesses to succeed and grow," Tourism Minister Don Farrell said. "Tourism is a key component of our strong relationship with the fast-growing economies."

Boomers in the back seat

LESS than a quarter of Baby Boomers in the APAC region are actively involved in travel planning, a new intergenerational report from Booking.com shows.

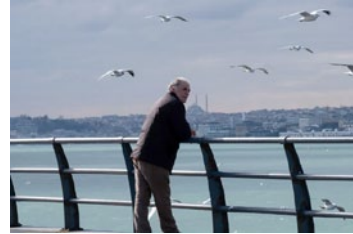
While just over half of older travellers jointly plan trips with the family, 23% step away from the process entirely, while only 20% consider themselves the chief planner.

The person most likely to take charge of travel bookings are Millennials, accounting for close to half of main planners, while Gen X are taking the reins 37% of the time, and Gen Z 34%.

The report also showed the generation most likely to hold the purse strings preferred quality food and beverage experiences above any other demographic.

Millennials also favoured a holiday that provided a chance to relax when making bookings.

Accommodation providers looking to woo Millennials



have the best chance when the property is close by to activities and attractions, have accessibility facilities for older travel companions, as well as pools, waterparks and splash areas.

Tours that include museums, walking/hiking tours and religious sites were the least likely to thrill Millennials, while casinos, spas & massages, and live shows were the biggest incentives to book.

Listed as the biggest benefits of intergenerational travel, Millennials said caring for older relatives, having assistance with child care, and exposing their kids to good role models were the most attractive features. *AB*

EK ramps up Africa

EMIRATES has bolstered its presence across Africa, announcing the introduction of additional flights to Entebbe, Uganda; Addis Abba, Ethiopia; and Johannesburg, South Africa.

The changes have seen services to Uganda rise to daily from five times weekly, daily flights to Addis Abba start from 01 Jan, and a fourth daily flight to Johannesburg from 01 Mar 2025.

The news follows Emirates' return to Lagos, connecting Nigeria's economic hub to its global network with daily flights.

Emirates has progressively grown its presence on the continent and now serves 20 passenger and cargo gateways.



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Window Seat

THE chance to score 50,000 Qantas points is up for grabs for those who want to participate in an experiment to help mitigate jetlag.

To have a chance of being involved, travellers must be a Qantas Frequent Flyer and plan to board long-haul flights with the airline out of Sydney over the next three years.

The research comes as Qantas moves closer to the anticipated launch of ultra-long-haul direct services between the east coast Australia and major outbound destinations like New York and London under Project Sunrise.

Research participants must fly in economy or premium economy on eligible routes at particular times from Sydney to Los Angeles, Johannesburg, London and New York.

The study will be conducted periodically over the next three years, and will form part of the airline's ongoing work with the University of Sydney's Charles Perkins Centre.

Qantas will be paying close attention to aspects of the ultra-long flight such as light, food intake, sleep and physical movement in the air and on the ground afterwards.

The carrier said it has been working with experts in nutrition, sleep, physical activity and complex system modelling from the Charles Perkins Centre for many years in preparation for the study.

Under Project Sunrise, QF plans to launch direct services between Sydney and London and New York using A350-1000 ultra-long-range aircraft with an extra fuel tank.

Sydney to NYC flights will take around 20 hours to complete, and will launch in the middle of 2026.

HX rides the wave

HX EXPEDITIONS has partnered with Heriot-Watt University in Scotland to collaborate on the Whales & Arctic Vessels Project (WAVE), an initiative to investigate where and how often whales encounter ships in the high Arctic.

The five-year agreement will also aim to find out how the mammals react to these encounters, harnessing HX's expedition network and the line's ability to engage both guest passengers and the wider public on key environmental research.

Passengers on board HX ships on planned commercial voyages will also have the opportunity to participate in citizen science programs, allowing them to contribute valuable data.

"This is another example of how HX is continuously working towards responsible experience with experts," Managing Director APAC Damian Perry said.

Flight attendants now paid the same

THE Federal Government's 'Same job, same pay' laws have kicked in today, delivering pay rises of up to 28% for around 2,000 flight attendants.

The changes mean labour-hire workers are paid the same as employees hired directly by the company, and closes a loophole that allowed employers, including airlines, to minimise labour costs.

Federal Secretary of the Flight Attendants' Association of Australia, Teri O'Toole, hailed the decision as a critical step toward pay equality in the air for important labour hire workers.

"Some of our cabin crew can earn significantly less than directly employed crew despite doing the same job, all because they are technically employed by a labour hire company," she said.

"These first wave of pay rises for our members will go a long way in restoring dignity to our profession," O'Toole added.

SPAIN WITH ENTIRE TRAVEL GROUP - DAY 8



DAY eight of Entire Group Journeys' famil of southern Spain saw agents introduced to Valencia – a city of contrasts, where sleek modern architecture meets old-world charm.

THE day began with a private guided tour. First up was a photo stop at the City of Arts and Sciences – a futuristic marvel reflecting Valencia's spirit of innovation – then it was straight into the historic heart of the city.

THE group explored Valencia's most cherished landmarks, including Plaça de la Reina and Plaça de la Virgin, with their lively atmospheres and vibrant street life, and the hidden charm of Plaza Negroito.

AT the Gothic-style Llotja de la Seda, Valencia's UNESCO-listed silk exchange, they were transported back to the height of the city's trading days, while a walk through the city's bustling markets provided a sensory feast, showcasing everything from fresh produce to local delicacies.

AFTER a bit of free time, the group headed to the beach for an authentic Valencian paella, savouring the flavours of the region. Satisfied and inspired, they boarded the coach once more, setting off towards Barcelona for the final chapter of their Spanish adventure.



TOP: Left front to back: Laurin, Tim, Molly, Abby. Right: Kate, Carlos (Tour Director), Kate, Tara, Robin, Jo. Taking photo Santo.



Famil IN FOCUS is our feature showcasing some of the photos from recent industry famils. If you want your famil to be featured, email advertising@traveldaily.com.au.

CORPORATE UPDATE

Brissy enjoys big boom

A CORPORATE travel boom in Brisbane has cemented the city's place as a top business hub, with new figures from Tourism Research Australia revealing a 20.5% year-on-year surge in domestic business-related travel to the Queensland capital.

The numbers mark the strongest growth among all Aussie capital cities, with Brisbane's packed calendar of corporate events and a maturing hospitality sector

driving business travellers to stay, explore, and visit the city beyond the boardroom, helping contribute to a record-breaking annual visitor spend of \$10.7b.

The results mean the city is on track to become Australia's number one 'bleisure' travel destination, the Brisbane Economic Development Agency (BEDA) believes, particularly with the 2032 Summer Olympics and on the horizon.

BEDA General Manager Tourism Business & Major Events Lorelle Chittick said year-on-year growth marked a decisive shift in the city's business travel landscape.

"Brisbane's global reputation as a place to live, visit and do business continues to strengthen, with business travel reaching its highest levels since COVID-19," Chittick said.

"Brisbane is a world leader in science, health, technology, agriculture and energy, which also makes our city an attractive destination for the brightest minds in the world to come together for global conferences.

"The city's culinary scene is also booming, with a huge choice of venues, including the newly opened Naldham House and renowned Walter's Steakhouse and Wine Bar."

Business visitation overall to Queensland grew by 7.9%, outpacing New South Wales (up 5.9%), Victoria (up 0.8%), and the national average (up 5.4%). MS

CWT marches on

CWT'S SatoTravel arm has been awarded a five-year US Army contract to manage travel services for the military when it is travelling internationally.

The 'OCONUS' (Outside the Continental United States) contract covers an estimated 163,000 air and rail transactions annually, which began implementation on 15 Oct.

The task order supports army travellers with official and leisure travel combined with official duties, standalone leisure travel at select locations, group movements, 'Patriot Express' flights, and family and pet travel.

CWTSatoTravel will also handle emergency leave and crisis response, offering expanded travel support options via phone, email, and chat, ensuring 24/7 availability for users.

The contract was awarded through a competitive pitch.



A finger on Pulse's milestone



PULSE Travel has celebrated its 35th anniversary, following what was a record-breaking year for the agency.

The South Brisbane-based firm was founded in 1989 by Stan and Anthea Klinakis, who desired to offer tailor-made travel services.

Pulse has since evolved from a dedicated team of two to a national agency with staff located around Australia, servicing clients across corporate, leisure, conference, groups and events.

Managing Director Stan Klinakis attributes Pulse's success over the past three decades to its ability to effectively meet client needs.

"What I love about our team is our agility; we can adapt to our clients' needs beyond traditional solutions, providing an exceptional level of service to ensure every client is well looked after at all times," he said. MS

WWI travel surge

THE 110th anniversary of World War I is seeing a surge in remembrance travel, with thousands of Aussies expected to follow in the footsteps of ANZACS from 2025-2028.

Mat McLachlan Battlefield Tours said its Gallipoli itineraries are in very strong demand for the next year, with the brand claiming the Western Front continues to be its most popular battlefield destination for Aussie travellers.

The tour operator offers a four-day 'Western Front Explorer' itinerary, which offers weekly departures from Paris.

Other popular itineraries including an eight-day 'Anzac Day at Gallipoli' (Apr), 10-day 'Gallipoli Signature Tour with Mat McLachlan' (May), and a four-day 'Gallipoli Discovery' (Sep).

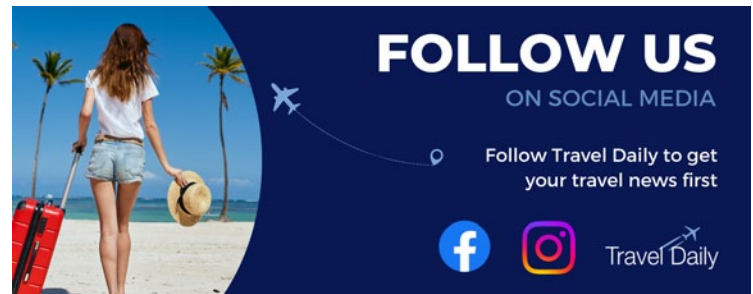


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Time is running out to take advantage of **Viking's** Fly Free sale, which offers free airfares on select 2025-27 river journeys and free airfares for companions on select 2025, 2026 and 2027 ocean and expedition voyages. The deal can be applied to sailings like the 15-day 'Grand European Tour' from Amsterdam to Budapest (or vice versa), which is priced from \$8,695pp. The promotion ends 15 Nov - see [HERE](#).

Tourism Western Australia has launched its Dream Sale, offering up to \$100 off flights to the state in collaboration with Webjet, alongside exclusive travel deals from operators across WA. There are nearly 200 offers available, including 40% off a luxury stay at COMO The Treasury, Perth, plus a \$50 dining credit, welcome drinks, and gourmet breakfast each morning. See the full list of offers [HERE](#), with travellers who book before 30 Nov to go into the draw to win back the cost of their tour or experience with Tourism Western Australia's 'Dreamy Freebies'.

Travellers can save up to 30% on hundreds of **G Adventure** trips worldwide, thanks to the brand's annual Cyber Sale. This includes tours from the new 'Solo-ish Adventures' travel style, specifically designed for lone travellers of all ages, as well as a selection of getaways featured in the new 'Geluxe' collection of upgraded active adventures. The deal applies to trips departing between 01 May and 31 Aug 2025, for bookings made by 03 Dec. Find out more [HERE](#).

Cruise Traveller is offering savings of \$2,798 per couple on a new 14-night 'Tartan and Tides' package, which includes a 12-night sailing aboard Atlas Ocean Voyages' luxury expedition ship, *World Voyager*. Available to book until 30 Nov, the package begins on 16 Jun 2025 with a night in Edinburgh, and also includes a night in Norway to conclude the journey. To find out more, contact Cruise Traveller on 1800 507 777.

Holidaymakers can enjoy 25% off hotel stays with **Nesuto** across Australia and New Zealand this summer. The 'Unveil summer's best kept secrets' campaign offer is valid for bookings made from 01 Nov 2024 to 30 Mar 2025, for stays until 30 Jun 2025. Stays start from \$179 per night at Nesuto properties in Geraldton, Melbourne, Auckland, and more. Further details can be found [HERE](#).

Uniworld has extended its 10% early booking savings for its 2025 adventures, as well as offering double the discount on select departures, including the 10-day 'Tulips & Windmills' cruise from Amsterdam to Antwerp. Take advantage of the special before 08 Nov 2024, [HERE](#).

Aussies who are looking to travel to Europe and Asia will want to get onto **China Airlines'** latest promotion, which offers discounts on flights to 22 destinations, including London, Sapporo, Hong Kong, and more. Deals start from \$1,087 (tax included) round trip departing from Sydney. Book [HERE](#) before 07 Nov 2024.

Burgdorf makes travel matter



THE Luxury Travel Collection's General Manager of Brand, Anna Burgdorf, took part in one of Adventure World's (AW) Make Travel Matter destination experiences on a recent trip to Vietnam with her daughter.

The pair spent a morning with Reaching Out, an NGO that supports local artisans with disabilities, at its traditional tea house in Hoi An, where they made silk lanterns during an arts and craft workshop run by people with disabilities.

While there, the duo got some of their Christmas shopping done, bringing home ceramics and silver and brass tea and artisan coffee accoutrements.

"I would honestly say that this is a 'must do' if you travel to Hoi An...it was meaningful, creative and sustainable," said Burgdorf.

Pictured: Burgdorf poses with Adventure World Managing Director Neil Rodgers while on the special Vietnam trip.

DL mandates snaps

DELTA Air Lines (DL) has told its flight attendants they cannot prevent passengers from taking photos of them during flights, following a number of viral controversies in recent weeks.

The most high-profile incident occurred when a DL flight attendant snapped by a passenger wearing a Palestine flag pin, which went viral and promptly led to the airline mandating that only US flag pins be worn by staff.

After some flight attendants complained about the invasion of privacy, DL conformed overnight the airline has no legal ground to prevent a traveller from taking photos of attendants.

However, DL noted a critical exception to the policy is any photos taken that flight attendants feel compromises their security, in which case they will receive company support.



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