Travel Daily First with the news



YOUR BUSINESS, YOUR SCHEDULE NEVER MISS A MOMENT THAT matters

MOBILE TRAVEL AGENTS

\$5k shopping spree

VIVA Holidays has a \$5k Prezzee voucher up for grabs for one top-selling agent of Rocky Mountaineer product, with points available for sales on different itineraries - details on page eight.

Unlock Hong Kong

INFINITY Holidays has launched a range of new land-only Hong Kong travel packages, featuring deluxe hotels . transfers and Disney tickets - see page nine.



Tuesday 1st Apr 2025

Movements from mobile

EXCLUSIVE

ITRAVEL has revealed strong interest in its Franchilli internal structure, which encourages agents to grow their businesses by moving out of home and into a physical retail space.

Speaking to TD at the company's recent conference in Sydney, itravel Managing Director Steve Labroski said it is about finding the right agent and the right location to make it work.

"If you get it right, agents are doubling and heading towards tripling their [sales] volumes," Labroski explained.

"Basically, what we're doing is taking away the hard work that an owner of a retail store has to worry about.

"So you don't need to worry about finance, accounting and everything else.

"What we're doing is taking that away and letting advisors do what they love, and that is selling because that's what they want to do," he added.

"All you're adding is a rental space, and generally, that rental space is anywhere between \$30,000 to \$40,000, so we're not asking you to spend hundreds of thousands of dollars.

"You can do a comfortable fit-out for \$15,000, so it's very efficient, and then you actually access a certain volume of walkins - one or two bookings a week [which pays] for the rent, but that's one or two new bookings that you never had and probably wouldn't have gotten.

"When you double that after 12 months, the new clients and that word-of-mouth spreads, and that just keeps growing and



growing, so in six months, you've seen good success," Labroski said. Itravel launched Franchilli last year (TD 01 Oct 2024) and since then, has worked to establish several mobile agents into physical shops in prime locations in their communities.

So far, the program has yielded new stores in the NSW towns of Camden and Eastern Creek, along with Naracoorte in SA (pictured), with more in progress. ML

TC moves dates

TRAVELLERS Choice has moved the dates for its 2025 conference back one week due to scheduling conflicts with preferred suppliers.

The retail group will now host its annual gathering with members at Pullman Melbourne On The Park from 28-30 Nov.

Managing Director Christian Hunter said other retail groups scheduling their events on the same weekend "reflects poorly on the professionalism of our industry and puts undue pressure on our preferred partners".

Today's issue of TD

Travel Daily today features seven pages of news, including our Sustainability page, plus full pages from:

- Viva Holidays
- Infinity Holidays

FJ joins the club

FIJI Airways has formally become a full member airline of oneworld, and is now offering the full suite of alliance benefits to its customers.

Flagged last year (TD 04 Jun 2024), the Pacific carrier's pax can access 700 airport lounges, priority check-in, and a host of loyalty points benefits.

Fiji Airways has also officially adopted American Airlines' AAdvantage program, revealed last year (TD 28 Jun 2024).



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Tuesday 1st Apr 2025

Club Med eyes local resort

ALL-INCLUSIVE resort operator Club Med is on the hunt for a new property in Australia or New Zealand, with the company acknowledging a local offering represents "a gap in our worldwide portfolio".

Speaking to **Travel Daily**, Club Med General Manager Pacific, Michelle Davies said the company remains eager to reopen in Australia or New Zealand but it has not been able to find the right type of property.

"We are looking for something that is within two to three hours of an international airport [and] predominantly something that is [located] on a beach front, and we haven't been able to find anything that matches that criteria," Davies conceded.

"We haven't been able to find anything that matches that criteria, as well as other criteria to make sure that we're opening something that aligns to the more premium aspect of our brand that we have in our portfolio now, compared to our brand in those days," she added.

The French resort brand has not operated a property in Australia since the closure of Club Med Lindeman Island after it sustained significant damage from Cyclone Yasi in 2012.

After the cyclone, Lindeman Island was sold to Chinese firm White Horse Holding for \$12 million, which later sold it to Singaporean company Well Smart Group after plans for its own sixstar resort floundered.

The Queensland Government has invested in revitalising its islands, last year providing a grant to Well Smart Group as part of a \$30m Growing Future Tourism scheme (**TD** 12 Feb 2024).

Davies added Club Med is eager to open a local location either by managing an existing resort or developing a newbuild. *ML*



Qantas plays a straight bat



QANTAS has strengthened its commitment to Australia's national sport by inking a new three-year agreement with Cricket Australia, becoming its overseas tour partner for both men's and women's teams.

The contract represents an expansion of Qantas' existing partnership with Cricket Australia,

having been its official airline partner for over a decade.

"We're really proud to support women's cricket, which has seen a surge of participation in recent years and look forward to continuing our long innings with Cricket Australia," said Catriona Larritt, Chief Customer & Digital Officer at Qantas Group. JM



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SALES FROM 1-3 APR 2025 23 (INCLUSIVE)

TRAVEL BETWEEN 23 APR - 9 JUL 2025 (INCLUSIVE)

Regular aftersales apply. <u>Click here</u> for black out dates.





Tuesday 1st Apr 2025

Scenic expands exec roles

SCENIC Group has promoted two of its senior executives to support the company's growth in the Australian market, as well as manage key global marketing and product responsibilities.

Katherine O'Neill (**pictured**), who has worked at Scenic for nearly six years, has been elevated to the role of Director, Scenic Group Global Marketing & Branded Content, where she will help develop the brand and core marketing content for both the Scenic and Emerald Cruises luxury river cruises and superyachts.

The company has also promoted Angus Crichton, who now holds the title of Director, Emerald Cruises AU/NZ Sales, Marketing and Scenic Group Land Product.

Drawing on 27 years' experience with Scenic Group, Crichton will oversee the company's land product team.

"We are excited to significantly expand the roles of Katherine



O'Neill and Angus Crichton to support Scenic Group's growth," said Anthony Laver, Scenic Group GM Sales & Marketing APAC.

"Katherine and Angus have been integral to Scenic Group's growth over the past five years, working closely with Emma Davie, Rob Kalemba and Nathan Ting within the Sales and Marketing team, in collaboration with all the other key business units across the operations, reservations, IT and customer care," Laver said. JM Click here to discover

Taiwan

ATIA portal now live

THE Australian Travel Industry Association (ATIA) has launched its Election Hub (*TD* 26 Mar), a member-led advocacy campaign to secure a stronger future for the sector.

The Hub (CLICK HERE) will give ATIA members the tools to influence outcomes which will shape the future of the travel industry, such as customisable toolkits, and electorate-level messaging to help members raise awareness - more on page four.

Explore cuts off 20%

EXPLORE Worldwide has launched a 20% discount on hundreds of its small group tours across Europe.

Destinations covered include Turkey, Georgia, Croatia, Greece, Malta, Albania, and more.

The limited-time offer is available to book from 01-10 Apr for travel dates from 01 Jun-30 Nov - **CLICK HERE**.



Travel Dail

LEARN MORE ABOUT TAIWAN & EVA AIR WITH TRAVEL DAILY TRAINING ACADEMY

WE'VE all heard of lemons when in the automotive industry, but aviation? One aircraft in particular

seems to be on the verge of taking that title.

If you happen to be booked on an Airbus A319 registered N837UA flying for United, you may want to swap flights.

As Simple Flying has pointed out, this particular Airbus has an interesting recent history.

The plane had to divert on a flight between San Francisco and Yellowstone due to an on board emergency, although ATC audio suggests it was an engine failure.

This was after it suffered an engine failure in Feb taking off from Houston.

What was that about "comes in threes"?

SCENIC ECLIPSE

EXPEDITION VOYAGES 2025-2027

Antarctica



Buenos Aires > Buenos Aires | 19 Days

TRAVEL PARTNER TOOLKIT



Tuesday 1st Apr 2025

Envoyage snags three more

ENVOYAGE, Flight Centre Travel Group's independent brand, has welcomed three new shopfronts in Sydney - Miranda, Drummoyne and Ryde.

While operating under the Envoyage brand, the trio of newly branded stores will remain independently owned and run by Ibi and Gada Selim in Miranda, Janene Pendleton in Drummoyne, and Lidia Scuglia in Ryde.

Envoyage General Manager Australia Nick Queale lauded the expansion as a testament to the offering of the group which was resonating with advisors.

"Our goal is to continue

Al key to air's future

CHOKE points at airports can be eliminated with AI, IATA's Area Manager for South West Pacific, Matteo Zanarini, shared at the SkillsIQ NSW ITAB Industry Forum late last week.

Speaking on a panel moderated by Rick Myatt, CEO of the Australian Travel Careers Council, Zanarini said that IATA was forecasting global air traffic would double by 2042 from what it is today, with "50% of that growth coming from the APAC region".

He asserted that airports would not be "popping up everywhere" which meant it was essential for the industry to focus on efficiencies to cope with the intense growth rate.

"What we are trying to achieve through our One ID initiative is to make sure that the travel experience for the passenger is seamless...to sustain the growth we just mentioned - without AI, that will be very difficult."



Travel Dailv



diversifying our footprint across the country and ultimately make the Envoyage brand name more visible, which benefits everyone in our network, not just those with their own shopfront," he shared.

"Sydney is a huge market for us - more than 50% of our existing network is based in New South Wales, so it will be highly beneficial for our members to have three permanent 'billboards' in our Ryde, Drummoyne and Miranda stores."

Envoyage Miranda Business Owner Gada Selim commented, "Envoyage has cutting-edge systems that have truly blown us away, the range of products, coupled with the buying power from FCTG, is exceptional".

"The Envoyage model is better suited to us as business owners, it has more dynamic systems for our consultants, and so much more product to offer our clients."

The news comes after the launch of the first ever Envoyage branded stores, located in Western Australia (**pictured**). All three businesses have moved across from Helloworld. *DF*

Sell now to survive

THE countdown for Topdeck's 'Sell to Survive' initiative is on, as advisors race up the Top 100 Agent Leaderboard.

Open exclusively to FCTG agents, secret bi-weekly prizes are on offer across five Amazing Race events in ANZ.

The top three agents will head to Topdeck's Global Gathering 2025 in Los Angeles.

The more agents sell Topdeck trips between now and 30 Apr, the higher they climb.

For more info, click HERE.

e info@traveldaily.com.au

t 1300 799 220

ATIA UPDATE

from Dean Long, CEO



WELL, there we have it - the federal election has been called for 03 May, and today we are launching our ATIA Election Hub. The Hub

has been created to provide you the resources to support ATIA's advocacy activity this election.

In it, you will find electorate specific factsheets on our key asks, letter templates and info on how you can set up a meeting with a politician who wants to represent you in Canberra.

Ingrid, LJ and I were in Canberra last week briefing our current politicians and our requests were very well received.

If you're interested in getting involved, sign up to our webinar **HERE** this Wed where we will provide a detailed briefing.

I am really pleased to see real momentum from members for ATIA Accredited.

With the 2025 ATIA accreditation year underway from today, we are excited about the value we will

JNTO appoints AWA

TRAVEL PR specialist Anne Wild & Associates (AWA) has won the Japanese National Tourism Organization account, and will help it capitalise on increasing demand from Aussies.

AWA will be tasked with encouraging visitation to some of Japan's less-discovered prefectures, particularly outside of the 'Golden Route' of Tokyo, Osaka, and Kyoto.

The PR specialist also recently secured the accounts of Raffles Sentosa Singapore, and was re-appointed by Minor Hotels, Norwegian Cruise Line, and Myconic Collection.



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deliver for our members over the next 12 months.

For the year ahead we will be delivering our A₃0 membership initiatives we announced at 2024 Beyond Borders.

For those businesses that have already submitted, thank you - we look forward to you proudly displaying your 2025 membership sticker.

The 2025 sticker brings back our famous tagline: 'Without an ATIA accredited travel agent/tour operator, you're on your own.'

I can't wait to see this back on shopfronts and member websites.

We acknowledge you are busy so we're extending our Renewal Rockstar competition for a further seven days.

Complete your renewal for the chance to win some amazing travel prizes - don't miss out.

Your commitment to ATIA's standards not only maintains trust and credibility with customers but also strengthens our industry.

Did you know that in 2024, 16% of businesses who applied for accreditation were rejected? So, if you're successful, represent this with pride.

InStyle shifts gears

NEW ownership for InStyle Adventures has been announced, effective today, with Ed and Kerry Bennett stepping down from running the Broome-based fully-guided private touring 4WD business which the duo launched in 2014.

InStyle Adventures will now be run by Paul Greening and Kerryn Browning, who will be assisted by the Bennetts over the first few months of their ownership.

At its peak, the business operated a fleet of six purposebuilt 4WD vehicles, employing a group of experienced tour guides and operating popular tours around the Kimberly and beyond.

In a statement, the Bennetts said, "Much of this has only been possible, without doubt, due to our travel industry colleagues, whether you have been one of our suppliers, a travel agent, or an industry body, we have truly appreciated the support and guidance we received".



sustainability@traveldaily.com.au Tuesday 1st Apr 2025

Brissy not bound

THE Olympic and Paralympic Games Brisbane 2032 is no longer contractually obliged to be "climate positive", sustainability publication *The Fifth Estate* has uncovered.

This is despite the International Olympic Committee declaring in 2020 that all games taking place from 2030 would be legally required to remove more carbon from the atmosphere than they emit.

Both Paris 2024 and Los Angeles 2028 games made voluntary pledges, while Brisbane 2032 is the first legally required to be climatepositive, according to the host contract signed in 2021.

However, the terms of the contract have since been quietly changed, with the word "climate-positive" swapped out for diluted terminology, for example, the directive has been amended to "minimise direct and indirect Games-related carbon emissions".

When asked about the changes, the International Olympic Committee said it "took the decision to no longer use the term 'climatepositive' when referring to its climate commitments" in order to ensure "transparent" communications, but said its "ambition to address the climate crisis" is unchanged.

VA, QR TO POWER UP LOCAL SAF INDUSTRY

VIRGIN Australia will invest in the development of a stronger sustainable aviation fuel (SAF) industry in Australia in collaboration with Renewable Developments Australia (RDA) and Qatar Airways.

The two carriers have become key partners on a project that will set out to deliver a homegrown SAF production facility in the Charters Towers region of North Queensland, which is expected to produce up to 96 million litres of the eco-fuel every year.

The facility will convert bioethanol derived from sugarcane grown onsite into 100% SAF, using proprietary PureSAF technology supplied from green tech firm KBR, while also generating all of the project's energy from renewable sources.



"The commercial aviation sector in Australia - indeed globally faces an enormous task ahead in working towards a target of net zero carbon emissions by 2050, which we cannot do alone," said Virgin Australia Chief Corporate Affairs and Sustainability Officer, Christian Bennett.

"Working together with industry partners and government to establish a domestic SAF industry in Australia will be essential - not only to achieve these shared emissions goals, but to strengthen Australia's liquid fuel security by reducing reliance on global supply chains and creating new, secure, jobs for those living in regional Australia."

The Boeing Company has endorsed the project through a positive letter of support to RDA, in which it states its commitment to collaborate in a number of areas, including policy advocacy and technical expertise.

Currently in pre-final investment decision stage, the project aims to deliver SAF from early 2029. JM

Pictured: The trial farm for Charters Towers' SAF project.

Adelaide Airport completes project to triple rooftop solar

ADELAIDE Airport has tripled its rooftop solar energy, completing the installation of 3,800 panels on its domestic and international terminal roof.

Installed in partnership with Iberdrola Australia, the new 2.3MWp Photovoltaic (PV) solar system now generates approximately 3,282MWh of energy annually, raising the airport's total solar capacity to 3.5MWp - enough to power 1,000 homes.

Previously, it comprised a system on the multi-storey



car park roof and a smaller pre-existing system on the terminal roof, which generated a combined 1.28MW. The enhanced solar system is

expected to supply 15% of the terminal's energy needs.

"This solar system has significantly increased Adelaide Airport's cost-effective renewable energy generation," said Adelaide Airport Managing Director, Brenton Cox.

"Cost-effective, renewable energy is important for the long-term sustainability of our organisation and our partners."

At the end of last year, Adelaide Airport became the first major airport in Australia to reach carbon neutrality.

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Tuesday 1st Apr 1925

SINC

A world-first passpor

IFLYFLAT has introduced a game-changing Global Air Passport that promises travellers an unprecedented volume of perks and less administration than any other document.

The company came up with the idea after spending months in the lab trying to perfect ways for flyers to cut through the maze of paperwork and long lines at airports around the world.

"Delays, cancellations, and security checks add to the frustration, making every journey a test of patience," iFLYflat CEO and founder Steve Hui said. Features of the Global Air

Passport include complimentary

entrv to over 150,000 airport lounges worldwide, regardless of airline, status. ticket class or number of friends.

ASSPOR 9

Anyone who has been issued the privileged document will also be able to proceed to the front of any line - even priority gates - any time or anywhere.

Travellers can access special lanes at participating airports typically reserved for A-listers and airport owners, allowing passengers to rub shoulders with

VA gets emotional

VIRGIN Australia has taken its service to new levels today, announcing it can now check in the emotional baggage of customers, free of charge.

Customers this morning using the service for the first time have given it a resounding endorsement, especially the customer who was able to check in the trauma of making a poor crypto currency investment.

Check out the full advertisement for VA's emotional baggage HERE.

the rich and the famous. However, perhaps the best selling point of the Global Air Passport is its list of special VIP additional perks.

Teleportation options for ultrashort connections have proved to be particularly popular with passport holders in beta testing, as have the personalised in-flight shout-outs delivered by the captain or senior crew on flights (only on certain routes).

Personal butler services in select airports have also been a big hit with travellers looking for that silver service touch while being processed at customs, and inflight gourmet meals prepared



celebrity chefs have been the icing on Maggie Beer's cake. Due to extremelv limited

foundation passes and overwhelming global demand, the Series A waitlist will close sharply at 11.59am on 01 Apr (today) - find out more details about this too-good-to-be-true passport HERE.

A sizzling stadium

THE Economic Development Agency and Regional Tourism Organisation RotoruaNZ is turning up the heat on sporting venues, unveiling a 75,000-seat, timberbuilt outdoor stadium funded entirely by sausage sizzles.

The Sausage Sizzle Arena will be completed in 2028 and cost snagloving customers about NZ\$4 billion in building costs.





THE Travel Corporation's Contiki brand is bottling up the magic of travel with its first-ever fragrance, Eau de Contiki.

Described by the youth operator as a "bold new scent" that captures the essence of life on a Contiki trip, notes include a combination of top snow, SPF 50, fresh coach upholstery, happy cries, teary goodbyes, and a lingering hint of Contiki magic.

The fragrance blends some surprisingly pleasant aromas like sweet moments with friends, espresso essence, and breezy sea air, with some slightly more questionable ones too, such as dance floor sweat, that 'final' drink of the night, and the earthy essential oils infused with the scent of boots that have lamentably trodden into one too many questionable toilets.

Contiki travellers can purchase Eau de Contiki from its website, but sadly, delivery to sailboats in the middle of the ocean is still a work in progress, the company confirmed a short time ago.

The scent also comes with warning of side effects, so customers should be aware of the potential of making new best mates, spontaneous life-changing moments, and an overwhelming desire to never go home.

The full list of ingredients also show that essence of pistachio gelato is contained in every bottle, as well as pizza crust crumbs and perhaps most importantly, "spice of the tastebud tingling taco that changed your world".

View Eau de Contiki HERE.



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Chadstone's wider redevelopment

with a premium experience." JM

Salter Changi tie-up

PROPERTY manager Salter

Brothers has named Tokvo

Century as its investment

30 Apr).

in 2028.

manager for its Hotel Indigo

Changi Airport development (TD

Tokyo Century's investment will

which is scheduled for completion

"We are delighted to partner

with Tokyo Century in executing

their first real estate investment

in Singapore," Salter Brothers

Managing Director Paul Salter

"This partnership aligns with

our strategic plans to invest in

high quality hospitality assets

offer strong growth potential.

"Singapore continues to be a

that are distinctly positioned and

said of the partnership.

key market for us."

contribute to the development

of Hotel Indigo Changi Airport,

and to provide our customers

Tuesday 1st Apr 2025

JRRENCY CHANGE

FOREIGN exchange brand

relaunch of its store in Chadstone

redevelopment and expansion of

Shopping Centre in Melbourne.

The outlet, which initially

opened in 2008, forms part

Located in the renovated

Market Pavilion, customers can

up pre-ordered travel money in

over 50 different currencies, as

well as use an ATM to obtain US

dollars, euros, Japanese yen and

Travellers can also top up their

Travelex pre-paid Travel Money

Card at the store, which features

a new modern design in line with

"Our new Chadstone store offers

unparalleled pre-trip convenience

at one of the world's most iconic

retail destinations," said Dominic

"We're excited to form part of

Mesiti. Head of Commercial

Partnerships at Travelex ANZ.

the shopping centre's premium

visit the store to purchase or pick

of a wider \$485 million

the retail destination.

Indonesian rupiah.

retail experience.

Travelex has announced the

Travelex cashes in on return

Travelex

New CX, Zurich pact **CATHAY** Pacific and global insurance company Zurich are collaborating to offer customers insurance protection beyond

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health and travel. CX's loyalty members can select from a diverse range of general insurance products provided by Zurich, enjoying a limited-time discount of up to 30%.

The partnership will also see Cathay members earn Asia Miles loyalty points at a rate of HKD2 = 1 when purchasing insurance.

The partners have committed to introducing additional insurance products with curated features and exciting exclusive offers in the future.

"We are committed to elevating our members' everyday lives by curating a diverse variety of products and services tailored to their specific needs," Cathay General Manager Lifestyle Products Jenna Yu said.

"We are incredibly excited to be partnering with worldleading insurer Zurich to give our members extra peace of mind."

Lunch with Skal

THE Skal Club of Melbourne is inviting industry friends to a power lunch on Thu 10 Apr, which will focus on the future of travel and tourism in the post-COVID boom period.

Hosted at the Pullman Albert Park, the speaker lineup includes Victoria Tourism Industry Council CEO Felicia Mariani, A&K and **Crystal VP Sales and Partnerships** Susan Haberle; and Melbourne Airport's Gemma Bosworth.

Tickets are \$99 for SKAL and VTIC members, and \$129 for nonmembers - register HERE.

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Travel Daily is part of the Business Publishing Group family of publications.

Produced each weekday since 1994, Travel Daily is Australia's leading travel industry publication Editor - Adam Bishop Deputy Editor - Matt Lennon Cruise Editor - Myles Stedman Journalists - Janie Medbury 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 advertising@traveldaily.com.au

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trave **Bulletin**

ORUISE

business events news Pharmacy

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MONEY

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

AU\$1 = US\$0.624

THE Australian dollar is off to a weak start this month, as global trade concerns loom ahead of a planned announcement on reciprocal tariffs later this week by US President Donald Trump.

The AUD's fall may be softened, however, as things look brighter for China's economy, with the country's finance ministry to inject 500 billion yuan (A\$110b) into four of the nation's largest state banks. Wholesale rates this morning.

	US	\$0.624
	UK	£0.483
	NZ	\$1.101
	Euro	€0.577
	Japan	¥93.63
	Thailand	ß21.22
	China	¥4.533
	South Africa	11.44
	Canada	\$0.899
	Crude oil	US\$67.84

APT Myanmar fund

APT'S OneTomorrow charitable fund is supporting relief efforts for the Myanmar earthquake.

The company has donated \$10,000 to UNICEF to assist in delivering urgent aid to affected communities, with emergency health kits, clean water, hygiene essentials, medial supplies, and temporary shelters.

APT previously operated tours in Myanmar prior to the COVID-19 pandemic and the country's 2021 coup d'etat.

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RECEIVE 1 POINT Per passenger on any Rocky

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Helio Code: IH50614



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Helio Code: IH50627



Hong Kong Disneyland

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Helio Code: IH50644



Kowloon Luxe Escape

PACKAGE INCLUDES:

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Terms and Conditions: Prices are per person based on twin share. *Family share: two adults and two children. Subject to availability. 'From' prices can change without notice and may be removed at any time. Alternative product may be offered if the featured product is unavailable. Further terms and conditions apply.



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