Travel Daily First with the news





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Travel Daily

Today's issue of *TD* is coming to you courtesy of Viking, which is hosting key trade partners aboard *Viking Polaris*.

FOURNIER BAY

IN TRUE expedition style, Antarctica's unpredictable weather has led to a last-minute change of plans for Viking Polaris this morning.

Upon arrival at this morning's planned port of Orne Harbour, we were greeted by snowy gusts of over 40 knots.

The high winds and horizontal snow fall were a beautiful view to wake up to from the comfort of the ship, but make for lessthen-ideal Zodiac conditions.

The quick-thinking captain and team have now relocated us to the more sheltered Fournier Bay for expedition activities in the falling snow.

Eddy back at Hurti

ANDREW Eddy will re-join the Hurtigruten leadership team next week to head up the newly independent cruise line's sales and industry partnership as Sales Director APAC.

Eddy, **pictured**, spent almost three years with the former combined Hurtigruten Group before a short stint away as Head of Sales with Adventure World.

"Andrew is one our greatest brand advocates and he wore the Hurtigruten badge with pride," Hurtigruten's Managing Director Damian Perry said.



40% of PTMs exceed \$1m

DOUBLE-DIGIT growth for New Zealand, Asia and North America trips saw sales for TravelManagers grow by 12% in 2024 when compared with 2023.

Cruise sales formed another major pillar of performance last year, piling on 30% year-on-year in 2024, fuelled by increases in international cruise departures.

The summary of achievements was revealed by the independent travel agent network this week, which also showcased the strong individual sales growth of its Personal Travel Managers (PTMs) across the country.

Around 40% of the TravelManagers network achieved annual sales of more than one \$1 million in 2024, while a third of that same cohort performed even better, with over \$2 million recorded.

Chief Operating Officer Grant Campbell (**pictured**) said the results build on an "already exceptional performance" in 2023, and sets the stage for even greater achievements in 2025.

Nth Qld discounts

TOURISM Tropical North Queensland (TTNQ) is on a mission to boost tourism to the region, kicking off a special offer with Webjet to attract travellers during the low season.

Discounted airfares to Cairns are now up for grabs, with up to \$125 off interstate flights and \$100 intrastate flights for travel until the end of May.

The sale will run until 1 Feb or until sold out.

According to TTNQ CEO Mark Olsen, the campaign activity could attract more than 19,000 additional visitors into the region, delivering \$27 million in overnight visitor expenditure.

During the first sale in Oct last year, more than 4,400 travellers booked flights to Cairns in just 36 hours, with 68% of passengers travelling from interstate.



"Our 50 top-selling PTMs continued to excel by sustaining impressive commission earnings in 2024, and given they have the option to structure their business using a 90/10 commission split, they are exceeding the outdated notion that travel can't be a financially rewarding career," Campbell said.

The TravelManagers executive also pointed out that regional PTMs are performing on par with their peers based in major metropolitan centres.

"Among those who consistently appear in the ranks of our top 50 achievers, we have PTMs based in Dubbo, Parkes, Coffs Harbour, Forster, Anna Bay, Geelong, Devonport, Townsville and Kapunda," Campbell relayed. In 2025, the company is

confident its efforts to heighten flexibility and stress management tools will see this year continue to exceed previous sales results. *AB*

Win a trip to the NT

AGENTS can go in the running to score a trip to the Top End when they join Tourism NT's webinar on Tue 11 Feb at 11am AEDT or Wed 12 Feb 1pm AEDT. Learn more on page eight.

Get a \$100 gift card

TRAVEL advisors will receive a \$100 digital Mastercard for every pax booked on a 2025 or 2026 Titan Travel tour, which are currently reduced by 25% - more information is on the **back page**.

Today's issue of TD

Travel Daily today features seven pages of news, including a photo page from Viking and our Corporate Update, plus full pages from:

- Tourism NT
- Titan Travel

Learn about Malaga

SYDNEY-BASED agents eager to learn about the Spanish city of Malaga are invited to attend a special training event next week.

Co-hosted by Qatar Airways and Malaga Tourism Board, the B2B event will showcase both the city and its one-stop access from Australia, travelling via Doha.

The event will take place at The Fullerton Hotel in the Sydney CBD, kicking off from 6pm. **CLICK HERE** to RSVP to attend.





CATO makes it simpler

THE Council of Australian Tour Operators (CATO) has launched a new module on its Touring Academy designed to set a new standard in practical professional development for travel agents.

The move arrives during what CATO believes is a growing shift from consumers toward more bespoke and immersive travel experiences, and as a result, advisors are faced with an increasingly complex booking environment for land tours.

Specifically, CATO's new Business Education module will help advisors navigate the complexities of packaging travel services, as well as the potential challenges associated with booking terms and conditions.

"The Business Education section expands the academy's offerings, empowering travel consultants to not only excel in selling touring products but also build stronger, more sustainable businesses,"



CATO Managing Director Brett Jardine said.

Upon completion, participants will have a greater clarity on the distinct roles of the touring sector's ecosystem, how they interact, and the responsibilities they bear in creating seamless touring experience, CATO added.

The first part of the module, 'Touring Landscape - Roles and Responsibilities', is now available to all enrolled participants in the CATO Touring Academy.

For more information on the academy, **CLICK HERE**. *AB*



Oceania PR change

BARKING Owl Communications will conclude its work with Oceania Cruises at the end of the month, after three years of serving the premium brand.

The line will be moving to an unnamed MMGY-affiliated marketing agency in order to "simplify ways of working and help drive efficiencies across markets", Oceania Cruises noted.

No Aussies on board

QANTAS has confirmed none of its customers were aboard an American Airlines partner flight that crashed yesterday in Washington DC after colliding with a US Black Hawk helicopter.

The Department of Foreign Affairs added that at this stage, it was not aware of any Australian travellers affected by the tragedy.

Occurring near Ronald Reagan National Airport, the mid-air collision has reportedly claimed the lives of all 67 people aboard both the AA jet & the helicopter.

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Travel Daily Training Academy

Explora goes Grand

MSC Group's Explora Journeys has unveiled details of its collection of Grand Journeys series in 2025 and 2026.

Itineraries feature lessertravelled destinations such as the Azores, Madeira, Gustavia, St. Johns, Funchal, San Juan, Kings Wharf, Horta, Faial Island, Valencia, and Road Town.

Luxury sailings are also paired with immersive onshore experiences that delve deeper into local heritage and cultures.

Grand Journeys are designed with several days at sea, allowing guests to have the time to enjoy its ships' onboard offerings.

"Our Grand Journeys represent the epitome of transformative ocean travel," Explora President Anna Nash explained.

"These journeys are designed to provide our guests with the ultimate luxury of time, space, and personal discovery, while delivering curated experiences, both on board and ashore."

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NSW's full moon is rising

MORE than half a million visitors from China are expected to land in Sydney for the 2025 Lunar New Year Festival, which runs until 12 Feb and is one of the largest in the Asia Pacific region.

Arrivals from northern and southeast Asia nearly doubled for last year's festival compared to the prior month, and is this year expected to be even higher.

One of the top-performing source markets was Vietnam, which saw holidaymakers skyrocket 377% in Feb 2024 compared to Jan, with the VFR component up 163%.

Improving the situation further is a decision by the Chinese Government to extend holiday periods for 2025, giving travellers more time to spend overseas.

"This is great for the NSW visitor economy and it's great for the vibrancy of our city," said NSW Tourism Minister, John Graham.

"Yes, overseas visitors often come to Sydney for the big, iconic



landmarks, but what keeps them coming back are the amazing experiences they have while they're here," he added.

Meanwhile, the Australian Tourism Export Council (ATEC) said the inbound sector remained cautious of the true pace of the Chinese market recovery.

Recent data from Tourism Research Australia showed China is still Australia's second-largest inbound market, but recovery remains stagnant at 56% of prepandemic levels for 2023/24.

ATEC Managing Director Peter Shelley said there are many strong signs coming from FIT travellers, but smaller, high-value ADS groups are not recovering at the same rate. *ML*



Minor's major plan

MINOR Hotels will bring three of its luxury brands to the Japanese market, having formed a joint venture with local hotel operator, Royal Holdings.

The new 50/50 Royal Minor Hotels Co Ltd partnership will see up to 21 new luxury properties open in Japan over the next decade across the Anantara, Avani and Tivoli brands.

Hotels will be developed through a combination of lease and management agreements.

Royal Holdings currently operates 43 Richmond Hotels properties across Japan through its subsidiary, RNT Hotels Co.

The partnership will also see the introduction of Minor's GHA Discovery loyalty program to help attract new members and guests to the combined portfolio.

Minor Hotels Group CEO Dillip Rajakarier said the company aims to deliver unparalleled hospitality experiences that reflect Japan's unique culture while showcasing the excellence of its brands.

Croisi gets local voice

CLIA Australasia has a new river cruise marketing affiliate, with French line CroisiEurope signing on to amplify its presence in the Australia & New Zealand markets.

The brand, which was formed in 1976, debuted on the Rhine and has since expanded to operate on a wide range of rivers worldwide with a global fleet of 50 ships.

Travel advisors in Australia and New Zealand will begin to see a stronger push by the cruise line, including at CLIA Australasia events throughout the year.

"CroisiEurope has been at the heart of river cruising for almost half a century and is part of a sector that is thriving on the world's great inland waterways," said CLIA Australasia Managing Director, Joel Katz.



Win your way to Greenland!

Book & deposit a HX (Hurtigruten Expedition) voyage to be in the draw to **win** a trip to Greenland with HX.

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TRAVEL TECH SPECIAL REPORT

JOIN US ON A DEEP-DIVE INTO THE LATEST TRENDS IN TRAVEL TECHNOLOGY.

Friday 31st Jan 2025

UK backs third LHR runway

Emirates eyeing Chinese planes?

CONTINUED supply chain delays with Boeing and Airbus has led Emirates chief Tim Clark to open the door to purchasing Chinese-made COMACs.

Speaking at the Australian Open in Melbourne this week, Clark said that Emirates should have 100 B777s signed under a contract deal inked in 2013, but to date has still not received any.

Clark commended China for becoming a potential third player in the global market and offering airlines a viable alternative.

"The Chinese are the Chinese, they're very good at reverse engineering anything you like and I think the performance of the two major aerospace companies is begging that question, 'is there room for a third?" Clark said.

Emirates has not lodged any orders for the COMAC aircraft, but when asked about the model, Clark said "never say never". **THE** UK Government is backing plans to add a third runway at Heathrow Airport by 2035, a renewed push that could see flight caps increase from 480,000 to 720,000 a year.

Chancellor Rachel Reeves said an expansion of the major London hub was "badly needed" to ensure the United Kingdom remains connected with the rest of the globe.

"We cannot duck the decision any longer," Reeves said.

When a third runway becomes operational, Heathrow will be able to serve up to 140 million passengers a year, up from the 83.8 million carried last year.

The UK's Airport Commission examined the need for additional UK airport capacity in 2015, concluding the project would add £61 billion in value for the UK economy for the next 60 years.

Any expansion would also open up more slots for airlines, with



many major players vying for the hotly contested capacity missing out each year.

Last year, Air New Zealand was reportedly in discussions to restore services between London Gatwick and Auckland, after being knocked back for Heathrow slots (*TD* 21 Nov 2024).

The UK has been discussing a third runway at Heathrow for over 20 years, with the Blair Government publishing a White Paper in 2003 to support the proposed construction.

However, the Conservative govt scrapped the idea in 2010.

The biggest hurdle for the project to get off the ground will be overcoming environmental pushback from stakeholders. *AB*



TO MARK one year since the largest cruise ship in the world launched, Royal Caribbean has revealed a staggering 1.59 million ice creams have been served at its Sprinkles store aboard *Icon of the Seas*.

The vessel that pulled out all the stops to cater to multigenerational cruising has also conducted close to 8,000 birthday celebrations in its first 12 months, as well as almost 30,000 high-flying aqua dives from its performers.

Passengers have clearly taken to the tasty beverages as well, with 55,350 milkshakes downed, and 44,000 drinks at the Lime and Coconut bars. In total, over 192,000 families have sailed on *Icon of the Seas* since Jan 2024.







VIKING Saturn awaits the group at Civitavecchia.



A PERFECT view over another of Europe's cultural havens was best enjoyed with a glass of wine on board Viking Saturn.



AGENTS were treated to an





Agents explore the Med with Viking and SQ

LATE last year, Viking, in partnership with Singapore Airlines, hosted an exclusive group from TravelManagers and their companions on an incredible fly-cruise famil.

The journey began with the group experiencing the exceptional service and world-class hospitality of Singapore Airlines before arriving in Rome, where they embarked on Viking's award-winning Viking Saturn.

Hosted by Viking's Nathalie Fagan, Commercial Manager for Northern NSW, and Sarah Lathwell, Account Executive for Singapore Airlines, the group enjoyed Viking's eight-day 'Iconic Western Mediterranean' voyage from Rome to Barcelona.

The itinerary showcased the best of the Mediterranean, featuring unforgettable highlights such as a Privileged Access tour of a historic Tuscan castle, complete with a private wine cellar tour and an intimate cooking class.

Another standout moment was an exhilarating helicopter tour over the French Riviera, offering breathtaking views of its famed coastline and luxurious estates.

SINGAPORE

Airlines offered a

comfortable ride

to Rome and back

from Barcelona via

Changi Airport.

THE group conducted an inspection of InterContinental Rome before boarding the ship.



DINNER at Manfredi's Italian Restaurant aboard Viking Saturn is the perfect excuse to dress to impress.



THE group was in great spirits on arrival into Rome Airport, ready for their amazing week-long Mediterranean experience.





ENJOYING a pre-dinner beverage outside The Wintergarden on Viking Saturn.

VIKING treated the group to a look behind the scenes as agents met the Captain of Viking Saturn and saw some of the inner workings on the ship's bridge.



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Travel Daily

CORPORATE UPDATE QF refines credit system

MEMBERS of Qantas Business Rewards can now consolidate travel credits from flight changes and cancellations in one place via a new Qantas Travel Fund.

Now available as an option for businesses amending travel plans for employees or clients, Travel Fund serves as a single place where funds from any booking can be stored and made available immediately for future use.

Corporate travel managers can then draw on the balance to pay for part, or all, of any future fare for any traveller in the business, and on any eligible flight without needing to juggle individual flight credits or track old bookings.

If balances are insufficient when rebooking, the remainder of any airfare value can be paid via credit card or any other normal payment intermediary used.

Etraveli partners

TRAVEL tech company Etraveli Group is hosting an invite-only event next month, the Sydney Airline Leadership Forum, which will bring together the general managers of a number of airlines serving Australia.

The new event is organised by Greener Airlines and CAPA luminaries Peter Harbison and Derek Sadubin, and supported by the Global Business Travel Association (GBTA).

The event follows the recent opening of Etraveli's first Sydney office, located in Martin Place.



Introducing Travel Fund

"With Travel Fund, business travel is easier to manage, more efficient and on your terms allowing more flexibility to focus on the things that matter for you, your team and your business," Qantas said.

Businesses are invited to log on and tailor Travel Fund through individual user access. *ML*

GBT carbon tool

AMERICAN Express Global Business Travel (GBT) has unveiled an emission-based carbon pricing tool, which will help travellers calculate their carbon footprint.

The new service allows users to select a carbon calculation methodology to price the carbon emissions generated on trips.

CTM stake increased

AUSTRALIANSUPER has increased its stake in Corporate Travel Management (CTM) from 6.38% to 7.4%.

This increase in stake may enhance AustralianSuper's influence on corporate decisions within Corporate Travel Management, according to fintech company TipRanks.



Discover our River Cruise Special Report

Click here

Riverland rings up 40 years



LONG-TIME Travellers Choice member Riverland Travel has recently celebrated 40 years of business, overcoming floods and fires to reach the milestone.

Founded by Judy Castle, the company began as a bus and train ticketing service in her family's second-hand furniture store in Maclean, a small town set alongside the Clarence River in NSW's Northern Rivers region.

Riverland Travel, which had grown to become Maclean's sole travel agency, almost burned down in 2006 when a fire broke out in a unit above the shop next door, forcing a relocation to the Castle family home.

The agency was purchased 10 years later by current owner Zoe Eagleton, and once again was forced to relocate two years ago when rising flood waters threatened the town.

"Riverland Travel has earned an enormous amount of trust and

loyalty since it first opened its doors," said Eagleton.

"We're just so privileged and grateful to have had the opportunity to continue the vision and values that have made this business a cornerstone of the community for the past 40 years."

To celebrate the anniversary, Eagleton hosted an afternoon function at the local bowls club, inviting around 70 guests, including loyal clients and former staff members.

"There were lots of stories to tell and we decorated the room with memorabilia, including old boarding passes, pictures of former consultants, old images of the agency and even a photo of the building next door on fire," Eagleton said. JM

Pictured: Kim Tomlinson; Judy Castle; Katrina Rankin; Monika Jones; Lois Kearns; Alwyn Eagleton; Zoe Eagleton; Lauren Guyatt; and Erin Sheehan.

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Travellers can enjoy 20% off when they book a minimum two-night stay at an **Oaks Hotels, Resorts and Suites** property. The 'Your Holiday after the Holidays' deal also includes an additional 10% off for Oaks Discovery members. Book before 16 Feb for travel until 30 Jun - full T&Cs can be found **HERE**.

Webjet has partnered with **Tourism Tropical North Queensland** to offer Aussies up to \$125 off interstate and \$100 off intrastate flights to Cairns to boost tourism in the area. The deal ends tomorrow, and applies to travel until 31 May, with blackout dates 17-27 Apr applying. See **HERE**.

Cruisers can take advantage of free airfares for their companion when they book a **Viking** cruise before 31 Mar. The deal of the week applies to Viking's 13-day 'Chilean Fjords & Scenic Shores' voyage from Santiago to Ushuaia, with pricing starting from \$12,995pp in a Nordic Balcony and free airfare for a companion valued up to AU\$2,400 per booking. Plus, pax receive A\$500 in shipboard credit. Use code CFF24 **HERE**.

Marriott Bonvoy is inviting travellers to fast-track their way to Elite status and earn bonus points with its new global promotion. From 11 Feb to 28 Apr, registered members can earn 1,000 bonus points and one bonus Elite Night Credit for every eligible paid night stayed. The promotion allows members to achieve a higher Marriott Bonvoy Elite status tier in half the usual time - for example, base members can reach Silver Elite status in just five nights instead of 10. Find out more **HERE**.

Travellers can fly free when booking **APT Luxury Travel**'s Kimberley land and land & cruise combo trips of 10 days or more, before 07 Mar. A highlight tour on offer is the brand's most popular Australian journey the 15-day 'Kimberley Complete', priced from \$12,595pp twin share. Call 1300 336 932 for more information.

Atlantis the Royal in Dubai is enticing couples to dial up the romance with its new Valentine's Day packages. With prices starting from A\$5,435, couples can book a private cabana at Cloud 22, the iconic sky pool offering views of The Palm, Dubai's skyline, and the Arabian Gulf. Guests can choose from three types of cabanas, indulge in a four-course menu paired with a selection of premium beverages, and enjoy a live performance from a pianist and singer. Find out more information on the romantic offer HERE.

Travellers booking their next overseas adventure can action savings with **Trafalgar**'s latest deals of the week, slashing prices on a range of tours in Britain, Germany, Eastern Europe, the Mediterranean, and more. Savings of up to \$1,874 are on offer - get more details **HERE**.



LTC marks a special year



THE Luxury Travel Collection (LTC) has celebrated its first anniversary in style at Spicers Guesthouse in Pokolbin, NSW.

LTC gathered members and foundation partners for their first Owner's Retreat, offering members a day of insights and strategic business sessions hosted by the luxury membership house.

The day offered lasting business partnerships and long-term industry leadership impact, before marking the occasion with an evening of celebration.

"This event is such a wonderful opportunity to thank every single member and partner in the room and to reinforce your importance to our luxury membership house," LTC GM Sales & Operations Nikki Glading said.

"We are celebrating an amazing group of hand-selected and highly qualified members who joined our purpose-built luxury house throughout the past 12 months, based on common vision and luxury credentials.

"LTC will continue listening to the needs of our members to ensure that we are delivering the right foundations for future growth," Glading added. *MS*

Moxy SYD shuttle

MOXY Sydney Airport has launched a complimentary shuttle, advertised as the only air hotel in the city to offer the service for guests.

The shuttle will connect guests to both the domestic and international terminals, as well as to Mascot Train Station.

Travellers can enjoy transfers with frequent shuttle services running every 20 minutes to the domestic terminal (4.45am to 10.50pm) and to the international terminal (5.00am to 10.50pm).

Guests can pre-book their time slot as part of the reservation process and track the shuttle in real time via an Uber-like mobile tracking link or digital screens displayed throughout the hotel.

Moxy Sydney Airport will be joined by a second location in the city on Pitt Street in Aug (*TD* 08 Dec 2023).



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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

business events news

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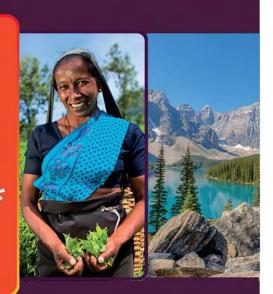
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