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EXPERIENCE HUB

JOURNEY BEYOND

Today's issue of TD

Travel Daily today features eight pages of news including our **Sustainability** page, a cover page from **Journey Beyond**, pics from yesterday's **AFTA Women in Travel Summit** plus full pages from **Norwegian Cruise Line** and **Entire Travel**.

Flight Centre SkyBuys deal

EXCLUSIVE

FLIGHT Centre Travel Group's BYOjet online division is set to offer duty free and travel retail shopping opportunities to customers, under a new pact with tech platform SkyBuys.

SkyBuys, which is part of tech investment group Open Commerce Network, recently launched retail inventory for AKL, CHC and ZQN in NZ, offering international passengers access to inventory from multiple retailers in a single app.

Under the BYOjet deal, customers will have access to the SkyBuys app when booking overseas travel.

SkyBuys CEO Alec Kemmery said "we are excited to be working with our first travel agency partner, and specifically to be able to work with market leaders, to provide their customers with a greatly enhanced duty free and travel retail shopping experience".

"Customers will be able to shop with our partners at any time in their journey and have the purchases waiting for collection

at their desired location," he said.

Judith Crompton, well known to the travel sector through her previous senior executive roles with Cover-More, Virgin Australia, Etihad and Qantas, is a Non-Executive Director of Open Commerce Network, and told **TD** "there is a desire by travel agents to provide the best end-to-end customer experience possible".

"It is with this in mind that SkyBuys will enhance the customer experience by implementing seamless click and collect duty free retail shopping opportunities for our partner travel agents and their customers, whenever they travel."

Other Open Commerce Network directors include Glyn Williams, former GM Retail at Sydney Airport and Senior VP Asia-Pacific at Harding Retail, while the company's Chairman is former Louis Vuitton Oceania CEO and LVMH CFO Philip Corne.

Le Meridien open

MELBOURNE'S new Le Meridien Hotel will officially open on Thu this week, with the city's Lord Mayor Sally Capp undertaking a ceremonial ribbon cutting at the property located at 20 Bourke Street in the CBD.

The hotel offers 235 guest rooms and suites along with a rooftop pool deck overlooking Parliament House, Fitzroy Gardens and Melbourne's bustling theatre district.

AQV selling out

JOURNEY Beyond is today showcasing the fast-selling 2023 itineraries on its new US-based American Queen Voyages brand.

The portfolio includes river, small-ship ocean and expedition cruises, with prices leading in at \$3,195 per person - see the **cover page** for details.




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Travel Daily



Cost of living starts to bite

FOUR in five Australians plan to reduce their cost of travel due to the rising cost of living, according to new figures compiled by Southern Cross Travel Insurance.

In what could be a worrying trend for the industry, the *Future of Travel 2023* report suggests that trade-offs will likely include booking cheaper or budget accommodation (39%), taking fewer trips overall (37%), taking shorter trips (36%), and not taking up the option of a travel insurance policy (10%).

Nearly 40% of Aussies said they were now "less likely" to travel at all interstate over the next 12 months due to the rising cost of goods, while close to half indicated they are less inclined to travel overseas over the next year due to spiralling bills.

Encouragingly, Australians' appetite for travel remains high despite the budget concerns, with nearly nine in ten (87%) planning

to travel either domestically or overseas in the next 12 months.

The data is at odds with a current boom trend in the premium and luxury space, with Flight Centre's Travel Associates brand recently stating it was experiencing unprecedented sales growth (*TD* 22 Feb).

Southern Cross' findings also indicate that in 2023, consideration for budget accommodation has increased in line with COVID-19 becoming less of a concern, with the cost of living now outweighing any health concerns travellers may previously have held.

In a blow to travel insurance take-up, around 10% of Aussies confirmed they will definitely not purchase any coverage to save on costs due to financial pressures brought about by the rising cost of living, with millennials twice as likely as baby boomers to skip buying travel insurance.

Intrepid goes good

INTREPID Travel has launched its biggest global brand campaign to date, with the 'Good Trips Only' marketing push reminding travellers its itineraries not only benefit them, but also the communities they visit.

The first iteration of the campaign features Aussie travellers in Morocco, created in partnership with Melbourne agency SouthSouthWest.

"Travellers are guaranteed to have soul-defining and life-changing experiences on our trips, and we believe the only way for travellers to feel truly good when they travel is by doing it mindfully, purposefully and sustainably," Intrepid's General Manager of Global Marketing & Brand Natalie Placko said.

"This first phase of our 'Good Trips Only' campaign is only just the beginning as we intend on expanding the campaign to feature other Intrepid experiences - view it [HERE](#).

Travel Daily

on location in
Disneyland California

Today's issue of *TD* is coming to you courtesy of **Disney Destinations**, which is hosting **Disney100 at Disneyland Resort in California this week.**

DISNEY100 Mega-Fam kicks off today with the 100 lucky agents departing Australia & NZ.

Agents travelled with United Airlines enjoying the full service on board, some experiencing Economy Plus seating, en route to LAX.

Arrival day activities include breakfast at the Great Wolf Lodge and a visit to Honda Center - home of the Anaheim Ducks NHL team, with a welcome party at The Anaheim Hotel wrapping things up.

Three days of activities across Disneyland await - including new shows and fireworks.



CANADA

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VANCOUVER EXPERIENCE



3 days

WHISTLER IN STYLE

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TravelCard appoints

TRAVELCARD has appointed former Cover-More GM Strategic Underwriting ANZ Michael Storozhev to the role of Chief Underwriting Officer, representing a key recruit as the company prepares to relaunch operations in Australia.

The rebirth of the brand was flagged as imminent in Jun last year (**TD** 07 Jun 2022), however an official announcement has been delayed after the business initially said it was seeking to revamp its products soon.

Speaking with *Insurance News*, CEO Peter Klemm said Storozhev would "lead the charge" on its innovation agenda in travel insurance and beyond.

"He shares our vision for how travel insurance can be better and is customer-centric to his core," Klemm said.

TravelCard has been in hibernation since Oct 2020, previously offering travellers with real-time travel insurance cover.

Rebrand connects agents

RAIL Europe has unveiled a new logo and tagline as part of a company rebrand this week.

The new-look logo features a revamped black and magenta colour scheme and speech bubble, while the new slogan, 'Unlock Connections!', aims to remind travellers and agents about its mission to connect people to all corners of Europe.

Rail Europe President & CEO, Bjorn Bender, said the new logo symbolises the great care Rail Europe shows its partners and customers, and also its ambition to lead the way on technology.

"Consumer expectations and booking behaviours are constantly evolving, and at a fast pace, thanks to advancing digital technologies," he said, adding "there is a very high demand for convenience, flexibility and personalisation, one that Rail Europe is well positioned to deliver accordingly and even



exceed expectations, while addressing ongoing challenges".

General Manager of APAC, Richard Leonard, echoed the sentiment, adding that agent tools had also been refreshed to coincide with the new identity.

"We have also used this refresh to improve the user experience on both consumer and agent booking tools, making it easier for agents to navigate between both," Leonard said.

"Advisors can expect to hear more about the series of activities, incentives and events that Rail Europe has in store for the rest of the year."

Advisors are reminded to get a login to the Easy Rail Access booking tool to allow for seamless commission payments.



Window Seat

A **CANADIAN** comedian has gone to town on tourists in Australia on her Instagram account, making light of our country's accent, climate and unique phraseology.

Sporting a fake sunburn and an excessive Aussie twang, Laura Ramoso pretended to have taken a recent trip to Australia, mocking the love of Vegemite and thongs.

"You don't know about long flights until you've flown to 'Stralia,'" she joked - see [HERE](#).



CANADA

VIA RAIL

DISCOVER YOURSELF

SAVE \$200 PER COUPLE
BOOK BY 31 MARCH 2023



10 days
EASTERN HIGHLIGHTS BY RAIL



10 days
DELUXE UPGRADE EASTERN HIGHLIGHTS BY RAIL

when experience matters



© VIA Rail



DL 2050 plan

DELTA Air Lines has outlined a “bold and accelerated strategy” for sustainable travel experiences as part of its path towards net zero emissions by 2050.

The plan is rooted in “progress over perfection” and focuses on embedding sustainability in everything the carrier does to drive near-term success, including initiatives such as eliminating single-use plastic and electrifying ground support equipment.

Longer term plans aspire to eliminate DL’s climate impact of flying, through measures such as scaling sustainable aviation fuel, exploring the potential of hydrogen powered aircraft and research into contrails.

More at delta.com.

IATA D&I Awards

THE International Air Transport Association has opened nominations for the 2023 IATA Diversity and Inclusion Awards.

Categories include the Inspirational Role Model Award; the High Flyer Award for women under 40; and the Diversity & Inclusion Team Award, with each winner to receive US\$25,000 courtesy of Qatar Airways.

BRUCE PASSION PROJECT TO LAUNCH

A NEW film has been launched by G Adventures to help educate travellers in making better choices for the planet.

Feature-length documentary *The Last Tourist*, executive produced by G Adventures founder Bruce Poon Tip (**pictured**), puts travel under the microscope to address the impact of mass tourism on the environment, including wildlife and vulnerable communities, across 16 different countries.

Poon Tip said his vision for the documentary came well before the pandemic, but the timing of its release in Australia could not be more relevant with the world’s borders open again, with people now travelling in more significant numbers, but still looking to do so with more purpose and intention.

“*The Last Tourist* demonstrates what a dire state the industry was in pre-pandemic, and recommends tangible ways travellers can use their personal



power to have a positive impact as the world reopens to international travel, and Australians start travelling abroad again,” he said.

“We wanted to bring this message, which is illustrated by a series of life-changing stories, to life on the big screen and at the same time expose some of the often well-intentioned but harmful practices many tourism experiences support - I ask that everyone who travels watches this important film and spreads

the word about a better way to travel,” Poon Tip added.

The film was crafted from more than 400 hours of footage, and is directed and written by Tyson Sadler, featuring appearances from Dr Jane Goodall, Lek Chailert from the Save Elephant Foundation, and Melissa Matlow from World Animal Protection.

The new documentary will be launched on multiple streaming platforms, including Apple and Amazon, from 21 Mar, and is now available for pre-order on Apple.

Ningaloo world first resilience plan

WESTERN Australia’s Ningaloo Coast has become the first World Heritage site across the globe to finalise a resilience strategy to adapt to climate change, as part of a global Resilient Reefs project.

The document proposes actions to support thriving, resilient ecosystems, an

educated and empowered community, along with sustainable development.

The strategy will act as a collaborative funding framework, with the opportunity to apply for funding from the Great Barrier Reef Foundation to implement resilience initiatives.

BNE carbon tick

BRISBANE Airport has become Australia’s first airport to receive Level 4 Airport Carbon Accreditation from Airport Council International (ACI).

The “transformation” status recognises BNE’s long-term strategy towards absolute emissions reductions.

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Agents soak up New Cal



NEW Caledonia Tourism recently invited its top-achieving travel agents from across Australia on a famil to the tropical destination this week, with the trip featuring stays at the five-star hotel Sheraton New Caledonia Deva Spa & Golf Resort located in Bourail on the west coast.

The group was treated to a glass-bottom boat tour, a trip to a distillery in Boulouparis, as well as all the best tourism attractions in the capital Noumea.

While in the city, agents enjoyed a range of hotel visits, lunches and dinners at a range of restaurants, a visit to the Tjibaou Cultural Centre, a wine & cheese tasting at Chai de l'Hippodrome, as well as stays at the Le Meridien Noumea, Hilton La Promenade & Chateau Royal.

"We see the incredible value in inviting travel agents to New Caledonia, showing them around so they can learn all the great things about our destination and have an intrinsic knowledge about [the destination] to be able to sell it to their customers," Account Director for New Caledonia Tourism Australia Rebecca Marchal said.

"With the recent record of Australian travellers, more Aussies are starting to discover how close New Caledonia is and we're thrilled to have kick-started our famil program," she added.

New Caledonia Tourism also flagged more famils to the

destination over the course of the year, with travel agents who complete the e-learning program **HERE** going into the draw to score a place on the next trip.

Pictured: On the left from front to back: Maria Summers, Travel Partners; Lyn Tyson, TravelManagers; Deborah Long, Weston Cruise & Travel; Craig Owens, Aircalin/NCT; Erin Sykora, Travel Associates, and on the right side from front to back: Deborah Bartolo, MTA; Kirsty Mackenzie, TravelManagers; Sergio, Bourail Shuttle Services; Diane Burney, TravelManagers; and Justine Frost, MTA.

Standing were Lydia and Noel from Les delices de Mam and Rebecca Marchal from New Caledonia Tourism, while Flight Centre's Alfina Maugeri is seated at the end of the table.

Levey heads up sales at Rocky

FRANK Levey has been appointed to the position of Sales Manager, Australia with Rocky Mountaineer, joining the company with many years of experience in the travel insurance and Queensland rail sectors.

Most recently, Levey was the Business Development Manager with Cancellation Covered for two years, and prior to that, had spent time at Queensland Rail Travel, Cover-More Group, and Insight Vacations.

AFTA UPDATE

Richard Taylor, Director of Membership Experience



YESTERDAY

AFTA hosted our 'Women In Travel Summit' in Sydney with the goal of producing a *Workforce Report* that, when collated, will be the first detailed analysis of why our industry has been so successful in attracting and retaining women to its ranks.

Why? Well, the government wants to know. As other industries tackle a challenge to increase female participation in their own sectors, travel is regularly asked what we've done so brilliantly to be in a position where only publicly-funded careers such as nursing and education compete with us in terms of female representation.

Having achieved the stats we have (72% women in frontline roles, 74% in middle management and 50% in upper-level exec roles), we could be forgiven for stopping there, celebrating our success and getting on with more pressing issues of the day.

But that would be a mistake.

I've attended two events dedicated to women in the past week, and what has struck me more than anything is the sheer diversity of women in our

industry, in terms of job role, personality and outlook.

Yesterday we split people into discussion breakouts that saw small business owners chatting to airline staff, GDS people to journalists, and so on.

The conversations were fascinating, and in many cases we had to remind them that they were talking well into their break and lunchtimes.

That, more than anything else, is a sign that we still have some distance to go.

And what of the men, I hear many of you asking?

It is certainly true that there are a great many kindhearted, genuine (in other words perfectly normal) men that ask the question 'what about me?' when seeing these events held.

My advice to them is this: if you're able to, come along and take part.

Only then will everyone better understand each other and be able to drive to even greater success.

We're already doing much of it right, and that's a reason for celebration.

Our very sincere thanks to the women - and men - that took part yesterday in various capacities.

And if the recordings worked as planned we'll soon have these available to share with you all.

We need compensation!

THE Australian Lawyers Alliance (ALA) continues to beat the drums for a bespoke Australian flight delay compensation scheme in Australia, this week renewing the call with the Federal Government that the policy initiative should form part of an upcoming aviation White Paper.

"We urge the Federal Govt to examine what the COVID-19 pandemic taught us by taking this opportunity to consult stakeholders on improving the rights of air passengers in the same way the Canadian government did in 2020," ALA travel lawyer Victoria Roy said.

"The lack of compensation for flight delays and cancellations in Australia puts us behind much of the world when it comes to protecting traveller's rights, rather than Australian passengers having to jump through legal

loopholes to receive flight delay compensation, in the rare instances where it is available, it is time for Australia to have its own simple and straightforward compensation regime."

Setting out a number of key points in its submission, ALA believes the scheme should include: monetary compensation in the event of delay within an airline's control, standards for airlines to inform passengers of delays in a timely manner, as well as a legal requirement for carriers to provide appropriate accommodation to passengers in the event of significant delay.

The upcoming government White Paper will seek to address what needs to be done to improve consumer protections and access to services, with the ALA pushing flight delay protection as a key pillar.

Tuesday 14th March 2023

YESTERDAY'S Australian Federation of Travel Agents (AFTA) Women in Travel Summit celebrated empowerment, diversity, and inclusion, and served as "a documentation of what we have achieved," in terms of female representation, Chief Executive Officer Dean Long said.

The Summit included a series of keynote speakers, panel sessions, and breakout rooms, all fostering robust discussions on how travel excels at supporting women.

Attendees were able to network, and even had access to an on-site headshot studio to have professional photos taken.

The sold-out event, which saw more than 180 travel industry people gather at Swissotel Sydney, was emceed by Express Travel Group's Alicia Dopper.

AFTA celebrates women in travel



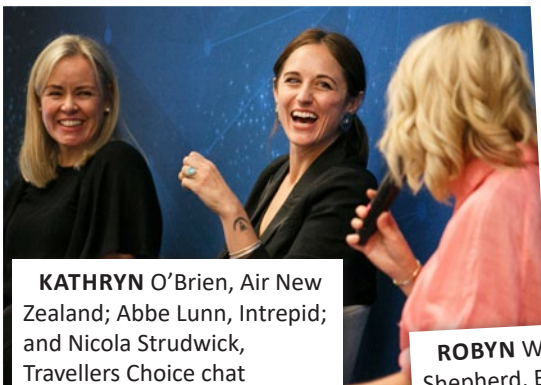
THE day featured breakout groups where guests shared their own experiences in the industry.



LYNDALL Collins, itravel Surry Hills and Helen Courias, Holland America Line enjoy a coffee.



A TEAM from the University of Western Sydney was present to facilitate conversations and collect data.



KATHRYN O'Brien, Air New Zealand; Abbe Lunn, Intrepid; and Nicola Strudwick, Travellers Choice chat 'Reimagining the future'.



ROBYN Willis Inglis, TIME; Trish Shepherd, Black Sheep Tourism; Jenny Lorkin, Avis Budget Group.



KEYNOTE speaker Chelsea Pottenger from EQ Minds shared about the importance of looking after your mental health.



AFTA'S own LJ Loch ran a workshop on personal branding and speaking with confidence.



THE AFTA team!



NICOLA Strudwick, Travellers Choice; Orley Makler, Above and Beyond Experiences; Nina Hedges, AFTA.



KERRIE McCallum, News Corp; Lyn Wells, American Express Global Business Travel; and Angela Middleton, Norwegian Cruise Line share on the panel, 'What Travel Does Well'.



MEGAN Catterall, itravel and Lyn Keep, Travel Beyond Group.



AFTA CEO Dean Long with panel moderator Roslyn Ranse and emcee for the day Alicia Dopper.

MONEY

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

AU\$1 = US\$0.667

THE collapse of the US-based, Silicon Valley Bank, has caused a volatile market this week, which saw the AUD/USD drop to a one-year low against the Euro.

Meanwhile, interest rates are once again on the rise, marking the highest level since 2012, as the rate has increased by 25 basis points to 3.6% in an attempt to tame inflation.

Wholesale rates this morning.

US	\$0.667
UK	£0.547
NZ	\$1.072
Euro	€0.621
Japan	¥88.81
Thailand	฿23.00
China	¥4.563
South Africa	12.14
Canada	\$0.915
Crude oil	US\$82.78

Tangerine Talk

TO CELEBRATE International Womens Day (IWD) in 'big style', Celebrity Cruises has created a video dedicated to the women behind *Celebrity Beyond*.

The new series gathers women across the cruise ship, from the Captain to hotel directors, where they sit around the tangerine table to talk about their aspirations and objectives involving the cruise sector.

Captain Kate McCue said it had always been her dream since she was a kid to travel and be part of the cruise industry - watch the full video **HERE**.

RwandaAir plans

RWANDAIR has revealed plans to make Kigali International Airport a major aviation hub in Africa, flagging the addition of new aircraft and regional routes.

The carrier said it is hoping to compete with other east African airports such as Entebbe and Jomo Kenyatta, with domestic services proving to be most profitable in recent years. RwandaAir also services international routes to places like London, Brussels, Doha & Dubai.

AirAsia Mega Sale

AIRASIA has announced the details of its latest Mega Sale with 10 million discounted seats including to and from Australia and New Zealand, leading in from \$169 per person.

Until 19 Mar, all one-way fares from Sydney and Melbourne to Kuala Lumpur are on sale from \$269, and Sydney and Melbourne to Bangkok from \$239.

Ooh! upgrades QF

OOH!MEDIA has introduced digital advertising screens across Qantas Club domestic lounges in Australia, presenting travellers with clearer ads on 75 enhanced LED screens.

In addition to advertisements, the screens will also update guests about sport, travel and luxury lifestyle updates, with the rollout taking place across Sydney, Melbourne, Brisbane, Adelaide, Perth and Canberra Qantas Clubs.

New in-flight entertainment videos will also launch to target Economy, Business and First class customers domestically and internationally.

No rocky landings for Bonza



BONZA continues to strengthen and expand its domestic market with the low-cost airline touching down at Rockhampton for the first time directly from Sunshine Coast Airport after the new Townsville route implementation last month (**TD** 24 Feb).

The inaugural flight featured an array of purple cocktails produced by Sunshine & Sons and Your Mates Brewing along with Silver Tongue Foods' lavish crackers for

passengers to savour on board.

The landing was welcomed by both the Rockhampton Regional Mayor, Tony Williams and Airport Chair Councillor, Neil Fisher.

"Rocky and Sunny Coast residents can now ditch the impossibly long drive along the Bruce Highway with a faster, more comfortable and low-cost option," CEO Tim Jordan said.

"I was lucky enough to meet a grandmother on a recent Bonza flight who told me she paid more for her cab ride to the airport than she did for her flight... there are plenty of families in Rockhampton and the Sunny Coast looking to reconnect more often, and we're humbled to help," he added.

Pictured: Locals get into the full cowboy spirit to welcome the first flight touching down.

Sabre AI client

SABRE has signed on the first client for its new Sabre Ancillary IQ product, with Brazil's largest domestic airline, GOL Linhas Aereas, implementing the solution this week.

The new AI-based tool is designed to help companies create more personalised offers for travellers and drive incremental ancillary revenue opportunities.

VietJet discounts

UNTIL Thu 16 Mar, Aussies can book flights from Hong Kong to Ho Chi Minh City in Vietnam through VietJet for only \$200 when bookings are made via its website www.vietjetair.com.

The promotional travel period is valid from 20 Mar to 20 May, and coincides with the carrier announcing an increase of its frequency on the Asian route to seven flights per week.

New Asia MGallery

ACCOR has signed South Palms Resort Panglao Bohol MGallery in the Philippines.

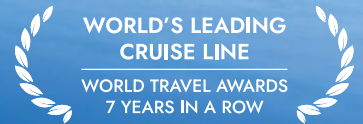
The locally-inspired five-star resort on Panglao Island will introduce the destination's unique heritage and community values to visitors from all around the world.

Scheduled to open its doors at some stage next year, the 188-key resort will be nestled across more than six hectares of expansive grounds, surrounded by palm trees, and overlooking Panglao's south coast.

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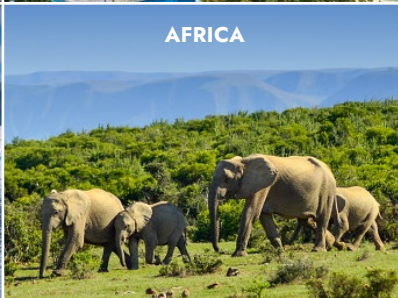
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Entire Travel Group is celebrating 50 years of history