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First with the news

Thursday 19th Oct 2023



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Albo brings back oversight

THE first of a range of Senate recommendations for the Australian aviation sector has been actioned, with the Federal Government directing the ACCC to recommence its monitoring of domestic air passenger services.

Following a comprehensive review of the sector earlier this month (*TD* 10 Oct), Minister for Transport Catherine King said reactivating the regular reporting would “ensure airlines compete on their merits, bring to light any inappropriate market conduct should it occur, and provide continued transparency at a time when new and expanding airlines are still trying to establish themselves”.

Air ticket prices and airline profits will be among several aspects of the industry scrutinised, as well as the level of capacity airlines are putting on each route and how often services are being cancelled.

The announcement yielded a muted response from Qantas, the airline most often in the cross hairs of ACCC scrutiny this year, telling *TD* that it “will provide information requested by the

ACCC to support this extended monitoring, as we did previously”.

King conceded the 12 reports previously handed down by the ACCC found “declining service standards and higher prices” that were not acted on by the previous Morrison Government.

“In contrast, the Albanese Government will use ACCC monitoring to help inform the Aviation White Paper, which is setting the policy direction for the sector out to 2050,” King said.

Providing better accessibility for people with a disability will also be a priority for the reporting. *AB*

Infinite agent smiles

A GROUP of Infinity Holidays top-selling travel agents are taking off to Disneyland this week - see the full details about the incentive trip on **page seven**.

Today's issue of *TD*

Travel Daily today features six pages of the latest news including **Business Events News**, plus full pages from:

- Infinity Holidays
- Entire Travel Group

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Cruise posts record value

THE Australian cruise sector has well and truly left the damage of the pandemic in its wake, with new figures suggesting its total economic output is now well ahead of pre-COVID levels.

Data from an assessment jointly commissioned by Cruise Lines International Association (CLIA) and the Australian Cruise Association laid bare the sector's stunning progress, with Aussie cruises generating a record \$5.63

billion for the country's economy during the 2022-23 financial year, representing a sizable 22.1% jump on the full-year results delivered five years ago.

"Cruising returned to Australia much later than other parts of the world but the ships have been resoundingly welcomed by cruise fans who have been heading back to sea in huge numbers," CLIA Australasia Managing Director Joel Katz said this morning.

"The 2022-23 year has brought higher levels of passenger spending, higher levels of cruise line spending, and record levels of economic output around Australia," he added.

Other highlights from the report included direct passenger expenditure of \$1.49 billion, an average passenger spend per day on shore of \$446 per person, and NSW accounting for close to half of the country's total economic value with \$2.75 billion. *AB*

Joyce gets reprieve

FORMER Qantas CEO Alan Joyce appears likely to avoid a repeat of his grilling in the Senate last month, after a Coalition proposal to extend the probe was shot down by the combined support of the Greens and independent David Pocock.

Nationals senator Bridget McKenzie said the move creates a "protection racket" for Joyce.

Nium Aussie debut

REAL-TIME global payments provider Nium is preparing to roll out its B2B travel payments services in the Australian market for the first time.

Travel intermediaries can use Nium's virtual card solution to pay suppliers around the world, with benefits heralded by the company to include reduced foreign exchange fees, increased acceptance rates, faster reconciliation, lower instances of fraud, as well as better protection against refunds.

Nium already powers a range of global OTAs, airlines, hotels, and travel brands, including Sabre Virtual Payments, with the company issuing more than 30 million virtual cards over the last 12 months alone.

"Travel businesses need more control, transparency, and insight into the way they make payments around the world...this expansion enables us to deliver just that," the company stated this morning.

Window Seat

THE Vincent Van Gogh Museum in Amsterdam said it now regrets a decision to hand out Pokemon cards as part of 50th anniversary celebrations.

Museum promotion organisers said a combination of scalpers and "crushes" at the entry were the reasons for scrapping the giveaway.

Designed to attract a younger type of visitor to view the great works of art from painters like Van Gogh, the prized and rare cards were offered as an incentive to visit, but instead die-hard Pokemon fans made the promotion too dangerous to continue.



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BOOKING SUPPORT

Brady sails to the top



HELLOWORLD has a new Group General Manager of Cruise, with the company yesterday announcing the departure of Karen Deveson and the promotion of Steve Brady (*TD* breaking news yesterday).

Brady (**pictured**) will be charged with leading the growing cruise division, including retail, wholesale, marketing and sales operations at Helloworld.

The appointment will not disrupt recent decisions to operate its two wholesale brands, Cruisecco and Creative Cruising,

as different entities, but the company will continue to work on maximising synergies behind the scenes with the intent to provide the best outcome for the agents.

Reflecting on the appointment, Helloworld Chief Operating Officer Cinzia Burnes said Brady takes the helm of the cruise division at an integral period in the sector's history.

"Cruise is an incredibly important area of the Helloworld business and along with the recent acquisition of Creative Cruising, the opportunities to maximise the group's land content to be packaged up with cruise voyages are endless," Burnes said.

"We would like to thank Karen Deveson for the work she has done in difficult circumstances as cruise was just restarting, and wish her all the best in her future endeavours," she added.

At this stage, it is not known where Deveson will turn up next, with Helloworld simply stating she is exiting to "pursue a new opportunity". *AB*

Viking adds 13 ships

VIKING has confirmed it will introduce 13 new river ships to its fleet by the end of 2026.

The bolstered numbers will see two new ships deployed in Egypt and a second vessel on the Mekong, joining alongside an impressive 10 new ocean ships coming online over the next seven years.

The line said the new additions will take its total number of vessels to 115 by 2030.

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QF tears up Alliance deal

BOWING to pressure from the ACCC over competition concerns (*TD* 20 Apr), Qantas has sensationally backed away from its proposed plan for a full takeover of Alliance Aviation this morning (*TD* breaking news).

Stating that there is "no path forward" to proceed, Qantas lamented the benefits the acquisition would have brought Aussie travellers if it had received the green light, including the efficiencies created through a combined fleet of F100 aircraft.

Qantas confirmed it will retain its 20% stake in Alliance despite the recent decision, adding that it has exercised options for four additional aircraft under an existing lease agreement with Alliance, bringing the total number of E190s operated through the partnership to 26.

The additional planes are expected to join the Qantas fleet from Apr 2024, with four lease options still remaining.



"Alliance is an important partner for the Qantas Group and the E190s have helped us open new routes across Australia," Group Executive of Associated Airlines and Services John Gissing said.

"These four new aircraft will provide additional capacity and connectivity in the domestic market," he added.

The ACCC previously outlined several issues with Qantas' proposed purchase of Alliance - particularly around VA also having a Charter Alliance Agreement with Alliance Aviation since 2017.

The move follows another setback at the hands of the ACCC, which only last month rejected a Qantas plan to coordinate operations with China Eastern Airlines (*TD* 15 Sep). *AB*

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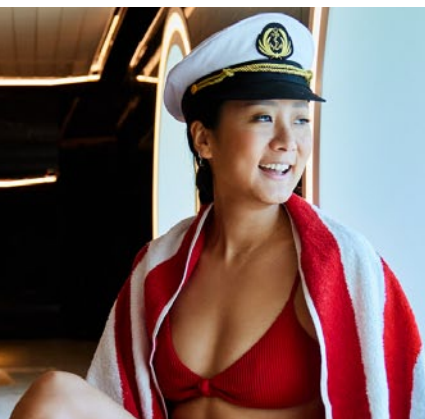
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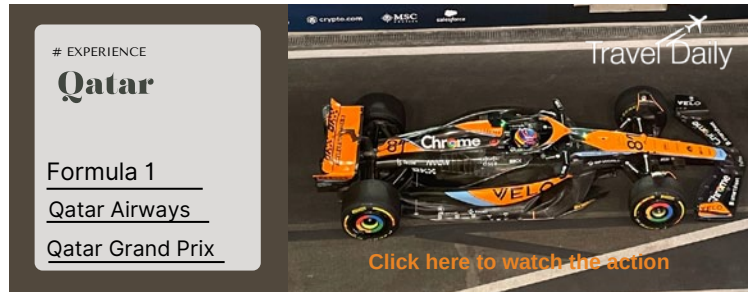
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GC hatches plan for Games



CONSTRUCTION on the 2032 Olympic Games Village for the Gold Coast could be fast-tracked to house athletes for the 2026 Commonwealth Games, if the Qld city were to host the event once due to be held in Victoria.

A new report delivered by strategic consultant Mark Peters to the Gold Coast City Council suggested the move could be an alternative to hosting athletes in hotels, which Birmingham did in 2022, adding that it could also serve to alleviate the housing crisis gripping the nation.

Solving the athletes accommodation conundrum in

Mills heads up MCY

SUNSHINE Coast Airport has recruited Chris Mills to be its new CEO, joining the major Queensland hub from leading Experience Gold Coast.

The heavy hitter also spent time working at Queensland Airports Limited as its CEO between 2015 and 2022, while he also sits on the board of both Events Management Queensland Tourism and Events Queensland.

"As one of the fastest-growing airports in Australia, Sunshine Coast Airport has a bright future and I'm looking forward to exploring how we can continue to drive growth and support the wider region," Mills said.

His skillset has previously focused on finance, tourism, leisure, aviation, property planning and development.

Sunshine Coast Airport has been making plenty of news recently after it was made the headquarters for newly launched budget operator Bonza in the Australian market. **AB**

For more appointments, see **p6**.

a thrifty fashion could go a long way to making the Gold Coast the most attractive option to host the clouded Commonwealth Games in 2026, with London and Scotland both putting up their hands as potential hosts as well.

"Only a city with...the majority of infrastructure in place and an alternate accommodation solution to a Games Village would be able to host a Games," the suite of suggestions contended.

The report coincides with Gold Coast Mayor Tom Tate declaring the city's intention to host a "streamlined" Commonwealth Games, with the larger-than-life political figure meeting with Commonwealth Games Australia CEO Craig Phillips yesterday to discuss stepping in after Victoria pulled out of hosting. **AB**

A render of the athletes village for the 2032 Queensland Olympic Games is **pictured**.

More breaking events news available on **page five**.

VA B737-8 strategy

EXCLUSIVE

VIRGIN Australia has confirmed it has taken delivery of two new B737-8 planes and expects another jet to join its growing fleet before the end of the year.

The carrier told **Travel Daily** it is currently looking at "various deployment opportunities" in the Australian market, with routes operating between Brisbane, Sydney, Perth, Melbourne and Cairns likely to be the cities to receive the boost in capacity.

Virgin also hinted that the aircraft may be used to expand its services overseas in popular outbound destinations such as Bali, Fiji and Samoa from the first half of next year.



SXSW Syd kicks off

THE inaugural SXSW Sydney, which kicked off on the weekend and is on until 22 Oct, is expected to attract around 27,000 visitors and inject over \$24 million into the NSW visitor economy.

The festival offers a jam-packed, week-long program featuring the latest in tech, music, screen, gaming and culture.

For more business events news, see **page five**.

Spot the strange Solomons image

TOURISM Solomons is offering agents the opportunity to win a \$100 pre-paid Visa card by entering an image competition.

The latest promo challenges advisors to pick which tourism image "isn't quite right" when compared to the rest.

Register for the comp **HERE** before 27 Oct for a chance to win.

Aussies take to Tahiti

A RECORD number of Australian are visiting the Islands of Tahiti this year, with the South Pacific destination recording an unprecedented 186% uptick in Aussie tourists so far in 2023 compared to 2022.

The figures make Aussie travellers its fifth-largest market.

ALIEN wants celebs

THE quest to add more star power to its roster of celebrities and sporting stars is behind Exceptional ALIEN's recent efforts to secure extra capital.

The company positions itself as being a more authentic travel review platform actively thwarting fake reviews, offering travellers access to a range of opinions from "exceptional creators" such as celebrities.

After recently securing a partnership with Skyscanner, Exceptional ALIEN now wants to raise a minimum \$500,000 through its latest Birchal equity crowdfunding campaign.

Travel Daily FEATURE

Outsourcing – a game changer for busy agents

With Julia McLean, National Business Partnership Manager, TravelManagers Australia



AS WE enter the final quarter of 2023, many travel agents are finding that they are busier than ever.

Although this is a happy problem to be facing, it can be difficult to juggle the everyday demands of running a successful business while ensuring that you are working not just in your business, but also on it.

Reviewing your business practices regularly can offer a fresh perspective and uncover opportunities to create greater efficiencies. Outsourcing non-core tasks can be a total game-changer, freeing up valuable time and energy for doing what you do best: selling travel.

Our team of state-based Business Partnership Managers (BPMs) have seen the results first-hand when working with our personal travel managers (PTMs) to evaluate and fine-tune their businesses. Outsourcing has created space for them to focus on their goals to grow their business, while continuing to deliver an exceptional client experience.



To find out how we could support you in fine-tuning your business, visit join.travelmanagers.com.au



Adelaide on top

IT'S been a good news week for South Australia's business events industry, with Adelaide Convention Centre becoming the first convention centre in the world to attain EarthCheck's Master Certification.

The credential is a nod to the venue's 15-year commitment to sustainability, helping to place Adelaide on the map as a green event destination.

The centre has also welcomed 500 delegates from around the country this week for the G'DAY23 National Conference.

The event brings together G'day Group's holiday park owners and managers, and includes a trade exhibition and Gala Awards Dinner.

BESYDNEY DRIVES GLOBAL CHANGE

BUSINESS Events Sydney (BESydney) has revealed a new strategic agenda aimed at fostering global change when hosting business events in the harbour city.

The Change Starts Here agenda is designed to co-create and measure the social impact of business events held in Sydney, looking at environmental changes, government legislation, delegate development, and health improvements.

The association's Chief Executive Officer, Lyn Lewis-Smith, said the program signals a shift in the industry's narrative.

"We want our business events delegates to meet the people, enjoy the place and discover a shared purpose, in Sydney," she said, adding, "business events are a powerful platform for tackling and solving the difficult



problems in our world through the exchange of knowledge and ideas, [and] the pooling of resources and solutions".

"BESydney wants to be part of the solution and we know that Sydney offers a unique environment that is welcoming, inclusive, safe, sustainably focused and delivers solutions through innovation."

The initiative shines a spotlight on the industries in Sydney that

have the power to positively influence global change, including health and life science, technology and innovation, finance, science and engineering, defence and aerospace.

BESydney has made a new suite of eBooks available to complement its new strategy, which associations & corporations can download **HERE** to learn about Sydney's credentials and business event opportunities. *JM*

Brissy trailblazers

BRISBANE-BASED industry leaders, professionals and researchers can now apply for the Lord Mayor's Convention Trailblazer Grant to help attract new business events to the city.

Successful applicants will receive up to \$5,000 to attend a leading international conference of their choice, with the aim of building valuable networks and enhancing the city's reputation in order to help secure the event in Brisbane for a future year.

Applications close on 25 Feb - [CLICK HERE](#) for more info.

Cairns flythrough

THE newly expanded Cairns Convention Centre (**TD 28 Sep**) is offering virtual reality (VR) flythrough tours of its new facilities at IMEX Las Vegas this week.

Supported by Tourism Australia, the interactive tours allow event professionals and planners to pop on a headset and virtually explore the centre's new spaces, and are already receiving positive reactions.

Doltone in Town

FOLLOWING a competitive tender process, Doltone House has been appointed as the 'Venue Management Catering Services' exclusive hospitality partner for Sydney Town Hall.

The partnership is set to "usher in a new era of hospitality excellence", and will see Doltone manage all catered events at the iconic venue, as well as the Barnett Long Room in Customs House.

Marble toasts 130

HILTON Sydney's Marble Bar invited more than 100 industry, client and media guests to celebrate its 130th birthday last night, marking more than a century of exceptional service and hospitality.

"Marble Bar's enduring legacy has all of the hallmarks of becoming one of the world's most iconic hotel bars," Hilton Sydney GM Hayden Hughes shared.

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Following the recent departure of the carrier's Loyalty CEO, **Qantas** has announced the appointment of a new Chief People Officer. Reporting directly to the Group CEO, **Catherine Walsh** has been appointed to the position. She brings 25 years of experience in HR and industrial relations across an abundance of companies, including Australia Post, Downer and Spotless. Walsh will help better connect the airline with its 25,000 employees when she commences the role in Jan 2024.

Travel and tourism specialist **PEPR Agency** has announced **Lyndsey Gordon** as its Associate Director, amid the departure of its long-time partner and Director Anna Mansfield after a 12-and-a-half-year tenure with the company. Gordon brings nearly two decades of consumer and corporate public relations experience, and was most recently the head of communications at Carnival Australia's P&O Cruises. Gordon will bolster the agency's strategic and creative capabilities in her new role.

Commencing in Feb 2024, **Samantha Stimpson** has been appointed as CEO at **Fred. Olsen Cruise Lines**, as **Pete Deer**, the current Managing Director of the cruise line, moves to the position of CFO. Stimpson will oversee the strategic development and management of the cruise line's operations in her new role. Deer, on the other hand, will head up the company's financial operations.

Jarrod Zurvas has been named the new Director of Sales of **Captain Cook Cruises Fiji**, as the cruise line prepares to welcome its new luxury expedition small ship, *MS Caledonian Sky*. Arriving from his previous role of sales and distribution manager Asia Pacific at Coral Expeditions, Zurvas brings over 15 years of experience across the tourism industry, which he will draw upon to elevate guest experiences in his new role.

Costa Cruises has announced three new appointments in an effort to strengthen its management structure. **Roberto Alberti** will become the SVP and Chief Corporate Officer, reporting directly to Costa President Mario Zanetti in his new roles. He will be responsible for the finance, IT, legal, corporate communication and government relations sectors. Also reporting to Zanetti is **Francesco Muglia**, the new SVP Global Marketing & Sales, where he will integrate the cruise line's marketing and sales through all channels on a global scale. Meanwhile, **Giovanna Loi** will look after the cruise line's branding and advertising, as she becomes Costa's VP Marketing & Customer Experience Innovation.

Annalee Iliovski has joined **Sydney Airport** as its Aviation Program Coordinator. The seasoned professional brings over 20 years of experience in the travel industry, boasting a 14-year journey at itravel where she was its head of commercial for nearly four years, before engaging as a travel project coordinator for the FIFA Women's World Cup 2023 campaign.

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LUXURY tour operator Ormina Tours has been pouring plenty of travel inspiration into the glasses of agents around the country, hosting a series of gatherings to highlight its partnership with The Grand Wine Tour (TGWT).

Advisors in Sydney, Melbourne and Perth were treated to a premium wine tasting experience courtesy of TGWT, as well as plenty of delicious Italian-flavoured brand updates.

The spotlight at the events shone on the high-end wines from Italy's renowned Piedmont region, with tastings presented by illustrious wineries Coppo and Ceretto, and accompanied by the expertise of a local sommelier. **AB**

Saudi adds more

SAUDI Arabia has added six more countries to its authorised visitor list, with arrivals permitted for leisure, business and Umrah travel from Thailand, Panama, Turkiye, Saint Kitts & Nevis, Seychelles and Mauritius for up to 90 days and multiple entries.

Wild about our kits

IN A new partnership with United for Wildlife, Emirates is giving its Premium Economy and Economy class passengers a complimentary amenity kit (pictured) while on board long-haul flights.

The new kits are a bid to raise awareness about endangered species, which aligns with the airline's over-arching environmental framework.

The animals featured on the limited-edition amenity kits are some of the most trafficked species in the world, including the green sea turtle, African elephant, blue macaw, gorilla, hammerhead shark, lion, pangolin, and the black rhino.



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The trip of a lifetime is taking off!

A group of Infinity Holidays' top selling travel advisors are taking off this week on an all-inclusive Epic Trip to Anaheim, Disneyland Resort, Whistler and Vancouver as winners of this year's Epic Trip competition.

Our lucky prize-winners will be travelling to Anaheim and Disneyland Resort, the natural beauty of Whistler and a final night exploring Vancouver.

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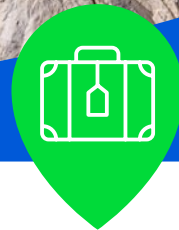
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