

Today's issue of TD

Travel Daily today features 10 pages of the latest news including our **Sustainability** page, a special update from **Railbookers**, a photo page from **Viking**, plus full pages from:

- Silversea
- Collette

Webjet reaffirms

ONLINE travel giant Webjet has issued a statement to the ASX reaffirming its earnings guidance for the 2024 financial year, as previously indicated last Nov. The company says it remains on track to post an underlying EBITDA above the range of \$180m-\$190m, with full results to be announced at the end of May.

Royal Brunei cuts

ROYAL Brunei Airlines will reduce its travel agent commission rates for all fares issued in Australia from 6% to 3%, effective 01 Apr 2024. The Brunei Darussalam flag carrier explained the change is inclusive of all IATA and BI published fares for all tix issued in Australia on or after 01 Apr 2024.

Qantas Club fee increase

QANTAS will increase the fees to join its Qantas Club by 17% from 18 Apr, citing a need to cover higher costs passed on from a range of suppliers as the reason for the price hike. When the changes take effect next month, the annual fee will jump from \$699 to \$828 (inclusive of a \$129 joining fee), while renewal rates will also rise from \$540 to \$629.

When contacted for comment, Qantas told *Travel Daily* the change marked the first membership price rise in seven years, and also follows a reduction in price for several years during the pandemic.

The carrier added that despite the increase, the membership price was still around 12% cheaper than it was pre-COVID. Changes will also have no impact on QF Frequent Flyers,

Sell to win a sailing

SILVERSEA is giving agents the chance to 'sell to win' their own ultra-luxury voyage on *Silver Nova* - for all the details on how to enter the draw, see **page 11**.

Qantas stressed, with members still able to access complimentary use of the Qantas Club through Points Club Plus or their Gold, Platinum or Platinum One status.

Benefits of Qantas Club membership include access to 24 lounges across the Qantas domestic network in all capital cities and major regional centres, the option of bringing a guest along on every visit, and access to domestic points upgrades and extra checked baggage allowance.

Although suppliers were cited as the drivers of increased fees, the extra revenue coincides with Qantas investing \$100 million into its lounge network, including a new QF Club in Hobart, a new lounge in Rockhampton and refreshes at SYD and MEL. *AB*

Collette incentive

FOR the entire month of Mar, agents will score a \$100 Prezzy voucher on Collette retail bookings made for travel through 31 Mar 2025 - more on **page 12**.

Click Frenzy returns

CLICK Frenzy Travel will kick off its first 2024 sales event tonight at 7pm AEST, with deals on flights, accommodation, destination packages, cruises, experiences, tours and much more available until 23 Mar.

Aussie travellers can nab discounted Hawaiian Airlines flights, enjoy savings on Albatross Tours UK & Europe itineraries, score 20% off Greyhound Australia travel passes, and more.

There will also be daily giveaways - for the full details of what's on offer, see **HERE**.

HX goes all inclusive

HURTIGRUTEN Expeditions will convert its guest experience to all-inclusive from later this year, with the decision made in response to guest feedback.

The change will take effect on Antarctica and Galapagos itineraries from Oct before becoming the standard in Nov.

Travellers with existing bookings will receive the new benefits, which include daily excursions, full board, gratuities and photos.

More details in **Cruise Weekly**.

Wendy Wu Tours.

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Touropa expansion

GUARANTEED departure tour operator Touropa has expanded across the Atlantic, debuting a new range of itineraries in the United States and Canada.

In the east, tours ranging from three to 16 days are available in cities including New York, Boston, Montreal, Niagara Falls & Toronto.

On the west coast, itineraries up to 16 days in length have been launched, including trips to cities such as Los Angeles, Las Vegas, San Francisco and Washington State, among many others.

Agents can secure combination itineraries taking in both countries, inclusive of flights, with tours also able to be customised.

Touropa is represented in the Australian market by Evolution Travel Collective - call 02 9281 4537 for further details.

New ATIA tool off to a flyer

NEW flyers developed by the Australian Travel Industry Association (ATIA) to address perceived apprehension around service fees are proving popular with members, the body said.

ATIA has developed two versions of the flyer - one for travel agents and one for tour operators - to provide ATAS members with clear explanations as to why their clients should be paying professional fees.

Designed to be "practical and user-friendly", the creation of the tools was informed by feedback from the ATAS Advisory Committee, as well as insights captured from ATIA's 'Navigating Service Fees' webinar hosted in Nov last year.

ATIA CEO, Dean Long, said the latest handout was an important move in its ongoing commitment to empower members to navigate some of the industry's most complex areas.

"These new flyers...are a valuable tool in ensuring customers understand and appreciate the services provided by our members," Long said.



"Understanding service fees can be challenging for customers and a difficult conversation for travel professionals and these flyers are designed to bridge this gap, offering clear, concise explanations on the rationale behind service fees," he added.

Long also noted its latest member content push highlighted the value provided by ATAS-accredited travel businesses, such as personalised service, expert advice, and peace of mind, helping to enhance transparency and foster trust between travel businesses and their clients. AB

Mickey you're so fine

POPULAR TTC Tour Brands Sales Manager, Mickey Mann, has taken his game to the east, expanding his remit to look after agents in new sales territories.

Mann, who won 'Most Outstanding Sales Executive' at the 2023 NTIAs in Melbourne, will now look after territories in central Sydney, southern NSW and the ACT.

For agents in his home state of WA, as well as the Northern Territory, Mann may be relocating to Sydney for his expanded role but is not abandoning his former markets, flagging return sales visits and events in the future.

Mann said he was "super excited" to take on NSW and ACT along with WA, and was confident he and his new colleagues "can accomplish great things".

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Ramsgate Travel joins LTC

RAMSGATE Travel Service in Sydney's southeast has been revealed as the newest inductee into the prized Luxury Travel Collection (LTC) member group (**TD** breaking news yesterday).

The company, which has been specialising in personalised and independent travel services for more than four decades, is led by Managing Director, Justine Sealey.

Luxury Travel Collection GM, Nikki Glading, said Ramsgate Travel will begin trading under the collective from next month and is the first time the company has changed its supporting network since opening in 1983.

The addition of Ramsgate marks the newest member in the elite FCTG-based luxury stable, joining other top-performing agencies including Bicton Travel, Home Travel Company, Travel Associates, Destination HQ and more.

In addition, Sealey will join LTC's 'Circle of Influence' leadership



group to provide her expertise to the burgeoning group's evolution.

"Ramsgate Travel Service is one of the most influential cruise businesses in the nation and Justine has been warmly embraced by our existing members," Glading stated. *ML*

Sealey is **pictured** second from left with Luxury Travel Collection GM Nikki Glading and fellow members Phil Smethurst, Bicton Travel; and Murray and Robyn Sinfield, Home Travel Company.

Qld 'Festival of Free'

THE newest campaign from Tourism and Events Queensland (TEQ) and My Queensland entices families to the state with a 'Festival of Free'.

The push offers a range of holiday packages including free flights for kids, free tours and experiences for children and 'kids stay free' inclusions across a number of hotels and resorts.

One of the packages available includes five nights' accommodation at Peppers Blue on Blue Resort at Magnetic Island in a Studio Room inclusive of return flights with Virgin Australia, a lunch time cruise, daily breakfast for two, and more, starting from \$1,499pp.

TEQ Chief Executive Officer, Patricia O'Callaghan, said the Festival of Free promo "will bring welcome relief to Aussies families but also bolster tourism businesses around the state".

The campaign will run until 31 May - for more info, see **HERE**.

Swiss bag transfers

AGENTS can now offer luggage transfer services for travellers moving within Switzerland as part of an International Rail holiday itinerary, the company said.

The service, which can be added to any Swiss Travel Pass bookings, sees guests leave their luggage at hotel reception before it is picked up and transferred to their new hotel, where it will be waiting in reception the same day.

Link c/share on sale

VIRGIN Australia has opened bookings of Link Airways regional services as part of its expanded codeshare deal with the airline.

The move unlocks seamless access to 41 regional destinations with check-in and bags.

Since the partnership was unveiled earlier this year (**TD** 18 Jan), travel agents have booked thousands of seats on Link flights, with Bundaberg to Brisbane the most popular route sold so far.

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ATAC on the Goldy

THE Australian Travel Agents Co-operative (ATAC) will hold its annual Future Focus Conference at The Langham, Gold Coast from 07-10 Nov.

Following on from its conference in Canberra last year, members and suppliers can once again enjoy a dynamic “hands on, future thinking” program, featuring keynote presentations, panel discussions, workshops, and networking opportunities.

ATAC General Manager, Michelle Emerton, said hosting its conference on the Gold Coast would unlock a number of unique delegate opportunities.

“Not only will delegates learn about latest industry trends, business innovations and gain valuable insights, there will also be opportunities to experience the incredible offerings of the Gold Coast and amazing facilities at The Langham,” Emerton said.

Read all about last year’s ATAC conference [HERE](#).

Hotels check-out of levies

ACCOMMODATION Australia (AA) has refuted calls by Airbnb and Stayz for hotels to also pay a proposed NSW Government levy to fund the development of social and affordable housing.

AA Chief Executive, Michael Johnson, said hotels provided thousands of jobs and played no role in the current housing crisis.

“Accommodation hotels do not contribute to the removal of housing stock from the long-term rental market and, therefore, should not be levied with a tax to address rising rental costs,” Johnson commented.

Lawmakers in NSW last month released a discussion paper on how to incentivise property owners to de-list from short-term rental platforms and open their properties to longer-term leases.

Both Airbnb and Stayz, which is owned by Expedia, stated in formal government submissions they supported a levy, but called



on hotels to pay their way as well.

Johnson added that regulated accommodation providers already comply with a range of costs including increased land tax, payroll tax, Workcover levies and insurance, wages, food and fire safety and building compliance.

Accommodation Australia NSW General Manager, Stacey McBride, added that a recent decision by Victorian officials to exclude hotels from a similar levy reflects the Association’s position.

“There is no evidence to suggest accommodation hotels place meaningful pressure on the broader housing market or the long-term rental price,” she said.

Marriott to the Bay

HERVEY Bay in Queensland will become the newest site for a new Sheraton resort after Marriott International revealed plans for it to feature in a new mixed-use waterfront complex.

Sheraton Hervey Bay will feature 223 rooms and suites along with a 400-guest conference space and rooftop bar.

TV host and gardening guru, Jamie Durie, has been signed to lead the environmental footprint for the new resort.

Armstrong steps up

TRISTAN Armstrong, son of Rocky Mountaineer founder Peter Armstrong, has stepped into the role of CEO at the Canadian rail tour company.

The younger Armstrong has served on Rocky’s Board of Directors since 2016, as well as working in various operations and guest experience roles; he is also CEO of Major Rock Corporation.

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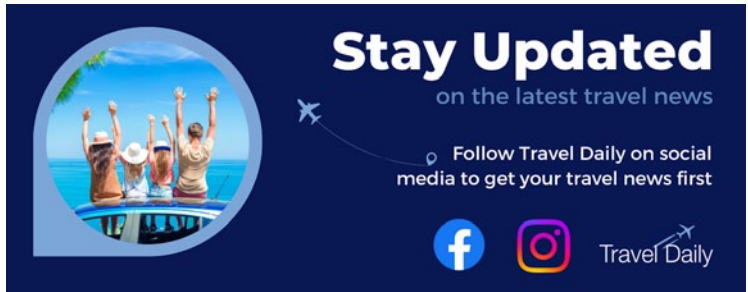
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TRAVEL and hospitality recruitment specialists AA Appointments Australia has recently celebrated being in operation for more than a quarter of a century.

The company, which has offices based in Sydney, Brisbane and Adelaide, boasts dedicated divisions to assist travel businesses with their recruitment search for executive, permanent and temporary roles.

Managing Director, Adriana D'Angelis, said she was lucky to

have spent half of her life at the recruitment company.

"I feel so fortunate to be part of such a wonderful team who share my passion for assisting talented individuals in their career journey and supporting long-term clients grow their business," she said.

"Looking back, it seems crazy to think I was only in my twenties and just returned home from a working holiday when I was given the rare opportunity to open a recruitment agency." *AB*

Pictured: The jubilant AA team.

QF compo headache

TWO weeks of compensation hearings have begun in the Federal Court to determine damages payable to 1,700 Qantas workers who were illegally sacked during the pandemic.

Affected workers, which the High Court ruled were terminated illegally (*TD* 13 Sep 2023), will receive varying levels of compensation based on three test cases.

The hearings foreshadow another expensive period for the airline, building on last week's criminal conviction based on the standing-down of Health and Safety Representative, Theo Seremetidis (*TD* 06 Mar).

Transport Workers Union Secretary, Michael Kaine, said the illegally sacked workers have been through unimaginable turmoil over the past three years.

"Alan Joyce said he had no regrets...Qantas has never ceased to inflict hurt and humiliation on these workers," Kaine said.

Horizontal changes

THE WA Government and Traditional Owners are working together to create new tourism experiences at Horizontal Falls (Garaan-ngaddim).

As part of this renewed approach, traversing through Horizontal Falls itself will end by Mar 2028 and be replaced by new initiatives.

Horizontal Falls Seaplane Adventures will travel through the wide gap of the falls until its licence expires in Mar 2028, while all other licensed operators will cease passing through by 2027.

Dambimangari Aboriginal Corporation (DAC), which represents the region's Traditional Owners, is pleased with the changes that have been made.

"We understand that change can be scary but like the changes to climbing Uluru, we hope in time people will understand our decision to put cultural heritage values and safety first," DAC CEO Cassandra McCumstie said.

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Travel Daily
A conversation with Jennifer Gaskin

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Time to monitor Air NZ

A WAR of words is escalating in the across the Tasman in aviation, with the NZ Airports Association urging the NZ Government to introduce price monitoring on domestic airfares and airline performance figures.

The appeal to current NZ Prime Minister and former Air New Zealand CEO, Christopher Luxon, is aimed at providing transparency in a highly uncompetitive market, the association claims.

New data released last week by Stats NZ showed domestic airfares rose 7.5% in Feb alone, with Air New Zealand hiking its domestic network one-way fares by NZ\$51 to NZ\$200 on average for the year ending Sep 2023.

The airline has also increased its fees for checking bags by \$10 on domestic services.

NZ Airports Association Chief Executive Officer, Billie Moore (pictured), said the price rises make travel incredibly difficult for domestic and regional travellers.

“They’re already frustrated about how much they’re having to pay to fly, as well as high cancellation rates for Air New Zealand in some regions.”

Moore said New Zealand has the least competitive domestic aviation market in the world, with one airline controlling 86% of the market, putting it ahead of countries such as Bolivia, Turkey, Argentina and Nepal.

“Air New Zealand is busy blaming Auckland Airport for cost increases when it’s their own record-high domestic airfares and cost add-ons that are driving up the cost of domestic travel for consumers,” Moore added.

Sichuan back to NZ

CHINA’S Sichuan Airlines has confirmed plans to resume services to New Zealand from next month - marking a return to the market after four years.

Flights will start on 17 Apr between Chengdu and Auckland using A350-900 aircraft.



However, Air New Zealand is also campaigning for an inquiry into a near five-fold increase in aeronautical charges by Auckland Airport to fund an expansion and upgrade of the major New Zealand gateway (TD 21 Feb).

Moore said the NZ government needs to do more to improve market conditions for additional airlines to serve a route.

“The Government has the tools to take action,” Moore added. *ML*

It is not our fault

NEITHER Boeing or Alaska Airlines are accepting legal responsibility for the door plug blow-out that took place on board a 737-Max 9 jet on 05 Jan, which resulted in dozens of injured passengers.

While Boeing CEO Dave Calhoun admitted it was “our mistake” during an interview with CNBC, the company is denying liability for any damages alleged by the passengers and claim their lawsuit should be dismissed.

According to a report from NBC, Boeing is refusing to be held responsible for any injuries, as its products were “improperly maintained, or misused by persons and/or entities other than Boeing”.

Alaska Airlines has also indicated it should not be held responsible for similar reasons, as the injuries “were caused by the fault of persons or entities over whom Alaska Airlines has no control... including defendant, The Boeing Company, and/or non-party Spirit AeroSystems”.

ATIA UPDATE

from Richard Taylor, Director of Membership Experience



YOU may have seen the ‘save the date’ announcement for ‘Beyond Borders’ last week (TD 14 Mar), a summit we’re holding on the

day prior to the National Travel Industry Awards in Sydney.

And if you missed it, that’s the 25 Oct with the NTIAs on 26 Oct.

Frankly speaking, it’s something I’ve long hoped for and have ultimately been working towards.

To have an affordable, cross-industry (beyond borders!) gathering on the calendar is something I’ve long felt we need to bond everything together for the years ahead.

In doing so it will create a magical, unmissable travel industry weekend of learning, connection and celebration.

The addition of Beyond Borders isn’t simply just another event; it’s a reflection of ATIA’s dedication to fostering growth, innovation, and collaboration within the industry

and will bring together some of the brightest minds in travel, offering unparalleled insights that you cannot find elsewhere.

So yes, in case it’s not abundantly clear, it’s something we’re very excited about!

As I have mentioned previously, the whole NTIA weekend should have a focus on the brilliant people who become finalists for the awards.

Bringing them together to focus on their achievements and allow them to connect with each other is something we began last year and will expand on in 2024.

We are delighted with the enthusiastic response already surrounding Beyond Borders.

Beyond Borders is poised to become a milestone event, a must-attend on the travel industry’s calendar.

I’m excited about what we will achieve together.

It’s more than a gathering; it’s a launch pad for the next big ideas in travel.

Let’s make history together and continue to elevate our industry to new heights.

Cook cruises to Lau

NORTHERN Lau in Fiji typically flies under the radar, but Captain Cook Cruises has just released a new seven-night itinerary for guests to discover the islands’ previously unexplored treasures, including the remote coral atoll of Wailagilala and Mago Island’s cult village of Namalata.

Then there are the marine-protected areas of the majestic Vatu Vara, where the world’s largest land arthropods live, the coconut crabs.

Travellers can go snorkelling and scuba diving at Tivua Private Island, then discover Makogai’s fascinating history and enjoy a guided tour of the Chiefly Village at Lakeba.

Scenic finally snaps

AMATEUR and experienced nature shutterbugs can hone their craft in the Kimberley on an upcoming photography themed expedition on *Scenic Eclipse II*.

The special 11-day ‘Uncover the Kimberley Coastline’ departs Broome on 29 Jun bound for Darwin, with daily photography excursions hosted by nature and travel snapper, Jake Wilton.

In addition to the dedicated photo shore trips, Wilton will also join the ship’s expedition team to provide advice on how best to capture the Kimberley’s amazing landscapes, waterfalls and reefs.

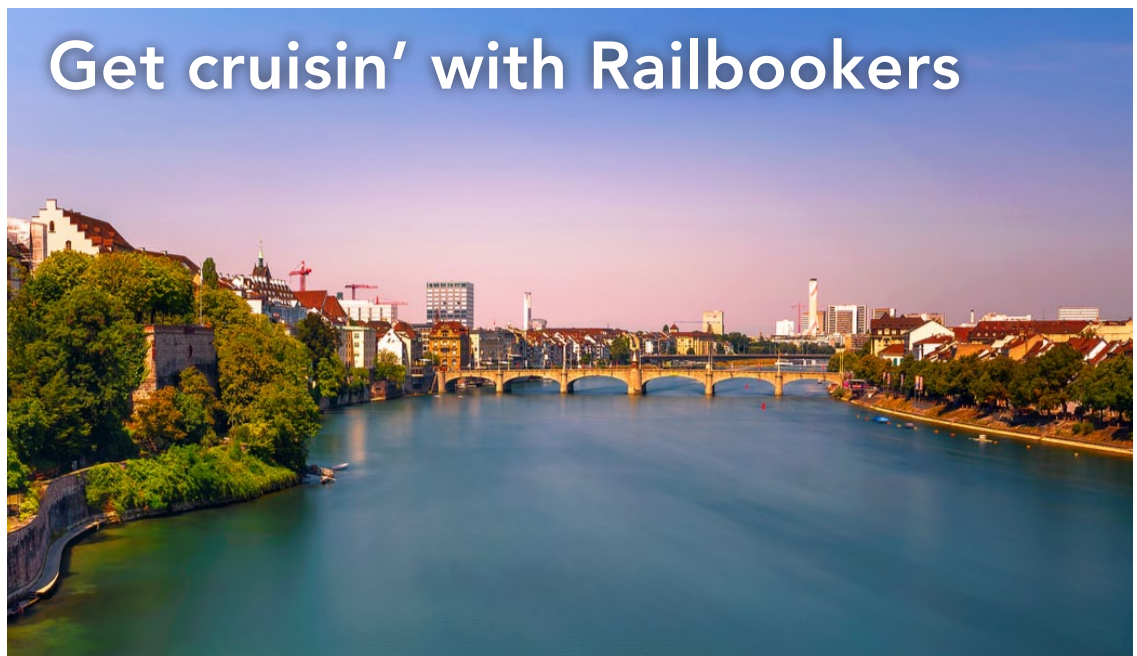
Wilton will also conduct special onboard lectures on how to shoot landscape photography.

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For more information, head to www.railbookers.com.au.



Become a rail specialist

RAILBOOKERS, your go-to Fully Independent Travel (FIT) specialists for all things rail, hotels, and sightseeing, are extending an open invitation to all travel agents to join its live webinar on Wed 27 Mar at 10am AEDT.

Hosted by Craig Owens, Business Development Executive, this virtual escapade is an unparalleled

opportunity to uncover secrets behind Railbookers' success when it comes to seamlessly blending luxury, comfort, and adventure, promising a transformative experience that transcends conventional travel boundaries.

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Switzerland is calling you

SWITZERLAND continues to captivate travellers with its timeless charm and scenic beauty, making it a top booking destination for Railbookers.

Visit Europe's tallest railway station, admire the Matterhorn, Zermatt's iconic mountain or experience the cogwheel train while ascending Mount Pilatus.

Once customers have experienced Switzerland by rail, it's clear why it's a constant contender for Railbookers' top

rail destination.

In response to the desire for extended exploration, Railbookers has observed an increasing number of Australian customers combining multiple prearranged itineraries to tailor their holiday experience.

Popular combinations include merging trips such as [The Ultimate Swiss Panorama and Lake Como from Milan](#) as well as [The Best of Switzerland](#) to craft comprehensive journeys.



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Lock in the Deals

Viking's small ships leave a big impression

VIKING may be the small ship experts, but they made a big splash this wave season with ship inspections in Sydney, Melbourne, Brisbane, Hobart, Cairns and Newcastle.

A record number of agents and their clients loved discovering Viking's award-winning ocean ships firsthand and it wasn't just the impressive vessels that left a lasting impression; agents and clients alike had a chance to experience The Viking Way of exploration.

The inspections proved that while Viking ships are small in size, their impact on the world of cruising is anything but.





ICAO updated

THE International Air Transport Association (IATA) has updated its handbook on the ICAO Carbon Offsetting and Reduction Scheme for International Aviation (CORSA), available **HERE**.

The latest news, which comes after the first phase of the scheme kicked off on 01 Jan, details international standards and recommended practices for carbon offsetting, plus information on scope, monitoring, data management and more.

In its latest Fly Net Zero update, IATA also revealed a number of recent industry moves regarding sustainable aviation fuel (SAF), including the launch of Singapore Sustainable Air Hub Blueprint, which sets out Singapore's action plan for the decarbonisation of its aviation sector.

Additionally, Japan Airlines has partnered with Yokohama City to establish a system for collecting used cooking oil from households for SAF feedstock, as part of the 'Fry to Fly' project, which begins this month.

Meanwhile, IAG announced its largest SAF purchase, signing a 14-year contract with engineering company Twelve, which will supply 785,000 tonnes of e-SAF to support IAG's five airlines.

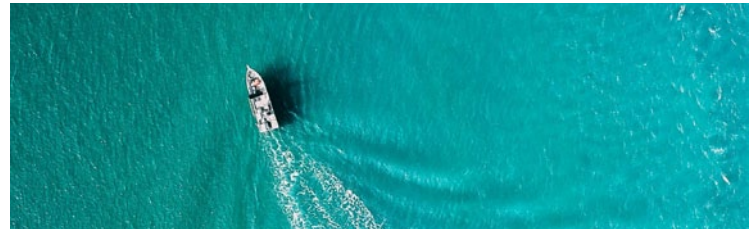
CRUISE LEADERS CALL FOR GREEN FUEL

THE cruise industry has called for governments around the world to take action towards increasing production of sustainable marine fuels.

Speaking at its European Summit in Genoa last week, Cruise Lines International Association (CLIA) revealed that Europe will need 44,000 tonnes of sustainable marine fuels by 2025 to meet the 2030 EU decarbonisation goals.

The industry body also revealed there are 55 cruise ships on order, representing an investment of £33.9 billion (A\$65.8b) over the next five years, with current and future vessels to be among the most advanced and energy-efficient ships in history.

However, the availability of



sustainable marine fuels at scale is a "missing piece in the puzzle", with CLIA urging governments to help fast-track the transition by setting more ambitious production targets.

"The cruise industry is making enormous investments to lay the foundation for a future of low-to-zero carbon fuels," CLIA Global Chair, Jason Liberty, said.

"Collaboration with our industry's global leaders and changemakers is critical to ensure

that sustainable marine fuels are available, affordable, and scalable.

"We look forward to strengthening our partnerships with ports, governments, and communities to fully realise the green transition of the maritime sector," he added.

CLIA is also undertaking research to combine fuel infrastructure, technology, and sailing routes to identify the local investment required for full decarbonisation by 2050. *JM*

EasyJet change

UK-BASED tour operator, EasyJet Holidays, has introduced a new animal welfare policy which will see it scrap zoos and marine parks from its itineraries.

Created in consultation with animal rights groups, the new policy also rules out attractions featuring animal performances and animal rides, as well as sporting events featuring wildlife.

The operator said that alongside the changes, it will aim to educate hotels about animal welfare issues.

Hurtigruten recognised

HURTIGRUTEN was named the leading sustainable brand in the travel and tourism industry in the Sustainable Brand Index for 2024.

Based on a survey of 13,000 Norwegian consumers featuring 282 brands across 25 industries, Hurtigruten was the only brand in its category to make the top 100.

The cruise line's Chief Executive, Hedda Felin, said the news was "validation of the tangible results we have consistently delivered in safeguarding nature".

Win an eco cruise

AUSTRALIAN superyacht specialist, YotSPACE, is giving guests the chance to win the cost of their cruise back when they book by 30 Apr, with travel agents also offered the chance to win a five-star cruise.

The offer applies to the seven-night Kimberley Explorer cruise, and comes as YotSPACE prepares to debut new ultra-luxury, week-long catamaran cruises in the Kimberley on board its new eco-conscious vessel, *Eclipse*. More information **HERE**.



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MONEY

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

AU\$1 = US\$0.656

ALL eyes are on the RBA's monetary policy decision today.

Pundits are expecting the interest rate to remain unchanged at 4.35%, having likely peaked since the previous raise enacted in Nov.

Meanwhile, the Aussie currency has shown little movement at the start of the week, sitting on small gains against the Japanese yen and the Chinese yuan.

Wholesale rates this morning.

US	\$0.656
UK	£0.515
NZ	\$1.078
Euro	€0.603
Japan	¥97.81
Thailand	฿23.60
China	¥4.721
South Africa	12.45
Canada	\$0.888
Crude oil	US\$85.34

Buchan is back

AFTER months of restoration and recovery, the flood-hit Buchan Caves Reserve (Buchan Munji) in Victoria will re-open to visitors on 26 Mar, just in time for the Easter long weekend.

Most roads and walkways will be open to tourists with some changed conditions, as well as the visitor centre, shop and swimming pool.

In addition, the campground and historic Caves House is now available for bookings.

Hotels told to sleep on it



SLEEP quality has been ranked among the top three most important elements of an enjoyable hotel stay, according to new Hilton Australasia research.

The study, commissioned by Hilton and conducted by Loneragan Research, found two in five Aussies aren't getting enough sleep, with nearly 40% reporting six hours or less per night.

Other findings included 22% stating they actively search for a hotel offering blackout curtains and soundproofing, while 20% request rooms away from elevators or on high floors.

In fact, 44% of Aussie travellers say they choose their hotel based on the quality of a mattress, bedding and linens.

Alongside sleep, respondents said accommodation location and wellness facilities are the other most desired attributes.

"Our research has found most people have specific bedtime routines and rituals to wind down and elevate their sleep quality," said Hilton Australasia Area Vice President, Paul Hutton.

"Whether it's by regulating workout routines, avoiding alcohol, caffeine or devices before bed, taking hot baths or

showers, drinking herbal teas or listening to music or white noise, it matters where you stay, and we're focused on ensuring we deliver an exceptional experience that is reliable and friendly to every guest," he added.

The findings build on Hilton's *Global 2024 Trends* report which highlighted the rise in 'sleep tourism' - where travellers are looking to get away purely to catch up on lost shut-eye.

The global study found sleep has been ranked a top priority for travellers in 2024. *ML*

Deer Valley extends

SKI enthusiasts rejoice, there's still time to enjoy the record-breaking snowfall at Deer Valley in Utah, which is extending its ski season by a week.

The winter season at the world-class ski resort will now end on Sun 21 Apr.

Passes for the 2024/2025 season are now on sale, with added perks including restaurant and retail discounts, discounted lift tickets, and a summer season access benefit.

Current passholders are eligible for exclusive renewal pricing.

Window Seat

A MAN from Montreal, Canada got a bit of a rude shock upon returning home recently from an extended vacation in Costa Rica.

According to the Quebec Government, 34-year-old Nick Fatouros (**pictured**) was dead - despite being very much alive and breathing.

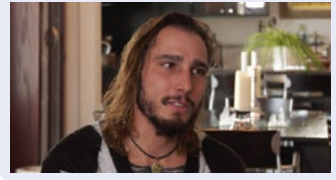
The baffled traveller discovered the news upon opening a letter he'd received while away, which began with "Following the death of Fatouros, Nick..." - it was a 14-page request from the government, who was seeking to collect money from his estate for a speeding fine he had contested in 2022.

"Wow, that's news to me," Fatouros told local media in an interview last week.

He admitted he laughed about the error, but said it was lucky his mother never saw it.

"If she would open this and I was off on my travels, god forbid, you know, she would say, 'what's going on?'"

The Canadian said he hasn't been able to get through to the government to prove that he is, in fact, alive, however following the interview, a ministry spokesperson said in an email that the mix-up was a case of "human error".



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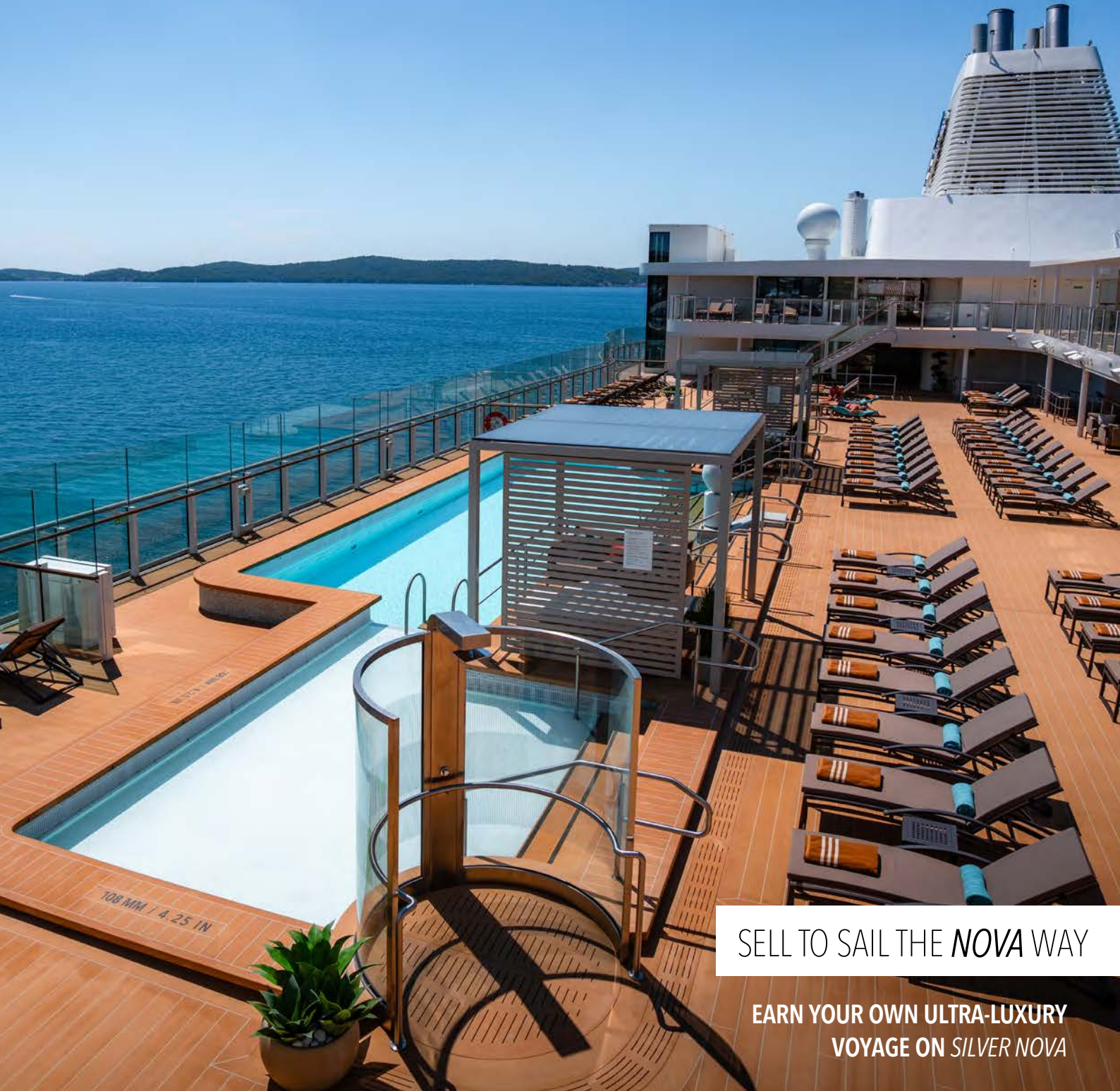
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