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Amex GBT, CWT form biz travel powerhouse

AMERICAN Express Global Business Travel (Amex GBT) has signed a definitive agreement to acquire CWT for approximately US\$570 million (A\$872m) on a cash-free, debt-free basis (*TD* breaking news).

Expected to close in the second half of 2024, the deal will be funded by a combination of stock and cash, subject to the satisfaction of customary closing conditions, including certain regulatory approvals.

CWT is anticipated to bring in US\$850 million in revenue and \$70-\$80 million in adjusted EBITDA in 2024, plus \$155 million worth of identified synergies within three years - 35% of which will be realised in 2025.

"Bringing CWT onto the proven Amex GBT software and services model will create more choice for customers, more opportunities for people and more value for shareholders," said Amex GBT



CEO, Paul Abbott (**pictured**). The acquisition will see CWT customers gain access to Amex GBT's software and services for travel and expenses, as well as a wide range of professional services, including meetings and events, consulting and sustainability solutions.

CWT Chief Executive, Patrick Anderson, commented that "joining forces with Amex GBT helps accelerate our vision of a tech-enabled future for business travel...we are highly confident in the value creation of the combined company". The merger is a sign that the travel technology space is gearing up for "the biggest year ever" in terms of acquisitions, according to investment banker and travel technology M&A expert from Cambon Partners, Morgann Lesne.

"Record tourism figures for 2023 and a very positive outlook for 2024 are leaving many players feeling confident that now is the right time to acquire competitors," he explained.

"Business travel is more than any other market a volume play... size is the only way to make economies of scale and get to relevant levels of profitability.

"The acquisition of CWT by AMEX GBT will put increasing pressure on the likes of Travelperk and Navan, both of which will have to fight even harder to get to that level of scale that a giant like Amex GBT-CWT is about to become...watch this space," Lesne added. JM

Today's issue of TD

Travel Daily today features eight pages of the latest news including our Sustainability page, a photo page from Journey Beyond, a front full page from Norwegian Cruise Line, plus full pages from: • Silversea

• Inspiring Vacations

Get more with NCL

NORWEGIAN Cruise Line (NCL) offers more value for travel agents and their clients, thanks to its Free at Sea offer as well as more earnings and more rewards.

Check out the **cover page** for more information.

Win a Nova sailing

AGENTS can sell their way to an ultra-luxury sailing aboard Silvesea's *Silver Nova*.

Make three new bookings on Australia and NZ voyages by 30 Apr to be in the running.

See **page nine** for more details.



Travel Daily e info@traveldaily.com.au



Tuesday 26th Mar 2024

G heading to India

G ADVENTURES has confirmed India as the host country for its upcoming GX Community Tourism Summit in 2024.

Running from 24-29 Sep, the event follows the inaugural gathering held last year in Cusco, Peru, with agents, suppliers and media converging to discuss the impact tourism can have on a destination, locals and travellers.

The summit will again combine the Change Makers agent event, which invites top-selling agents from around the world - including 15 from Australia and NZ - to witness how G Adventures works directly with communities they send their clients to. **CVFR** Group's payments arm has inked a "game-changing" agreement with PlanPay, allowing users of its trade platform to access digital layaway payments for clients planning trips.

CVFR Payments hailed the new partnership as adding an important layer of purchase options for travel sellers, which already sells itself as being more flexible, user-friendly and less expensive than its competitors.

Reflecting on the new deal, CVFR said that PlanPay "eliminates the burden of debt", allowing travellers to pay up-front in interest-free instalments.

Rail Europe

Unlock European Trains with Grant Robertson

Austrian Railways

ÖBB: The Austrian ÖBB fleet offers travellers day, overnight, high-speed and regional train services across Austria and the European continent in three classes (Business, 1st and 2nd). Watch this video to learn more about the Austrian train fleet, products, destinations, fares and services or click here for direct access to the product sheet. **Good to know:** For overnight journeys, options include Couchettes and Sleeper compartments. Refer to this link for all of ÖBB's overnight routes.

Expert Tip: While seat reservations are optional on Railjets, they are highly recommended for longer journeys. Reservations on Nightjets can be made up to 180 days in advance.

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CVFR inks layaway deal

III PlanPay

"Together, PlanPay and CVFR Payments are set to redefine the travel landscape, empowering agents and travellers alike with seamless, hassle-free experiences," CVFR said. When CVFR launched its

payments division in 2020 (**TD** 23 Jul 2020), the company flagged its intention to expand and evolve the service by integrating new bank transfer and virtual card payment options. *AB*

QF boosts Tasman

QANTAS is continuing its strong run of recent capacity increases, today confirming a 50% increase in seats on a variety of routes to New Zealand, equating to around 260,000 seats over 12 months.

Beginning late Oct, flights from both Brisbane and Melbourne to Christchurch will ramp up from daily to up to 12 per week, adding 1,700 weekly seats on the route.

Meanwhile, Melbourne to Wellington will also climb from daily to 10 times weekly between Sep 2024 and Apr 2025.

All three routes will be operated by Qantas' Boeing 737 aircraft and are now available to book online or through travel advisors.

Twice the earnings

AGENTS can enjoy twice the normal commission rate on select Inspiring Vacations holidays when booked by 31 Mar.

See the **last page** of today's edition for the full details.

Discover the Yukon

AGENTS can learn about VIA Rail and Yukon, a mountainous territory in northwest Canada, by tuning into a Canada Specialist Program webinar tomorrow.

From the Northern Lights to kayaking under the midnight sun, attendees will hear about the adventures on offer in Yukon, and learn all about VIA Rail journeys.

There are two live 30-minute sessions available, one at 8.30am and the other at 12pm AEDT -CLICK HERE to register.





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page 2



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Tuesday 26th Mar 2024

Muller joins ATIA

THE Australian Travel Industry Association (ATIA) has appointed Peter Muller to its board, following the departure of David Greenland after four years.

Muller brings plenty of experience to board, including his role as Managing Director, Pacific and Africa at ATPI and as a Director of CT Partners.

ATIA Chair Tom Manwaring said he believes Muller will prove "invaluable" to the board, and also offered thanks to Greenland for his "outstanding contribution".

ATIA has also confirmed it is also preparing to call for nominations from its entire membership in Apr, marking the first year that nominations and elections will be occur under its new constitution.

See **page five** to read ATIA Chair Tom Manwaring's column.



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EXCLUSIVE

A GROUP of emerging female Indigenous park rangers and conservation leaders from remote Western Australia were recently hosted by APT Travel Group (ATG) at its Melbourne office.

The up-and-coming

conservationists and tour leaders were in the Victorian capital as part of a Desert Leadership Program hosted by Thin Green Line - a global advocacy program highlighting the role of rangers in protecting natural environments.

The program included training workshops, public speaking events and networking opportunities designed to build confidence among the group.

ATG is a staunch supporter of Thin Green Line and its programs to train and nurture the next generation of Indigenous park rangers and tour leaders.

While at ATG's offices, the group met with Chief Operating Officer, Lorna Heyward, who held a 'lunch and learn' session with the group and committed \$20,000 via its OneTomorrow charitable fund to help with travel expenses.

ATG also committed a further grant to fund two Indigenous rangers from the program to attend the 10th World Ranger Congress in France, which brings rangers together to share ideas and empower the sector. The triennial event, which takes

place from 07-11 Oct in the Giens

Peninsula in Hyeres, France, will mark the first time Australia has sent female Indigenous rangers to participate at the Congress.

"We recognise the importance of conservation efforts of Indigenous Protected Areas throughout Australia, and we are committed to fostering the growth and development of women rangers," Heyward said.

The Desert Leadership Program attendees are **pictured** after the special ATG luncheon. *ML*

Dowling jumps ship

TRAVEL wholesaler and destination management company Total Holiday Options has appointed Karen Dowling to the role of Strategic Trade Partnerships Manager.

Dowling joins the business following a 14-year tenure as TravelManagers' Business Partnerships Manager in Qld. Before that she worked in

various sales roles with Travel Indochina and Ansett.





LEGGINGS and yoga pants are generally associated with good health, but an aviation expert has recently warned travellers that the fitness apparel can prove deadly while in the air.

Aviation author, Christine Negroni (**pictured**), has suggested ditching the fitness pants on flights because they could pose a major safety issue in the unlikely event of an emergency.

"You might have to escape through a cabin fire or there could be a separate fire on the ground once you leave the aircraft," Negroni explained.

"Everyone is wearing yoga pants on planes now, but I avoid all artificial fibres because they are more likely to burn and stick to you if there is a fire."

Here's a win for all of those travellers out there who have had to endure the stench of a fellow passenger's bare feet, with Negroni also suggesting to never take shoes off in case of an emergency landing.

"It isn't a good idea to take off your shoes on a flight either because if you do need to leave the plane in an emergency, the temperatures could be extreme, and you won't want to be barefoot."

Instead, the airline doyenne recommends wearing trainers, or other flat shoes, but never heels for obvious reasons.

To sum up, the advice is simple, according to Negroni, "always pick sneakers over high heels, pick natural fibres over synthetic, and take tightfitting clothes over loose".





with Jenny

The Chat



Tuesday 26th Mar 2024

Going into battle around the clock

MODULAR travel insurance provider battleface is putting its money where its mouth is, rolling out a new one-stop claims and 24/7 emergency assistance product, Robin Assist.

Integrated within the existing battleface API that powers travel insurance products sold by online retailers Stella Insurance, Insurance.com.au and battleface directly, Robin Assist is the first product created to serve customers holding valid policies.

Speaking to Travel Daily, battleface CEO Sasha Gainullin said Robin Assist was born from the company's insurance underwriters asking for a product that could serve policies sold.

"So whenever you buy a policy, and it could be from battleface or it could be from any other travel insurance company in the event of a claim or in the event of an emergency medical situation, you actually get in touch with Robin Assist for help," Gainullin said.

eface

"And because of our technology we're plugging into all of our insurance carrier partner websites or distribution platforms to essentially power those travel insurance policies."

As the key engine servicing policies and claims, Gainullin said Robin Assist has global scalability and depending on circumstances, can arrange travellers a trip to a hospital or back to their home country for further treatment.

For more minor incidents, Gainullin said future upgrades to the Robin Assist service will include instant payouts in local currencies to cover events such as lost luggage.

Telehealth services offering policyholders quick access to a doctor and a prescription will be part of another future update. ML

Calhoun steps down

THE saga continues at Boeing, with its CEO Dave Calhoun to step down from the company by the end of the year.

Chair Larry Kellner has also indicated he will not stand for re-election as part of a wider management restructure of the business following major safety issues with its 737 Max models.

Heritage overhaul

HERITAGE Line has completely revamped its Lower Mekong cruise program, which now features new ports, shore excursions, culinary tours and small-group cycling excursions.

Guests can now discover new mooring destinations, including Tan Phong Island, Kampong Laeang, and Prek Bangkong, as well as optional new 'themed' shore excursions geared towards foodies and cycling enthusiasts.

The cruise line has also enhanced many of its excursions in its existing ports, which include meeting a local priest at Cao Dai temple in Tan Chau.

"We are constantly looking for new ways to enhance our cruise itineraries to provide different and inspiring experiences for our guests, and we are excited to present the most significant improvement in our Lower Mekong offering in many years," Director of Sales & Marketing, Andreas Schroetter, said.

More details can be found HERE.

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Tuesday 26th Mar 2024

Donating bids for kids



CARNIVAL Cruise Line raised a total of \$20,000 for the Children's Hospital Foundation during *Carnival Luminosa*'s 2023/24 Brisbane sailing season, which wraps up next month.

The cruise line paid a visit to Queensland Children's Hospital on Sun to present the donation, accompanied by beloved Dr Seuss characters The Cat in the Hat, The Grinch, Thing 1 and Thing 2, much to the delight of some of their littlest fans.

Carnival's Vice President, Kara Glamore, was in attendance to present the cheque to the Children's Hospital Foundation.

"Fundraising milestones like this wouldn't be possible without our guests' unwavering generosity towards our Conga for Kids initiative," she said.

"This was *Luminosa*'s second season homeported in Brisbane so it's an honour to able to give back to the Queensland community through our work with the Children's Hospital Foundation."

The money will go towards helping kids like three-year-old Lachlan Reed, who was born with chronic kidney disease and has battled with regular dialysis and hospital admissions his entire life, by providing a place to play and special experiences to take their minds off the treatment.

The charity's Director of Marketing & Fundraising, Jennifer Birks, expressed her gratitude, stating "the ongoing support from the team at Carnival and guests on board means so much to us at Children's Hospital Foundation, and will enable us to continue to support families and patients".

Carnival has supported the Children's Hospital Foundation in Queensland since 2019, including hosting 'Conga for Kids' fundraising events on board *Carnival Luminosa* since the ship first started sailing from the Sunshine State in Nov 2022. JM

Pictured: Communications Manager of Children's Hospital Foundation, Brittany Butler, with Glamore at the Children's Hospital Event in Brisbane.

School at Silversea

SILVERSEA is set to offer a postgraduate program in cruise line management at Les Roches' campus in Marbella, Spain, after signing an agreement with the hospitality school.

The course will provide students with the knowledge and skills to manage and oversee various onboard areas of cruise vessels, as well as aspects of marketing, revenue management and other commercial functions related to the cruise industry.

Upon completion, students will have the opportunity to gain employment at Silversea.



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ATIA UPDATE

from Tom Manwaring, Chairman



LAST week the board of ATIA met in Melbourne to continue to set the strategic direction of the organisation and industry. As well as

monitoring the largest and most representative accreditation program, ATAS, our new events schedule, and of course the industry's advocacy agenda, this meeting was also the first time we received recommendations from the ATAS Advisory Committee.

The board established this committee to promote equal representation from ATAS travel businesses, including travel agencies and tour operators, with the goal of ensuring equal say into the management and operations of ATAS.

These recommendations are critical to ensure the board continues to develop and evolve ATAS and our member services with the advice of members.

We also received David Greenland's resignation following his departure from Reed & Mackay.

David has made a significant contribution to our organisation since he joined the board in Mar 2021, with his dedication and insights proving important during some of the industry's most

Luxury hotels bark

BARKING Owl Communications has landed the contract to manage communications in Australia and New Zealand for Anantara Hotels Resorts & Spas and Avani Hotels & Resorts.

The agency will help lift the profile of the Minor Hotelsowned luxury brands, including the debuts of new resorts in Dubai, Vienna and Ubud this year. challenging times.

His insights have been instrumental in steering our strategic course, ensuring our resilience and success amidst a rapidly evolving travel landscape.

To David, I extend a heartfelt thank you on behalf of the ATIA Board and our members for his outstanding contribution.

With David's departure, we are delighted to welcome Peter Muller to the ATIA Board.

Peter's extensive experience, particularly his international acumen gained as the MD Pacific and Africia ATPI and as a Director of CT Partners, will be invaluable as we forge ahead.

Peter's appointment to the board through the casual vacancy process is a reaffirmation of our ongoing commitment to reflecting the dynamic needs of our members.

In Apr, we will be calling for nominations from the entire membership of ATIA.

This is the first year that nominations and elections will be conducted under our new inclusive constitution, which allocates voting rights based on total transaction value as opposed to retail or office locations.

This new structure has already seen new voices added to the board, as we continue to deliver on our promise to be truly reflective of the entire travel community in Australia.

France terror warning

ONLY months away from the Summer Olympic Games in Paris, France has raised its terror alert warning to the highest level.

The Australian Government has advised travellers to expect highlevel security measures to be in place throughout the country, including at famous landmarks.

"Be aware of your surroundings & follow local advice," DFAT said.



Looking beyond the year ahead

LAST week, Journey Beyond invited Australia's leading travel media and the trade to launch its full 2025 program at Adelaide Parklands Terminal.

The brand's CEO, Chris Tallent, shared major news and business updates, celebrated new partnerships, and gave an exclusive preview of its new Gold Premium rail carriages.

also announced.

KATIE Teague, Mamamia and Wade Stokes, Journey Beyond.

THE Journey Beyond Rail team.

UURNEY BEYOND'S

CEO Chris Tallent.

CHRISTIAN Rothe, House of Fine Wine; Andree Mitchell, Journey Beyond; Alicia Triggs, Journey Beyond; and Cherie Hutchinson, Jurlique.

HAYLEY & Lauren, Adelady.



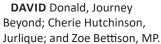
Announcements included a new partnership with Jurlique and the development of a new travel experience with Paspaley, while continuing to build on existing partnerships

Outback Spirit launched its full 2025 program with a dedicated flagship brochure now available **HERE**, and a new corporate social responsibility program, Journey Lightly, was

with Champagne Bollinger and R.M. Williams.

FIONA Carruthers, winner of a threenight stay at Sal Salis Ningaloo Reef.







DANIEL Gallagher, SATC; Justine Lally, Journey Beyond; and Casey Hehner, SATC.







ALICIA Triggs announces new partnership with Jurlique.

w www.traveldaily.com.au



sustainability@traveldaily.com.au Tuesday 26th Mar 2024



MSC conserves

MSC Cruises' non-profit arm, MSC Foundation, has partnered with the International Union for Conservation of Nature (IUCN) to hold philanthropy talks during the annual Monaco Ocean Week.

The foundation co-hosted a multi-stakeholder discussion on 19 Mar with Velux Foundation and Filantropia Cortes Solari about realising the potential of philanthropy for ocean conservation.

Daniela Picco, MSC Foundation Executive Director, highlighted the organisation's commitments to coral reef restoration and conservation in The Bahamas.

She also discussed the value of long-term investment in science and research studies to establish the foundation's nursery for critically endangered elkhorn coral.

"It's critical to be active in these global discussions between local and international experts, the scientific community, public authorities, associations and the private sector in the spirit of exchange, experimenting and openness," she said.

The Foundation joined forces with IUCN a year ago and is supporting 100 scientists from 30 countries to update the IUCN Red List of threatened species.

SUSTAINABLE TRAVEL IS TOP OF MIND

SUSTAINABILITY is a key motivator among high-end travellers in 2024, according to new survey findings from Virtuoso, with more than half of respondents stating they want to travel more responsibly.

Global developments last year, including overtourism, geopolitical conflicts, and the effects of climate change, were identified as motivating factors behind travellers' desire to adopt a more mindful approach when visiting destinations around the world.

Additionally, 45% of respondents agreed that travelling sustainably enhances their holiday experience - up 9% compared to Virtuoso's 2023 survey.

"Awareness amongst travellers is growing and we're having conversations about how to travel more responsibly in a way we didn't even a few years ago, which is encouraging," said Javier Arredondo, Virtuoso's Vice President of Sustainability.

"An evolution has taken place, where sustainability is no longer viewed as an obligation or a forced necessity, but as an opportunity for travellers to use their purchasing power to make a positive impact while also creating lifelong memories."

The survey also revealed the eco-conscious shifts travellers are making, with more than half saying they would consider visiting popular destinations during off-peak times, and 30% willing to explore alternative, less visited destinations.

Around eight in 10 Virtuoso advisors reported their clients

are investing in the cultural heritage of the destinations they visit, while 68% said they've seen increased interest in hotels and restaurants that prioritise sustainable gastronomy.

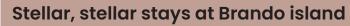
Moreover, 58% of travellers are willing to pay more to travel responsibly, provided they know how the funds are being used, and more than 30% said they would be encouraged to travel more mindfully if they had a clear understanding of their options and guidance from a trusted source, such as a professional travel advisor.

"A professional travel advisor can serve as a guiding force towards making informed choices while also crafting tailored experiences that exceed expectations," Arredondo added. JM

Maritime collab

SHIPBUILDER Fincantieri has signed an agreement with global energy company Eni and engineering consultancy RINA to decarbonise the maritime sector, with the goal of reaching net zero by 2050.

The trio will undertake an analysis of the most sustainable alternatives to support the industry's decarbonisation pathway, and look into establishing a global observatory regarding future technology, regulatory and market developments.



WINDSTAR Cruises has expanded its partnership with Pacific Beachcomber to offer two-night stay packages at the hotel brand's private island ecoresort, The Brando.

Named after Marlon Brando, who bought the atoll in the 1960s, the resort features 35 private villas, which are all positioned on white-sand beaches overlooking a lagoon. Available beginning 01 May, the post-cruise add-on is on offer to guests in *Star Breeze*'s Broadmoor and Sea Island



Suites, and Owner's Suites. The new package includes daily excursions and spa treatments, beach equipment and transfers on a plane to and from The Brando, which is a 20-minute flight from Papeete, where guests will disembark from the cruise.



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"Teaming up with Hurtigruten

amplifies our ability to share the

magic of this phenomenon with

travellers from around the globe,

making unparalleled voyages to

skies," the astronomer enthused.

The partnership comes after

extension of its Northern Lights

Promise sailing period, which

Hurtigruten announced an

The cruise line has also

launched select astronomy

25/26 season sailings, featuring

exclusive opportunities to travel

plus lectures and Northern Lights

viewing on board - CLICK HERE

with renowned astronomers,

QF agency hours

Qantas Group Travel will be

closed on Good Fri 29 Mar and

Easter Mon 01 Apr, with normal

operating hours to resume 02 Apr.

Trade partners will still be able

to access both agency websites

24/7 for self-serving assistance.

QANTAS Agency Connect and

for more information. JM

kicks off mid-Sep.

witness the astonishing Arctic

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European ski surge

CLUB Med has seen a surge in last-minute ski bookings across Europe as the region's snow season continues. with temperatures dropping further over the weekend.

Very late bookings for the brand's European ski resorts shot up by 23% overall for Mar and Apr - 20% higher compared to 2023 - with Val d'Isere, Tignes and La Rosiere among Club Med's best-selling resorts.

"Many resorts have benefited from a bumper Mar in terms of snowfall, with more expected in the forecast in the coming week as temperatures drop," Club Med MD UK, Nicolas Bresch, said.

DOT the I's on data

AMERICA'S Department of Transportation (DOT) is looking into how the country's major airlines store customer data, and will use its findings to develop new best-practice guidelines.

With the aim of ensuring that airlines aren't misusing travellers' personal information, the department has requested details of customer data policies from the 10 largest US carriers.

"Airline passengers should have confidence that their personal information is not being shared improperly with third parties or mishandled by employees," US Transportation Secretary Pete Buttigieg said.

The DOT will assess how airlines collect, handle and use personal information, as well as look at what measures they have in place to safeguard against data breaches, and review customer complaints regarding misuse of personal information.

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AFTER attaining two-week highs against the greenback, the Aussie has fallen back to US\$0.65 in recent days, however it has rallied in the last 24 hours against the US dollar.

MONEY

WELCOME to Money, TD's Tue

feature on what the Australian

AU\$1 = US\$0.654

dollar is doing.

Travellers to Japan will be delighted by the changes in the markets regarding Japan this week, with the Aussie dollar soaring against the Japanese yen and currently hovering around ¥99.02.

Wholesale rates this morning.

US	\$0.654
UK	£0.517
NZ	\$1.085
Euro	€0.603
Japan	¥99.02
Thailand	ß23.77
China	¥4.715
South Africa	12.35
Canada	\$0.888
Crude oil	US\$85.43

Perth evacuation

A TERMINAL at Perth Airport had to be evacuated yesterday morning after a smoke detector was triggered.

The alarm forced travellers to exit the terminal at 5.45am local time after the emergency detector was set off, however no flames or hazards were identified by investigators on arrival.

Inquiries are still determining the cause of the alarm trigger, with travellers returning to the terminal about 6.30am.

HX reaches for the stars



HURTIGRUTEN has announced a collaboration with esteemed Northern Lights astronomer, Tom Kerss (pictured), to enrich the guest experience on board its Norwegian coastal voyages. The cruise line said the new

partnership serves to strengthen its commitment to providing innovative experiences of the Northern Lights.

"With Tom Kerss as our very own 'Chief Aurora Chaser', the world's first-ever as far as we know, we're taking our Northern Lights commitment to new heights," CEO Hedda Felin shared.

"Together, we're revolutionising the Northern Lights experience, offering guests an unparalleled opportunity to witness this breathtaking phenomenon in the most immersive way imaginable."

Kerss will act as an onboard expert on designated Hurtigruten voyages, sharing fascinating insights into the natural phenomenon and leading digital talks, webinars and workshops, as well as organising guest-focused activities and events.

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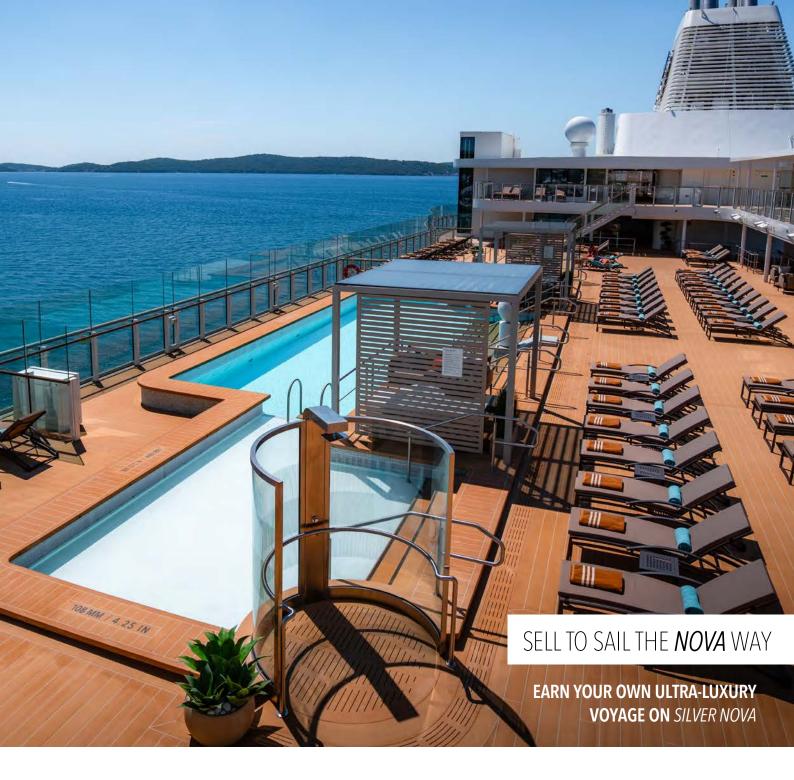
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