



## Today's issue of TD

**Travel Daily** today features seven pages of news, including a photo page from **Luxury Travel Collection** and our **Luxury page**, plus a product profile from **Exoticca** and a full page from **Viva Holidays**.

## Viva's happy place

**VISITORS** to Disneyland Resort in Anaheim can make use of a special ticket offer to mark the theme park's 70th anniversary.

Viva Holidays has released a range of new packages featuring flights, hotel and the ticket offer - more details on **page eight**.

## Explore Andalusia

**THE** tiny European gem of Andalusia, perched between France and Spain, can be explored on a nine-day Iberian adventure available through Exoticca.

Learn more via the company's new Product Profile on **page nine**.

# ATIA rallies agents after Budget snub

**THE** Australian Travel Industry Association (ATIA) is set to launch a new Election Hub aimed at galvanising agents to lobby their MPs directly ahead of the upcoming federal election, and after a Federal Budget labelled 'middle of the road'.

Available via the Login section of the ATIA website, the portal will feature a toolkit containing a range of resources including fact sheets tailored to each electorate, with details on major local and industry-wide issues.

The sheets will emphasise marginal seats but are available for ATIA members to use in meetings or interactions with local MPs and candidates.

Email and letter templates are available that can be tailored to suit agents' businesses and sent to local member offices.

The strategy is modelled on the association's pandemic response, which provided a similar toolkit

for agents to lobby for targeted support during border closures.

The Election Hub also builds on the recently launched Election Asks section of the ATIA website, which lays out priorities needed to ensure stronger competition in the aviation sector, support to fill workforce gaps and requirements to strengthen protections for agents and their clients.

The new toolkit follows what ATIA CEO Dean Long described as a "middle of the road" Federal Budget, which missed important small business measures such as an extension to the Instant Asset Write-off scheme.

Whilst the Budget included an extension of energy bill rebates, a freeze on draught beer indexation and funding to address unfair business practices, Long told **TD** the association is now targeting a \$1.5 billion reserve set aside for future projects and initiatives.

"There's \$1.5 billion worth of

funds there that are squirreled away for an election campaign, so it means that there's still a chance for the Government to come to the party and make sure they're supporting travel businesses, give them some good training products and some good activities and making sure Australians are picking Australian businesses to purchase travel through," Long said.

"We'll see what we can get done through the next six weeks to make sure travel gets what it rightly deserves," he added.

**MEANWHILE**, the Australian Tourism Export Council (ATEC) has welcomed ongoing support for Tourism Australia, with the marketing body's budget maintained for a further year.

ATEC emphasised that it will continue to advocate for strategic investment ahead of the federal election, to ensure the sector can fully recover. *ML*



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## Eclipse in Iceland

**ADVENTURE** World has launched a new six-day self-drive tour in Iceland which visits iconic geothermal wonders and positions travellers with a prime view of the 2026 solar eclipse.

The 'Solar Eclipse Adventure' is priced from \$6,479pp twin share.

## Compo would boost cruise



**CLEARER** recourse for passengers impacted by cancelled or delayed flights would prove to be a major asset for the Australian cruise sector, according to the Australian Lawyers Alliance's (ALA) Victoria Roy.

Speaking with *Travel Daily* about the need for Australia to adopt a mandatory compensation scheme that is easy for consumers to understand and access, Roy said it would provide a significant boost of confidence for pax booking fly-cruise sailings.

"Cruise passengers would be brave to risk flying to their departure port on the day of the cruise in case their flight was delayed or cancelled," Roy said.

"A compensation scheme that incentivises airlines to run on time will bring more consumer confidence and give passengers an unambiguous right to compensation when the delay is within the airline's control."

The call from the ALA follows major strides from brands such as Norwegian Cruise Line to cultivate a stronger fly-cruise market in Australia.

Despite the recent release of a draft Aviation Customer

Rights Charter by the Federal Government (**TD 26 Feb**), as well as discussions in the Senate to bolster consumer rights around delayed and scrapped flights, the ALA said the proposed reforms clearly do not go far enough.

"There is an urgent need for Australia to step up and develop a compensation regime that is, at least, equal to the protections offered in so many other jurisdictions," Roy argued.

The ALA spokesperson also drew clear distinctions between the obligations that airlines owe travellers versus cruise lines.

"For cruise passengers, missed ports are very frustrating and disappointing, however I would distinguish that slightly from delayed and cancelled flights because the purpose of a flight ticket is to simply get from A to B within a reasonable time," she pointed out.

"The purpose of a cruise contract goes beyond transportation to a particular destination because it includes everything else we love about cruising, which hopefully the passengers get despite missing a particular port," Roy added. **AB**

## JL ups MAX order

**SEVENTEEN** additional Boeing 737-8 MAX aircraft have been ordered by Japan Airlines, taking its total pipeline to 38 aircraft.

The order is in response to record domestic demand and aligns with JAL's commitment to cut fuel use and carbon by 15%.

More To Discover

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## Big bins, more loos for QF

**QANTAS** has showed off the first of its new Airbus A321XLRs to media in Hamburg this week, revealing the planes will have larger overhead bins to store more luggage, as well as an additional toilet.

The new planes are set to replace the ageing Boeing 737-800 fleet and will be able to carry 197 pax, 23 more than the outgoing plane.

Airbus' aircraft will also be able to fly an additional 3,000km compared to the 737, allowing Qantas to deploy it on longer routes as well as domestic flights, with Indonesia and Malaysia being touted as possibilities.

Hudson told the *AFR* that the new plane will help on-time performance, thanks to its design



and layout allowing people to board quicker.

"We know that on-time performance, how important that is for the customers, and this is going to enable that process to flow much faster," she said.

The first A321XLR will start flying for Qantas in June with 28 in total on order.

**MEANWHILE**, Qantas has flagged the closure of its Auckland business and first lounge on 23 Apr in order to complete significant renovations.

Qantas passengers will be able to access the Emirates lounge while the work is in progress. *DF*

## Funding for Rex

**OPERATIONS** for Rex will be backed by a \$130 million guarantee which will keep the teetering regional airline in the sky until at least 30 Jun 2025 and through the election cycle.

As outlined in the Federal Government's 2025-26 Budget, the loan comprises \$80 million paid to administrators EY to keep the airline operating, plus an acquisition of \$50m in Rex debt.

"This will help maintain critical aviation services for regional and remote communities," the Budget papers read.

Rex has now been listed as a fiscal risk on the national balance sheet, with the Government formally outlining "contingency options" which could include nationalisation of the airline.

The Government will continue to negotiate with shortlisted bidders and work with administrators to secure regional aviation via a successful sale of the business.

## Visitor records rise around Aus



**VISITOR** economies around the country hit new highs last year, according to new annual data from Tourism Research Australia.

New South Wales and Sydney were the nation's leading destinations for both domestic & international visitors, visitor nights, and total expenditure, with travellers spending a record \$53.2 billion across the state.

The number, the highest in Australia, was up 3.6% year-on-year; however this did not eclipse Victoria's growth, which, at \$40 billion, was up 5.8% YOY.

Brisbane's surging holiday appeal and packed calendar of events also saw record-breaking visitor spend in the Queensland capital, which outpaced national and state trends.

Overall visitor spending climbed to a record \$11.3b, fuelled by an unprecedented 53.7m nights spent in Brisbane (**pictured**).

International visitation trends also showed the differing appeal of overseas markets to Australia's states and cities.

China returned to the top spot for visitation to New South Wales - the first time the East Asian country has held the top spot since the pandemic.

It was followed by the United States and New Zealand, with international visitation in NSW growing 11.1% overall.

However, Victoria was most

popular with Indian travellers, with 223,000 travelling from the South Asian country, staying for 12.4 million nights. *MS*

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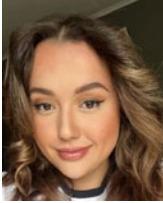
Travel Daily

## How to support young travel agents

### OPINION

Yasemin Yanik is  
a 25-year-old  
travel consultant  
at Queanbeyan  
City Travel.

Got an opinion  
to share? Contact:  
[feedback@  
traveldaily.com.au](mailto:feedback@traveldaily.com.au)



**SINCE** COVID, it's no surprise that some clients have become extremely particular about every detail of their booking.

As travel agents, we aim not only to provide a satisfactory service, but to go above and beyond to ensure everything runs smoothly and that our clients experience the holiday of their dreams.

Yet, as a 25-year-old agent with nearly four years of experience, I sometimes find myself having to prove my knowledge to clients who occasionally request a second opinion from a more experienced colleague.

After spending months collaborating with a client to plan their trip, having them suddenly question everything you've told them makes you wonder if you've done something wrong.

More often than not, the manager simply confirms that everything is correct, wishes them a wonderful holiday, and sends them on their way.

Despite having less experience than older agents, I think that I am knowledgeable, capable, and well-trained for this role.

But I believe these clients see someone their daughter's or granddaughter's age - and immediately feel concerned.

If their agent was a 50-year-old with 20 years' experience, they would feel at ease.

“  
We shouldn't be  
made to feel as  
though we aren't  
good enough  
”

After all, their neighbour's aunt booked with this consultant a decade ago and had a great experience - she knows what she's doing.

Someone under 30? Now they're worried.

How many holidays has she really booked?

Has she even experienced the products she's selling?

We shouldn't be made to feel as though we aren't good enough.

We can't change certain clients' perceptions, but what can help is having a supportive team that reminds us we are good enough.

To office managers and older colleagues: Stand up for younger consultants, reassure clients that you trust your team, and reinforce that they should, too.

If necessary, set boundaries with particularly difficult clients for the sake of your team's mental wellbeing.

The travel industry is facing a significant shortage of agents.

If you're lucky enough to have a young consultant who is eager to learn and does their job well, invest in them and protect them.

To suppliers: Please include younger agents in destination training and famils.

If they aren't selling your product, it may be because they lack firsthand knowledge.

This can be the only real difference between a younger consultant and a seasoned agent who has experienced the destination multiple times.

Of course, top sellers deserve rewards and incentives, but there should also be opportunities for newer agents to gain knowledge, because ultimately this benefits both clients and suppliers.

To fellow young agents: I know it's easier said than done, but don't let this discourage you.

You're not alone.

It helps to have a support system to remind us that we are capable, and that we will eventually gain the same experience as senior advisors.

And finally, to that customer: Young professionals need experience to become experts, but we can't gain that experience if people like you don't trust us.

Please, trust us and we'll do everything in our power to give you the holiday of your dreams.

Without trust, this relationship is doomed from the start.

To read the rest, click **HERE**.



### Window Seat

**IT TURNS** out there's a scientific reason behind why Fijians are always so happy.

One of the world's leading neuroscientists, Dr Lila Landowski, recently worked with Tourism Fiji to get to the bottom of the question.

To conduct the experiment, Dr Landowski equipped three travellers with wearable tech and smart garments to measure heart rate, breathing rate and other variables such as oxytocin, serotonin, dopamine and endorphins.

In mere minutes following arrival, results came in showing heart rates dropping, breathing rates falling when interacting with locals, and adrenalin levels peaking while enjoying activities such as surfing or swimming.

The study concluded Fiji's feelings of happiness - social connection, gratitude and being in nature - were being transferred to others when they were around it, meaning a Fiji holiday is scientifically proven to make people happy.

"The simple act of smiling, or saying 'Bula' or even waving, all of these things create this sense of connection to one another, and we know that more connection leads to a feeling of happiness," Dr Landowski said.

## CHECK OUT

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extraordinary travel crafters

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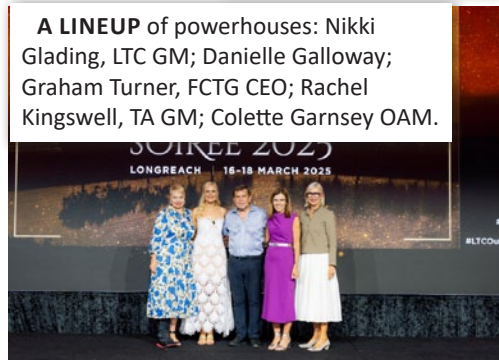
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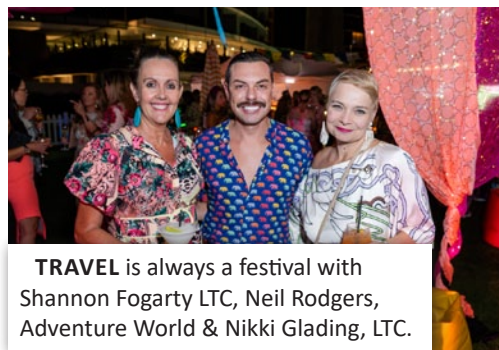
Luxury Travel  
Collection



**HELEN** Courias,  
HAL, enjoying a fiesta  
alongside LTC members.



**A LINEUP** of powerhouses: Nikki  
Glading, LTC GM; Danielle Galloway;  
Graham Turner, FCTG CEO; Rachel  
Kingswell, TA GM; Colette Garnsey OAM.



**TRAVEL** is always a festival with  
Shannon Fogarty LTC, Neil Rodgers,  
Adventure World & Nikki Glading, LTC.



**LTC'S** GM, Nikki Glading flying  
high aboard the AVMIN private  
charter to Longreach.

## Crafting authentic stories for the future of luxury

**LAST** week, The Luxury Travel Collection (LTC) unveiled a dazzling five-day masterpiece in Queensland, setting a new standard for luxury travel events.

Uniting Australia, New Zealand, and global partners, LTC hosted its Luxury Product Showcase and Global Luxury Business Owners Soirée, immersing members in 'A Gallery of Luxury'.

Attendees experienced elevated luxury through exclusive bucket-list moments in Longreach - stepping off private jets onto rich red soil and toasting under endless outback skies, where every detail celebrated authentic travel legacies and inspired a new era of luxury travel.

The event served as the ultimate platform to learn, be inspired, and elevate one's craft.

Esteemed industry trailblazers from travel and luxury brands alike shared insights on leadership, brand-building, and the evolving definition of luxury, including LTC's Danielle Galloway; FCTG Board Member Colette Garnsey; TedX speaker Mark Carter; Ponant CEO Deb Corbett; and Four Pillars co-owner, Matt Jones.

These powerful stories and experiences are set to inspire the next chapter of luxury, defined by authenticity, innovation, and deeply personal experiences.



**A NIGHT** to celebrate  
for the LTC team.



**MITCH** Spencer, Avalon Waterways;  
Murray Sinfield, Home Travel  
Company; Phil Smethurst, Bicton  
Travel; James Sitters, Oceania Cruises.



**A TOUCH** of French flair:  
Julie Golding, Deb Corbett &  
Janelle Ramsey from Ponant.



**ARRIVING** in Longreach  
at the original Qantas hangar.



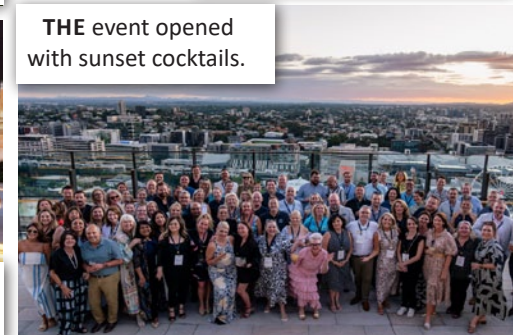
**EDWARD** Yee, Stefano Neri  
& Filippo Curinga enjoy a  
night with the Vikings.



**STEPHEN** Goddard, Tanya  
von Koningsmark & Ken  
Higgins, Evans & Turner TA.



**PHIL** Smethurst; Justine Sealey; Deb  
Corbett; Edward Yee; Alison Lord.



**THE** event opened  
with sunset cocktails.

### AF unveils new suite

**AIR** France has lifted the curtain on its new La Premiere experience, featuring a fresh suite with a fully adaptable design.

The La Premiere suite will feature five windows and a chaise lounge that converts to a two-metre long bed.

It also includes a seat that adjusts to different phases of the flight, including take-off, landing, dining or relaxation, as well as ergonomic padding and a leather headrest, with a nearby console and table.

A floor-to-ceiling curtain offers peacefulness, while suites in the centre of the cabin allow for shared travel while maintaining privacy, thanks to a full-height, electric sliding partition.

## DINING DELIVERS TASTY RISE IN TOURISM

**COST-OF-LIVING** pressures are not stopping travellers' rising desire for experiential dining, according to a new report from Canvas8 called *Why food tourism is winning luxury fans in Australia*.

Premium dining saw a 7% growth in Q1 2024, led by key trends including immersive experiences, hyper-local produce and regional dining.

Sixy-eight percent of respondents said they value an exceptional dining experience over simply eating out more often and 35% identify as "special occasion diners".

Meanwhile, Gen Z is by far the most passionate about luxury dining, with 41% eating out three to four times a month.

These trends are also being seen in regional areas, with 64% of Aussie tourists expressing



a preference for local cuisine, such as the 'Sound of Silence' dining experience in Uluru and Bellingen's vibrant food scene.

The report echoes sentiments recently made by FCTG Global MD of Luxury and Independent, Dani Galloway.

"The culinary experience is extending way beyond Michelin-starred restaurants," she told

travel agents at the recent Luxury Travel Collection Product Showcase in Brisbane.

"It's about hyper local menus and chef collaborations.

"Dining is no longer just about a meal.

It's actually about a journey and a consideration when you're thinking about curating your beautiful itineraries." JHM

### The Reef House gold

**CAIRNS'** Reef House Adults Retreat has won gold at this year's Australian Tourism Awards, as the country's best five-star luxury accommodation.

The property's Director Malcolm Bean congratulated his team, led by General Manager Wayne Harris, for their commitment to customer service.

"Our vision for an adults-only wellness resort that delivers remarkable customer service with more than 28 complimentary Signature Inclusions is resonating with travellers," he said.

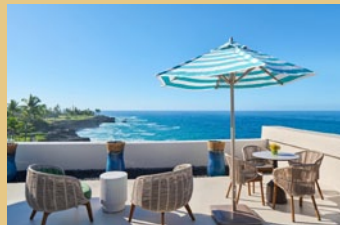
### Outrigger debuts new luxury suite and venue

**OUTRIGGER** Kona Resort & Spa in Hawaii has debuted its luxe Royal Huaka'i Suite and Voyager 47 Club Lounge.

The new accommodation, part of a US\$60 million transformation, will offer ocean views at Keauhou Bay.

The expansive one-bedroom, two-bathroom suites also boast three private balconies.

Guests of the accommodation will receive complimentary access to the newly enhanced Voyager 47 Club Lounge, which



overlooks Keauhou Bay and the Kona coastline.

The venue offers freshly brewed premium Kona coffee, locally inspired breakfast, and night-time appetisers paired with craft beers.

### Krabi zero-gravity spa

**BANYAN** Tree Spa Krabi has floated its new zero-gravity treatment - complimentary weightless therapy classes.

Participants float in water, alleviating pain and stress, with guests at the property able to enjoy a guided one-on-one, 60-minute session.

The program is led by Banyan Tree Krabi's wellbeing practitioner Subhash Shanbhag, and offers a 'Wave Stretch' or 'One Weightless' treatment option.

# Are your clients ready for Tahiti?

## Their flights are on us!

Claim a \$1,500 flight credit for your clients when they book by 30 April\*

[VIEW SELECTION](#)

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Paul Gauguin  
CRUISES

## ACCOMMODATION

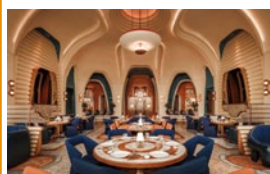
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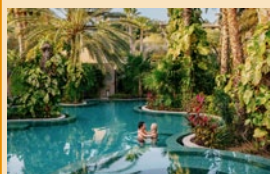
EYRE-WAY has launched **Bandari**, its third luxurious off-grid retreat, on South Australia's Eyre Peninsula. Situated atop coastal cliffs in a private pocket of Sleaford Bay, the property blends minimalist luxury with sustainability. Powered by a solar-battery system, Bandari sleeps two and features a well-appointed kitchen. Guests will enjoy modern comforts, including reverse-cycle air conditioning, instant gas hot water, and high-speed wi-fi.



Boutique Thailand property **Away Chiang Mai Thapae** has been expanded to include 30 new premium suites. The new accommodation offering includes the 65m<sup>2</sup> Thapae Corner Private Romantic Suite, which offers views of Thapae Peak and features a private jacuzzi and spacious balcony. There is also a Jacuzzi Pool Access Suite, featuring a private plunge pool with a jacuzzi, and the choice of a twin or double bed.



**Jumeirah Marsa Al Arab** resort has officially opened its doors in the UAE. With a design inspired by a futuristic superyacht, the ultra-luxurious property features 386 rooms and suites, 82 serviced residences and an 82-berth superyacht marina. The resort boasts views of the Arabian Gulf, 11 dining experiences, four bars, four outdoor pools, and a spa spanning three floors. Interiors are adorned with marble accents, silk rugs, and crystal lighting.



**Zadun, a Ritz-Carlton Reserve**, has introduced a new spa and wellness program, in partnership with luxury wellbeing company, Sensei. The Los Cabos resort now offers one-on-one consultations, rejuvenating spa treatments, and group fitness yoga and meditation classes. As part of the Sensei experience, guests can book four signature wellness packages.



Travellers staying at **COMO Castello Del Nero** in Italy can enjoy new cultural experiences and epicurean events for the 2025 season. Nestled within a twelfth-century castle in the Tuscan countryside, the property is now offering exclusive events that immerse guests in Italy's rich traditions and culinary scene, such as an off-road wine tour and a chocolate tasting experience.

## Desert Safaris hits Sydney



**AFRICAN** safari operator Desert and Delta Safaris recently concluded a regional roadshow, engaging with agents in five cities to grow awareness of the safari experiences available in Botswana.

In partnership with African specialist wholesalers in Australia, the company met with agents to share details on the range of lodges across the African country.

Desert and Delta Safaris' focus on affordable luxury is growing in appeal to Australian travellers hungry to tick the continent off their bucket list, while keeping within their budgets.

The company's key message was about providing an easy way to book Botswana's largest and most recognised fly-in safari circuit, with 10 properties to select from.

Desert and Delta Safaris Sales and Marketing Manager, Stephen Frenkel, thanked travel agents for their help at an exclusive trade event at The Tilbury Hotel in Sydney.

"Our market position has grown significantly, moving from the eighth to the fourth largest

source market in the past year," Frenkel said.

"We are excited to see this momentum continue in the coming years." **ML**

Frenkel is pictured above right with Darren Evans, The Africa Safari Co; Stephen Frenkel, Desert & Delta Safaris; Jeff Vella, Travel Africa; Summer Pasquale, The Africa Safari Co; Patrick Clementson, Abercrombie & Kent and Rob Gurr, Ynot Concepts.

## Leura relaunched

**LEURA** Gardens Resort in the NSW Blue Mountains has relaunched following last year's acquisition of the hotel by Dr Jerry Schwartz under the management of Trilogy Hotels (**TD** 26 Apr 2024).

The 92-room property now offers new leisure packages, while plans for a major upgrade of Olive Tree Restaurant are underway.

As part of the relaunch, the resort has introduced a new website providing seamless booking access - see it **HERE**.

## DISNEYLAND RESORT'S 70<sup>TH</sup> ANNIVERSARY SPECIAL OFFER

AUSTRALIA AND NEW ZEALAND RESIDENT TICKET OFFER

Disneyland 70  
RESORT CALIFORNIA

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#### INCLUDES:

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  - Early entry into a theme park#
  - Convenient access to theme park entrances
- 3-Day *Disneyland Resort Park Hopper Ticket*†
- Return shared van transfer from Los Angeles airport to hotel^

FROM **\$2,455\*** PER PERSON  
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### 4 DAY DISNEY'S GRAND ADVENTURE

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  - Convenient access to theme park entrances
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- Return shared van transfer from Los Angeles airport to hotel^

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- One way shared van transfer from Los Angeles airport to hotel^
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  - Transfer from Anaheim hotel to *Citadel Outlets*
  - VIP lounge access at *Citadel Outlets*
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# Offer Iberian magic: Lisbon, Andalusia & Madrid

This 9-day trip is perfect for your travellers seeking a cultural escape in Europe. Starting in Lisbon, they'll then cross into Spain to explore some of Andalusia's most storybook-like cities before arriving in Madrid to soak up more of Spanish life.

## **Lisbon: Hilltop views & historic monuments**

In Lisbon, travellers can explore vibrant neighbourhoods, stroll down Pink Street in Cais do Sodré, and taste the famed custard tarts in Belém. A tour of sacred sites includes Vasco da Gama's tomb at the iconic Jerónimos Monastery. Free time offers a chance to admire the city's azulejos, ride Tram 28, or take an optional tour to Sintra to visit the UNESCO-listed Pena Palace.

## **Andalusia: A blend of tradition and tapas**

Seville will enchant them with its Gothic grandeur, from the magnificent Cathedral to the orange trees lining the narrow streets of Barrio de Santa Cruz. In Córdoba, they'll visit the Mosque-Cathedral and stroll the photogenic Calleja de las Flores in the Jewish Quarter. The Andalusian leg of the trip wraps up in Granada with a visit to the Alhambra—an architectural masterpiece.

## **Madrid: A modern city with a storied past**

After being immersed in the soul of the south, the Spanish journey ends in Madrid. They'll enjoy a walking tour in the vibrant capital, visiting highlights like the Royal Palace and Mercado de San Miguel.

**An irresistible itinerary, crafted for**

## **heritage travellers**

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