

HLO appoints KPMG



HELLOWORLD Travel has appointed professional accountancy KPMG as the travel company's assigned auditor, effective from today.

The decision followed the conclusion of a tender process and the resignation of previous auditor Ernst & Young.

Amadeus in the clouds

AMADEUS and Google have signed a landmark deal to enhance flight search capability, accelerate AI integration, and improve user experience.

Under the agreement, Amadeus will migrate part of its technical platform to Google Cloud, where it will leverage the global tech giant's open infrastructure as a key platform to build a suite of its own B2B services.

Part of Amadeus' motivation to sign the deal is to explore future AI-driven innovations by adopting Google Cloud's Vertex AI, where it will benefit from access to large language models to deploy a range of AI solutions.

Amadeus said it will research using Agentic AI with Google Agentspace and Google Cloud to potentially integrate the tools

into its own solutions.

Furthermore, the two tech companies will enhance flight search accuracy and airline management by integrating Amadeus MetaConnect and Amadeus Nevio with Google Flights and the Google Offer Management system, which the companies said would raise the market profile of airlines.

Amadeus will also use the tie-up to expand its global reach via a multicloud approach. **AB**

Today's issue of TD

Travel Daily today features seven pages of news, including our **Corporate Update**, plus full pages from:

- City of Gold Coast
- Abercrombie & Kent

Get funded on GC

NATURE-BASED tourism grants are now available for operators located on the Gold Coast.

Learn more on **page eight**.

A&K journeys await

THERE are still spots remaining on Abercrombie & Kent's 2025 tours, including the 19-day 'Antarctica, South Georgia & Falklands: Holiday Voyage' itinerary - see the **back page** to find out more details.



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Booking process disliked

EXCESSIVELY complex and overly technological booking processes are causing 40% of Australian travellers to delay or abandon online purchases, a new study has uncovered.

An analysis of consumer interactions with technology by News Corp's The Growth Distillery and market research brand Verve found travel brands can improve conversions by offering a range of booking pathways in line with differing levels of tech aptitude.

The *Technographics: Travel* study found 80% of Australians find travel highly important but do not like the booking process.

A key finding in the report was that tech prowess is not reserved for younger generations, and that human travel agents can be preferred by travellers of all ages.

One-third of respondents said they delay the booking process due to technological confusion, while more than half said they




are likely to abandon the process.

Complexity in booking is also likely to lead more than half of respondents to shy away from a brand, potentially costing revenue.

"As technology continues to increase its sway over not just what, but how and where we shop, it is essential for brands to understand the nuanced relationship between where tech...enables, but more importantly inhibits, purchase behaviour," said The Growth Distillery Director, Dan Krigstein.

The study recommended brands invest in booking processes that cater to both tech-savvy users and those seeking human input. *ML*



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Regent back in 2030

REGENT Hotels & Resorts will return to Australia after 28 years when Regent Melbourne completes a transformation in 2030 from the InterContinental Melbourne the Rialto branding.

The return of the well-known brand is the result of a major deal inked between IHG Hotels & Resorts and Salter Brothers.

Further rebranding will take place under the new agreement, including the Crowne Plaza Sydney Coogee Beach becoming InterContinental Sydney Coogee Beach; Crowne Plaza Melbourne to InterContinental Melbourne; and The Crowne Plaza Canberra to be redeveloped into the new InterContinental Canberra.

A second hotel will also be developed on this site, to bring Hotel Indigo to Canberra.

Voco Gold Coast will also undergo a refurbishment and expansion of its leisure facilities, the first voco location to open its doors internationally.

Club Med's lofty goal

CLUB Med has set its sights on expanding its mountain resorts portfolio catering for summer holiday periods around the world.

Revealed during its latest financial update, the resort operator said it would look to capitalise on the growth in active summer travel noted over the last 12 months by building out its mountain property offering, and would also look to double down on its all-inclusive, upfront pricing strategy.

Club Med welcomed 1.5 million guests globally last year, with an average occupancy of 75%.

MEANWHILE, Club Med has opened its Family Oasis at Club Med Phuket, marking its first dedicated family resort space in the Asia Pacific region.

The update offers families a new splash park with fountains and slides, as well as two family-friendly suite configurations catering to two adults, two kids under 11, and one baby.



Transylvania & Bucharest extension



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EY posts record Q1

ETIHAD Airways has posted a record Q1 profit of AED\$685 million (A\$291m), up 30% year-on-year, with a 15% rise in profit margin compared to the same period in 2024.

The carrier also saw a 16% increase in passengers carried, with five million travellers choosing to fly with Etihad in the first quarter of 2025.

Passenger growth was boosted by a 14% increase year-on-year in available seat kilometres and an improved pax load factor of 87%, while fleet expansion continued, with 98 aircraft in operation by the end of the quarter.

SYD hit by delays

RADAR flight data has shown there have been 29 delayed flights at Sydney Airport and four cancellations amid a deluge of heavy rain and wild weather.

Sydney Airport has been contacted for comment.

CX makes return to ADL

CATHAY Pacific has announced its return to Adelaide with a new seasonal service beginning 11 Nov 2025, which will offer three nonstop flights between Hong Kong and the SA capital.

Marking CX's eighth destination in the Southwest Pacific, the summer service will provide more choice for travellers flying between Hong Kong and Australia between Nov and Mar 2026.

Cathay Pacific will deploy its Airbus A350-900 aircraft on the Hong Kong-Adelaide route, with business class travellers able to enjoy lie-flat bed amenities.

The announcement marks the latest in a series of recent wins for the city, with Qantas to launch seasonal services between ADL and Auckland from Oct (TD 16 May) and United Airlines to introduce direct flights between ADL and San Francisco from Dec.

"This is a huge milestone for South Australia's tourism industry,



as it means all int'l routes flying into Adelaide before the COVID-19 outbreak are back," said SA Minister of Tourism Zoe Bettison.

SA Premier Peter Malinauskas added; "Delivering a boon for tourism and trade, the reinstated route is estimated to generate \$32 million for SA each year, driving appeal to both work and travel in our great state".

With Adelaide back in its network, Cathay Pacific will offer almost 90 return flights per week to eight destinations in Australia and New Zealand, including year-round services to Brisbane, Melbourne, Perth, Sydney and Auckland, and seasonal flights to Cairns and Christchurch. *JM*

Japan love grows

AUSTRALIANS' love for Japan continues to grow, with new data from the Japan National Tourism Organization (JNTO) showing the number of Aussies who visited the country in Apr rose by 42.6% versus the same time last year.

This rounds out a robust first few months of 2025, which saw 429,000 Aussies flock to the Land of the Rising Sun - up 28.6% from the same Jan-Apr period last year, and almost half of the total number of 2024 arrivals.

JNTO pointed out that Australians also tend to stay longer than other visitors.

More time for survey

SCOOTER'S Marketing Travel and Tourism Survey has been extended to Wed, 28 May at 5pm.

The extension comes after a strong response from the tourism and travel sectors to help shape future marketing strategy - take the survey **HERE**.

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Surge in Aussies travelling to S Africa

EXCLUSIVE

OUTBOUND leisure traffic to South Africa has the opportunity to “grow significantly” moving forward, South African Airways Country Manager Michael Hall has forecasted.

Speaking with *Travel Daily*, Hall revealed that despite only returning to the local market a year ago, the carrier was “very pleased” with the numbers.

“We have a healthy mix of VFR, leisure and corporate traffic,” Hall said, attributing the growth in leisure travellers in particular to the “extraordinary value” of the Aussie dollar against the South African Rand.

“For an Australian visiting South Africa, the value for many goods and services is incredible.”

In Jan, the airline increased the frequency of its Johannesburg to Perth route to five times weekly.

That flight also connects with Virgin and Qantas flights in both



directions, offering easy access to South Africa from Australia's east coast cities, including Adelaide, Sydney, Melbourne and Brisbane.

“We believe as a destination, [South Africa] has many compelling reasons to make multiple visits, even short breaks - it's not just about the wildlife and safaris,” Hall said.

Interestingly, the average length of stay for Australians is 16 days, with more than 60% returning to the continent, he added.

Hall is particularly excited about the first-ever Club Med opening in South Africa next year, which he believes will introduce a new leisure market segment.

In what has been described as South Africa's largest hospitality development in 30 years, Club

Med Tinley will be located on the North Coast of KwaZulu-Natal and is slated to open in Jul 2026.

The optimistic growth prospects are also supported by South African Tourism's Chief Operating Officer Darryl Erasmus, who told *Travel Daily* there has been “a strong and encouraging resurgence of interest” from Australians across the board.

Pre-COVID, more than 111,000 Australians visited South Africa and several years after the pandemic that figure had recovered to 98,544.

Now, that growth trajectory is expected to exceed pre-pandemic levels before the end of this year.

“In fact, as of Mar 2025, Australian arrivals are already tracking 12% ahead year-to-date, signalling a return of confidence and desire to explore South Africa,” Erasmus said.

Read more about the future of tourism in Africa **HERE**. JHM

MEL cracks one mill

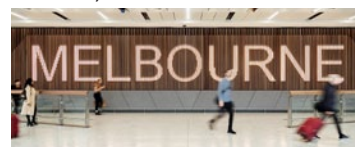
MORE than 3.1 million people passed through Melbourne Airport in Apr, including more than one million international flyers for the first time.

Fuelled by the Easter and Anzac Day holidays, the figure represented an 8% jump in Apr pax numbers on the prior year.

International travellers were up 16%, while domestic flyers climbed 4% to eclipse two million.

The figure was boosted further by an influx of 16,000 delegates attending the Amway China Leadership Summit.

“The back-to-back public holidays in the midst of school holidays created a blockbuster travel period, and travellers clearly made the most of it,” said Melbourne Airport Chief of Aviation, Jim Parashos.



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Booking Window: **NOW-30 MAY 2025** Travel Window: **NOW-31 DEC 2025** [LEARN MORE](#)



Advisors court VA

SEVERAL professional advisories are reportedly lining up to consult on Virgin Australia's mooted \$3 billion re-listing on the ASX, expected around Jun.

Morgans, Ord Minnett, Shaw and Partners and Bell Potter have all made formal submissions to VA parent Bain Capital to help advise on the floatation, *The Australian* has reported.

Advisors are hoping to be added to the mix alongside investment banks Barrenjoey, Goldman Sachs and UBS, which are spearheading the IPO campaign.

Reports suggest the banks are about to reapproach investors in the coming days to test interest surrounding price and strategy.

New Marriott brand

MARRIOTT International has announced the global launch of its new regional collection brand, Series by Marriott.

The company has signed a founding deal for the brand with Concept Hospitality, one of India's leading hotel management firms, to affiliate The Fern hotels with Series by Marriott.

The new collection will fit the midscale and upscale lodging segments, beginning with Concept Hospitality's six brands and more than 100 hotels.

India has become a battleground for the world's major hoteliers of late, with Hilton Hotels & Resorts planning its own major expansion in the Subcontinent (**TD** 08 May).

1 Hotel ready to bloom



THE Australian debut of sustainable luxury hospitality brand, 1 Hotel, was celebrated last week at a VIP trade event in Sydney at Kitchen by Mike.

Guests were able to get a taste of 1 Hotel Melbourne ahead of its opening on 19 Jun, enjoying cocktails, canapes and an intimate dinner showcasing some of the dishes on offer at the hotel's restaurant, From Here by Mike.

Attendees were also invited to enjoy a moment of calm with a special sound healing workshop, and a touch of mysticism at the tarot card reading booth.

Damon Page, Managing Director for 1 Hotel Melbourne (**pictured left**), told guests the property's design is "nature led" and is all "about bringing nature in", with a focus on "holistic wellness".

There are over 4,000 live plants in the hotel, including four in each room, and trees in the lobby

bar "so people can breathe and experience the smell of nature".

The building itself is eco-friendly, featuring re-purposed products throughout.

Chef Mike (**pictured right**), who was also on hand to discuss his menu after working up magic in the kitchen with his team, and said he was thrilled to partner with 1 Hotel Melbourne because they "share the same values".

He said guests can expect the best local produce available, and will get a feel of the local story, producers and the land, as well as emphasising his restaurant's zero-waste policy.

Guest staying at the new hotel can enjoy puppy yoga and sound healing, and are able to leave an unwanted item of clothing behind to be repurposed, thanks to 1 Hotel's partnership with the Sacred Heart Foundation. *JM*

Learn more **HERE**.



Window Seat

HAVE you ever wondered what your colleagues get up to on work trips?

A new global survey of 2,000 business travellers across Australia, the United Kingdom, the United States, and Canada has found drinking to excess, gambling, and taking drugs is just some of the debauchery your cubicle-mate may be getting up to while repping the business on the road.

There's also a clear generational divide, with travellers under 34 around three times more likely to engage in risky behaviour than those aged over 55.

Perhaps that means it often takes learning a lesson or two for employees to understand their responsibilities?

Jetstar GPS delays

A NUMBER of Jetstar Airways flights have been disrupted by GPS glitches, suspected to be related to solar flare activity.

The Age revealed a Jetstar flight from Brisbane to Denpasar was scrapped yesterday afternoon after disturbances to its GPS.

The disruption followed an earlier cancellation of a flight from Melbourne to Denpasar on Wed, which was among a number of hours-long delays for Jetstar on flights to Nadi and Hobart.



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CORPORATE UPDATE

Hilton open to expansion

AUSTRALIA is presenting Hilton with a range of expansion opportunities, according to the brand's President, Asia-Pacific, Alan Watts (**pictured** with Leonard Gooz, Global Brand Leader, Hilton).

Speaking prior to Hilton Sydney's 50th birthday celebrations on Wed (**TD** 21 May), Watts said the brand was "always open to discussions" in terms of new hotel opportunities.

"In Australia two things are going to be happening," Watts told a media briefing.

"One is the emerging trend towards franchising, so a lot of our hotel brands that are suited



for franchise, some you will see very soon.

"[The second is] that we are always open to discussions, we have launched newer brands like Curio and Tapestry in the past 12 to 18 months...and of course there is Waldorf coming too."

When asked whether Hilton was leaning towards franchise opportunities in the Australian market, Watts was adamant that it depended on the situation, but that there were some Hilton brands that would not be offered as franchise options.

"We have no preference, it is just the brands that are ready for franchising," he said.

"We wouldn't franchise our luxury brands but it is also the owners' appetites, [some] prefer managed contracts and there are those that prefer franchise."

Watts was also questioned about the opportunity in Brisbane prior to the Olympic Games in 2032, with the city significantly short of accommodation options.

While he said that ongoing negotiations were not able to be spoken about, he suggested "we definitely are" thinking about the Brisbane market and the opportunities there. *DF*

LH first class lounge

LUFTHANSA has opened the doors to a new first class lounge at Munich Airport Terminal 2.

Spread over 1,000m² the redesigned lounge features an a la carte restaurant and front-cooking buffet.

Travellers can also make use of a quiet zone and a well-equipped business centre with printing and copying facilities.

The lounge also features a large selection of international newspapers, magazines and television areas.

Coming soon in Munich will be a new dedicated first class check-in area, which will complete Lufthansa's renewed push for a larger slice of the European premium travel market.



Discover our River Cruise Special Report

Click here

Changi's new mega terminal



CHANGI Airport Terminal 5 (render **pictured**) is a step closer to reality after the Prime Minister of Singapore and Minister of Finance, Lawrence Wong, officiated at the groundbreaking ceremony last week.

The new mega terminal will significantly boost the airport's handling capacity and optimise operations, with the ability to handle around 50 million passengers annually when it opens in the mid-2030s.

T5 will see extensive automation of both passenger-facing processes and back-end functions, and will also house a ground transportation centre, bringing together train, bus, taxi and other transport services.

To make it easier for passengers to get around the terminal, travellers as well as an automated people mover system similar to the Skytrain will reduce walking distances.

Travellers passing through will also enjoy natural light and landscaping, and can expect

the "familiar cosy, yet uplifting feel, that Changi is known for", according to the airport.

Additionally, the new terminal will be a Green Mark Platinum Super Low Energy building, featuring one of the largest rooftop solar systems in Singapore.

The introduction of T5 will allow Singapore Airlines Group, which currently operates across three terminals, to consolidate its operations under one roof.

There will also be room for other air carriers to expand their operations at T5 and Changi's other terminals. *JM*

AA Admirals Club

AMERICAN Airlines has opened the doors to a new Flagship and Admirals Club lounge at Philadelphia Int'l Airport.

Located in Terminal A-West, the new lounge replaces the facility in the east side of the terminal.

Travellers can utilise lounge and cafe-style seating along with private work pods for business.

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All-inclusive rooms in Las Vegas are rare, but the **Plaza Hotel & Casino** has relaunched its popular deal for the US summer. The package starts from US\$125 per night and includes breakfast and dinner daily from various outlets, plus waived resort fees and access to the fitness centre, rooftop pool and self-parking. Find out more and **CLICK HERE** to book.

Aircalin has relaunched its 'Escape to New Caledonia Sale' deal on flights from Brisbane to Noumea, priced from \$539 return. Fares are on sale until 06 Jun with travel dates from 01 Jul to 31 Mar 2026, with no Jul school holiday blackouts. Email Chris Thistlethwaite **HERE** for details.

Heading to Paris for the northern summer? Enjoy every fourth night free at the four-star boutique **Le Pavillon des Lettres** on stays between 13 Jul and 28 Aug. Described as the city's original literary hotel, the property is positioned close to the Avenue des Champs-Élysées and many more attractions. Use Access Code YX to book.

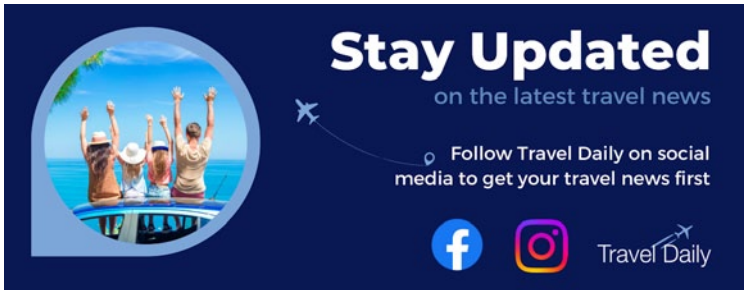
Sheraton Grand Mirage Resort Gold Coast has launched two special offers, headlined by a 20% cut in room rates for stays in Jun when booking a minimum three-night stay. There is also 10% off rooms for mid-week stays until 09 Jul. **CLICK HERE** to book your room.

Explore the Norwegian coast with **Hurtigruten**, which is offering a special two-for-one deal on selected 2025 departures. The deal applies to its flagship 12-day 'Original Coastal Express' round-trip from Bergen and the 15-day 'North Cape Line' voyage round-trip from Oslo. Available for bookings until 31 May, **CLICK HERE** to find out more.

As part of a revised Island and Reef Day Sail itinerary, **Captain Cook Cruises Fiji** has launched special corporate and team-building rates of FJ\$159 per person for its full-day island adventure. Includes return hotel transfers, five hours of activities, Fijian entertainment and more, with an optional excursion to Treasure Sand Cay. **CLICK HERE** for details.

Save up to \$6,000 per couple with **APT's** 'Best of Asia' sale, with flights included on some itineraries. Great deals are available on itineraries in Vietnam and Cambodia, Japan, South Korea, India and Sri Lanka for bookings made by 04 Jun. **CLICK HERE** to learn more.




Iconic Byron Bay retreat **Raes on Wategos** has launched a 'Winter Escape' package available across both the original Raes Hotel and the newly opened Raes Guesthouses. Available for all stays two nights or more until 31 Aug, the package includes return airport transfers, daily breakfast, a bottle of sparkling wine on arrival, special pricing on spa treatments and complimentary snacks. Book your room online **HERE**.



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Mossman banks on eco power



QUEENSLAND ecotourism destination Mossman Gorge Cultural Centre has launched Australia's first fully electric, nine-metre buses with disabled access.

In partnership with HDrive, the visitor shuttle upgrade represents the first step in the centre's plans to upgrade at least 50% of its existing fleet to zero emissions EVs within 12 months, with another two EVs expected to arrive in FY26.

The new vehicles will provide an eco-conscious experience for the more than 300,000 guests who visit Mossman Gorge annually, helping to further reduce carbon emissions in the World Heritage-listed Daintree National Park.

The fleet renewal comes amid ongoing sustainability efforts, including rooftop solar panels to help offset the buses' energy needs, free guest e-vehicle charging stations and rainwater harvesting for grey water usage.

"These electric buses are a big step forward in our efforts to reduce our carbon footprint, aligning with Queensland's

sustainability goals and significantly enhancing the guest experience at Mossman Gorge," said Matt Cameron-Smith, CEO of Voyages Indigenous Tourism Australia (operators of Mossman Gorge Cultural Centre).

"With a cleaner and quieter ride, we expect guests will enjoy even more wildlife sightings in the incredibly biodiverse Rainforest," he added. *JM*

Oz is Fiji's number 1

AUSTRALIA was the top visitor source market for Fiji in Apr, making up nearly 50% of the nation's arrivals, according to new data from Tourism Fiji.

New Zealand was next in line, comprising 21.7% of Fiji's visitor arrivals for the month, which overall were up 4% compared to Apr 2024.

The majority of arrivals (37%) were aged 30-49 years, while 15% were aged over 60, and 80.4% of Fiji's total visitors for the month were arriving for holiday purposes - up 8% YoY.



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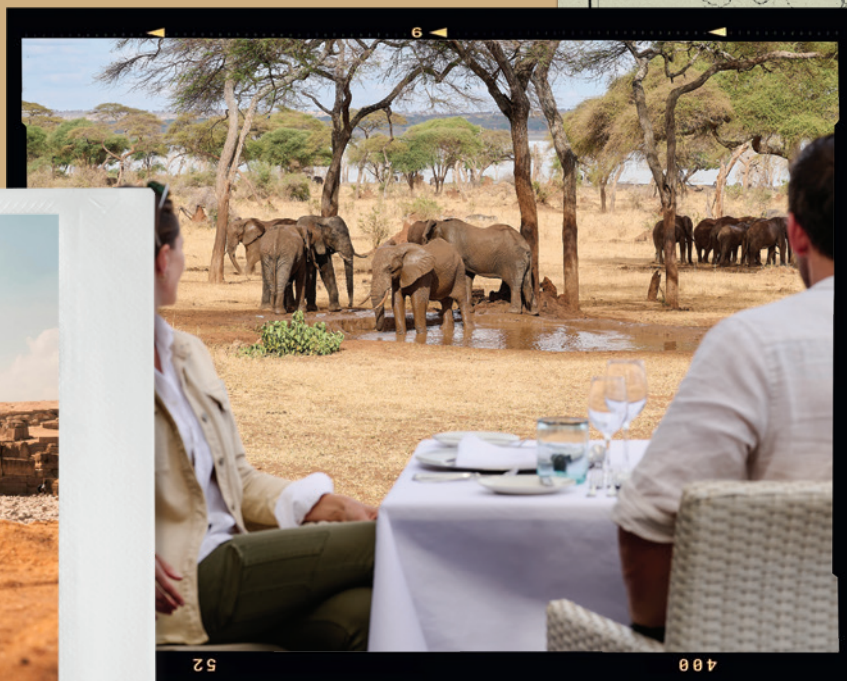
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