

Travel Daily ON LOCATION

Moreton Island

Today's issue of *TD* is coming to you courtesy of Carnival Cruise Line, which this week is hosting us on a voyage to Moreton Island aboard *Carnival Adventure*.

TODAY we can see the beautiful shores of Moreton Island from our cabins, but alas we will not be swimming its azure waters this morning.

Strong wind conditions have persuaded Carnival to err on the side of caution, so instead we will refocus our energy on the array of onboard activities.

The lovely Carnival PR team have booked us in for a range of alternative fun, which will include dining at Trattoria, which serves up rustic, home-style Italian favourites.

Qantas boosts YVR

BETWEEN 01-25 Jan 2026, Qantas plans to increase its services between Sydney and Vancouver to daily.

After that date, Qantas will dial down flights to five times weekly until 06 Feb, before taking the frequency down again to four times a week between 06 Feb and 01 Apr.

Currently the carrier operates the service three times a week.

All services will continue to be operated by a 787-9 Dreamliner.

Web playing long game

WEB Travel Group Managing Director John Guscic says the company's first full trading year as a standalone entity has begun with an "exceptional start".

The company today revealed mixed financial results for the 12 months to 31 Mar 2025, with lower revenues, margins, EBITDA and net profit, all offset by strong 22% year-on-year growth in Total Transaction Value (TTV) to \$4.9 billion (*TD* breaking news) and higher booking volumes.

Looking forward, Web Travel Group has recorded TTV growth of 37% in the first quarter of FY26 with bookings up 29%.

"We are targeting record EBITDA in FY26 and remain committed to delivering \$10 billion TTV in FY30 at circa 50% EBITDA margins," Guscic said in an investor hookup.

Key growth markets in the Asia Pacific and the Americas were now making up 53% of TTV, which is up from 31% pre-pandemic.

In six months since Web Travel Group and its primary WebBeds

WebBeds

B2B driver completed its demerger from Webjet, the company saw an after-tax net profit of just over \$79 million.

Lower margins were exacerbated further by higher expenses from planned headcount increases and investments in technology.

The company said it expects TTV margins to stabilise at 6.5% for the medium term before climbing again as it executes its strategy to increase the number of directly contracted hotels and inventory.

In turn, more directly contracted hotels will allow it to maximise margins and overall bookings, with investment into this aspect of the business expected to pay greater dividends by FY27.

Guscic said the Group was not seeing material decrease in travel to volatile regions such as the US, with all inbound and outbound markets showing gains. *ML*

Dengue in Cook Is

COOK Islands Ministry of Health has declared an outbreak of dengue fever in the Pacific nation, with seven cases confirmed in the past 18 days, all in Rarotonga.

Smarttraveller has updated its advice for the Cook Islands, advising Australians visiting to use repellent to protect against mosquito bites, and urged travellers to buy travel insurance.

Infinite Fiji bliss

INFINITY Holidays is highlighting its Fiji packages, including a seven-night Coral Coast package - see **page eight**.

Today's issue of *TD*

Travel Daily today features seven pages of news, including our **Luxury page**, plus a full page from **Infinity Holidays**.

Quark's Polar Bites

ADVISORS can win a cabin to Svalbard in 2026 when they complete Quark Expeditions' new Polar Bites webinar series.

The six-part series kicks off on 04 Jun, featuring a first look at the line's 2026/27 itineraries - more info and register **HERE**.

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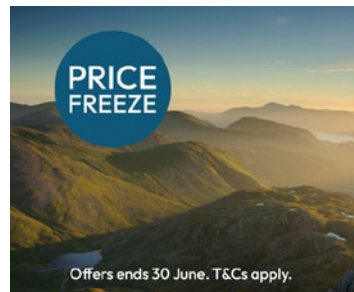
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Orbit adds to team

ORBIT World Travel has announced Jeanelle Witton-Smith (**pictured**) as its new Strategic Partnership Manager.

Witton-Smith brings more than 25 years of global travel industry experience, including roles at Corporate Travel Management, BWH Hotel Group, and Optus.

"Her passion for nurturing meaningful client relationships, coupled with her curiosity and drive to deliver results, is a huge asset to our clients, partners and team," the company said.



Cool Colorado loves Aussies



AUSTRALIA doesn't get snow quite like Colorado, which made the team from Colorado Tourism Office (CTO) all the more excited about its winter offerings during a four-city Australian trade mission.

Over 12 days, the team spruiked Colorado with partners across the industry spectrum, with Visit Telluride, Aspen Snowmass, IKON Pass and Vail Resorts among the delegation highlighting the state's 30-plus ski areas.

Further key messaging on the promotional scope included the 'Do Colorado Right' responsible tourism campaign, a Michelin guide to the state's fine dining, and confirmation the Sundance Film Festival will take place in Colorado from 2027 onwards.

Training sessions were hosted with agents in Brisbane, Sydney

and Melbourne, with Coors beer and a chairlift photo backdrop.

"Australia continues to be a focus for our international tourism drive, with the state's expanse of outdoor space and adventure offerings resonating with the Australian consumer year after year," said CTO Deputy Director International Tourism, Andrea Blankenship.

To reach Colorado, Aussies can transit in LAX, SFO, HOU and DFW, all of which connect to Denver. *ML*

Pictured above is Tom Watkinson, Visit Telluride; Liz Birdsall, Colorado Tourism Office (CTO); Brenda Lytle, Vail Resorts; Jen Van Gilder, Aspen Snowmass; Kylee Kay, Linkd Tourism; Andrea Blankenship, CTO; Jenny O'Farrell, Steamboat/Ikon Pass and Tim Wolfe, CTO.

Juneau doubles fee

LARGE cruise ships will pay nearly double the current docking fees in the Alaska city of Juneau from next year, after the popular cruise destination's Assembly approved the increased charge.

Juneau Visitor Industry Director Alix Pierce said the decision will bring Juneau in line with other Alaskan ports, and will shift the calculation from ship tonnage to passenger capacity.

The increase will see the city rake in around US\$5 million a year from cruise lines, which Pierce said will go into the Docks and Harbors Enterprise Fund.

As opposed to some other levies on cruise lines in Juneau - like the marine pax fee - the money raised in the fund can be used for projects outside of the marine and tourism sectors.



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Window Seat

THERE'S a certain social status attached with the humble Monopoly board - unless you're one of the brown squares at the beginning.

Either way, Bali is now getting in on the action, finally passing 'go' with its own dedicated edition from Hasbro.

In addition to all the regular property cards, players can pick up Ngurah Rai Airport, a scooter rental business, the Maya Ubud Resort and Hotel Indigo Seminyak as the four transport 'properties'.

Bali non-profit organisations Bali Life Foundation and Sungai Watch can also be acquired as the two utilities.

In case you're wondering, it's the classic Bali-belly inducing Nasi Goreng that occupies that dreaded first brown space.

JNTO on the road

AGENTS in Sydney, Melbourne and Auckland will meet with more than 45 Japanese suppliers at an upcoming roadshow by Japan National Tourism Organisation.

Set up in exhibition-style format, the events will take place in Sydney on 25 Aug; Melbourne on 26 Aug & Auckland on 28 Aug.

A major prize draw at each event will give away return flights to Japan for two people, and the winner must be in attendance.

Register for your nearest **HERE**.

Vietjet fleet grows

LOW-COST carrier Vietjet has ordered an additional 20 Airbus A330-900 aircraft as it seeks to grow its route network and launch new services to Europe.

The order takes Vietjet's expected A330 aircraft backlog to 40 jets, along with 96 A320neo short-range planes.

Vietjet did not specify when its A330 deliveries will begin.

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Insurance saves the day

SOUTHERN Cross Travel Insurance (SCTI) has revealed the most expensive claims it paid from 2024, highlighting the need for adequate insurance coverage.

The list features its share of slips, trips and falls but also some severe injuries and medical issues which could have left the affected traveller in financial ruin.

Leading the list is a 76-year-old woman who suffered a stroke in Albania and spent 10 weeks in hospital before being repatriated home by air ambulance to the tune of \$672,630.

The case was more than double the next highest paid claim, which involved an 80-year old suffering a collapsed lung while in Thailand and receiving \$362,034 in expenses covered by her policy.

Incidents were not reserved for older travellers, with an 18-year-old suffering a seizure after a gastro illness in Indonesia, with her \$198,349 claim covered.



In another case, a 49-year-old woman went to hospital in the US after suffering a seizure only for doctors to discover a brain tumour and operate to remove it, resulting in a \$157,935 claim.

"Ongoing global medical cost inflation means we're seeing claim costs increase, with our top five claims from 2024 costing more than the leading claim from 2023," said SCTI Chief Customer Officer, Jess Strange.

The top three destinations from which claims were received were Indonesia (17.8%), Thailand (8%) and USA (7.6%), with the former costing the company more than \$1.8 million in paid claims. *ML*

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TAG hails banner year in GC



TAG has brought together staff, suppliers and partners to celebrate another year of global growth at its annual conference on the Gold Coast.

Chief Exec Jens Penny shared TAG's impressive achievements with attendees at the conference

at Sanctuary Cove.

This included 8% revenue growth for TAG versus the prior year, with APAC one of the company's standout performers, achieving 35% growth in 2024.

Revenues in the APAC region are now over five times the pre-pandemic level.

TAG also completed four acquisitions over the past two years, including Apex Travel Group (**TD** 28 Feb 2024). *MS*

Monarto now open

JOURNEY Beyond has today welcomed the first guests to stay at South Australia's new premium hotel, Monarto Safari Resort (**TD** 03 Feb).

Minister for Trade and Tourism Don Farrell hailed the 78-guest room property as "a new way to experience one of South Australia's treasures, Monarto Safari Park" - the largest open-range safari park in the world.



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Gen X to Boomer shift

GENERATION X travellers' preferences are shifting towards those of travel's largest cohort, Baby Boomers - and it's time for agents to prepare for the transition, advised Back-Roads' Head of Sales, Bobby Hale.

In a video presentation for **Travel Daily's** virtual platform Home Ex, Hale shared the results of new research the small group tour operator has conducted about this particular cohort, from their travel preferences to their behaviour and shifting priorities.

"With some really strong research and some proper planning, we can be ready for that shift, and we can make the most of Gen X moving into some of their peak travel years and their peak travel spend years," explained Hale.

According to Back-Roads' research, 83% of Gen X travellers prefer small group touring, and are expected to be more health-conscious as they approach the age range currently occupied by Baby Boomers.

Meanwhile, Europe is still the number one destination for plenty of these consumers, with a growing interest in the Baltics, Balkans and Scandinavia.

Hale also shared how Back-Roads is supporting agents through its Made for Trade portal and its incentives and discounts.

Home Ex is a free virtual conference aimed at home-based agents and it's live now until Sep.



The program is jam-packed with speaker sessions from industry experts including Envoyage Global Head of Operations Astrid Richardson; 1000 Mile Travel Group CEO Nicola Veltman; MTA CEO Don Beattie and plenty more.

Click **HERE** to sign up for Home Ex and watch Back-Roads' full video presentation. *JHM*

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Agents say 'aloha' to Hawaii



TRAVEL industry professionals had a fun night at the movies on Fri, enjoying a screening of *Lilo & Stitch* in Sydney, hosted by Hawaii Tourism Oceania and Hawaiian Airlines.

Before the screening, attendees heard from Maria Alaveras from Outrigger Hospitality Group; Anna Riedel from Hawaii Tourism Oceania; and Alba Aradillos at Hawaiian Airlines.

Meanwhile, Matthew Nixon from Flight Centre Darlinghurst scored a great Hawaii getaway, winning return airfares from Sydney to Honolulu with Hawaiian Airlines, three nights at Outrigger Waikiki Beachcomber Hotel, and two tickets to Cirque du Soleil's *Auana*.

Hawaiian Airlines is celebrating the new *Lilo & Stitch* with three new livery designs, one currently on its Airbus A330 aircraft, and shortly, a narrow-body Airbus

A321, followed by a Boeing 717 next month.

"At Hawaiian Airlines, Hawaii is our home, and we consider our guests to be our 'ohana' (family)," explained Alisa Onishi, Director of Brand and Culture at Hawaiian Airlines.

"Our hope is that all who visit our islands feel welcomed from the moment they step onboard, just as Lilo welcomed Stitch.

"We're also excited to have Stitch be our new Travel Pono ambassador through an AR experience and as the star of our in-flight video, where he learns valuable lessons on how to be a mindful visitor." *JHM*

Pictured: Celeste Arthur, Hawaiian Airlines; Anna Riedel, Hawaiian Tourism Oceania; Kastine Aman-O'Connor, Hawaiian Airlines; Maria Alaveras, Outrigger Hospitality Group; and Alba Aradillos, Hawaiian Airlines.

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ATIA UPDATE

from Dean Long, CEO



EVERY three years, we take a moment to critically assess one of the cornerstones of our industry, our accreditation framework.

The 2025 ATAS Charter Review is now underway, and this is your chance to shape the standards that define our profession.

This isn't just about policy documents and procedures - it's about ensuring that our scheme remains credible, practical, and aligned with the realities of doing business in travel today.

We want to hear directly from those who live and breathe this industry, our members.

Whether you are running a small agency, managing a corporate travel team, or delivering complex itineraries across borders, the Charter and Code underpin the trust that consumers and partners place in you.

This review is your chance to say what works, what doesn't, and what can be better.

We have appointed respected

legal and compliance expert Michael Terceiro as the Independent Reviewer.

With decades of regulatory and consumer law experience, Michael will bring a sharp, independent lens to the process.

In addition to that, your insight is what will give this review real power.

Public consultation opens 02 Jun and closes 01 Jul.

That's one month to tell us what you think.

No one understands the challenges and opportunities in this space better than you.

Submissions will be published and carefully considered as part of a transparent process that concludes with final recommendations to the ATIA Board by the end of Jul.

We are calling on all ATIA members to take part.

Your voice is critical.

If we want a framework that truly supports your business and upholds consumer trust, we need your input now.

Visit www.atia.travel from 02 Jun for full details on how to make your submission.

Let's make this review count - together.

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Luxe agents are vital

OVER eight in 10 luxury travellers say that a trusted travel advisor is more valuable than unlimited internet research, according to Preferred Hotels & Resort's first-ever *Luxury Travel Report* (read [HERE](#)).

The comprehensive luxury consumer trends study found that curation is increasingly important to this segment, with more than 90% of luxury travellers agreeing the best journeys feel effortless yet are expertly crafted.

Additionally, luxury travellers are planning an average of eight leisure trips this year - including three international - and more than half of respondents expect to spend more on travel than they did in 2024.

MAJOR LUXURY HOTELS EYE FIJI

FROM the Mandarin Hotel to One&Only Resorts, "almost all" the major luxury hotel chains have their eyes on Fiji at the moment, addressing a gap in the current tourism landscape, Tourism Fiji Chief Executive Officer Brent Hill recently revealed.

In fact, there are some, such as Hyatt, which are considering even re-entering the market, he noted, while Hilton wishes to bring some of its brands to the islands.

While there are plenty of ultra-luxurious unbranded hotel properties currently in Fiji, such as the exclusive adults-only sanctuary Royal Davui Island Resort and Kokomo Private Island, there is a market who are particularly loyal to certain hotels, whether it's the Waldorf Astoria or Four Seasons, he added.

There are 2,600 rooms in the



pipeline in Fiji to cater for the visitor increase, thanks to new routes to the US and opportunities such as the cruise market.

According to new figures from Tourism Fiji, there were 80,363 visitor arrivals in April, marking a 4% year-on-year increase and a 5% rise compared to pre-COVID (2019) levels.

As new hotel developments are unveiled in Fiji, many in

the industry, including Hill, are conscious of avoiding overtourism, while retaining its traditional generosity of spirit.

"We all share an understanding of wanting to keep Fiji authentic.

"The discussions with those brands and those investors is very much about dialling into and leaning into what makes Fiji great," said Hill.

"They don't want to change that, no-one's proposing 10-storey buildings."

Alternatively, Hill put forward a more proactive approach to property development.

"I think we have one of the most wonderful opportunities...[where] we can look at Hawaii, Bali, Mexico - all these destinations that have got 10 times the visitors we have - and you can see the impact [of overtourism] on culture, infrastructure and the landscape," he continued.

As Fiji is "well back" from experiencing that level of overtourism, the country's government has the opportunity to be more strategic.

Hill has recommended several initiatives, such as setting building height limits on the islands, as well as room number limits, and confining certain activities to precincts which have supporting infrastructure built into it.

"We're miles away from overtourism, but if it's planned, it will be the most remarkable story for the country." JHM

Noosa hotel ticked

A BOUTIQUE luxury hotel has been finally approved for Noosa Springs Golf and Spa Resort after several years of consultation and design refinements.

After undergoing significant modifications in response to community and council feedback, the approved design features four low-rise buildings terraced into the hillside and carefully positioned below the tree line.

The revised plan cut guest rooms from 106 to 69, downsized swimming pools, and expanded landscaped areas.

LE unveils high-flying private plane itinerary

LUXURY Escapes has launched its first-ever European tour by private charter flight, offering a 25-day experience to nine bucket-list cities.

Departing in Apr 2026, the 'Ultimate Europe by Private Charter Flight' will feature luxury accommodation and all-inclusive culinary adventures.

Guests will board Luxury Escapes' privately chartered A320 aircraft, which will fly between Prague, Bergen, San Sebastian, Porto, Marrakesh,



Champagne, Sicily, Dubrovnik, and Istanbul.

Priced from \$29,999pp twin share, the tour includes a Flam Railway journey through Norway's dramatic fjords; a luxury desert camp in Morocco; a Casablanca-themed gala dinner in Marrakech; and more.

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After a \$3 million refurbishment, **The Sebel The Vines** in WA now features newly redesigned apartments boasting new floors, furniture, bedding and bedheads, lighting, corner couches, vanities and contemporary artworks. Inspired by the beauty of the Swan Valley, rooms offer an earthy brown and calm green colour scheme, with locally sourced stone and timber featured heavily.



The doors have opened at **Khao Lak Marriott Beach Resort and Spa**, marking the debut of the company's flagship brand in the beachside hotspot. The property features 283 rooms, suites and villas, many with private balconies and some with direct pool access from the back terrace. The resort offers multiple restaurants and also allows guests to indulge in a private beachfront dinner.



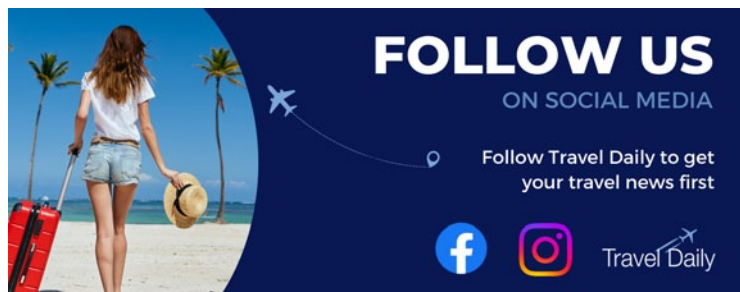
One of London's most highly-sought event spaces, **The Tower Suite at The Tower Hotel by Thistle**, is undergoing a renovation and will reopen early next year. Perched next to Tower Bridge, the venue will offer views of the London skyline, while event organisers will find the latest AV technology and retractable ceiling rigging systems, with the space catering to 500 people.



Nestled within the soon-to-open Mondrian Gold Coast, the new **Haven** restaurant and beach club will be an all-day dining experience for guests and visitors. Sitting within a third-floor dining room, Haven will feature locally and regionally sourced seafood and premium meats, with a wood-fired grill sitting at the heart of the kitchen. Diners will also be able to enjoy a pool club and private cabanas overlooking the Pacific Ocean.



The newest member of Virtuoso's collection of preferred hotels and resorts is **The Anam Mui Ne**, near Phan Thiet in Vietnam. It's the 11th resort in Vietnam to join the prestigious collection and features 127 rooms and suites set on more than a hectare of beachfront. Guests can enjoy two restaurants, five spa treatment rooms and both a salt-water and fresh-water pool. The resort is highly sustainable, with laundry water used for garden irrigation.



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TravelManagers speaks up



TRAVELMANAGERS recently hosted workshops with world-lead public speaking trainer, Jordana Borensztajn, who shared her presentation tips with employees in Sydney.

During the small group events, attendees were invited to take part in a series of exercises with the aim of sharpening their skills and technique.

"Having worked with us on various projects over the past three years, Jordana was the

ideal expert to create a program that fits seamlessly with TravelManagers' culture and values," said TravelManagers' Executive General Manager, Michael Gazal.

"She focused on fine-tuning each participant's existing presentation skills, ensuring that our NPO team is well-equipped to provide new PTMs with the best possible induction experience."

Gazal added that the workshops were part of TravelManagers' broader mission to empower and educate their agents. *JHM*

Pictured: Jessica Lyster, Jordana Borensztajn and Tania Myles from TravelManagers.

Klook gets Wiggly

KLOOK has launched its new 'Travel Fully' brand campaign across Australia, starring John Pearce from The Wiggles.

The marketing push includes a 30-second TVC, as well as a series of creative out-of-home and digital advertisements, where the purple Wiggle is shown journeying through a series of imaginary experiences while planning his trip, capturing what it means for his family to 'Travel Fully'.

The campaign launches alongside Klook's global brand campaign 'The Best You', featuring TV presenter, Marie Kondo.

Reflections for fish

REFLECTIONS Holidays has announced an investment of \$1.13 million to protect endangered fish in Australian waterways, in partnership with NSW's Department of Primary Industries & Regional Development.

The 10-year investment will fund essential research to better understand the biology of threatened native fish species like the Macquarie Perch.

FIJI FOREVER

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- BONUS FJD\$1,200
- Food and Beverage Credit
- Airport Transfers

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Coral Coast

PACKAGE INCLUDES:

- 5-Nights' Outrigger Fiji Beach Resort
- Robinson Crusoe Island Tours Half Day Island Chill
- Airport Transfers

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FROM

\$1,119 pp twin share

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Mamanuca Island

PACKAGE INCLUDES:

- 5-Nights' Plantation Island Resort
- Airport Transfers

On Sale Until 30 June 2025, Helio Code: AU51154

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Malolo Lailai Island

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T&Cs: Prices are per person, twin share, and subject to availability. 'From' prices are dynamic, may change or be withdrawn anytime. Alternatives may be offered if products are unavailable. Valid travel dates: Shangri-La, Coral Coast: 1 Sep 2025 — 31 Mar 2026, Outrigger, Coral Coast: 20 Jul — 19 Sep 2025, 15 Oct — 22 Dec 2025, 25 Jan — 31 Mar 2026, Malolo Lailai, Mamanuca: 13 Jan — 31 Mar 2026, Plantation Island: 7 Oct — 16 Nov 2025, 15 — 23 Dec 2025, Yasawa Island Resort & Spa: 1 Sep 2025 — 31 Mar 2026 (includes roundtrip air transfers for 2 per bure). Further T&Cs apply.