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See the **back page** for details.

Qantas commits to goal

PROPOSED RBA reforms around interchange fees and credit card surcharging, which could lead banks to dilute the value of loyalty points, will not deter Qantas from hitting its frequent flyer revenue targets.

Head of Qantas Loyalty Andrew Glance (**pictured**) made the claim during an interview with the *AFR*, stating the carrier will "absolutely find a way" to navigate the headwind and realise its \$800 million to \$1 billion loyalty earnings target laid down in its latest financial report.

Glance said the airline is committed to working with the banks to find a solution which will benefit all parties.

"We've been through a lot together [with the banks], and we both understand value on both sides, and importantly, the banks



have levers available to them, as do we," Glance said.

Qantas estimates around 35% of all credit spending is on cards earning Qantas points, with its customers earning a whopping 200 billion points last year, redeeming approximately 171 billion on flights or other goods.

The RBA will decide whether to adopt reforms by the end of 2025, with any approval to take effect on 01 Jul 2026.

It is not the only bad news for carriers when it comes to the loyalty value, with a recent Finder study claiming that three in five Aussies believe frequent flyer points are "not worth the hassle".

The findings were tougher reading for Virgin Australia, with only 26% of respondents stating Velocity points are worth the chase, lower than Qantas, which recorded 31%. *AB*

Int'l Rail in Canada

A NEW dedicated International Rail team is in place to support trade bookings and promote VIA Rail's journeys across Canada.

"VIA Rail's offerings - particularly in winter - are unlike anything else, and we are thrilled to bring these to our trade partners across Australia and New Zealand," enthused Jonathan Hume, Owner and CEO of International Rail.

Agents can now book VIA Rail Services through the team **HERE**.

Reunion trips tweak

CONTIKI'S 'Reunion 35-45' trips are now open to travellers regardless of whether they have travelled with the brand before.

"We're sticking to our youth travel DNA, but there's more flexibility than ever for travellers to find their crowd or bring their friends along," said Toni Ambler, MD, Contiki ANZ.

The itineraries are for holidaymakers who are searching for small group travel, but with a more elevated approach.

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Barefoot Thai luxury

OUTRIGGER will debut a luxury retreat on Phi Phi Island in early 2026, following a major transformation (**TD** 02 May).

Accessible only by boat, the property will feature 63 premium suites and villas.

Guests can access a private infinity pool with views from the Hilltop Pool Villas or unwind in a Family Garden Suite set amongst tropical gardens.

Today's issue of TD

Travel Daily today features six pages of news, including a product profile from **Destination Webinars** and our **Business Events News** page, plus a full page from **Martin Randall Travel**.

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Travel trends unpacked

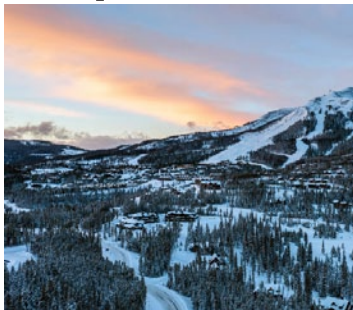
IN 2026, travellers will be searching for new destinations to avoid the crowds, while others will be booking regional sporting experiences (59%) and some will be staying in holiday parks and escaping to smaller towns in search of peace (50%), according to the Unpack '26 trend report from Wotif, Expedia and Stayz.

This year, Expedia has also launched the new Smart Travel Health Check, a tool that recognises cities that offer meaningful experiences and manage tourism in a sustainable manner, easing the strain on overcrowded destinations.

Some of the top destinations in this category that have experienced increased searches include Big Sky, Montana (+92%); Okinawa, Japan (+71%); Sardinia, Italy (53%); Phu Quoc, Vietnam (+53%); Savoie, France (+51%); and Fort Walton Beach, Florida (+45%).

"This innovative initiative reflects the urgent need to embrace responsible growth models that safeguard communities, protect cultural and natural heritage, and ensure the long-term resilience of destinations," said Christopher Imbsen, VP Policy at WTTC.

Expedia also revealed that 'readaways' are increasingly becoming popular, with 94% of Aussies seeking holidays focused on reading and relaxation in retreats such as Lyra in Kangaroo Valley, Fingal House in Victoria or



Palm Pavilion in Church Point.

Slow travel will move towards farm stays, with 91% of Australian travellers expressing interest in staying on or near one and mentions of related experiences in guest reviews surging by 300% year-on-year.

Top activities include hiking trails (71%) and enjoying animal interactions (63%).

Meanwhile, the set-jetting trend will again be popular next year, as guests continue to be inspired by TV shows and film for their holidays, whether it's *The White Lotus*' next location in France, *Moana* in Samoa or *Downton Abbey* in Yorkshire. JHM

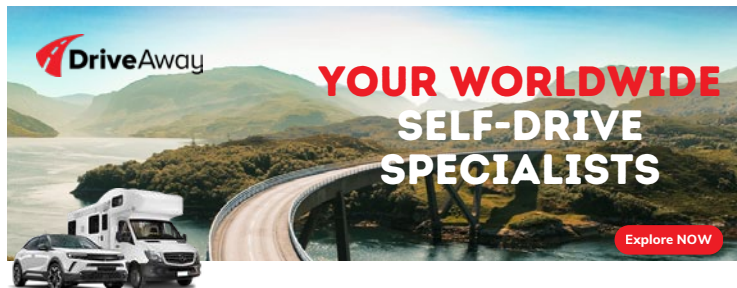
LATAM wi-fi rollout

LATAM Airlines will roll out wi-fi on long-haul flights as of 2026.

LATAM Pass members will get full browsing access, while others will enjoy free messaging.

The roll-out coincides with the increased frequency of the Sydney to Santiago route, shifting to daily services from 01 Nov.

Short and medium-haul flights currently use wi-fi on 251 aircraft.



New Backpacker range



TRUTRAVELS has launched a new travel style targeting Aussies aged between 18 and 29 that offers a more affordable and social way to travel across Asia.

'Backpacker' is touted as blending the perfect mix of adventure, connection and flexibility, which will help travel advisors make inroads into the fast-growing market of first-time travellers, students and post-grads chasing authentic experiences on a budget.

Further selling points include hostels and shared dorms designed specifically to drive authentic social experiences, the availability of optional add-ons and added free time, as well as offering a gateway to build brand loyalty as younger travellers move into classic and flashpacker tours later.

Prices lead in from \$995 for Bali,

with other Asian destinations on offer including Thailand, Vietnam, and the Philippines.

"As we've grown alongside our travellers and heard from many of our partners, we know how important it is to keep supporting that first-time adventurer," TruTravels Head of Commercial Australia & New Zealand James Lavin explained.

"[These are the people] who just wants to get out there, travel affordably, and experience these incredible destinations.

"They care more about the moments and the people they meet than the comfort level, and that's exactly what Backpacker is all about," he added.

Travel agents seeking more marketing materials, training or information on the new Backpacker range can email agents@trutravels.com. AB

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CX loyalty changes

CATHAY Pacific has announced the evolution of its membership program, which is designed to deliver a smoother experience.

These changes will take effect on 01 Jan 2027, with a transition period commencing from next year, giving members a year in advance to prepare.

New features are being introduced for green, silver, gold, and diamond members that offer a faster path to progress, with status points no longer resetting to zero after achieving an upgrade.

This allows members to potentially attain multiple status upgrades within a single year.

Gold members and above can now also carry over an excess amount of status points to the next year.

Additionally, the new membership program will offer greater simplicity, with a standardised membership cycle running from 01 Jan to 31 Dec, transitioning from the individual rolling system.

Destiny has arrived

DISNEY Cruise Line's new vessel *Disney Destiny* has been delivered by shipyard Meyer Werft, in a handover which took place in Eemshaven in the Netherlands.

Destiny's first passengers will board next month, when she officially becomes the sixth ship in the Disney fleet

The vessel will sail on four- and five-night cruises to the Bahamas and the Caribbean during her inaugural season.

Destiny is one of a number of new ships being welcomed to the Disney fleet over the coming years, with the next, *Disney Adventure*, due in Mar.



Tossing, curling, see gains

SPORTS will feature prominently in travellers' 2026 plans according to Expedia, but in a year featuring the FIFA World Cup and the Winter Olympics, it may not be the ones you are expecting.

In line with the idea that travellers are seeking genuine experiences, Expedia has seen a significant increase in intent to witness local sports.

Fifty-seven percent of travellers say they're likely to attend a local sporting event while travelling, rising to 68% among Gen Z and Millennials combined.

Expedia Senior Director of Market Management, Darren Karshagen, said that while there is a raft of big sports set to take place next year, it was really about the local ones, and that the industry would benefit from leaning into them.

"We'll have the big sporting events like the soccer World Cup, but it's really about those authentic experiences that they have through sport into next year.

"I think the one I would call out is Aussie Rules (AFL) - if I look at inbound travel, it's all around how they connect with that local culture, that Aussie experience, and AFL is a great way to do that."

Intrepid flying high

INTREPID Travel enjoyed another fantastic month in Sep, with TTV growing 29%, and pax numbers increasing 14%.

Southern Europe led the way last month, with Intrepid attributing this to its earlybird campaigns in market.

Rounding out the top three were Northern Africa and East Asia, with both regions producing some of Intrepid's most profitable destinations, such as Morocco, Japan, and Egypt.

The two African destinations also took the lead in passenger numbers, alongside Vietnam.

Almost three-quarters of travellers were aged over 51.



Sports that Expedia highlighted as having significant interest from travellers included curling in Canada, hurling in Ireland, caber tossing in Scotland, Banana Ball in the US, as well as lucha libre in Mexico and capoeira in Brazil.

For more information on the trends, [CLICK HERE](#). *DF*

NCL gets shorter

NORWEGIAN Cruise Line (NCL) will introduce its first-ever taster cruises in Australia in 2026/27 on board *Norwegian Spirit*.

The much-loved local NCL ship, which is set to make her return to Australia later this year, will embark on two four-night 'Tasmania Taster' cruises, pitched at those who are new to either the sector or the brand.

The Sydney round trips will depart on 06 and 21 Jan 2027, part of nine departures from Sydney - the most ever for NCL.

These will include two 11-day round trips featuring overnight calls in both Melbourne and Adelaide, offering plenty of time for an in-depth exploration of wine regions such as the Yarra Valley, Derwent Valley, McLaren Vale, the Adelaide Hills, and the Barossa Valley.

Additional season highlights will include calls in Hobart and Kangaroo Island, as well as NCL's first-ever visit to Phillip Island.

The program will begin with a 12-day South Pacific sailing from Lautoka to Sydney in Nov 2026, featuring four Fiji calls, visits to Port Vila and Mystery Island in Vanuatu, and NCL's first stop in Newcastle since 2019 - more in today's *Cruise Weekly*.

Written in the stars

HELLOWORLD Travel's Global Stars and Mega Stars recently embraced the adventure in Vietnam, enjoying a five-day itinerary showcasing the best of the destination.

The Global Stars program is the company's long-standing wholesale recognition incentive, which was this year joined by its Mega Stars winners, re-introduced for 2025, celebrating Helloworld Travel's best-performing agents.

The itinerary blended cultural immersion, fun activities and delicious cuisine, with the stars split into three groups, before coming together in Hoi An at a gala dinner.

Experiences included a scenic seaplane journey over Ha Long Bay, and an overnight cruise.



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Cruisers stranded

DOZENS of customers who paid deposits for a three-year residential sailing with Victoria Cruises Line (VCL) are still waiting for refunds of up to \$15,000 after the trip was first cancelled in 2022, according to a BBC report.

The cruise was postponed multiple times as it had not reached the 80% occupancy needed to charter the vessel, the line said.

VCL has strongly denied allegations of fraud or wrongdoing and said that all 38 complaints filed were being addressed, none of which warrant refunds.

The report also found that VCL does not own or lease the ship it has been advertising, the former Holland America *Veendam*.

Barry: "Webjet's back"



WEBJET celebrated the launch of its transformation in an afternoon soiree held at The Panorama Bar in Sydney yesterday, surrounded by industry friends and partners.

Group CEO and Managing Director Katrina Barry (**pictured**) shared with attendees the thinking and process behind the major shift - the biggest in its 27-year history - encompassing a new brand and marketing strategy, visual identity, reimagined UX experience and expanded verticals to capture more of the traveller wallet (**TD** 13 Oct).

"We really wanted to reimagine the brand for a new era," Barry told guests.

"One of the things that [our research] told us is we have extremely high familiarity with over 55s - that is amazing - but I want the youngies too, so we're making sure that we are fresh, contemporary and relevant," Barry added.

During the event, Barry also unveiled the company's 'Go Somewhere' cross-channel campaign, created with agency The Hallway, featuring a series of humorous stop-motion films about suitcases desperate to go on holiday with their owners.

Earlier this year, Webjet hired its first-ever CMO, Oonagh Flanagan, who revealed to the crowd that the business has increased its marketing spend by 82% and discussed how it is going to

boost customer awareness in the coming months.

"We want to expand and grow our market share, and the only way that we can do that is to operate in a time when people are just starting to think about their journey - that's where the money's going," Flanagan said.

As Barry declared at the event, "Webjet's back, baby." *JHM*

Read the full interview **HERE**.

AA gets techy

AMERICAN Airlines (AA) is launching an AI planning tool to generate itineraries for users, based on real travel trends, customer preferences and real-time fares available.

According to the US-based carrier, the new tool will offer both suggested experiences and destinations, and will be available on American Airlines' mobile app in the coming weeks.

New AI pricing tool

TECH provider Sabre has launched a new AI-led tool to help airlines offer each customer the most relevant and competitive fare for their journey in real-time, moving beyond traditional fare classes.

SabreMosaic Continuous Revenue Optimizer was developed with Riyadh Air and gives airlines the opportunity to boost their revenue by 3.5%, according to the brand.



Window Seat

SEATS on aircraft have seen plenty of bums in their time, so it is reassuring to know that Finnair has cancelled almost 50 flights this week due to what they believe is improper cleaning, with potentially more to come.

"It may sound absurd, but there are genuine safety reasons behind this," said Finnair's Suvi Aaltonen.

Instead of undergoing dry cleaning as per new instructions from the seat manufacturer, the seat covers were cleaned with water, which can apparently impact their fire resistance.

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Brissy blazers

BRISBANE'S brightest academics, researchers and industry leaders are being encouraged to apply for the 2026 Lord Mayor's Convention Trailblazer Grant.

Designed to secure more international business events for the city and developed by Brisbane Economic Development Agency (BEDA) the grant provides successful applicants with up to \$5,000 to attend an international conference in their field.

Lord Mayor Adrian Schrinner said the initiative "can back professional growth and draw influential events and business travellers to Brisbane".

Applications for the grant are open **HERE** until 24 Feb.

Host at Iron Gate

IRON Gate Estate, a Spanish-inspired events destination in the Hunter Valley, has launched a new offer for spring.

With a capacity of up to 100 guests, event organisers can choose from a selection of spaces designed to suit a range of occasions, with the on-site villa offering accommodation for up to 14 people.

Tailored packages start from \$250 per person for shared-style dining and \$275pp for alternate drop, with custom add-ons available such as grazing tables, cocktail stations, oyster bars, and more - find out more **HERE**.

GEELONG GEARS UP FOR GROWTH

VICTORIA'S Geelong and Bellarine region has entered a new chapter of growth, with Business Events Geelong this week unveiling a brand refresh and revamped website.

Now called Meet Geelong and the Bellarine, the transformation is designed to reflect the broader region and its diversity of venues, experiences and landscapes.

At the heart of the refresh is the new website (**HERE**), featuring a modern design and improved functionality to help planners find the most relevant options for their event and easily connect to the right suppliers, venues and support services.

The one-stop platform also allows users to explore ready-made inspiration for incentive experiences, or build itineraries that incorporate pre- and post-touring across the region.



Tamie Ryan, Convention Bureau Manager at Meet Geelong and The Bellarine, described the brand evolution as "a defining moment for the region's business events industry".

"It captures the energy, innovation, and authenticity that make Geelong and The Bellarine such an inspiring place to meet."

MEANWHILE, the Nyaal Banyul Geelong Convention and Event Centre (render **pictured**) has

secured its first four events, announced by Minister for Tourism, Sport and Major Events Steve Dimopoulos yesterday.

The Associations Forum National Conference will see 400 attendees converge on the \$450 million venue in Jul 2026, marking one of the largest association management conferences ever held in the southern hemisphere.

The Jul line-up also includes the Wathaurong Aboriginal Co-operative NAIDOC Week Dinner and the Business Managers Victoria Conference, while the Victorian Principals Association Conference will take place in Aug.

"These events are a sign of how valuable Nyaal Banyul will be to the Geelong region - bringing visitors, boosting the local economy and showcasing what the region has to offer," Minister Dimopoulos said. *JM*

Airlie Beach Festival cracks the code

THE Airlie Beach Festival of Music has managed to rise above the challenges currently facing the live music industry by introducing innovative ticket and accommodation options to attract a wider demographic of attendees.

After announcing dedicated camping packages and flexible two-day tickets, the festival has recorded a 40% increase in ticket sales so far this year compared to 2024, designed with road-trippers and budget-



conscious music lovers in mind.

"While many festivals are struggling, we believe our focus on innovation, affordability, and the unique beauty of our location sets us apart," said Airlie Beach Festival founder and Director, Gavin Butlin.

Te Pae crowned

TE PAE Christchurch Convention Centre has received international recognition after being declared Oceania's Leading Meetings and Conference Centre at the World Travel Awards 2025.

The winners were named at a black-tie event in Hong Kong on Mon, with Te Pae Christchurch voted as number one in the region by the travel industry, media and the public.



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APPOINTMENTS

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Linkd Tourism has announced the appointment of **Toni Fan** as Account Manager, where she will work across a range of accounts and support the company's continued growth. Based out of the Sydney office, Fan brings a proven track record in the tourism industry, having previously worked with both the Hong Kong Tourism Board and the Japan National Tourism Organization (JNTO).

Sofitel Sydney Darling Harbour has named **Amanda Campbell-Browne** as its new Director of Revenue. She boasts more than a decade of expertise in hotel revenue management, with most of her career spent at Accor. Additionally, **Sofitel Gold Coast Broadbeach** has appointed **Matt Andraws** as General Manager. Andraws joins from Sofitel Melbourne on Collins, where he successfully led a \$20 million guestroom renovation and \$2 million back-of-house upgrade.

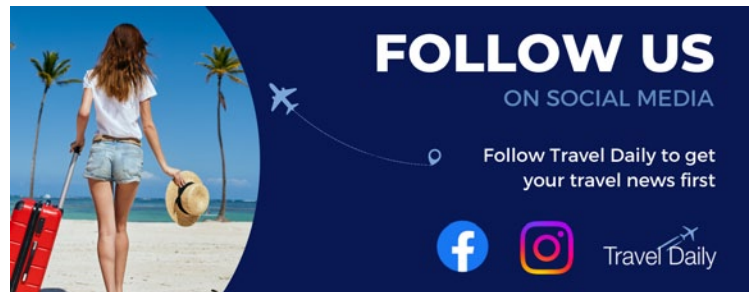
Former Visit Qatar Regional Director for Australia and New Zealand, **Richard Styles**, has accepted the position of General Manager - Commercial Partnerships at Qantas Group's online brand, **TripADeal**. Styles will focus on fostering collaborations with both current and new partners to drive innovation and growth.

Kristy Malapa has joined Adelaide-based tour operator **Untamed Escapes** as its new General Manager, commencing Nov. Malapa is well-known in the industry, having most recently worked at Tourism Australia as Industry Relations Manager.

Virgin Atlantic has revealed that Corneel Koster will become its new Chief Executive Officer on 01 Jan 2026, taking over from current CEO, Shai Weiss, who has led the carrier for the past seven years. The announcement marks Koster's return to the airline, having previously served as Director of Operations and Security at VS from 2010 to 2013. He also has held senior operational and commercial roles at Delta Air Lines, Aeromexico, and KLM.

Prominent travel figure **Marguerite Fitzgerald**, who was once the President of P&O Cruises Australia and President of Carnival Australia, has taken on the role of Chief Strategy Officer for **Brisbane 2032**, the organising committee behind the Brisbane 2032 Olympic and Paralympic Games.

Pan Pacific Perth has enhanced its senior leadership team with the addition of **Roger Baldwin** as Hotel Manager and **Sarka Nejedla** as Director of People & Culture. They join the new Director of Commercial, **Karen Priest**, a former Tourism Commissioner for Western Australia. The appointments come as Pan Pacific Perth celebrates the completion of its transformation earlier this year, which included a refresh of its 488 guest rooms and suites, lobby, Pan Pacific Club Lounge, and conference and event spaces.



Nova's grand voyage begins



SILVERSEA'S *Silver Nova* has officially departed on her 47-day circumnavigation of Australia, where she will explore 23 destinations around the country.

"Our 47-day, 23-destination 'Grand Voyage Australia' 2025 represents the uniquely immersive means of travel that we offer our guests here at Silversea," said Bert Hernandez, President, Silversea.

"Taking in many of Australia's iconic cities and hidden gems, the journey will include an array of exclusive experiences and events, crafted by our experts to connect guests with the country's rich culture," he added.

During the trip, passengers will discover the Kimberley Coast, Busselton, Albany, Kangaroo Island, Townsville, Esperance, Cairns, Hobart, Benoa and more before the ship returns to Melbourne on 30 Nov.

Shore excursions will include a reef and rainforest flight-seeing experience over the Great Barrier Reef and Daintree Rainforest, enjoying a small-boat cruise through the Whitsundays and visiting the Broken Bay Pearl Farm

in New South Wales.

Other activities include Silversea's SALT (Sea and Land Taste) culinary program, such as embarking on a Tasmanian culinary heritage experience with Chef Analiese Gregory, including a scenic drive to Franklin to the Bowmont, a two-storey heritage listed building on the banks of the Huon River.

Guests will also take part in exclusive events including 'Flames of the Forest' in Port Douglas, a dining event that takes place in a candlelit rainforest hideaway and an exclusive culinary experience in the Adelaide Botanic Gardens, created by South Australian chef Tom Tilbury at his on-site Botanic Lodge. *JHM*

Prince Hotel opens

PRINCE Hotel Da Nang has officially opened in Vietnam.

The property featured 164 rooms with private balconies, an infinity pool, and multiple on-site restaurants and bars, including a rooftop venue.

Prince Da Nang was formerly Sel de Mer Hotel Suites.

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HX Expeditions Mini-series: Learn and win

IN A NEW four-part Mini-series, explore how HX Expeditions takes curious travellers on mindful adventures to the world's most awe-inspiring places, on comfortable, purpose-built ships that will change the way your clients see the world.

The fresh series sees local HX Expeditions representatives joined by expedition specialists and ambassadors who share tips, news and information to equip you with all the tools you need to put together unforgettable trips.

In part one, find out more about HX Expeditions, the world's leading expedition cruise company, operating a fleet of five modern ships, offering voyages to over 250 destinations across more than 30 countries.

HX combines sustainability, science, and education to create transformative travel experiences.

In part two, special guests will provide expert insights into exploring the Arctic wilderness with the cruise line.

Uncover Greenland's breathtaking landscapes and hear from experts about the unique experiences that make HX the best way to explore the Arctic.

In part three, learn how HX is redefining Alaskan exploration with destination specialists.

From remote fjords to wildlife-rich coastlines, discover how the voyages take travellers beyond the ordinary.

In part four, join Antarctic

Ambassadors, for an insider's look at the world's most remote destination. Explore daily life onboard, learn how HX offers more time ashore, and understand the difference HX Expeditions makes.

WATCH AND WIN

Watch all four updates in the HX Expeditions Mini-Series by Fri 31 Oct for four chances to win a \$100 gift card. Agents who watch all four parts also go in the draw to win a series prize of a \$500 gift card. Simply submit your details before accessing each video.

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