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NTIAs to Melbourne

MELBOURNE has been revealed as the host city for the next National Travel Industry Awards (NTIAs) and Beyond Borders events next year.

The announcement was made at the conclusion of another fabulous awards ceremony on Saturday night at The Star Brisbane.

There were plenty of smiles in the room as over 40 winners walked away with their newly designed NTIA trophies.

The preceding Beyond Borders summit also packed in plenty of big announcements and insights.

Stay tuned to a special edition of **Travel Daily** this afternoon for the full wrap from Brisbane.

Intrepid makes custom hire

INTREPID Travel is looking to accelerate its growth in the growing custom travel segment by appointing Richard Wise (**pictured**) to the newly-created role of GM, Tailor-Made.

Based in London, Wise will report directly to Intrepid CEO James Thornton, where he will be charged with rapidly scaling the tour operator's Tailor-Made business division, as well as further developing the model to offer more bespoke immersive experiences for its customers.

Wise joins Intrepid as the broader travel sector enjoys a strong uptake in demand for



personalised travel itineraries.

Intrepid has been no exception to that growth, recording a 19% year-on-year increase in Tailor-Made bookings.

"Richard brings a wealth of experience and strategic insight to this role to unlock the enormous potential we see in this space," Intrepid Travel CEO James Thornton said.

Wise was appointed after a global search that kicked off in May, with the new recruit previously spending 13 years at Audley Travel, as well as various senior roles in the UK & the US. His role starts immediately. **AB**

It's expedition week

CRUISE Lines International Association is inviting agents to get involved in the new week of Cruise Month, which focuses on expeditions - see **p7**.

Today's issue of TD

Travel Daily today features six pages of news, plus a front cover wrap from Emirates, a photo page from Savenio, and a full page from Cruise Lines International Association.

Book & win with EK

EMIRATES is giving agents a chance to win a \$30 Prezzy Card when they book their clients on a stopover in Dubai.

The offer is valid for bookings made between 01 Oct and 30 Nov 2025 - discover more details on the **cover page**.



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Axis Travel to escalate Qantas dispute

EXCLUSIVE

SOUTH Australian travel agency Axis Travel Centre is threatening to initiate Federal Court proceedings against Qantas, escalating a long-running dispute that alleged the carrier had failed to follow correct procedures in relation to a client trip in 2022.

A claim for compensation was originally lodged more than three years ago after one of two Axis Travel's VIP clients was denied boarding of an Emirates codeshare flight at Adelaide Airport, with a Qantas airport manager claiming her ticket number was missing from the airline's Amadeus system.

Speaking with **Travel Daily**, the agency's owner Max Najar said the manager's allegation directly contradicted IATA paper tickets, Sabre data, Emirates website data, and same-day telephone confirmations from both Qantas and Emirates call centres.

As a result, the clients were left stranded in Melbourne, losing onward Emirates first class sectors and prepaid overseas accommodation, while Axis Travel was forced to purchase replacement business class airfares and make emergency arrangements at its own cost.

Axis alleges Qantas deliberately prolonged the claim to thwart the Warsaw Convention's two-year limitation period, a tactic the agency claimed risks being characterised as an "abuse of process" under Australian law.

A proposed video conference meeting was also rendered ineffective because Qantas allegedly failed to include a qualified Amadeus CRS expert on the call, despite Axis Travel's explicit request.

"Without such expertise, Qantas' claims of 'lost ticket numbers' or other pertinent data could not be substantiated," Axis

Travel said.

Additionally it is alleged that Qantas suppressed PNR data and omitted OSI codes, refused to release Amadeus PNR data to Axis, breached Emirates-Qantas joint-venture servicing obligations, and failed to comply with Australian Consumer Law, including consumer guarantees, refunds, and provision of services with due care and skill.

When contacted for comment, Qantas told **TD**: "We know this would have been a frustrating experience for the customer and have apologised for the inconvenience.

"We are committed to working closely with our travel agent partners to ensure our mutual customers have a great experience when flying with us."

Axis Travel Centre has advised it will release a full consumer and government department media release on Thu 23 Oct. **AB**



Window Seat

WHEN most teens might be partying, 16-year-old Byron Waller has become the youngest supported pilot to ever fly around the world in a light aircraft.

Waller travelled 41,700km over 67 days with three flight instructors - and landed home in Brisbane just in time to celebrate his mum's birthday.

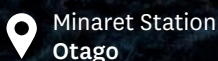
It has been a tough journey for Waller, who also suffers from chronic inflammatory condition Crohn's disease.

"Even the toughest battles can't ground a determined spirit," he said.



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Albatros' new site

ALBATROS Expeditions has launched a new website (see it **HERE**) to reflect its ongoing consolidation partnership with Polar Latitudes (**TD** 03 Apr).

Agents are invited to learn more by joining a webinar session on 29 Oct - find out more **HERE**.

Talk is no longer cheap

AGENTIC AI and conversational commerce is poised to be one of the most disruptive shifts in travel tech history, according to a new white paper from Sabre.

The *Chat As the New Influencer: From Conversations to Clicks* report predicts that agentic AI - which is a step above generative AI and can plan, decide and execute tasks - will unlock unparalleled growth across the industry.

While social media plays a key role in inspiring travellers, the actual conversion rate is still weak



(estimated to be under 10%), as social platforms fall short on trust and infrastructure.

The Sabre white paper argues that conversational commerce can close the gap between inspiration and booking because it lowers friction by simplifying the process and enabling query in natural language.

Agentic AI will become the new UI, the report goes on to suggest, with travel bookings being co-created in chat windows, voice assistants and AI agents instead of just on websites and apps.

Early AI adoption by travel brands, retailers and suppliers is key to not being left behind, with an emphasis on transparency, governance and data integrity.

"Conversational commerce is more than 'just' a tech trend for the travel industry; it's a generational leap," said Jen Catto, Chief Marketing Officer at Sabre.

"It will collapse the distance between desire and delivery, turning complexity into conversion and transforming every traveller into their own influencer.

"Talk is no longer cheap - it's AI-powered and driving revenue," Catto added. *JM*

Vale Darren Lloyd

THE industry is mourning the loss of Darren Lloyd, who held senior roles at Flight Centre Travel Group for 25 years.

In 2024, Lloyd left the travel industry to helm a childcare business that he co-owned alongside his wife, Ainsley.

Beautiful SAMOA

AUSTRALIA ROADSHOW 2025

11 NOVEMBER | BRISBANE
Rydges Hotel
9 Glenelg Street, South Bank
5.30pm - 8.30pm

12 NOVEMBER | MELBOURNE
Rydges Hotel
186 Exhibition Street, Melbourne
5.30pm - 8.30pm

13 NOVEMBER | SYDNEY
The Australian Museum
1 William St, Darlinghurst
5.30pm - 8.30pm

itravel

"I went from mobile advisor to now a multi-store franchise with itravel."

-Sue & Emily



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Let's Chat

MOBILE | FRANCHISE | LINK
LUXE | FRANCHILLI

Hurtigruten makes impact

HURTIGRUTEN and its guests have generated a more-than A\$398 million boost for Norway's coastal communities through the purchases of goods and services, a new economic impact study has found.

Produced by Menon Economics, the recently released *Ripple Report* highlighted how the cruise line's coastal voyages significantly strengthen the local economy in the communities they visit.

In 2024, nearly 200,000 guests travelled with Hurtigruten, generating 684,000 guest nights, in turn supporting more than 4,000 jobs.

Additionally, the line sold 208,000 excursions in Northern Norway across 70 experiences, delivered in partnership with 65 local operations, while 70 local food and drink suppliers provided over three million onboard meals.

10th MEL-TPE Anniversary

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"Watershed" win for CATO

THE Council of Australian Tour Operators' (CATO) win in the Most Outstanding Travel Industry Training Program category at the NTIAs has been hailed by Managing Director Brett Jardine as a "watershed moment" for the land-based sector.

Speaking with *Travel Daily* in the wake of the high-profile achievement, Jardine said such a win for its relatively new CATO Touring Academy was not based on luck, but rather on grit, collaboration and a fierce determination to close the growing skills gap in travel.

"Inspired by CLIA's success with the cruise sector, we found the right platform, welcomed Mira Yates to the team and rolled up our sleeves," Jardine explained.



"The goal was simple: rebuild travel education from the ground up with training that actually keeps pace with today's traveller and today's advisor."

The CATO chief added that every finalist in the category was a private initiative, which he said proved that the industry is "stepping up where traditional education has fallen behind".

There are around 2,500 advisors using the Touring Academy across Australia, New Zealand and South Africa, with launches in Canada and Asia on the horizon.

"The touring sector is claiming its place at the top table, and if you are not learning with us, it's time to catch up," Jardine said. *AB*

Read the full statement from Jardine on *travelBulletin* [HERE](#).

777 Partners fraud

JOSH Wander, the founder of aviation-focused private investment company 777 Partners, has been charged with fraud in an indictment made public by US prosecutors.

Wander is accused of creating "fabricated financial documents" and making "misleading claims in an effort to defraud lenders and investors" of as much as US\$500 million, prosecutors allege.

777 Partners owned the short-lived Australian airline Bonza, from its founding in Oct 2021 until its abrupt voluntary administration only a few years later in Apr 2024 (*TD* 03 Jul 2024).

Virgin fares on sale

VIRGIN Australia has dropped sales fares, with deals available across the airline's entire network from \$49.

More than one million economy and business class domestic and international fares are available, and can be booked [HERE](#).

Sale fares can be booked for select flights for travel between 06 Jan 2026 and 15 Sep 2026.

AW's Night at the Museum



THE Adventure World team, along with a small number of select guests, joined last week's gala at the Australian Museum in Sydney, which raised funds to transform the institution's Birds of Australia gallery.

Adventure World, which has partnered with the Australian Museum for more than a decade, contributed two prizes on the night: an 11-day Sri Lanka itinerary for two people and a nine-night Galapagos Islands adventure through its GSA partner Lindblad Expeditions.

The latter prize was hot property at the night's live auction, eventually being sold for \$15,500, while a lucky attendee scored the Sri Lanka itinerary in the raffle. *MS*

Pictured are Head of Product Anna Burgdorf, North America Product Manager Kristy Prince,

Product Manager Latin America Ana Salazar, Client Services Specialist Cate Inkpen, Head of Marketing Liz Glover, and Product Systems Specialist Lindsay Doctor.

Big Louvre robbery

THIEVES stole priceless Napoleonic jewels from the Louvre Museum yesterday, in a brazen operation that lasted little more than five minutes.

The thieves rode an aerial work platform to the museum, where they forced open a window into the famous Galerie d'Apollon.

They then smashed display cases and fled with priceless jewels, officials said, all while tourists looked on.

The Louvre closed for the remainder of the day, but is expected to reopen for normal operations later today.



OUT NOW:
Slow travel special report
» CLICK HERE TO READ

Travel Daily

Savenio wraps 2025 symposium

AGAINST the breathtaking backdrop of the InterContinental Hayman Island, the 2025 Savenio Symposium spanned two unforgettable days - some members even arrived in style by helicopter!

The gathering celebrated growth, community, and luxury travel, highlighting Savenio's expanding network built on quality, shared values, and a long-term vision.

Founder David Brandon emphasised that membership goes beyond sales, focusing on mindset, client care, and collective success.

The closing event of 78 people was celebrated over a sit-down three-course meal in the Formal Gardens.

Jo Bingham from Silversea, Anastasia Kotanidis from RCYC, Anji Montgomerie from Regent Seven Seas Cruises and David Schlottman from Innstant Travel, all shared cutting-edge perspectives and the latest innovations in luxury travel.

Meanwhile, Brandon announced that the 2026 symposium will be held in Queenstown - [CLICK HERE](#) for more.



HAYMAN Island was a glorious location for the symposium.



SOME Savenio members arrived in style to Hayman Island by helicopter.



SAY hello to Savenio's hotel partners.



JO BINGHAM, Silversea key supplier for the Symposium, with David Brandon and Hannah Bennett.



CAROL McLaren and Andrew Kuek from IHG with Patricia Gordon.

THE wonderful closing dinner was illuminated by glow sticks.



ANASTASIA Kotanidis from the Ritz-Carlton Yacht Collection.



ANJI Montgomerie from Regent Seven Seas Cruises, one of Savenio's key sponsors.



SAVENIO group shot: Hannah Bennett, Lara Vale, Kelly Campbell, Simon Cordiro, David Brandon, Cathy Baker and Lori Rogers.

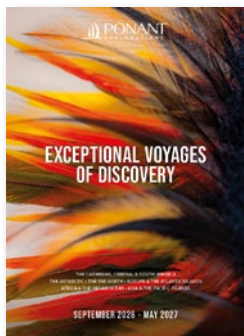


SILVERSEA'S Jo Bingham shares the line's latest updates with an attendee.

BROCHURES

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THIS week's Brochures of the Week is brought to you by
Ponant.



Ponant - Exceptional Voyages of Discovery

This season, Ponant Explorations is inviting travellers to look towards new horizons with its latest brochure highlighting voyages between Sep 2026 and May 2027. The collection encompasses the Caribbean, Central and South America, the Antarctic, the Far North, Europe and the Atlantic islands, Africa and the Indian Ocean, as well as Asia and the Pacific Islands. Travellers can immerse themselves in the Chilean fjords on a 14-night sailing aboard *Le Lyrial*, explore the paradise

islands of the Caribbean on a 12-night voyage aboard *Le Laperouse*, or discover snow-covered Canadian landscapes on a 15-night expedition on the St Lawrence River aboard *Le Commandant Charcot*. Agents can order or download the brochure **HERE**.



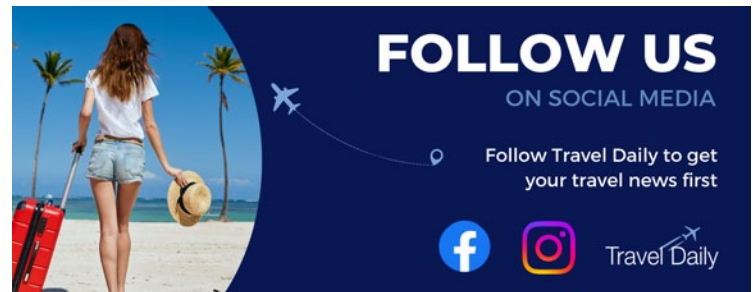
Globus - Europe 2026

Globus family of brands has launched a new brochure for Globus, now available for advisors to order **HERE**. The guide features a new user-friendly format that makes it easier for advisors to match clients with their desired European travel experiences. Designed to meet travellers' growing appetite for longer, more immersive travel experiences, the brochure also spotlights Globus' newly released back-to-back tour packages, such as the 23-day 'Mystic Highlands and Emerald Isle' itinerary.

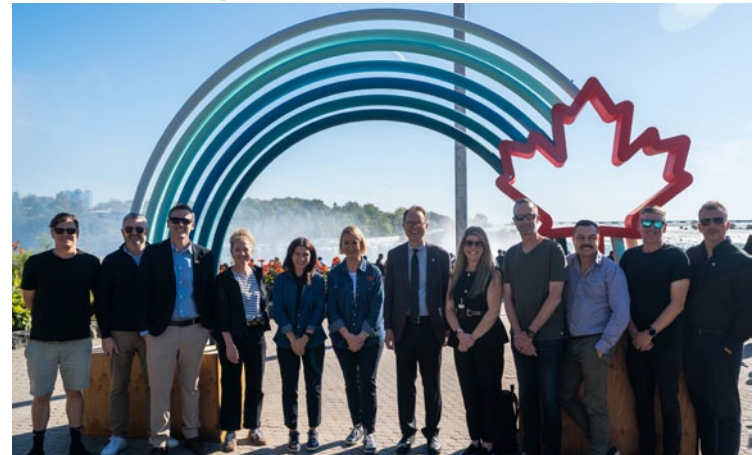


MW Tours - Japan, South Korea & Taiwan

MW Tours has unveiled its brand-new 2026 brochure collection, featuring inspiring journeys across Japan, South Korea & Taiwan, Africa, India & Sri Lanka, and China & Southeast Asia. Each brochure is packed with the operator's most popular small group tours, rail adventures, and tailor-made itineraries, as well as new experiences designed to showcase the best of each destination. The Japan, South Korea & Taiwan brochure focuses on the region's timeless traditions and seasonal beauty. More info **HERE**.



Getting to know Canada



MEMBERS of the Destination Canada Australian Strategic Advisory Group (SAG) visited Canada last week to deepen their destination knowledge.

The group embarked on an itinerary curated by Destination Ontario, designed to showcase innovative tourism products and sustainability-led initiatives.

The visit included immersive and behind-the-scenes experiences, partner presentations, and collaborative sessions with Canadian and Australian industry leaders.

A key highlight was the strategy session hosted in Niagara Falls, led by Destination Canada, alongside provincial and city partners from Destination Ontario, Destination Toronto, Ottawa Tourism, and the Niagara Parks Commission.

Australian partners in attendance included senior leaders from Adventure World, APT, Entire Travel Group, Flight Centre and Helloworld.

Other standout moments for the group included a sustainability and farm tour at Elmhirst's Resort; a tree-planting activity

at the Niagara Parks School of Horticulture; and Indigenous-led programming at Madahoki Farm, home to rare Ojibwe Spirit Horses.

"Having the Strategic Advisory Group on the ground in Canada is incredibly powerful," said Julie King, Managing Director of Destination Canada Australia.

"This isn't just a familiarisation - it's a catalyst for change.

"I am very proud of the work that this group is driving - these leaders are deeply committed to reshaping how Australians engage with Canada, and their first-hand experiences here will help drive a more thoughtful, regenerative approach to tourism across the industry," she added. **JM**

Pictured: Tim Holden, Flight Centre; Greg McCallum, Entire Travel; Chris Gile, Niagara Parks; Melissa Warren, Helloworld Travel; Luciana Magliocco, Destination Canada; Julie King, Destination Canada; David Adames, Niagara Parks; Abbie Arnott, Niagara Parks; Nathan McLoughlin, Destination Canada; Neil Rodgers, Adventure World; Richard McGeachin, Niagara Falls Tourism; and Mladin Vukic, APT Group.



IT'S EXPEDITION WEEK!

MORE WAYS TO GET INVOLVED



Register to attend one of our Cruise Month webinars



Read our CLIA newsletter and Cruise Month eDMs



Follow, share and comment on CLIA's social media posts



Enter our Cruise Month competition by sharing your event on socials. Just tag @CLIAAustralasia and #CruiseMonth2025.



Undertake a CLIA training or professional development course



Use your social and digital platforms to share Cruise Month content



Download the Cruise Month toolkit assets (web banners, editable flyer, social tiles & more)



Check your "Find a Cruise Specialist" listing on cruising.org.au to confirm your details are up to date



Get customers excited with special cruise offers using our Cruise Month editable flyer

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