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Today's issue of TD

Travel Daily today features eight pages of news, including a photo page from **Journey Beyond** and our **Business Events News** feature, plus full pages from:

- Silversea
- Entire Travel Group
- Scenic

C360 full program

CRUISE Lines International Association (CLIA) has released its full program for this year's Cruise360 Australasia conference, with the two-day event designed to be more relevant and forward-thinking than any before it.

CLIA executive director in Australasia Joel Katz said C360 will speak directly to cruise advisors and equip them with tools to handle changing markets and digitally connected clients.

Sessions will include expert advice on how to increase river sales & more - see **CW** for details.

TTF rallies against PMC move

THE Tourism & Transport Forum (TTF) has ratcheted up more pressure on the Federal Government to rethink its controversial decision to increase the Passenger Movement Charge (PMC) (**TD** 13 May 2026).

The industry group has joined forces with Airlines for Australia and New Zealand (A4ANZ) and Accommodation Australia (AA), with the trio of bodies penning a letter to the government pleading for the PMC to remain unchanged so that travel can remain affordable in a tough climate.

"Our industry has demonstrated extraordinary resilience, but resilience cannot be the policy response to every challenge our

sector faces," TTF CEO Margy Osmond argued.

"We now need policy settings that support that work, not additional costs that make Australia less competitive."

A4ANZ chair Graeme Samuel Airlines said that airlines have been warning governments about piling new taxes, charges and regulatory costs onto aviation, which will inevitably create higher airfares and fewer services.

"That is not academic, it is the commercial reality of operating routes on tight margins," he said.

"The pressure is felt first on thin and marginal routes, including services that connect regional communities and support tourism, trade and investment."

AA CEO James Goodwin said that \$10 may appear "relatively small" in the scheme of a wider budget, but that in reality, planning an overseas trip requires most families to budget costs. **AB**

Silversea still on

FOR three weeks only, Silversea is offering savings of up to 45% across its range.

See more details on **page nine**.

ACCC ticks SIA-ANA

THE ACCC has granted approval for Singapore Airlines and All Nippon Airways to collaborate on a range of airline operations applying to selected routes between Australia and Japan.

Among the advantages of the tie-up include revenue sharing on some routes, coordination of route planning, scheduling, pricing, sales and marketing.

The carriers will also be able to cooperate on airport and passenger operations, as well as IT for a period of five years. **AB**

The Entire Tahiti

ENTIRE Travel Group's Tahiti Travel is giving agents the chance to embark on a Tahitian famil.

See more on info **page 10**.

Win a Canada famil

SCENIC is offering the chance for agents to win a spot on a magical famil in Canada.

See details on the **back page**.

2028-2029 OCEAN SEASON NOW OPEN



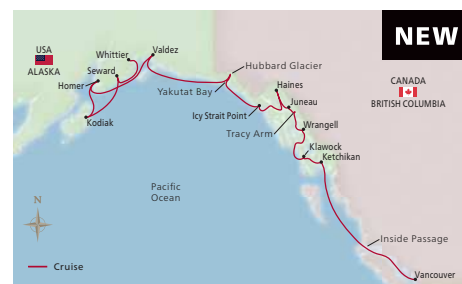
We have launched our **expansive 2028-2029 ocean deployment**, including two new ocean itineraries and more than **700 new departure dates**.

Among these offerings is the new **15-day Alaskan Fjords & the Inside Passage voyage**, which explores Kodiak and two new Alaska ports, and the **16-day Mediterranean, Malta & North Africa journey**.

Sell either of these two brand-new ocean itineraries by 31 August and **we'll double your Rewards by Viking points**.



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Thursday 20th Aug 2026



Alice Springs greets

ACCOR has opened greet Hotel Alice Springs in the Northern Territory, one of the hotelier's rapidly growing budget brands.

Located close to the Todd Mall, the new 80-room hotel offers guests complimentary wi-fi, tea and coffee-making facilities, free guest parking, and an outdoor swimming pool.

Accor said the new property is big on personality and low on fuss, prioritising comfort, cleanliness and great value. **AB**



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Rise, urges Richardson

ENVOYAGE Global GM Astrid Richardson believes the group's members will rise above the forces facing the industry, rather than simply "hoping they'll pass".

Opening last weekend's Envoyage Australia conference, Richardson (**pictured**) highlighted five key factors reshaping travel, starting with the "uncomfortable truth that by the end of 2027, AI will be better able to plan a trip than nine out of 10 humans".

"But here is the opportunity... when AI takes over the IQ side of the business, the only thing left to compete on is EQ - judgement and taste, the read on a client that no algorithm can make."

The second big societal force is a global "trust recession" - giving businesses a big opportunity.

"Advisors with real trust capital are the ones charging properly and charging with confidence, because their clients aren't shopping them against a website."

An epidemic of loneliness is the third factor cited by Richardson, meaning travel clients in many cases are buying the "possibility of connection", giving agents the ability to truly meet their needs.

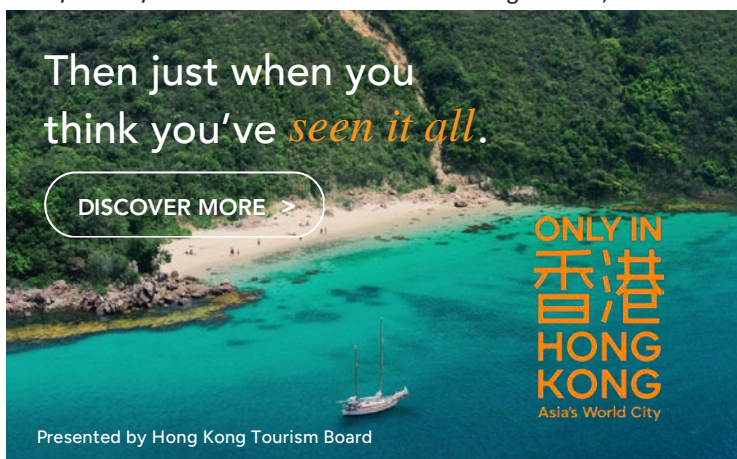


A search for meaning rather than status is the fourth force reshaping travel, with clients seeking transformation, education and even therapy from their trips.

The final area of opportunity is the huge generational wealth transfer, worth \$175 billion annually over the next two decades, arming a new generation that "will not buy the way their parents did".

"None of these forces are coming: they are already here."

"The only questions left are who responds to them and who gets left holding a business that was built for a version of the industry that no longer exists," she said.



Presented by Hong Kong Tourism Board

TC reveals speakers

TRAVELLERS Choice will add some "heart and hustle" to its annual conference in Perth later this year, announcing professional tennis player Matt Ebden and AI expert Julian Moore as speakers.

Ebden will impart wisdom derived from his playing career, during which he needed to perform under pressure and overcome multiple setbacks.

Meanwhile, Moore will demonstrate how AI can help agents work smarter. **AB**

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KE commits to BNE

KOREAN Air will increase services on its Seoul-Brisbane route, scheduling a fifth weekly seasonal flight from 20 Dec.

The route will be operated using a Boeing 787-9, with Korean Air flying three or four times a week to Brisbane throughout the year, depending on demand.

Air NZ boosts reliability

AIR New Zealand improved its reliability in Jul, with 83.1% of flights arriving within 15 mins of scheduled times, according to new data from the Kiwi airline.

The result was a significant improvement compared to the same time last year, despite weather-related delay minutes being 74% higher year-on-year.

According to Air NZ, a major driver behind the improved



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performance was the 41% reduction in reactionary delay minutes, which are the knock-on effects on flights caused by delays to other services.

Compared with Jul last year, 1,366 fewer flights were affected by delays in Jul 2026.

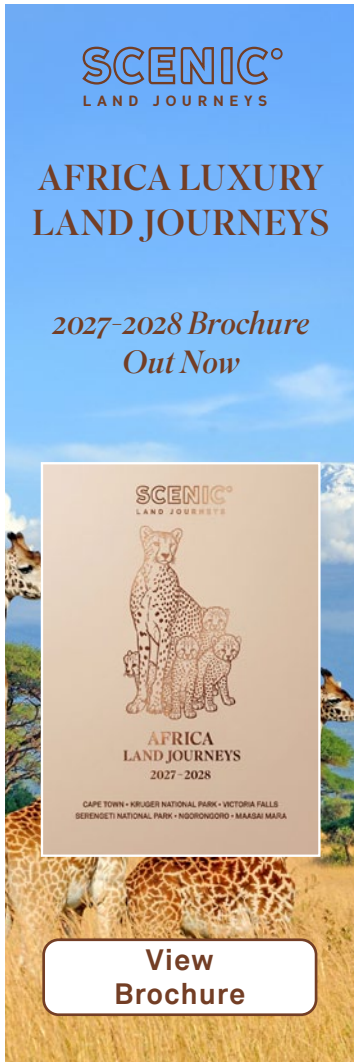
Meanwhile, Air New Zealand had 246 fewer cancellations, which were likely due to the airline's automated passenger rebooking technology, launched mid-last year.

"Our focus is on reducing disruption in the first place, and when it does happen, recovering quickly and making the experience as easy as possible for our customers," said Air NZ's chief operations officer, ground and in-flight, Kate Boyer. *JHM*

German rail changes

THE Paris-Berlin rail line has been suspended, with Germany's national railway company Deutsche Bahn no longer operating the direct service.

Passengers travelling from Paris-Est will now be forced to change trains in Frankfurt, Mannheim, Karlsruhe or Stuttgart. *MS*



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Win a Club Med stay

CLUB Med will reward its top travel advisors with a ticket to paradise, inviting them to win a four-night stay at Club Med Kani in the Maldives.

From now until 11 Sep, every Club Med booking made for travel until 27 May will count towards a travel advisor's place on the leaderboard, with the top 10 sellers in each region across Australia to secure a coveted spot on the fam. *MS*



AATKings

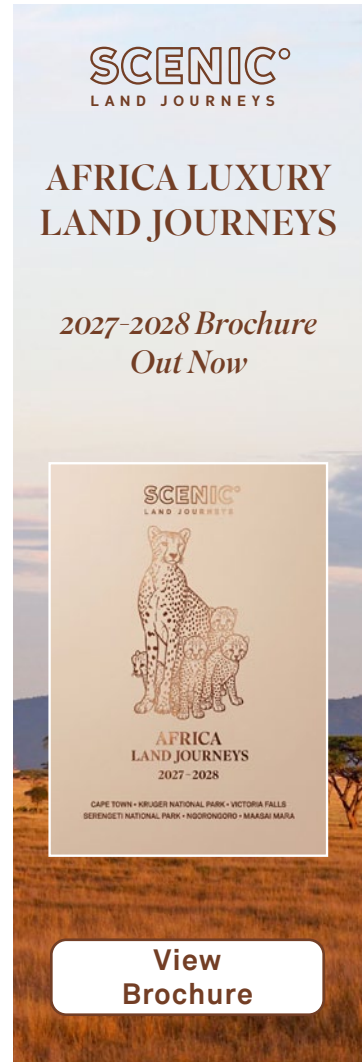
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AI is freeing time for agents to excel

TRAVELMANAGERS (TM) is ensuring that its Personal Travel Managers (PTMs) can effectively leverage AI without needing to take a back seat, the agency network revealed at its annual conference in Hobart this week.

Speaking with *Travel Daily*, House of Travel NZ's head of IT Mark Leadbetter (**pictured**) explained that AI has the ability to take care of repetitive administrative tasks, freeing up time for PTMs to connect and understand their clients.

"[AI] is giving time for consultants to do what they do best and that is adding value to that consulting experience with the customer," Leadbetter said.

"Previously you might have been too busy to check in with a particular customer before they left or make sure that they were comfortable with everything, but now you have got the time to do those things," he added.



Leadbetter said that advisors need to ensure that time savings created by AI are reinvested in areas where they can improve customer engagement.

The IT expert added that human expertise has become even more important as AI still has red flags for clients when it comes to verifiability and trust.

"Like anything, you have still got to read [AI-generated content], you have still got to go through it and actually make sure it's what you want," he said.

"You have to be really careful where critical information is

concerned because sometimes AI will make false assumptions," Leadbetter warned.

One of the key concerns Leadbetter has is around the large volume of information that customers now have access to.

"[Customers] go to ChatGPT or Claude and ask something and get this huge amount of information back and they are saying, 'where do I start with this and how do I disseminate that and actually get something really useful out of it?'"

"They have said to AI, 'Give me a great itinerary', and they have gone and booked the trip and it has been terrible.

"AI ultimately is a search engine on steroids unless you train it with different data sources."

In the future, Leadbetter hopes that AI can improve its accuracy, and have the ability to identify events such as strikes or delays, usually unknown to agents. *JB*

TRAVELDAILY
ON LOCATION



HOBART

Today's issue of *TD* is coming to you from Hobart, where the 2026 TravelManagers Conference is taking place.

WE HAVE reached the final day of the conference, which begins with PTMs participating in various workshops that cover topics such as how to secure clients for life, integrating technology into PTMs' day-to-day operations, as well as making the most of tourism office relationships.

The afternoon will feature PTM presentations from Dana Brown and Hayley Wilson, along with a fireside chat with emcee Jordana Borensztajn, Cheng Lei and Kylie Moore-Gilbert.

A gala awards dinner will conclude proceedings tonight.

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Envoyage improves buying

A NEW Product Showroom unveiled at last weekend's Envoyage Australia conference in Cairns promises to empower members to cut through the clutter of deals and incentives from industry suppliers.

Tracy Backshall, global head of product, and national product director, Lee Ann Hosking, presented the online portal which aims to help time-poor advisors.

"You are buying from multiple systems, looking at different incentives and getting emails from partners with different deals," Hosking said.

"[Product Showroom] is going to be the one place you come to that we can put everything at your fingertips for all of our preferred partners," she added.

"We have stopped building a product catalogue because you know your product...Showroom is about giving you the info you need as fast as possible."

The portal also includes the full contact details of preferred partners, with Backshall labelling it "the equivalent of the Envoyage little black book".

Envoyage's supplier-centric portal is complemented by a system called Beacon, which allows members to track sales to help them maximise margins.

"Beacon is your tool to show you how your business is making the decisions that actually make the difference," Hosking noted.

As well as information on their individual businesses, Beacon's data collection also enables users to gain insights into the wider network to allow advisors to benchmark themselves and spot wider selling opportunities.

The insights gained mean that "at the end of the day, it is the same TTV, but the revenue is vastly different...working smarter, not harder, to be able to achieve your goal", Backshall said. *BP*



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Sapporo resort open

RESERVATIONS are now open for the Hyatt Centric Sapporo, available for stays from 01 Dec.

Located in the Urbannet Sapporo Link Tower, the 216-key property offers panoramic views of Hokkaido's capital with floor-to-ceiling windows, including two View Rooms offering sights of the distant mountain ranges.

The property also has two dining venues: Matsu Grill & Bar and Mr. Fish. *JB*

&Beyond fatal crash

SEVEN people have been killed in a tourist helicopter crash in Kenya, which was being chartered by the &Beyond safari brand.

The six tourists killed in the crash included five US citizens and an Ecuadorian national, according to local reports, but authorities have yet to release a full passenger manifest.

Lady Lori Helicopters was the owner of the helicopter. *AB*



Window Seat

ONE of QantasLink's Fokker F100 jet aircraft has begun its post-retirement plan, with the plane to spend the rest of its days displayed inside Shellharbour's Historical Aircraft Restoration Society.

Named Meekatharra, it is the second aircraft to be donated to the society, following Qantas' first Boeing 747-400, which was donated in 2015.

The aircraft began flying in 2016, operating more than 11,250 hours for QantasLink and carrying over a million passengers between regional Western Australia and the rest of the country.

QantasLink is currently in the process of replacing its F100 fleet with the new Embraer E190 aircraft, expected to debut in Perth next month.



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*Sale ends 11.59pm (AEST) 25 August 2026, unless sold out prior. Select routes, travel dates and conditions apply.

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JB's Reefworld makes a splash

JOURNEY Beyond's Cruise Whitsundays has officially unveiled the reimagined Reefworld, located on the UNESCO World Heritage-listed Great Barrier Reef.

Purposefully designed to immerse guests in one of the world's most remarkable natural environments, Reefworld now operates as an overnight-only pontoon, exclusively for Reefsleeper and Reefsuite guests to experience the reef in a truly unique way, where nature takes centre stage.

An intimate group of media, trade and industry partners joined at Hardy Reef to celebrate the launch of this new overnight experience, beginning with a heartfelt Welcome to Country and Smoking Ceremony hosted by proud Ngaro Sea Country and Gia Traditional Owner, Robbie Congoo.

A long lunch showcasing flavours of the region followed before guests stepped into the crystal-clear waters below, encountering turtles, vibrant marine life and even a few whales.

After a breathtaking sunset, guests nestled into Reefworld's four-poster beds beneath a blanket of stars, experiencing the true spirit of the Whitsundays.

JOURNEY Beyond's Jennifer Vandekreeke, Justine Lally and Alicia Triggs with Liza Muller from Cruise Whitsundays.



REEFWORLD operating as an overnight pontoon, exclusively for Reefsleeper and Reefsuite guests.



REDESIGNED Reefsleeper accommodation.



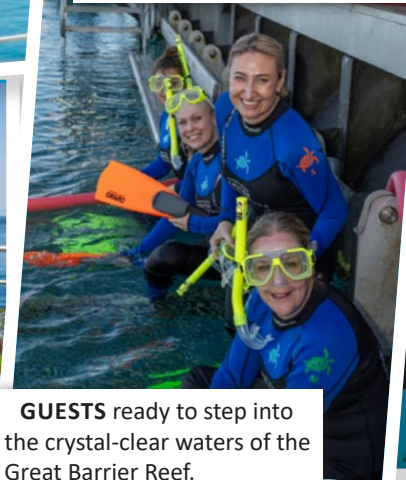
TIM Booth from Tourism Whitsundays with Journey Beyond's Alicia Triggs.



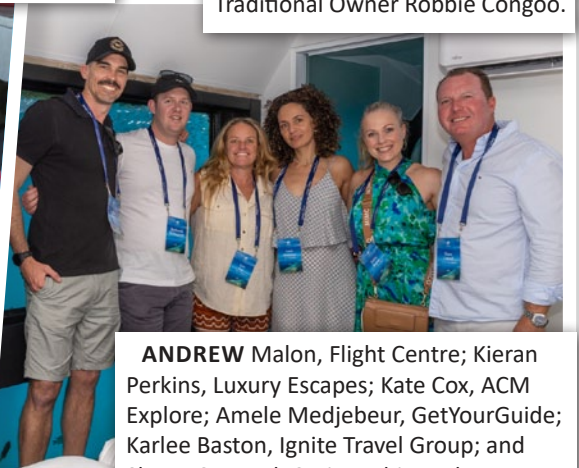
NGARO Sea Country and Gia Traditional Owner Robbie Congoo.



CRUISE Whitsundays' Shaun Cawood with Jennifer Vandekreeke from Journey Beyond and Liza Muller from Cruise Whitsundays.



GUESTS ready to step into the crystal-clear waters of the Great Barrier Reef.



ANDREW Malon, Flight Centre; Kieran Perkins, Luxury Escapes; Kate Cox, ACM Explore; Amele Medjebeur, GetYourGuide; Karlee Baston, Ignite Travel Group; and Shaun Cawood, Cruise Whitsundays.



EVENTS HAVEN AT ELYSIUM NOOSA

ELYSIUM Noosa is showcasing its revitalised collection of event and retreat spaces, featuring enhanced event technology and greater flexibility for organisers.

Located in the heart of Noosa on the Sunshine Coast, the resort features more than 800m² of MICE space across seven indoor and outdoor venues, accommodating a wide range of events for up to 400 guests.

The refreshed collection includes the Hastings Ballroom, Havens One, Two and Three, Terrazza, Riviera Bar and the Elysium Cabanas, allowing events to smoothly transition between keynote presentations, breakout sessions, networking events, long lunches and outdoor celebrations.

New event technology has been installed throughout the spaces, including integrated broadcast capability, smart



lighting and upgraded audio-visual infrastructure.

Delegates can also enjoy 175 redesigned rooms and suites, each with a private balcony, while Elysium's wellness suites are ideal for executive groups and incentive travel, with private infrared saunas and outdoor spas.

"The most successful business events create opportunities for people to connect, collaborate and leave feeling genuinely

inspired - that's what we've set out to create at Elysium Noosa," GM Mark Wilkinson said.

"Our reimagined event spaces now reflect the same beautifully designed surroundings, generous hospitality and intuitive service that define the Elysium guest experience, creating a destination where business and leisure come together effortlessly." JM

The Elysium Noosa events team can be reached via 07 5449 4888.

WA expo power-up

EXPO Centric and Event Mill have teamed up to launch Expo Centric WA, a new joint venture that aims to expand large-scale exhibition and event production capabilities across the state.

The launch includes a new 2,200m² manufacturing and production facility in Jandakot, delivering greater local capability for custom exhibition stands, brand activations, complete show builds, event environments and retail displays.

By manufacturing, designing and storing projects locally, WA businesses and event planners will benefit from shorter lead times, faster design changes, direct access to the production team, and more control over project costs and outcomes. JM

Crystalbrook Sam unveils events offering

CRYSTALBROOK Collection Hotels & Resorts has offered a first look at the meetings and events offering at Crystalbrook Sam, its first hotel in South Australia, due to open in Dec.

Located in Adelaide's CBD, the property will offer 196 rooms and suites for residential conferences and incentive groups, as well as flexible boardroom, classroom, theatre, cabaret, banquet and cocktail layouts equipped with dedicated events technology.



Event planners can take advantage of half-day and full-day delegate packages, with five rotating menus spanning breakfast and working lunches through to interactive evening stations, plated dinners and late-night snacks. JM

Oman, what a place

JA HATTA Fort Hotel, a mountain retreat set in the Hajar Mountains of Oman, has introduced an unconventional alternative to traditional MICE experiences.

As well as meeting facilities for up to 150 guests, the Oman property offers team challenges and a strong program of activity, including kayaking across Hatta Dam, hiking or cycling through the mountains, a climbing wall and giant swing - more [HERE](#).

Big month for Nyaal

NYAAL Banyul Geelong Convention and Event Centre has welcomed more than 12,200 attendees across 15 events within the first month of opening (**TD** 25 Jun 2026).

The venue has hosted a mix of community, business and conference events throughout Jul, including the Associations Forum National Conference.

"The response from organisers, delegates and the local community has been overwhelmingly positive, and it's a great foundation to build on," GM Rick Aylett said. JM



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Aussie operator **Intrepid Travel** has appointed **Brian McLaren** as its new head of sales for North America. He joins the company with over 20 years of experience within the travel industry, coming from Flight Centre Travel Group where he was executive vice president and general manager of Flight Centre Canada.

490 Consulting has announced the appointment of **Kurt Knackstedt** as its new managing director based in Sydney. He was most recently at data management firm BlackBook where he was CCO from Nov 2025. His resume also includes head of commercial sales - Pacific at Avis.

Steven Greenway has been appointed as the new CEO and MD of **Alliance Aviation Services**, taking over from Steven Tully. He was most recently the CEO of Saudi carrier flyadeal, where he has served since Oct 2023. He has also held the role of executive vice president of WestJet, head of commercial and COO of Scoot, as well as chief commercial officer at SkyEurope Airlines.

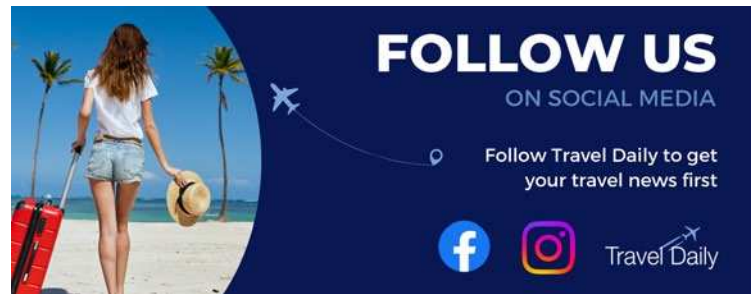
Recently departed Air India CEO **Campbell Wilson** has joined the board of **Air New Zealand**. He assumes the role alongside Robert McDonald, who served as the airline's CFO from 2004 to 2017. The announcement coincides with the departure of Larry De Shon from the board, with Dean Bracewell and Laurissa Cooney both seeking re-election.

Craig Kelmar has been appointed as precinct general manager of **Pullman, Novotel and ibis Sydney Olympic Park**. He has been affiliated with Accor since 2003, most recently serving as general manager for Novotel and ibis Melbourne Central. Other positions include GM at The Adnate Hotel in Perth, GM at Mercure Broome and rooms division manager at Novotel Perth Langley.

The **Australian Airports Association** has appointed two new board members in chief corporate services officer and general counsel at Perth Airport **Simon McPhee**, and Launceston Airport CEO **Katie Cooper**. The new appointments follow the resignation of Chris Mills.

Pan Pacific Perth has announced the appointment of **Scott Alderson** as its new director of commercial. He is well-known across Western Australia's tourism and hospitality sectors, most recently with Crown Perth Resort as its director of sales and was recognised in 2025 with both the WA Tourism Award for Individual Excellence by a Tourism Professional and the Sally Webster Ally Award, acknowledging his contribution to the industry and inclusive leadership traits.

Author and TEDx speaker **Ace Mamun** has joined **Sofitel Sydney Darling Harbour** as director of marketing. He brings over two decades of experience across luxury hospitality, global branding and strategic communications, holding leadership roles at Marriott International and Paramount's publishing division.



Singapore in the sky



TWO new dining experiences are now on offer aboard Cable Car SkyDining in Singapore, giving guests the opportunity to enjoy unique meals at 100 metres above sea level.

Taking place in a dedicated private cable car cabin, guests are invited to dine during a special journey from sweeping sunset landscapes to the top of Mount Faber Peak, with glimpses of the nightly fireworks on Sentosa.

One of the experiences, The Singapore Chronicles, features a three-course menu inspired by the island's history, local flavours and ingredients.

Dishes include tiger prawn tea rice, crispy red snapper, char-grilled lemongrass chicken, and a dessert featuring traditional ingredients including pandan, gula melaka and European custard, reflecting Singapore's multicultural heritage.

The experience is now available at a discounted rate until 31 Aug, priced at S\$54 (A\$60) per guest.

Meanwhile, Starlight Flight features a Mediterranean menu, created by Barcelona-born chef

Daniel Vaquero, who has drawn on his career rooted in Catalan and Spanish cuisines.

The evening begins at the restaurant Dusk at Mount Faber Peak, serving up a welcome cocktail and sauteed Hokkaido scallops as a starter.

Guests hop aboard the cable car, where they enjoy a tiger prawn salad with stracciatella entree, followed by mains such as the wagyu ribeye and grilled Boston lobster, ending with a dessert of red plum brulee at the Arbora Cafe at Mount Faber Peak.

It is now available from S\$108 (A\$120) per guest.

"Growing up in Barcelona, some of my favourite memories were built around slow evenings spent sharing good food with family and friends," said Vaquero.

"For the Starlight Flight experience, we wanted to bring that spirit, together with the flavours of the Mediterranean, through a menu that celebrates quality ingredients and bold flavours inspired by my home and culinary roots." JHM

Bookings are available **HERE**.

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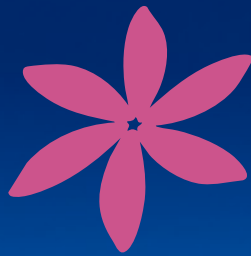


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 - Fairmont Vancouver - 2 nights
- Rocky Mountaineer Gold Leaf seats - Jasper to Vancouver
- Transfers included in Canada



Rocky Mountaineer

With thanks to our longstanding partners



How to enter

For your chance to win one of ten spots on our exclusive Canada & Alaska famil, simply:

1. Watch & Share New Getaway Episodes

5.30pm (AEST) Saturdays on Channel 9

- 29 Aug - featuring Scenic Land Journey
- 5 Sep - featuring Emerald Tours

If you miss the live broadcast, you can
watch both episodes on 9Now.

2. Book & deposit

- Make and deposit at least one Scenic or Emerald Canada 2027 land touring booking between 14 August and 11 December 2026

3. Complete the Getaway quiz

- Scan the QR codes below to access the quiz after you've watched the episodes.

SCENIC QUIZ
OPENS 29 AUGUST
5:30PM (AEST)



EMERALD QUIZ
OPENS 05 SEPTEMBER
5:30PM (AEST)

Once you have completed the quiz and made a booking you will go into the draw to **WIN ONE OF TEN PLACES** on our hosted Canada famil, departing 15 September 2027

With every Scenic & Emerald Cruises Canada booking you also earn Scenic Group Rewards. See reverse to check out how much you earn.

To enter, travel agents will be required to make and deposit at least 1 booking for either the Scenic Tours or Emerald Tours, 2027 Canada Itineraries and complete the Getaway Quiz. Applicable only for deposited bookings made between 14th August 2026 to 11th December 2026. This trade competition is open to Australian travel agents only. To be eligible to win, travel agents must be in the employment of a travel business as a travel consultant, at time of entry and time of travel. There are 10 prizes for Travel Agents to win. The prize consists of: An Air Canada flight from Sydney, twin sharing accommodation with another agent at Fairmont Hotels - Banff Springs, Lake Louise, Jasper Park Lodge, Vancouver - Prize dates and departures are fixed for the Air Canada international flights, being 15 September 2027 and return on 22 September 2027. The winners will be drawn and contacted by email, by COB 18 December 2026. If the winner is unable to take the prize during the dates specified by the promoter (Scenic) the prize will then be forfeited and redrawn. The promoter's (Scenic) decision is final and no changes can be made to the prize elements. The Promoter will not enter into any correspondence regarding the competition result. The Promoter reserves the right to cancel, terminate, modify or suspend the competition at any time. The prize cannot be transferred to a third party and cannot be redeemed for cash. Scenic ABN 85 002 715 602