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Today's issue of TD

Travel Daily features nine pages of news, plus a front cover from **Journey Beyond**, our **Business Events News**, a special feature from **Railbookers** & full pages from:

- Emirates
- Entire Travel Group

Kingswell breaks new ground

FLIGHT Centre Travel Group (FCTG) has named Rachel Kingswell (**pictured**) as its global head of product, luxury brands - a newly created role (**TD** breaking news yesterday).

The appointment is FCTG's latest endeavour in its drive to double global luxury travel business by 2032, with Kingswell set to shape the group's product strategy across its luxury portfolio, including Travel Associates and Luxury Travel Collection.

Kingswell has led Travel Associates as general manager since 2021, delivering record years and winning the Most Outstanding Agency award at the 2024 NTIAs.



"This new role gives her the chance to lean into an area of real expertise, and I have no doubt she'll continue to deliver fantastic outcomes for both Travel Associates and Luxury Travel Collection," FCTG global managing director luxury and independent brands Danielle Galloway said.

Kingswell said leading Travel Associates had been a career highlight, adding that she "couldn't be more excited to help shape where our luxury brands go next as we work toward FCTG's global ambition." ZH

EK lights up Helsinki

EMIRATES is calling on travellers to follow the lights with them all the way to Helsinki and win a four-day Xmas adventure.

More details on **page 10**.

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Thursday 17th Sep 2026

CVFR debuts Corporate

CVFR Consolidation Services has launched CVFR Corporate, a new division aimed at travel management companies (TMCs), corporate travel agencies and other businesses servicing the corporate market (**TD** breaking news yesterday).

The B2B division will give partners access to CVFR's airline relationships, distribution capabilities, technology, commercial expertise and servicing infrastructure while allowing them to retain ownership of clients and brands.

General manager AU/NZ James Brooker said the division will add capability to TMCs rather than compete with them.

"There is no single operating model in corporate travel...we want to be the partner behind the partner, providing access to airline content, technology, servicing capability and commercial expertise so our

CVFR CORPORATE

customers can focus on managing and growing their corporate client relationships," he said.

CVFR Corporate will include a 24/7 desk to support urgent itinerary changes, disruptions, complex ticketing and other after-hours requirements as well as provide access to traditional airline content, NDC and API connectivity as CVFR continues to invest in distribution technology.

The division will progressively develop capabilities around travel data, carbon visibility, reporting and responsible travel choices to support ESG requirements.

Key airline and technology partners, as well as the first CVFR Corporate members, are expected to be announced in the coming weeks. ZH



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Cruise gets greener

CRUISE Lines International Association's latest environmental report shows continued progress across the global cruise fleet, including increased use of non-HFO fuels and expanded shore power capability.

Since 2018, ships with shore power have more than tripled, while 98.7% of reporting ships can produce freshwater onboard and 83.8% have advanced wastewater treatment systems.

The Entire Canada

ENTIRE Travel Group's Canada Travel allows agents to secure wildlife encounters and rail journeys for their clients.

See more on **page 11**.

Riding across Asia

RAILBOOKERS has expanded its Asia portfolio with new itineraries in Vietnam, in addition to Laos and Thailand.

See more on the **back page**.

Regent in Bora Bora

IHG Hotels & Resorts will transform the InterContinental Bora Bora Resort & Thalasso Spa into Regent Bora Bora, marking the luxury brand's debut in French Polynesia.

The 84-villa resort, which will continue to be operated by long-standing partner Pacific Beachcomber, closed on 01 Jun for extensive renovations and is scheduled to reopen in late 2027.

Set on a private island, the resort will offer an exclusively overwater experience with direct lagoon access and views of Mount Otemanu and the Pacific.

The transformation introduces Regent's luxury positioning, personalised service and dining experiences while retaining Polynesian character. ZH



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ATIA wellness walk

THE ATIA Wellness 5k, powered by Albatross, will return in 2026, giving travel industry alumni the chance to kick off the NTIA weekend with fresh air, movement and good company.

The day will start at 7.30am with warm-ups led by Flight Centre's Healthwise Global before heading to Albert Park to run, walk or stroll the 5k course at 8am.

"It's about so much more than fitness - it's about celebrating health, wellbeing and camaraderie in our industry, and giving people an opportunity to connect before the formalities of NTIA weekend begin," ATIA CEO Dean Long said.

"A big thanks to Albatross Tours for continuing to power the event, and to Flight Centre and Healthwise Global for looking after everyone with breakfast and a warm-up."

Tickets to join the ATIA Wellness 5k team are \$55 (see [HERE](#)), which includes the 2026 keepsake event shirt and breakfast. **ZH**

Restore competitiveness

CRUISE Lines International Association executive director Joel Katz (**pictured**) has warned the Australian cruise industry that it must reverse its declining competitiveness and protect the 22,000 jobs it serves.

Speaking at Cruise360 Australasia in Sydney today, Katz addressed almost 1,000 travel industry professionals, declaring regulatory uncertainty and rising costs are having a major impact on the local industry.

Katz also told the conference that demand for cruise holidays was at record levels in Australia and globally, yet ship visits were in decline in around the country.

"We need to restore Australia's competitiveness as a cruise destination," Katz said.

"We need stable, practical and competitive policy settings, so that Australia can continue to attract cruise ships and deliver billions of dollars' worth of

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benefits to communities around the country."

Last month, the cruise sector = joined forces with travel agents, farmers and tour operators to launch the Australian Paddock to Port Alliance, a national body selling the economic benefits of a competitive cruise industry (**TD** 04 Aug 2026).

While cruise tourism is worth over \$7 billion to the Australian economy, CLIA figures show this has declined by over \$1b as fewer ships call at Australian ports.

Cruise360 runs from 17-18 Sep at the ICC in Sydney. **ZH**

Azamara refreshes

AZAMARA Cruises has relaunched its Experience More Packages, now featuring a three-tier structure.

The new format is designed to provide guests greater value across wi-fi, beverage packages, shore excursions and more.

Essentials starts from \$59pp, Enjoyment starts from \$79pp and Indulgence starts from \$99pp. **JB**

Emirates doubles

EMIRATES' loyalty program Skywards has launched a limited-time double miles promotion on its flights, as well as services with its low-cost flydubai airline.

The promotion is available on eligible flights with the two airlines booked between 15-30 Sep for travel completed by the end of Nov.

It includes all eligible Emirates cabins, from economy through to first class, and is available to current and new members. **JB**



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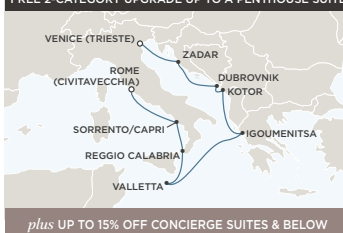
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Silversea suite shake-up

SILVERSEA has reorganised its 17 suite types into four new categories, with enhanced benefits for guests staying in its Residence and Villa accommodation from 01 Jan 2027.

The new Oceanview, Veranda, Residence and Villa tiers group suites by size and features.

Oceanview includes Panorama and Vista suites with large windows, while Veranda suites feature private balconies.

Residence suites offer separate bedrooms and living areas with Villa suites taking the rank of the line's largest, with generous living spaces and terraces.

All categories retain Silversea's existing inclusions, which consists of butler service, 24-hour in-suite dining, wi-fi, F&B, port fees, taxes and gratuities.

Residence guests will receive priority embarkation on Classic voyages and early access to spa and dining reservations, at 210



and 150 days before departure respectively.

Villa guests will receive those benefits as well as early suite access, a welcome escort, and private transfers on Classic voyages when airfares are booked via Silversea.

Other Villa benefits include private consultations with the ship's chef, sommelier and spa manager, as well as curated in-suite experiences.

On expedition voyages, Villa guests will also receive flexible Zodiac departures and priority kayaking access.

Bookings opened on 16 Sep. ZH

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Closer Fiji relations

RELATIONS between Fiji, Australia and New Zealand took a constructive step forward this week, after key tourism and travel reps from each country gathered to discuss future collaboration.

Australian Travel Industry Association chief executive officer Dean Long and Travel Agents' Association of New Zealand CEO Julie White met with Fijian govt and tourism reps to discuss changes to the Pacific country's evolving tourism settings.

In a group statement, the three countries foreshadowed future announcements as a result of elevated and closer tourism ties.

The meeting was also described as "the first of many" to come, as all parties look to build better outcomes for travellers and businesses in each nation.

Closer dialogues follow a major backlash to the way in which Fiji's tourism tax was going to be implemented (**TD** 21 Aug 2026), before a last-minute back-flip. AB

White Bay milestone

WHITE Bay Cruise Terminal is one step closer to becoming the country's first operational shore-powered terminal following the installation of the crucial Onshore Power Supply (OPS) system.

Standing two storeys tall, the OPS is the electrical heart of the shore power system, converting 33,000 volts of electricity from the local power grid to cruise ships visiting the terminal.

By utilising shore power, ships can reduce carbon emissions by more than 4,000 tonnes a year.

"This project represents a significant step forward in reducing emissions from the cruise sector and demonstrates how investment in innovative, sustainable port infrastructure can deliver long-term environmental benefits," Port Authority of NSW CEO John McKenna said.

Project construction on site is expected to be completed by the end of 2026. ZH

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THE ISLANDS OF TAHITI

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EXCLUSIVE

EAST Coast Car Rentals is expecting another strong holiday season, despite cost of living and fuel pressures.

Speaking with **TD**, chief marketing officer Ben Whitmore said that during the Christmas period, its fleet of 5,000-5,500 vehicles almost always sell out.

He added that this stems from Aussies' persistence on travelling, as well as their increased interest in holistic experiences.

"One thing that we know about Australians based on how they've reacted to pandemics and global financial crises and things like that is that they will still move heaven and earth to travel," Whitmore explained.

"If you're going to Sydney, yes, you want to see the Harbour Bridge and the Opera House, but tying that together with visiting some [Christmas] markets is just



as important."

Despite continued interest from the domestic market, the company expects a drop in international customers this Christmas, forecasted to shrink from 30% to 20% of total clients.

For East Coast Car Rentals, global distribution partners remain crucial in continuing to attract overseas customers, who are valuable due to their longer average rental period.

"We rely very heavily on our partners like Booking.com and

Expedia, who are out there around the world generating that business for people to come to Australia," Whitmore said.

"Trip.com is another one - they're based in China and they're doing big things in trying to get that Asian market coming back to Australia."

Despite this, Whitmore expressed the benefits of direct bookings for both the customer and the company.

"Generally you'll find the cheapest price when you book direct with us and you get full transparency and full coverage.

"If something unforeseen happens, if they've booked direct with us and taken those waivers, they're 100% covered.

"People will buy a coverage or an insurance from a third-party provider...then they get to a branch and they find out that they still need to come up with a bond or deposit." *JB*

Bunnik builds on Asia

BUNNIK Tours has added two new Asia itineraries: the 13-day 'Best of Bhutan' and the 16-day 'Mongolian Explorer'.

The 'Best of Bhutan' journey takes guests across the Himalayan kingdom, highlighted by immersive cultural experiences such as a traditional butter lamp lighting ceremony, lunch with monks at Gangtey Shedra and an archery lesson.

On the 'Mongolian Explorer' itinerary, guests will travel across the country's vast landscapes, ranging from Khustai National Park, the Orkhon Valley and the Gobi Desert.

Some of the unique experiences available include meeting nomadic families, traditional dumpling making classes and close encounters with Mongolia's Bactrian camels.

Both itineraries are featured in Bunnik Tours' Asia Sale 2027, with savings of up to \$500 per person when booked before 09 Oct. *JB*

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Merlin ups guest XP

MERLIN Entertainments is using NiCE's CXone AI platform to enhance guest experiences across more than 140 attractions in 24 countries, including LEGOLAND Resorts and Madame Tussauds.

The platform will connect guest interactions across trip planning, ticketing, reservations, in-park support and more.

Merlin said its 'Likely to Recommend' score increased from 8.3 to 9.3, while its customer satisfaction score rose from 8.3 to 9.4.

Additionally, issue resolution improved from 75% to 95%, with call answer rates also up.

Merlin welcomed 60.5 million guests across its parks in 2025. ZH



Redion keen to lead Oz

EXCLUSIVE

REDION wants to lead the Australian and New Zealand travel insurance market, with CEO Justin Sebire (**pictured**) pointing to parametric insurance and AI as key areas of opportunity.

Speaking to *Travel Daily*, Sebire revealed the company has set high expectations.

"We want to be a market leader...whether it's parametrics or the use of AI or whatever it is that the industry is changing... I've got a parent company who's looking at the Australian market, saying we want to grow in this market and be a market leader," Sebire said.

The comments come as Redion moves away from the Europ Assistance name and seeks to carve out a distinct position in Australia's travel insurance sector.

"We need to be more relevant to the customer, we need to be more relevant to the travel agent,



and we need to be more relevant to the industry," Sebire added.

Rather than competing purely on price, Sebire stressed Redion's ability to control the insurance value chain, including pricing, distribution, marketing, underwriting and claims.

This end-to-end control allows Redion to make decisions without relying on a third-party underwriter or another unit.

"For us, we have that full main value chain and it allows us to do that," he said.

Sebire also hinted at "some exciting innovations" in the next six months, with the potential to be industry firsts in the market. ZH



Window Seat

RUSSIAN border officers found themselves in a state of confusion as they came across a women trying to smuggle 116 lizards in her jacket.

The women was on a bus crossing from Poland into the Russian exclave of Kaliningrad when officers found small canvas bags in the lining of her coat, with each bag containing three to five reptiles between 10 to 15cm.

According to officials, the women was supposedly attempting to smuggle them into Germany for money, however couldn't produce any documents permitting her to transport the scaly sidekicks.

All 116 reptiles survived the journey, before eventually being handed into a local exotic animal rescue centre.

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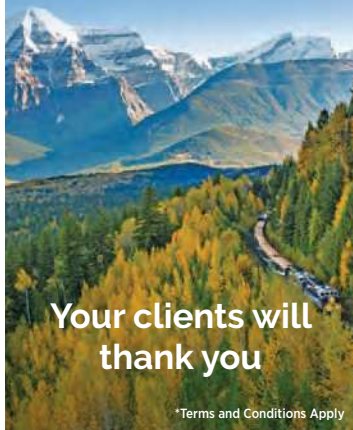
CROOKED Compass has reinstated its nine-day 'Forgotten Tribes of Ethiopia' and its 12-day 'Ethiopia Untamed' journeys, following months of reworking the itineraries.

There are four dates available for both tours across 2027 and 2028, starting from \$7,984pp. *JB*

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IHG's \$1b Aussie growth

IHG Hotels & Resorts has unveiled plans for 15 new properties along Australia's East Coast, as it looks to tap into the extended stay market.

Across the next 15 years, IHG is projected to open 2,000 keys under its Staybridge Suites brand, tailored for guests staying for a week or more.

The hotel giant has hired Aland to develop the properties.

Set to open in 2030, the first two properties will be located in Western Sydney, including the 130-key Staybridge Suites Sydney Parramatta and the 122-key Staybridge Suites Sydney Leppington, part of Aland's \$2 billion Leppington town centre.

IHG's Australasia and Pacific managing director Matt Tripolone said that starting the project in Sydney was important due to its higher occupancy rate and more constrained supply compared to cities like Melbourne.

"Parramatta and Leppington are the first two locations, and they give us two strategically complementary starting points in Sydney, Australia's largest hotel market," Tripolone told the *Australian Financial Review*.

"From there, the east coast is a key priority for the brand's Australian expansion.

"Brisbane and Melbourne are obvious markets to focus on as the portfolio is built and continue to expand from there."

IHG is yet to reveal its other planned Australian Staybridge



Suites sites.

The project marks the second time IHG and Aland have joined forces, following the 130-key voco Gosford (*TD* 08 Dec 2025). *JB*

Pictured: Render of Crowne Plaza Parramatta.

NZ wants visitors

TOURISM New Zealand has launched a campaign encouraging travellers who are visiting friends and family to extend their trips.

Dubbed 'Don't be a Stranger', the marketing push highlights events and experiences that can stimulate connection, such as the Bledisloe Cup and Waiheke Island's Mudbrick Winery.

Visiting friends and relatives (VFR) is NZ's second-largest international visitor segment, accounting for around 30% of all overseas arrivals and contributing \$2.6 billion annually.

Tourism NZ has earmarked Australian visitors as a priority, as 45% of all Aussie arrivals in the past 12 months have been VFR.

The campaign is also part of Tourism NZ's broader goal of 3.9 million international arrivals by the end of 2026 (*TD* 18 Aug 2026), as the country aims to increase VFR arrivals by over 5,000 by the end of the year. *JB*

Intrepid to speak

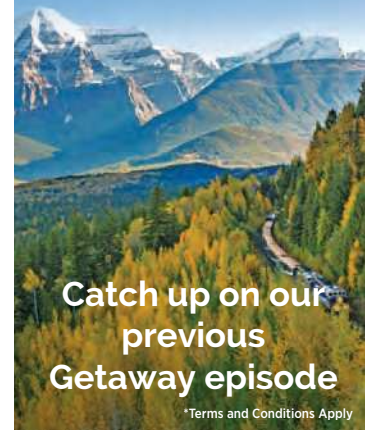
INTREPID Travel is one of the speakers confirmed at the 2027 TOURISE Summit, bringing together global tourism leaders to Riyadh to discuss the future of the industry.

Joining them is Marriott, Hilton, Switzerland Tourism, Booking Holdings and S4 Capital. *JB*

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GLOBUS

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EVENTS TAKEN TO THE FLOOR

THE Australian Business Events Association (ABEA) and the Australia Tourism Industry Council (ATIC) visited Parliament House this week to shine a light on the economic impact of business events in the country.

Highlighted by a Federal Parliamentary Friends of Tourism networking event, attendees included Tourism Australia managing director Robin Mack, Minister for Trade and Tourism, Don Farrell, Shadow Minister for Tourism David Littleproud, and Assistant Minister for Tourism Nita Green.

ABEA Chair Peter King emphasised that business events advance productivity and investment across a wide range of industries, including health, defence and mining.

"Investment in attracting major international conferences delivers



real returns," he said.

"The Tourism Australia Bid Fund Program results over the past three years demonstrate an ROI in the vicinity of 50 to one.

"Business events create legacies that extend well beyond the event itself," he added.

"They bring global expertise and investment into Australia, build knowledge and connections across industries, and we do that every week of the year.

"We are a catalytic industry."

ABEA will also work along the Australian Chamber of Commerce and Industry, through Australian Chamber - Tourism, to create a dedicated national business events strategy for THRIVE 2030 (TD 12 Feb 2026).

The trip to Canberra comes off the back of ABEA's National Vision Summit in Aug. JB

Pictured: Erin McLeod, CEO of ATIC; David Littleproud MP; Senator Don Farrell; Peter King; and Senator Nita Green.

BEA's big winter

BUSINESS Events Adelaide (BEA) recorded a strong winter, generating over \$114 million in economic impact for South Australia.

The winter schedule kicked off with HORT Connections, Australia and NZ's premier horticulture event, which returned to the city for the second time in three years.

Held at the Adelaide Convention Centre, it welcomed over 3,900 delegates and over 220 exhibitors, generating over \$20 million.

This was followed by LambEx2026 in Jul, with more than 1,450 delegates from Australia's red meat and sheep industry in attendance.

Other key events included the Australian Medical Students' Association National Conference, Inter-Noise 2026 and the Wounds Australia Conference 2026, attracting more than 2,000 delegates between them.

Business Events Adelaide chief executive officer Damien Kitto said that the strong winter season reinforces the city's position as a high-value destination for both national and international events.

Looking ahead, SA will host the Undersea Technology Summit in Nov, projected to bring in 2,000 delegates from across the globe. JB

Sydney Fish Market dips into events

SYDNEY Fish Market has introduced Sydney Seafood School, its new waterfront event space.

Spanning across five flexible spaces, the new offering caters for corporate events, long lunches, social groups and private celebrations.

Event organisers can choose from a 66-seat auditorium, as well as the Ngara event space overlooking Blackwattle Bay, accommodating for 24 to 130



delegates; the Sunrise Terrace, housing 300 for lunches and dinners or 450 for stand-up cocktail receptions; or the Garagula Room on street level, designed for small meetings and events. JB

ABEA opens '26

REGISTRATIONS are now open for the Australian Business Events Association (ABEA) Conference 2026, taking place at the Adelaide Convention Centre from 30 Nov to 02 Dec.

Across the three days, delegates will take part in workshops, keynote sessions and networking, finishing up with the ABEA awards.

Registrations for the event can be made **HERE**. JB



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Senior vice president of TTC Tour Brands **Andy Young** has been appointed to the **CATO Committee**, replacing James O'Donnell. He previously served on the CATO Touring Academy in 2024, helping develop the first nationally recognised touring accreditation program. He has been with The Travel Corporation for over 10 years.

Cathay Pacific has appointed **Richard Jones** to the role of area head, Oceania. He has been part of Cathay Group for the past four years, holding multiple roles such as vice president, customer travel & lifestyle, Southwest Pacific and sales & marketing manager, Australia.

Amanda Ronan-Hearn has been appointed by the **Queensland Tourism Industry Council (QTIC)** to serve as head of industry capacity. She joined QTIC in Mar last year, serving as industry capability manager. Before QTIC, she was a senior policy advisor for Queensland's former Minister for Tourism and Sport, Michael Healy.

FCM Consulting has announced the appointment of **Gemma King** as global practice lead, outsourced travel resources. She brings over 20 years of corporate travel experience, joining from Omnicon Group, spending the past decade leading its global travel strategy. Since 2025, she has been chair of the Board of the Institute of Travel Management.

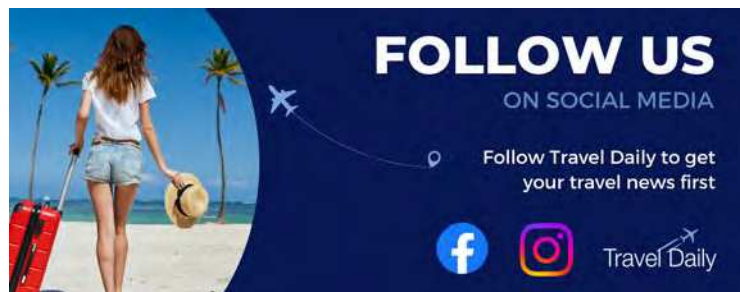
Caitlyn Schuhmacher has started a new role in the **Qantas Integrated Operations Centre** as a coordinator in the domestic short-haul crewing team. She began her tenure with Qantas in Jan last year, initially serving as workforce planning operations supervisor (airports) and stepping into the role of performance manager in Nov last year.

Monique Hagan has joined **Ignite Travel Group** as product manager for My Holidays. She joins from the role of business development manager at QT Hotels and Resorts. She also spent over seven years with Flight Centre Travel Group in roles such as contact centre team leader and corporate travel manager at FCM Travel.

Royal Caribbean Group has appointed **Alexandra Doyle** as head of retail sales. She has been with the company since Feb 2024, holding the role of key account manager. Her career has seen her work in several senior PR and digital account roles across Australia and the UK.

Cher Lontok has been appointed by **APT Travel Group** as general manager, product & operations AU/NZ. She has been with the team at APT for more than 16 years, previously serving as head of product & operations - Australia, product manager - Kimberley & Outback Wilderness Adventures, and product executive - Europe.

OneReg has appointed accomplished aviation and infrastructure leader **Roger Gray** as its chair. He currently serves as CEO for Port of Auckland, and has held senior executive roles at Lyttelton Port Company and Air New Zealand.



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Kick back with Novak



AMAN global ambassador and tennis legend, Novak Djokovic, will be running his signature retreat at Amanyara in Marrakech from 18-20 Dec, with a focus on stillness and strength.

Across the three days, guests will gain rare insights into the practices behind the 24-time Grand Slam champion, ranging from his approach to on-court performance, mindfulness sessions, restorative spa rituals, along with cuisine curated by Djokovic himself.

While in the Amanjena Spa, guests will enjoy a traditional Moroccan steam bath ritual and a 60-minute argan massage. *JB*

Open for screening

BRISBANE Airport's (BNE) new 12-lane passport control area will be operational from tomorrow, as part of its \$5 billion Future BNE program.

Relocated to level four of the international terminal, the opening will mark the first time in the airport's history that check-in, security screening and passport control are all located on the same level.

The launch comes on the eve of Sep school holidays, with more than 1.8 million passengers tipped to pass through BNE, and international travel forecasted to increase 6.1% compared to the same time last year.

Mon 05 Oct, which is the public holiday and NRL Grand Final long weekend, is projected to be its busiest day during the holidays and the second-busiest on record, with 84,100 expected across both international and domestic. *JB*

Amadeus connects

AMADEUS has introduced new distribution capability to its Amadeus Leisure Connect Plus and Amadeus Value Hotels platform, designed to assist sellers of leisure travel.

On Leisure Connect Plus, users can now digitally manage and distribute their personal private hotel agreements, tailoring them to travellers' needs.

Amadeus Value Hotels now includes an extra 15,000 properties available for sellers to choose from. *JB*

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The Emirates logo, featuring a stylized falcon head in white above the word "Emirates" in white serif font, all set against a red background.



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Railbookers expands its Asian portfolio with new Vietnam journeys

VIETNAM takes centre stage in Railbookers' latest Asia expansion, with four new holidays showcasing the country by rail and a fifth journey linking Laos and Thailand.

Designed for travellers who want both independence and reassurance, the new collection introduces Railbookers' Locally Guided style of travel to the region. Rail Experts arrange the key elements before departure, including rail journeys, hotels, transfers and sightseeing, while local experts provide on-the-ground support. Guests still have time and independence to discover each destination in their own way.

The Vietnam programme offers options for different travel styles and timeframes. The eight-day **Essential Vietnam** connects Hanoi, Hoi An and Ho Chi Minh City, while

the 11-day **Classic Vietnam** adds Hue, Halong Bay and two overnight journeys aboard the Reunification Express. The 15-day **Best of Vietnam** travels from Hanoi to Can Tho, combining cultural landmarks with an overnight Halong Bay cruise, the Golden Bridge, a Saigon River dinner cruise and the Cai Rang Floating Market.

For a more premium experience, **Classic Vietnam and the Luxury Vietage Train** pairs the country's signature cities and coastal scenery with two journeys aboard The Vietage. Beyond Vietnam, the 15-day **Laos and Thailand by Rail** itinerary combines overnight rail, the Laos-China high-speed railway and a two-day Mekong River cruise.

Together, the five holidays mark a significant step in Railbookers' continued

Asian growth, giving travellers more choice in how they experience Southeast Asia - with the ease of one expertly coordinated holiday and the insight of local guidance along the way, at every stage.

Discover Railbookers' first destination in Asia, launched earlier this year - **Japan**. Nine Locally Guided itineraries combine expertly arranged rail, hotels and sightseeing with on-the-ground support, allowing travellers to explore the country with confidence.




www.railbookers.com.au