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NZ committed to SGN

By Ruth Scott

Air New Zealand has just confirmed it will continue its seasonal service to Ho Chi Minh city for 2017, commencing late June to October, utilising the 787 Dreamliner.

Currently in Saigon, Air New Zealand's Thomas Gentz is escorting a group of travel wholesalers on a familiar, in conjunction with Starwood Hotels, with the aim of reaffirming Air New Zealand's commitment to the destination and for wholesalers to get a taste of the city.

Saigon's population sits at 10 million residents and is a bustling metropolis of motorbikes, cars, trucks and boats. The city never sleeps and as the economy strengthens, so does the wealth of its residents.

Emma Robertson from GO Holidays says this is her second visit to Saigon and the city has changed. 'Over the past five years, Saigon's skyline has grown. High rises have

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EXOTIC HOLIDAYS

Continued on page 2

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News

NZ committed to SGN

Continued from page 1

made their way onto the landscape and western influences, the likes of fast food outlets and shopping labels, have entered the city. It's a juxtaposition of what was and what is coming, but it still retains the culture and architecture that attracted me here the first time. The street vendors with their stools and tables ready to serve a thick Vietnamese coffee, or the drinks sellers setting up shop from a chilly bin; Saigon will always retain its identity.'

Saigon seduces

The Reunification Palace is Saigon's landmark. A time capsule of life during the 1970's, a museum that deserves a couple of hours wandering its halls and underground bunkers.

Close by, the War Remnants Museum is a stark reminder of the sufferings of war. Spread over three levels, each photo display depicts the Vietnam War, from its inception through to the effects of Agent Orange and other toxic chemicals that were dispersed in the name of peace.

Robertson says the confronting images need to be seen to understand how a country, so decimated by war only 40 years ago, can rebuild and move on to become an emerging tourist destination and a solid business hub.

'This is Vietnam, so don't hide it, let visitors see what happened. It adds to peoples' resilience and shows how far they have come.'

The group heads to the Mekong River today, then explores the maze of underground tunnels at Cu Chi.



In the grounds of the Reunification Palace in Saigon is Thomas Gentz, Air New Zealand; Ruby Tai Tin, Lifestyle Holidays; Liz Grimshaw, Our World; Emma Robertson, GO Holidays; Laura Hill, HOT Product; and Rowena McCarron, Flight Centre



Laura Hill, HOT Product examines the wares inside the Ben Thanh markets



Grounds of the War Remnants Museum

Sabre's inaugural APAC conference kicks off

Sabre Corporation is hosting over 500 travel agents, airline and supplier representatives and members of the Asia Pacific travel industry in China this week to discuss breakthrough travel technology.

The technology provider to the global travel industry is using the platform to reveal its newest product for selling and booking, the Sabre Red Workspace merchandising platform.

The conference, which started yesterday at JW Marriott Beijing, includes speakers from Sabre's Asia Pacific and United States leadership teams, discussing opportunities within

the industry, from agency automation to adopting messaging apps for travel, and will host a series of dialogues evaluating trends and technologies disrupting travel.

'We want this week to serve as a timely update on what we're up to, just over one year on from our major regional Travel Network expansion, but also a platform for a two way discussion on what lies ahead,' says Roshan Mendis, senior vice president of Sabre Travel Network Asia Pacific. 'New technologies are best adopted when people talk and share their experiences. The conference is all about that exchange.'



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News

World Travellers: GDS next, then new stores

Having worked through its supply changes and now focusing on its GDS requirements, World Travellers is signalling that it will soon be seeking new stores to join its co-operative set up.

Chief executive officer Eden Stevenson says the change from Flight Centre to helloworld in terms of its supply was probably the biggest change for the company since World Travellers was started about six years ago.

Stevenson says the company has 26 stores now with a head count of just over 150 people. 'The next step is to sort out the GDS situation then we will actively go out and approach stores. There are some that definitely would suit our co-operative model. And it is not just about turn-over, it's about getting the right people and the right culture for what we do.'

Stevenson is expecting a strong year ahead for the trade in general and feels World Travellers is positioned well with its 'Experience the World Differently' tag line.

'I think the only challenge now is creating the urgency (to travel). I think people are holding off for cheap fares and we have a problem with dollar perception. It is a fantastic time for consumers, but they need to see the value of travel again.'

He points out that the demographic for World Travellers tends to be in the 35 – 40 years plus age group. 'They are often empty nesters and they are not so price conscious.'

Stevenson says he expects South America to be 'big' out of New Zealand over the next 12 months and sees Africa bouncing back. 'We had Ebola a year or so ago but I think perceptions are improving again.'

He says he expects Europe to still be a little soft because of recent incidents but feels Kiwis are resilient travellers. 'I think people are accepting that this is what the world is like now. If something happens, that is unfortunate, but the chances of being involved are still extremely unlikely.'



Eden Stevenson

NewGen ISS not enough, says TAANZ

There's still a long road ahead to resolve tension between modernising payment systems, agency impediments to selling airline seats, and airline concerns about 'bust outs', says Andrew Olsen, chief executive Travel Agents Association of New Zealand.

'On the one hand the Billing and Settlement Plan (BSP) system we currently operate has its flaws but it essentially serves the agency community well. We are nearing three years since an airline was owed any money by a defaulting TAANZ member and that emphasises the work that TAANZ, the local carriers and our members have diligently undertaken over that time.'

'On the other, we are acutely aware that not every BSP country is operating as well and it's natural for airlines to want to minimise the risk to their funds.'

Olsen's comments come off the back of International Air Transport Association (IATA)'s announcement this week that the IATA Passenger Agency Conference (PAConf) adopted resolutions supporting the development of a new generation of IATA Settlement Systems (NewGen ISS).

'The one-size-fits-all model launched in 1971 no longer fits today's vastly different operating environment,' says IATA senior vice president for financial distribution services, Aleks Popovich.

NewGen ISS will ensure that IATA's Passenger Agency Programme continues to deliver value to airlines and travel agents by providing more flexibility and options with greater financial security.'

The resolutions adopted by the PAConf will enable the introduction of three pillars of NewGen ISS including a range of travel

agent accreditation models that can better fit travel agent needs; IATA EasyPay – a voluntary pay-as-you-go e-wallet payment solution for issuance of airline tickets in the BSP; and Global Default Insurance – an optional financial security alternative to bank guarantees for travel agents.

The issue, says Olsen, is that replacing a one-size-fits-all scheme with another multiple payment options scheme needs to be carefully thought through. The current thinking on payment methods covers options like pre-payment and credit limits.

'We've taken feedback on pre-payment and New Zealand doesn't appear to be geared or have an appetite for this and there is a raft of implications, both operational and commercial, to work through if credit limits come into play.'

'We certainly support ongoing discussion that covers everyone's needs but we emphasise that airlines globally should also be pushing hard on their risk mitigation strategies, in particular real time reporting that would enable them greater control of credit risk.'

Olsen says when agents are doing well, airlines do well. 'Modernisation of payment methods must encourage hard working travel agents to sell airline seats efficiently, not hinder them.'

The local Agency Programme Joint Council (APJC) meets early November and NewGen ISS and the path ahead will be one of the main talking points, says Olsen.

'In the interim, we will take the time to fully review the detail once it becomes available.'



Andrew Olsen

Le Meridien Saigon turns one

Le Meridien in Saigon is situated on the banks of the Saigon River, a 10-minute walk to the centre of town.

All 350 rooms have either river or city views and feature king or large twin beds, smart TV, universal adapter and a free standing bath with separate shower.

Director of sales, Vasin Chaiyawan, says the property is in a prime position to tap into the new development currently underway across the river.

'Over the next three years a new district will emerge on the other side of the Saigon River. There will be high-rise apartment complexes and residential communities, and the aim is to move the central business district there. One bridge is already in operation, with another under construction that will be situated about 200 metres from the hotel.'

The hotel can cater to the meeting and incentive market adds Chaiyawan.

'We have five separate meeting rooms, a grand ballroom for 350 theatre style, a business centre and plenty of natural light in the break out areas.'



Heading to the ninth floor pool of Le Meridien Saigon

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News

Singapore Airlines: Wellingtonians set to capitalise on new service

By Lisa Bradley

Singapore Airlines' Capital Express service, linking Wellington for the first time with Singapore via Canberra, is being heralded a game changer.

The inaugural flight arrived at Wellington Airport on Wednesday to a celebration and much fanfare, attended by officials, industry representatives and excited passengers.

The flight was ushered in with a water cannon salute and powhiri. Singapore Airlines executive vice president commercial Mak Swee Wah, Wellington Mayor Celia Wade-Brown and Wellington Airport CEO Steve Sanderson then made speeches before a cake-cutting ceremony.

Singapore Airlines general manager New Zealand Simon Turcotte was at the celebration, and admits pride at having helped bring the service to the capital.

'Not many get to do this – I feel very privileged.'

Turcotte says the service, running four times a week, connects Wellington to the world through the airline's Singapore hub. In fact, the flights – to be operated with 266-seat Boeing 777-200 aircraft – will put Wellingtonians in easier reach of more than 100 destinations across 34 countries.

The airline is hopeful of attracting a healthy mix of leisure and business travellers to the service, which Turcotte says will operate daily if successful.

Meanwhile, Sanderson described the launch as an historic day for Wellington Airport and a major step-change for the city.

The new route adds 110,000 seats to the region's international network, he says, and it will deliver an estimated \$95 million additional spend to New Zealand per annum.

'Already we are seeing new tourism routes open up for the country as a result of this service with Wellington being an entry or exit point,' Sanderson says.

The service means Singapore Airlines is the first non trans-Tasman carrier to operate from more than two destinations in New Zealand. It started its Auckland service 40 years ago and has been operating for 30 years in Christchurch, where it has recently ramped up flight numbers.

The move also marks the first time the capital cities of Australia and New Zealand have been connected by non-stop flights, and the first time Canberra has had direct international flights since 2004. The flight cuts the time it takes to fly between the two centres from around seven hours to three.

Canberra Airport's managing director Stephen Byron hopes the link will lead to an influx of New Zealanders in Canberra and boost the relationship between the two cities.

John Conceicao, Singapore Tourism Board's executive director, international relations and market planning Oceania, is hopeful the service will drive up the number of Kiwi visitors to Singapore too. New Zealand visitor numbers last year reached 127,618 – a 7.5% increase on 2014.

Trade were well represented at the inaugural flight. APX's Paul Moir, who travelled to Canberra, wished the airline every success. 'It may take a while for some to get their heads around the Canberra stop, but when they do this will take off!'

Meanwhile, at the check out, one passenger shared his relief at the city having a long-haul service. 'It is well overdue. I've waited a long time for this,' he said.



Wellington Mayor Celia Wade-Brown; Singapore Airlines executive vice president commercial Mak Swee Wah and Wellington Airport CEO Steve Sanderson



Singapore Airlines general manager New Zealand Simon Turcotte



Rachael Dimock from Air New Zealand and HRG's Debbie Wilson



Mike Vincent, Wellington Airport airline development manager, with Wellington Airport's chief commercial officer Matt Clark



Rebecca Keegan from House of Travel Wellington; Singapore Airlines' Sandy McFadyen-Rew and Tim Cox from Adventure World



Jane Hansen from Wellington Airport chats with Canberra Airport's Michelle Knighton

Cruising



Make a splash in the Caribbean

Start the new year in Barbados

Pop the Champagne – Kiwis travelling in the US in January can take in a four-day boutique side trip around the Caribbean.

Motor-cruiser SeaDream I is running a discounted round-trip sailing from Bridgetown, Barbados, from 3 January.

The sailing price has been slashed from US\$4624 per person twin-share to US\$2223pp twin-share.

The trip takes in the uninhabited Tobago Cays, Union Island, Port Elizabeth and Mayreau where crew will host SeaDream's exclusive Champagne and Caviar Splash.

Included will be wines with lunches and dinners, premium drinks from the open bars, power and sail water sports where locally permitted, mountain bikes for shore expeditions, a no-charge onboard golf simulator and fitness centre, and port charges and taxes.

jdenovan@seadream.com

Outdoor theatre part of ship upgrade

Celebrity Solstice is about to undergo a \$11.25 million revamp.

The new additions include an outdoor movie theatre, Lawn Club cabanas, a Japanese sushi restaurant and a digital photo gallery.

New Zealanders will be among the first to experience new features. The 2850-guest ship will cruise to Singapore on 22 October and will emerge nine days later ahead of the local season.

The revitalised Celebrity Solstice arrives back in Sydney on 14 November, before embarking on itineraries to New Zealand, Indonesia and Australia.

Adam Armstrong, managing director of Celebrity Cruises in Australia and New Zealand, says the real grass Lawn Club has been popular with Kiwis.

'We'll enhance this space even further



by adding an outdoor movie screen, cabanas, and introducing 'A Taste of Film' experience, which pairs classic films with culinary delights – an industry first,' says Armstrong.

Fares start at \$1679 for a seven-night South Pacific Getaway cruise, departing from Sydney on 13 April, 2017. The cruise will call at Lifou and Noumea before returning to Sydney. Guests who book before 23 September will receive US\$300 onboard credit per stateroom.

celebritycruises.com

A&K sets sail with new cruise itineraries

A&K has released two new luxury cruises.

Its 18-day cruise, Norwegian Fjords Cruise & Iceland aboard Ponant Le Soléal leaves from Oslo.

It visits World Heritage sites, towns, villages and waterfalls.

Iceland highlights include the capital, Reykjavik, to the remote south shore and the volcanoes, geysers and waterfalls of the Golden Circle region.

The trip from 12 to 29 June, 2017, is priced from A\$21,995 per person including international economy airfares

to/from Melbourne, Brisbane and Sydney.

Meanwhile, the Costa Rica, Amazon & the Caribbean Isles aboard Seabourn Quest is a 27-day journey designed by A&K.

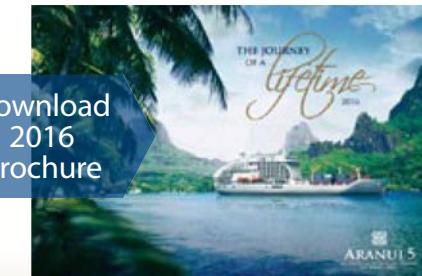
The itinerary includes 16 days aboard Seabourn Quest, from the Amazon River to Brazil's Atlantic coastline and on to the Caribbean with full amenities.

The trip runs from 7 March to 2 April, 2017, and is priced from A\$29,995 per person including international economy airfares to/from Melbourne, Brisbane and Sydney.



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Europe



Solo travellers will save on the travelling game in Spain with Tempo

Tempo Holidays reigns in Spain

Tempo Holidays is offering additional savings on its English speaking only coach tours throughout Spain.

In addition to savings of 10% off, no single supplements means agents can also save their solo travellers up to \$447.

The savings are available on a number of tours, including the six-night Andalucía & Barcelona trip, which costs from \$1299 per person. Solo travellers save \$447.

Tempo's Vivia Andalucía itinerary costs from \$1001 per person, saving \$266. The North of Spain coach tour starts from \$1373 with solo travellers saving \$425.

Meanwhile, Tempo Holidays' four-day Iberian Treasures trip starts from \$564 per person and solo travellers will be able to pocket \$180.

Savings are valid on all bookings until 4 November. Conditions apply.

Agents please call 1300 362 844 or email res@tempoholidays.com



Greece is one of the destinations that Fez has early bird discounted deals to

Fez releases early birds

Fez Travel has released early bird discounted deals for its group tours in 2017 and Exotic Holidays is urging agents and clients to take advantage of these.

Fez is offering a 20% discount on all group tour bookings until 31 January 2017, booked and paid in full, and a 15% discount on all group tour bookings between 31 January and 31st March 2017, booked and paid in full.

The offer is valid for all Turkey group tours, Turkey and Greece combination tours, Greece group tours and Balkan group tours.

http://feztravel.com/Experience_Greece_Tours.asp or http://feztravel.com/Experience_Balkans_Tours.asp

Exotic Holidays also continues to promote the recently introduced Hop-On Hop-Off bus tour network in Balkans.

http://feztravel.com/Balkans_Hop_On_Hop_Off_Full_Pass.asp

Savings on Nordic tour

Bentours is offering savings of up to \$372 on its Grand Nordic Coast & Capital tours until 4 November.

There are different modules available: save \$160 per person on a 16-day itinerary; \$266 per person for 19-days or \$372 per person on the complete 22-day trip.

Based on the 22-day journey, the tour includes 16 nights, accommodation, a five-night Hurtigruten voyage, an overnight ferry from Stockholm to Helsinki and a Norway in a



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Nutshell scenic rail ticket.

The package, which goes to Denmark, Sweden, Finland and Norway, costs from \$8292 per person twin share. Conditions apply.

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EXOTIC HOLIDAYS

Australia

APT releases Kimberley brochure

Agents are being encouraged to take advantage of a Fly Free SuperDeal being offered by APT on its Kimberley Wilderness Adventures 4WD touring and coastal cruising programme for 2017.

The deal, valid on all September departures of the 15-day Kimberley Complete, is available until 15 December unless sold out prior. APT is also including all meals across every departure in the portfolio during 2017.

APT's new brochure has a choice of 15 Kimberley itineraries: eight 4WD Adventures, four Cruise Adventures and three Land & Cruise Adventures.

Commenting on the brochure, Angus Tandy, head of Kimberley and Outback Wilderness Adventures at APT, says the programme has gone from strength to strength.

The most popular itinerary is the 15-day Kimberley Complete, which is priced from \$10,595 per person, twin share. Included is a helicopter ride over Mitchell Falls and sunset drinks overlooking the Bungle Bungle Range.

kimberleywilderness.co.nz

Swanning about for food – eat your way around Perth

The Swan Valley's premier food and wine festival, Entwined in the Valley, is back from 4 to 6 November, and will be headlined by 'Punk Princess of Pastry' Anna Polyviou.

The three-day foodie extravaganza brings together a host of top chefs, winemakers and local producers to highlight the delights of the region, located a 25-minute drive from Perth's CBD.

The festival's Entwined Degustation Dinner will take place

on 6 November at Mandoon Estate Winery, and guests will have a selection of Polyviou's desserts including an 'Anna's Mess' (made famous on MasterChef Australia), as well as dishes from food superstars Kiren Mainwaring of Co-Op Dining, Hadleigh Troy of Restaurant Amusé in East Perth and Michael Hartnell of Mandoon Estate, as part of a seven-course menu. www.entwinedinthevalley.com.au

Dreamworld's new look Tiger Island

Following a A\$7 million transformation, the first stage of Dreamworld's new Tiger Island has opened to theme park guests.

Queensland Minister for Tourism and Major Events, the Honourable Kate Jones MP, officially launched the exhibit last Sunday saying the new Tiger Island is a major drawcard for the Gold Coast.

'I congratulate Dreamworld for delivering on their vision combining tiger conservation and tourism development. This is a world class animal exhibit providing animal conservation through responsible tourism.'

Dreamworld, through the Dreamworld Wildlife Foundation (DWF), is the largest zoological contributor to tiger conservation worldwide. The park's seven adult tigers and five cubs are ambassadors for their wild counterparts, raising funds for tiger conservation through



guest experiences, donations and the park's adopt an animal programme.

The first stage of the redevelopment includes new tiger exhibits and animal husbandry facilities, improved viewing areas including a covered stadium seating 500 people, splash pools with underwater viewing to see the tigers swimming, new themed shopping and dining outlets, and a dedicated undercover corporate events space seating up to 250 people.

The second stage of the development is expected to open by Christmas.

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For a full job description email vacancy@tourismfiji.com.fj with 'Regional Manager NZ job description' in the subject line.

Applications close 6 October 2016.



Airlines

Cheap flights to London

Malaysia Airlines is offering return economy and business fares to London from Auckland for \$1483 and \$5419, respectively.

The deal is on offer until 30 September for travel between 1 April to 31 July 2017.

Business class passengers can also try MH's revamped seating as the 43-inch seat pitch now converts into a fully flat 76-inch bed. There is also 90% more working space and extra stowage.

www.malaysiaairlines.com

Hong Kong Airlines expands fleet

Hong Kong Airlines has signed a contract with Airbus for the firm order of nine additional A330-300 aircraft.

The aircraft will be operated across a network linking Hong Kong with a wide range of destinations in Asia and beyond.

'Today's announcement underscores our plan to operate an extensive regional network in Asia,' says Zhang Kui, president, Hong Kong Airlines.

'The A330's flexibility also allows us to further deploy these aircraft to some long haul routes in the future, and we are going to operate the all-new A350 XWB in 2017 which will open a new chapter of our international operations.'

Hong Kong Airlines currently operates an all-Airbus fleet comprising of 11 A320s and 22 A330s including 5 A330-200 Freighters. By the end of 2018, its fleet size will number more than 50 with the delivery of its first A350-900 aircraft.

New packs for young explorers

Etihad Airways has introduced a new range of 'Etihad Explorers' children's activity packs and a Flying Nanny Kit, to keep its younger guests occupied while on board.

The new kits were launched at a children's tea party hosted by the airline at its Innovation Training Academy in Abu Dhabi recently.

On inbound flights to Abu Dhabi, a new collectable character bag for three to eight-year-olds contains an activity booklet, crayons, card games and a colour-in mask. The pack on flights from Abu Dhabi includes a suitcase board game that allows parents and children to play together, a foam lion character, colour-in postcards, crayons, and a waterproof travel wallet.

For nine to 13-year-olds, there is an age-appropriate activity pack containing Sudoku, mazes, lined notes and join-the-dot games. These packs also contain an

New non-stop service

Early next year Delta Air Lines in partnership with Virgin Australia will launch a new non-stop flight between Melbourne and Los Angeles.

Starting April 4, 2017 Virgin will fly five times weekly between the two major cities using a Boeing 777-300ER aircraft.

This is in addition to the existing 25 weekly flights the airlines already offer



Children enjoying the new activities at the Etihad Explorers tea party

Abu Dhabi themed pencil case, pencils, a dual-function bookmark and ruler, and a notepad.

The new Flying Nanny Kit promotes greater interaction between Etihad's trained inflight nanny and child on long haul flights, and contains Origami, games, pom-poms, flight certificates, tools for magic tricks and face-painting, and a 'Flying Nanny stamp of approval' which the nanny can use to reward children during their inflight activities.

Loyal Emirates

Emirates has revamped its corporate loyalty programme to make redeeming points and upgrading flights easier.

Business Rewards Points can now be used to buy any commercially available seat at any time, including on last minute bookings.

There will also be greater flexibility when earning points and a less complicated enrollment system, regardless of organisation size.

The airline has also introduced the 'Guest Traveller' function, which allows organisations to earn business points when flying people from outside the company, such as clients or consultants.

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Asia – America

Botanical Tour to Eastern Himalayas

Exotic Holidays has a tour that will appeal to flora and fauna enthusiasts and walkers. The tour departs Auckland on 26 March 2017 to one of the most beautiful regions in India – Darjeeling & Sikkim. This tour is fully escorted by Liz Light, an award winning Kiwi writer and photographer who knows this part of the country very well – lizlight.co.nz and colourindia.co.nz.

This is a small group tour (max 14 people), escorted by Light, but locally guided by a botanical expert.



The Victoria Angkor Resort Hotel

Victoria Angkor Resort Siem Reap

Recently renovated, the Victoria Angkor Resort Hotel is offering a special for stays from 1 to 31 October from \$116 per person per night including breakfast.

This 4 ½ star property is an example of a bygone era, with a colonial design. It is located in the heart of Siem Reap as well as a few minutes away from the Old Market and six kilometres from Angkor Temples. sales@activeasia.co.nz

It highlights some of the scenic areas and tea estates of Eastern India, in the Himalayan ranges

It also includes temple visits and the chance to get ‘up close and personal’ with the Himalayan ranges.

Exotic says the tour is selling fast with only a few places left. The 18-day trip includes return airfares from Auckland and is priced from \$8150 per person, twin share accommodation or \$10,460 for a single room.

info@exoticholidays.co.nz

On the Mekong

Heritage line is offering 25% off its eight day cruise from Saigon to Siem Reap and vice versa on board the Jayavarman Mekong River Cruise.

Now priced from \$2,999 pp twin share, this offer is for selected cruise dates prior to Christmas and is based on the superior cabin. Deluxe cabins are available at a higher price.

All new fully paid bookings will put clients into the draw to win a free four day cruise on the Ayeyarwady River in Myanmar in 2017 which is being run by Heritage Line. sales@activeasia.co.nz



Heritage Line Cruises



Parched LAX patrons can now get Angel City's Srirachelada at the terminal

Local brewery on tap at LAX

A popular Los Angeles brewery has opened up a new outpost in Los Angeles International Airport, the latest in a long lineup of local eateries now available in the airport's newly refurbished terminals.

Located in Terminal 3, Angel City Brewery is one of the newest tenants at LAX, bringing its craft beer lineup to travellers.

The microbrewery is a crowd favourite in the arts district in downtown LA and is known for its special brews, including its Srirachelada, a spin on the classic Mexican coctel cerveza.

Mariah Carey farewells Vegas

Mariah Carey has announced her two year stint in Las Vegas is coming to an end.

Tickets to her final nine shows, which run from April 26 to May 13 2017, go on sale Friday, September 23. Ticket prices range from US\$55-\$250.

The Grammy Award winning singer has been performing '#1 TO INFINITY' at The Colosseum in Ceasars Palace since May 2015.

The vice president of AEG Live Las Vegas John Nelson says Carey is a global talent who will be greatly missed.

'We adore Mariah and are honored she has called The Colosseum home over the last two years. We look forward to working together again in the future.'

The show features 18 of Carey's most popular songs, including 'Hero' and 'We Belong Together'.



New villas in the Caribbean

Ani Villas, a collection of private resorts that includes two new estates in Thailand and Sri Lanka opened earlier this year, plans to debut its fourth property in the Dominican Republic next summer.

Now under construction, the new resort juts into the Caribbean on a 4-acre, north

coast peninsula, minutes from beaches and a Trent Jones clifftop golf course. Designed by the Estudio Sarah Garcia in the Dominican Republic, the property features 14 bedrooms, ample living spaces, a spa, sports facilities and a large event pavilion.

New Zealand – Pacific



MoaTrek directors: Miles Clark and Ena Hutchinson

MoaTrek on track for bumper year

MoaTrek has purchased three coaches for the upcoming season in response to a 40% growth in business.

MoaTrek runs tours for mature Kiwi travellers, and now has a fleet of seven vehicles.

The 18-seat Mitsubishi Rosa coaches have large picture windows, spacious legroom, customised interiors, climate control, purpose-built luggage compartments and are fully carpeted.

Says MoaTrek director Miles Clark: 'We are experiencing 40% growth this year and believe our New Zealand clients should have the same level of comfort as the many international clients who travel with us every season.'

Clark says the coaches are ideal for the company's four to eight day tours, allowing better opportunities for photo stops and getting off the beaten track than larger 50-seat tour coaches.

Queenstown Airport wins big

The Beca Project of the Year Award was presented to Queenstown Airport for its runway widening and overlay development, which paved the way for after-dark flights.

The award was presented at the New Zealand Airports Conference held in Nelson recently.

Queenstown, the fastest-growing airport in Australasia, welcomed a record 1.65 million passengers during the 12 months to June 2016.

To increase operational capacity and improve access to the airport, the Queenstown Airport Corporation (QAC) spearheaded a \$17 million international terminal revamp and \$19.65 million runway and lighting upgrade.

The Major Airport of the Year and Regional Airport of the Year awards were

New faces at Club Raro

Club Raro has appointed Rose Kareora as the new operation manager to the executive management team.

She replaces longstanding Club Raro manager Charleen Heather.

Kareora was the general manager at Aikitua Resort in Aitutaki and worked at the Rarotongan for many years.

Meanwhile, Intaz Buksh steps in as head chef. Buksh, who has worked in New Zealand and Fiji, is tasked with refreshing the restaurant menu. And Mili Wade has returned to Club Raro's reservations team.



Rose Kareora



Bringing night flights to Queenstown (left to right): Dan Easterby, Downer Construction; George Leidig, Downer; Richard Holyoake, Beca; Craig McKenzie Downer; Colin Keel and Mike Clay, QAC and Doug Forsyth, Downer

won by the airports of Wellington and Invercargill, respectively. These were also sponsored by Beca.

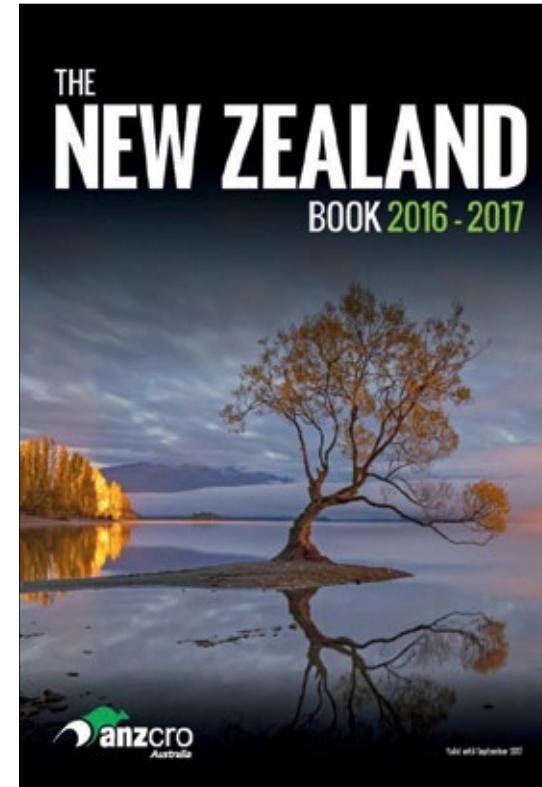
Wanganui Airport manager Alan MacGibbon was named New Zealand Airport Personality of the Year.

New Vanuatu Tourism survey

The Vanuatu Tourism Office is asking agents to complete a survey about the relevancy of its newsletter. The office wishes to update its brochure and make it more interesting to agents.

Some of the questions in the survey ask people to rank the importance of general tourism news, Vanuatu Tourism Office updates, news from communities, and more.

It also asks for any other news agents would like to receive. To complete the survey [CLICK HERE](#).



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News

Royal treatment in Jaipur

By Trish Freeman

From princes and palaces to shopping and culture, three Kiwi travel agents on the Total Holiday Options (THO) Top 10 famil to India's Golden Triangle this week have discovered that the 'pink' city of Jaipur has it all.

The cultural immersion began when the group spontaneously joined a wedding procession on the street as the famil pulled into Jaipur. There was music, lights and dancing as the groom, astride a decorated horse, and his entourage made its way to meet the bride and her family.

Towering over Jaipur sits Amber (Amer) Fort, the best example of Indo (Hindu)-Islamic architecture in India. Dating back to the 11th century, the fort has never been conquered, and, like many of India's monuments, displays engineering feats of temperature regulation that could put present day architects to shame.

THO guide Jitendra Singh related tales of life in the fort, including the maharaja's jinana (harem) of 12 wives. A secret passageway between the 12 apartments meant the king could move between the wives unseen.

A major attraction in Jaipur is the shopping. THO's Anita Thomas, who accompanied the famil, advises agents to ask clients what their shopping interests are so that guides can tailor make a shopping experience.

'Jaipur is known for its jewellery, textiles, interior design and antiques. It is important for clients to plan what kind of shopping they want to do here. We can take them to reputable shops so they have the security of knowing they are buying authentic and certified products.'

'Jaipur is fantastic,' says Bridget Middlemiss, helloworld Cambridge. 'The Amber Fort is a must-see and the shopping is not to be missed.'

The grand finale of the group's glimpse



Dressed to impress in traditional saris: Alison Kearney, House of Travel Howick; Anita Thomas, Total Holiday Options; Vanessa Brocklehurst, helloworld Thames and Bridget Middlemiss, helloworld Cambridge



Vanessa Brocklehurst, helloworld Thames and Bridget Middlemiss, helloworld Cambridge have their hands painted with henna in downtown Jaipur

of Jaipur was dining at Narain Niwas Palace clad in traditional saris, followed by an audience with the prince.

Other key sights in Jaipur include the Pink Palace within the walled old city, and the ancient Observatory which consists of 19 instruments for measuring time, predicting eclipses, tracking major stars as the earth orbits around the sun, and ascertaining the angles of planets.



Agents at work: Bridget Middlemiss, helloworld Cambridge (front) and Vanessa Brocklehurst, helloworld Thames at the jewellery store in Jaipur



Charmed with Jaipur: snake charmers at Amber Fort



Time out at Amber Fort's Ganesh Gate: Bridget Middlemiss, helloworld Cambridge, Alison Kearney, House of Travel Howick and Vanessa Brocklehurst, helloworld Thames


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News

Intrepid targets Gen Z

Thirty year olds will be 'too old' for Geckos Adventures next year, as the Intrepid Group this week announced that it will cut the age range to meet a growing demand from the next generation of travellers.

The Intrepid Group says the decision to drop the maximum age limit from 39 to 29 years old is in response to travel agent focus groups and feedback from its youngest travellers, who told the company they were looking for a 'genuine' youth product that enabled them to travel with like-minded people of their own age.

Intrepid Group managing director James Thornton, says this is a strategic move by the company to invest in and grow the youth market with its style of sustainable experience-rich travel.

According to the United Nations World Tourism Organisation (UNWTO), youth travel is one of the fastest growing sectors in tourism representing 23% of over one billion international tourists each year. Generation Z is predicted to influence youth travel trends with a more socially conscious, authentic and pragmatic approach than the generation before it.

'This move is not intended as a wake up call for 30 something's, it's about transforming Geckos in to a brand that provides the next generation of travellers with a responsible small group alternative to party bus tours,' says Thornton. 'While there are other travel brands with age limits, there is nobody offering a dedicated youth product to travellers who want an authentic experience that gives back to the places they visit and the people they meet.'

Hawaii to have big presence at PAICE

Hawaii Tourism will be at the Pacific Area Incentives and Conferences Expo (PAICE) 2016 to showcase what each of the Hawaiian Islands can offer for groups.

PAICE is being held at SKYCITY Auckland Convention Centre on 9 November.

'Hawaii is a great destination as each island has its own unique features,' says Megan Hornblow. 'That makes it a perfect place for repeat visits as you can have quite a different experience, albeit



Floating over Cappadocia, Turkey

The change will apply to all Geckos Adventures trips in 2017, with the exception of trips to the Galapagos Islands, which will be open to all ages and run by big sister brand Intrepid.

Other changes include Geckos reducing deposits to \$100 per person per trip, introducing 20 new trips for 2017, the return of trips in North America and Africa, and a significant increase in departure frequency.

Geckos has also partnered with Friends-International, a social enterprise saving lives and building futures for marginalised kids and young people – as well as their families and communities – across the world. From every trip booked, Geckos will make a contribution to provide more young people with training in a range of vocations, to contribute towards ending the cycle of poverty.

with the same Aloha Spirit.'

Hornblow says the tourist office will be providing updates on what is new in Hawaii in relation to the MICE market, such as off-site venues and other facilities and attractions.

Corporate travel agents, conference and incentive operators, wedding planners, special interest tour operators and others who handle group travel can register for free – [CLICK HERE](#).

SPANTO hits Whangarei

Whangarei is the destination of SPANTO's sixth and final 2016 regional roadshow.

The event is being held at Love Mussel from 5.30pm. Agents who attend will be in for a chance to win a trip to Samoa.

SPANTO says the roadshows have been a great success, netting an average of 25 agents.

Agents can register at info@spanto.org.nz



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It's all in the mind

The travel trade needs to sell to a mindset, not an age group, guests at The Travel Corporation's function in Auckland were told on Wednesday night.

Scott Cleaver, general manager sales at The Travel Corporation, says agents should think 'psychographic rather than demographic'.

'If your client is in to food, wine and culture then they can do a Trafalgar or an Insight tour. It doesn't matter what age they are.'



Maree Joll, Travel Associates, Mt Eden; Nat Soma, Flight Centre, Mt Eden; Sue Grigg, Travel Associates, Ponsonby



Mary Galway, Tourism Ireland; Marilyn McNabney, The Travel Corporation



Monique Parry, Sean Gay, Claire Hancock, all STA Travel



Kim Ormsby and Suzanne Pringle, both House of Travel, Takapuna



Benjamin Foster, STA Queen Street; Jessica Holmes, STA Sylvia Park



Laura Morrison, Michelle Rowe, both STA Travel



Hazel van de Molen, The Travel Corporation; Amy South, Rebecca Webster, both Flight Centre Papakura; Danielle Wood Stotesbury, Flight Centre Pukekohe; Alana Alcock, Flight Centre Sylvia Park



Olivia Brooks, Flight Centre Auckland Airport; Sasha Patterson, Aroma Waker, both Flight Centre Ellerslie; Casey Mitchell, Flight Centre Auckland Airport

Save the rhinos

The TreadRight Foundation, a not-for-profit initiative supported by The Travel Corporation (TTC) family of brands, celebrated World Rhino Day yesterday with the launch of a new video to help tell the story of the fight to save rhinos.

The video features leading environmentalist, adventurer and explorer Céline Cousteau who discusses the subject with Angus Tanner, senior manager conservation with Wilderness Foundation Africa.

Through the TreadRight Wildlife Initiative, the foundation has provided support to the Wilderness Foundation Africa by funding the purchase of a bat hawk aircraft used for rhino anti-poaching operations, as well as supporting general wildlife crime countermeasures.

[CLICK HERE](#) to watch the video.



TreadRight ambassador Céline Cousteau visits South Africa to help tell the story of the Wilderness Foundation Africa and their flight to save rhinos

News

Calling all quiz masters!

Agents in Auckland and Christchurch are being invited to test their New South Wales trivia knowledge at Destination NSW's Agent Quiz Nights.

Happening first in Auckland on 27 September and then in Christchurch on the 28th, these events will test agents' understanding of NSW's various events and holiday options.

There is also a Sydney holiday up for grabs with return economy class Qantas airfares, three nights' accommodation and more.

With over 412,000 Kiwis visiting NSW each year and \$487 million spent in travel, agents need to be up to date about the region and what it has to offer.

MYSTERY PERSON



Who is this man?

We need your help yet again to identify this week's mystery person. Obviously we know Kaylene Johnstone of Flight Centre (well the picture was taken at the Flight Expo after all) but who is the mystery man on the right. If you think you know, send the answer to competitions@promag.co.nz and remember to put Mystery Person in the subject line.

And congratulations to Kiri Hall of World Travellers Hamilton, who correctly identified last week's mystery person as Robyn Hamilton, Edventure Tours Travel. A bottle of wine is on its way.

More Intrepid cycle tours to meet demand

Intrepid Travel has launched a new range of 2017 Real Cycling Adventures to help satisfy a growing active holidays market.

Intrepid has seen a 54% increase in active trips so far in 2016, with trekking and cycling among its top sellers.

The new cycle tours range from seven to 15 days and are offered in 17 different destinations.

Intrepid says the launch also coincides with World Car Free Day and will begin in 2017, the United Nations Year of Sustainable Tourism.

Proceeds from all Real Cycling Adventures trips will be donated to Bicycles for Humanity, an organisation that sends unused bikes to developing countries. The Intrepid Foundation will also match donations dollar-for-dollar.



Travellers can be among the first group of people to cycle Tanzania's Arusha National Park and Japan's Noto Peninsula.

Bicycles for all skill levels as well as accommodation, most meals, and activities will be provided on every trip.

Intrepid Travel's cycling product manager Frank Cheshire says the tours are authentic, focused on local experiences, and in many cases a first in the world of cycling.

'These tours will introduce the world to travel experiences never before seen in the cycling community.'

www.intrepidtravel.com/cycling

Marriott and Starwood hotels to merge

This week the Chinese Ministry of Commerce approved Marriott International and Starwood Hotels & Resorts Worldwide's proposed merger.

As this was the largest body required to give the transaction the go-ahead, Marriott expects the deal to be completed within the next few days. If this merger goes through, Marriott will solidify its position as the world's largest hotel company.

Staying on track

The Rail Plus operation in New Zealand is 'business as usual', despite its integration into Rail Europe's global network.

Kirsty Blows remains as country manager New Zealand and the Rail Plus name is retained in both New Zealand and Australia.

Some changes are occurring across the Tasman, with Ingrid Kocjan, Rail Europe manager Australasia, relocating to Melbourne to take up the newly created position of commercial director.

Rail Plus chief executive James Dunne will leave the organisation on 30 September as a result of the restructure.

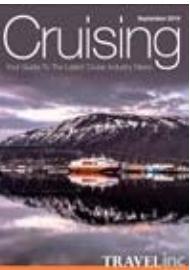
PEARL's PEARLER

'A person must be perfectly stupid to be perfectly unhappy'.

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