



Happy Woofmas!

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TRAVEL RECRUITMENT SPECIALIST

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MEMO

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ISSUE 871

NZ TRAVEL BROKERS
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TMG 'welcome' in awards

The Travel Managers Group (TMG) is likely to be involved with the National Travel Industry Awards (NTIA), despite resigning from the Travel Agents Association of New Zealand (TAANZ).

Andrew Olsen, chief executive of TAANZ, says Travel Managers and its brokers are still welcome to enter the awards. The same applies to Flight Centre, which was involved in 2014 but not this year. 'Absolutely, it's open to everyone (in the industry),' says Olsen.

Dave Wallace, of TMG, says that the group would 'definitely be open to entering the awards' in 2016.

Quick uptake fills Fiji mega-famil

Fiji's 2016 mega-famil is fully subscribed with about 50 more applicants than can be catered for – proving the ongoing trade interest in the destination, says Tourism Fiji's NZ regional director Wayne Deed.

'We had 120 applicants for 70 spots on the six itineraries and basically that happened in a week and a half from when we started advertising.'

Deed says the week long itineraries start on 27 February and on 5 March. They come together for an amazing race and beach party / prize giving in Denarau.

'We really didn't need to do a lot of advertising or persuading – we basically went out in the One Minute Memo and put out an electronic direct mail to our Matai database and had a little bit of editorial elsewhere.'

'This proves there is continuing interest in the new products and experiences we are showcasing on these itineraries.'

Deed says the itineraries cover adventure, the Mamanuca Islands, cruise, the Yasawa Islands, Coral Coast, and the north of Fiji.

Wedding show

Meantime the consumer and trade Wedding Show taking

Continued on page 10



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Christian, Comery recognised

Lindy Christian, of Stella Travel Services and David Comery, of Waipuna Hotel and Conference Centre were both recognised for their outstanding contribution to the hospitality and tourism community this week.

The AUT School of Hospitality and Tourism prize-giving awarded top achieving students in sectors and courses ranging from events to catering and cookery, tourism and travel. Some 30 students were recognised.

However, for the first time the university also recognised long serving achievers for their contributions to both the industry as a whole and the school and its students over the years. It was noted, for example, that Stella Travel has placed more than 40 graduates from the school.

Other industry personalities awarded by AUT were Judith Tabron and Simon Gault.

Among the awards presented to students was a prize for high achievement in the Certificate in Hospitality and Tourism, an entry level qualification. The award was sponsored by ProMag Publishing (publisher of the TRAVELinc Memo). Monica Puyat was presented with a trophy and a monetary sum to put towards further studies. She has now been accepted into a Batchelor in Hospitality Management degree course.

The Travel Agents Association of New



Stu Freeman, ProMag Publishing presents the Certificate in Hospitality and Tourism prize to Monica Puyat



Victoria Gavriel was presented a prize by TAANZ chief executive Andrew Olsen

Zealand (TAANZ) presented an award for academic excellence and this was presented to Victoria Gavriel by chief executive Andrew Olsen.

Commission special

Tempo Holidays is giving agents a special Christmas bonus, announcing an increase in commission levels by 2% for all bookings over \$3000.

The commission special was launched yesterday and will be available for all agents across New Zealand and Australia.

Book any new trip, package or independent travel, hotel experience and sightseeing, coach or river cruise across Tempo destinations from now until 31 January 2016 to earn the commission.

Bookings can be made across the India subcontinent, Sri Lanka and the Maldives, Dubai, Mediterranean, Middle East and Europe. www.tempoholidays.com.nz

KE's Christmas thanks



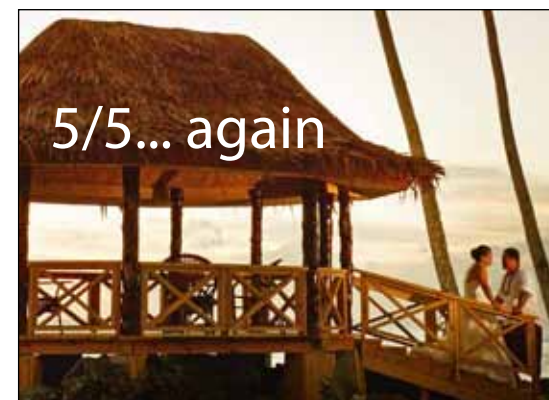
Korean Air's James Song and Mike Kim have been spreading some festive cheer lately, popping into the TRAVELinc Memo office and presented a tasty gift to Memo sales manager Cherie Final.

FLT's online, student and youth travel

The Flight Centre Travel Group (FLT) has announced plans to boost its presence in both the online and student and youth travel sectors.

The company has made an offer to acquire the StudentUniverse.com group of companies (SU), a move that will fast-track FLT's growth in these two key travel sectors.

SU has a strong technology platform and is an online travel booking service dedicated to the student and youth sector.



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New Zealand

Demand for travel information grows

AA Traveller has recently distributed more than three million maps and guides to keep up with growing demand heading into summer.

'Almost 10,000 AA maps and free travel and accommodation guides head out the door of AA Centres, i-SITEs and tourism operators at peak seasons around the country every day,' says AA Tourism Publishing general manager, Moira Penman.

The addition of What's On guides for Auckland, Rotorua and Queenstown acquired earlier this year tipped total distribution to more than three million.

New titles including the New Zealand Cycle Trail Guide and a new Chinese language New Zealand travel guide are also in hot demand.

'Domestic travellers spent \$18.1 million in the last financial year, more than international visitors. For accommodation providers and leisure activity operators, it's vital Kiwis remain a target market for the industry.

'There is increasing demand for information from visitors of all types and AA Traveller has consistently helped people looking to explore New Zealand by giving them the best information out there,' says Penman.

New Zealanders make more than 25 million domestic overnight trips per year, spending 68 million nights away from home according to the latest AA Traveller research on domestic travel patterns conducted in conjunction with The Fresh Information Company.



Moira Penman, AA Tourism Publishing

New at DQ

Diana Mendes is the new brand and marketing manager with Destination Queenstown.

Mendes has over years' experience in marketing, brand management and communications. She has a strong understanding of Queenstown and the tourism industry having been based in Queenstown between 2006-2011 working in marketing for local businesses including Millbrook, Crowne Plaza, Good Group Ltd and Skyline.

More recently she has held senior marketing roles in her native Brazil. Mendes starts her new role on Monday 18 January.



Diana Mendes

Bollywood star drives interest in NZ

The choice of Bollywood star, Sidharth Malhotra's as Tourism New Zealand's ambassador to India is proving a success, driving strong interest among Indians considering a New Zealand holiday.

Recent research in India shows Malhotra's visit to New Zealand in October has significantly boosted interest in a New Zealand holiday.

During his eight day visit 2.8 million people engaged with Malhotra's via social media, including 57,000 people engaging with each of his Facebook posts.

Tourism New Zealand's general manager of public relations and major events, Rebecca Ingram, says 'we saw a surge in interest from Indian travellers for New Zealand as a result of New Zealand co-hosting the 2015 Cricket World Cup this year. The appointment of a tourism ambassador to India is about maintaining and building on that momentum.



'India is an important emerging market for New Zealand where the right ambassador has the power to grow profile and awareness for destination New Zealand. The research conducted following his visit shows that Sidharth Malhotra did just that. It's excellent to see that our choice was so widely endorsed amongst our target audience.'

NZ Luxury Lodge data confirms growth

Luxury holidays through New Zealand are on the rise, with spend on premium accommodation during winter up more than 22% year-on-year.

The latest figures report on annual revenue increases from the 31 members of Luxury Lodges of New Zealand, for the period of 1 April – 30 September 2015.

Growth across TNZ's core premium markets was also up with the US increasing 49% for the same period in 2014. The UK was up 26%, Germany up 205%, Australia up 5% and Hong Kong

up 82%.

Most recently the UK premium team leveraged TNZ's attendance at Pure Life Experiences (Pure), Marrakech 9-12 November.

Here product training evenings were held in London and Munich for UK and Europe based premium travel trade before and after the tradeshow, training 60 private travel designers in total.

At Pure, TNZ was joined by four New Zealand partners who engaged with over 200 private travel designers over the four day event.

New Zealand

Events a major drawcard for Christchurch summer

Christchurch is set for a big summer, with major events, art exhibitions and new hospitality spots enticing both travellers and residents to experience the city.

The Street Art festival SPECTRUM has opened for another season at the YMCA until April 2016. Alongside the exhibition, spray painted pieces will again cover large inner city walls.

After five years, the Christchurch Art Gallery Te Puna O Waiwhetu will re-open its doors on 19 December, displaying the South Island's largest collection of art works.

The gallery has acquired 500 works during its closure, including the neon lit Martin Creed piece 'Everything is Going to be Alright', visible from Worcester Boulevard.

The World Buskers Festival will also make a return to the city from 14 to 24

January, with hundreds of performances over 11 days and nights including cabaret and comedy shows.

Sports fans will have international cricket returning to the new Hagley Oval this summer, including two one day internationals on 26 and 28 December, and the Black Caps versus Australia second test from 20 to 24 February.

The inaugural Pioneer Mountain Bike race starts its six day ride down the South Island from Christchurch on 30 January.

February sees the Electric Avenue Music Festival in North Hagley Park on 6 February, and Anthony Harper Summer Theatre offering free entertainment in the grounds at Riccarton House from 3 to 21 February.

The hospitality scene in Christchurch also continues to grow, with new bars and restaurants opening regularly.

Fresh take on ferry fares

Wine tourers and commuters alike will be well serviced by Fullers' announcement of half hour ferries across its summer timetable.

The half-hour sailings coincide with a new on-board menu showing a focus on New Zealand sourced goods including some of the island's artisan products.

Additions to the menu include locally produced Passage Rock pinot gris and

reds, Waiheke handcut fudges and Te Whau Lodge's toasted muesli – a breakfast option usually reserved for guests staying at the \$495 per night retreat.

The timetable for the Waiheke crossing sees services starting at Auckland from 5:35am and the last late night service departing Waiheke at 12:30am, with over 400 journeys in any week coming to and from the island.

Distinction Hotels takes over two Kingsgates

The New Zealand-owned and operated Distinction Hotels Group has acquired two more hotels located in Whangarei and Hamilton, currently trading under the Kingsgate brand.

Distinction Whangarei Hotel & Conference Centre will begin trading on 25 January 2016, and Distinction Hamilton Hotel & Conference Centre on 11 February 2016.

Centrally located overlooking the Whangarei Quayside Town Basin, the Whangarei property has 115 air conditioned hotel rooms and suites.

It also offers a bar and restaurant, indoor heated swimming pool, spa, sauna and gym, as well as conference and event facilities for up to 130 people.

Meanwhile the Distinction Hamilton Hotel & Conference Centre is ideal for both business and leisure travellers.

Consisting of 147 hotel rooms and suites, it offers a gym, steam rooms, three spa pools, outdoor swimming pool, two restaurants and bar.

The hotel boasts some of the largest conference facilities in the Waikato area, catering for up to 600 delegates.

Work begins on NZICC

SKYCITY Entertainment Group and its construction partner Fletcher Construction have announced the beginning of the first phase of work on the New Zealand International Convention Centre (NZICC), formally kicking off the 38-month building project.

The demolition project is the first phase of what is one of the largest construction projects in downtown Auckland since the Sky Tower was built, also by Fletcher Construction, in 1997.

The \$700 million project will create an estimated 1,000 jobs onsite during the build plus an additional 2,000 jobs in associated industries flowing on from the construction project, according to Fletcher Construction.



SKYCITY chief executive Nigel Morrison (left) and Fletcher Building chief executive Mark Adamson

Once open, the NZICC and hotel will create more than 1,000 jobs across conventions, hospitality, retail, food and beverage and gaming.



An evening with Brand USA

It was both a Christmas thank you and an update when Brand USA and partners held

a function at Little Easy Pub, Ponsonby in Auckland earlier this week.



Rodney Walshe, The Walshe Group;
Melanie Higgins, US Consulate General



Ollie Philpot, Brand USA



Thomas Gentz, Air New Zealand; Pilar Florez,
Greater Houston Convention and Visitors Bureau



Sofia da Silva, Wild Ink; Dave Salisbury, Insight
Vacations; Bianca Dufty, Air New Zealand



Adele Barker, Air New Zealand;
Jodie Burnard, Flight Centre



Gareth Williamson, Delta Air Lines;
Kathy Cunningham, Empire PR;
David Libeau, helloworld

USA 2016-17 brochure

GO Holidays has released a new USA brochure for 2016-17, valid for travel between 1 April 2016 and 31 March 2017.

The brochure features accommodation, transfers, car rental and sightseeing, as well as new destinations including California Wine Country, Portland, Houston, Dallas, Austin, San Antonio, Memphis and Nashville.

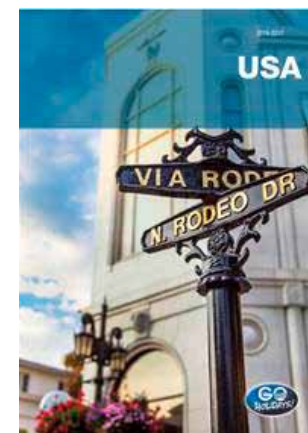
New hotels in the brochure feature in Anaheim, Los Angeles, Huntington Beach, San Francisco, Seattle, US National Parks, New Orleans, New York and Orlando.

New sightseeing options are available in Anaheim, Los Angeles, Chicago,

Portland, Houston, Memphis and Nashville.

New self drive touring options have a focus on the southern cities, including itineraries departing Houston that have been tailor made for the New Zealand market.

A new coach tour departs Chicago with a seven night cruise down the Mississippi River.



Innovative extends deadline

The Innovative Travel Co has extended its earlybooking savings deadline.

This gives clients a few more days to book on their choice of several companion and solo traveller deals for Turkey, selected Morocco touring, Egypt, Jordan and Dubai early check-in guaranteed stopovers.

A 6.5% savings is also available on anything booked from the Ancient Kingdoms Holidays 2016 brochure with minimum value of \$1000pp. All must be booked and paid by the extended deadline of December 22, 2015.

http://www.innovativetravel.co.nz/current_specials

Puno Festival in Peru

After Brazil's Rio Carnival and Bolivia's Carnival of Oruro, Peru's Festivity of the Virgin of the Candelaria is the third largest in South America, with as many as 40,000 dancers and 5,000 musicians taking part.

Held every February in Puno on the shores of Lake Titicaca, the display of Andean traditions has its roots in the Spanish conquest, blending indigenous Aymara and Quechua traditions, costumes and cosmology with the honouring of the patron saint of Puno.

World Journeys recommends including the festival in any Peruvian itinerary. worldjourneys.co.nz



MACAU MEMO



Attractions and Family Fun...

Macau has diversified and improved its offerings in recent years to provide world-class but affordable luxury hotels and resorts, designer shopping as well as many more dining and entertainment options.

There are varied shopping districts in Macau ranging from multi-brand shopping centres to fashion boutiques, from Chinese antique shops to popular daily flea markets which will surely fulfil the shoppers' desire.

Dwarfing many of the historic sites are the shapes and figures of a new Macau with its soaring 338-metre Macau Tower, home to the highest Bungy Jump in the world and AJ Hackett recreation facilities.

Scattered throughout Macau are a growing number of sophisticated shopping centres, gigantic international hotels, ritzy restaurants and entertainment venues with colourful spectacular shows such as "Taboo",

"The House of the Dancing Water" and the "Dragon's Treasure" at the City of Dreams.

At night many integrated resorts and hotels light up the night sky with neon lights and array of entertainment. Just outside the Wynn Hotel there is a water, fire and sound show called "Performance Lake", whilst just inside you have many different entertainment choices to choose from. Or visit the MGM Macau for the popular "Light and Sounds Show" and be entertained with live band performances and DJ's at the property's leading Night Club "Lions Bar".

Macau Fisherman's Wharf and the Science Centre are also among new additions along the peninsula. Large and small, Macau's museums are many, including the Wine Museum and adjacent Grand Prix

Suggested Attractions & Family Fun

- ✓ Kid's City or Qube
- ✓ The House of Dancing Water, Taboo and Dragons Treasure
- ✓ Giant Wave Pool & Skytop Rapids at Galaxy Macau
- ✓ Macau Tower and the AJ Hackett Adventure Facilities
- ✓ Open Top Bus
- ✓ Flora Garden's Mini-Zoo and Macao Giant Panda Pavilion
- ✓ Macau Science Centre
- ✓ Dreamworks Kids Attractions at Holiday Inn, Cotai Central
- ✓ The Macau Cable Car

Note: Studio City Macau, is the most recent property to Cotai. It is a highly fashionable and integrated resort that's offers a Hollywood art deco style which includes Asia's highest Ferris Wheel and the Twin-Tower Hotel. Entertainment experiences include "The House of Magic" theatre and a Warner Bros. motion ride "Batman Dark Flight". Something for all the family to enjoy.

TOUCHING MOMENTS
EXPERIENCE **MACAU**



House of Dancing Water



Sky Walk - Macau Tower

Museum, the MJ Gallery (dedicated to original possessions of the late Michael Jackson) at Sofitel Macau Ponte 16, and the Macau Museum, interactive and adventurous for travellers of all ages.

Romantic and historic Taipa Village and equally fascinating Coloane with its fishing village, offers green hills and valleys for trekking, a championship golf course at the Westin Hotel "The Macau Golf & Country Club", an internationally recognised go-kart circuit and A-Ma Cultural Village are also popular. So too the Giant Panda Pavilion with its two playful residents Kai Kai and Xin Xin and the zoo itself.

To order Guide Books, Maps and Itineraries, Macau Government Tourist Office New Zealand
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Wings Over the World

Abercrombie & Kent has introduced 'Wings Over the World', a series of luxury journeys that feature privately chartered flights with a dedicated crew and no more than 16 guests.

Three journeys have been released, the first of which is the 'Wings Over Indochina' itinerary which takes in the sights and sounds of Southeast Asia, from sailing Halong Bay to exploring Ho Chi Minh City, Laos and Bangkok.

A visit to the Buddhist temples of Luang Prabang is a feature plus Vietnam's Cu Chi Tunnels and the chance to 'Ride Like a Local' by cyclo through Hanoi and afloat in Siem Reap.

The 16 day tour is limited to 14 guests and is priced from US\$29,995 per person. Tour dates are 7 – 22 November 2016.

The 15 day 'Wings Over India' itinerary explores India, from the Taj Mahal to holy rites beside the Ganges, bedding down in royal palaces-turned-luxury hotels, such as the Taj Lake Palace and the grand Rambagh Palace.

There's a private sunset boat cruise on Udaipur's Lake Pichola, a wilderness adventure in search of the Royal Bengal tiger, a chef's table experience in Panna National Park and the exotic carvings of Khajuraho.

Limited to 16 guests, the tour is priced from US\$28,995 per person. Tour dates are 5 – 19 December 2016.

The third journey, Wings Over China takes in the Great Wall, Shanghai, Guilin, Xian, Tiananmen Square and others.

Priced from US\$27,995 per person, the tour dates are 20 April – May 2017.

Agents explore Vietnam

Adventure World reservation support team leader Haley Burdett recently escorted a 10 day faml to Vietnam with five New Zealand agents.

The faml travelled through Ho Chi Minh, Hanoi, Mai Chau, Halong Bay, Hoi An and the Mekong Delta.

Burdett's highlight of the trip was getting off the beaten track, visiting Mai Chau and only bumping into two other tourists.

'Staying at the Sol Bungalows in Mai Chau was incredible. It's about a four hour drive from Hanoi and I could have easily spent a week there. On our first day we were taken off on a walk through the village and rice fields which was such a beautiful experience as we only bumped into two other travellers in two hours.'

Adventure World is offering a 14 day Vietnam journey from \$4,119pp.

Price includes all accommodation, activities, many meals, sightseeing, private

Paula McArthur, World Travellers; Milena Bruce, Thai Airways; Sunita Shalivahan, Fine Travel; Tania McKearney, Flight Centre; Michelle Miller, World Travellers; Haley Burdett, Adventure World and Kristine Phillimore, NZ Travel Brokers



car and driver, some internal flights and more.

For more information visit <http://www.adventureworld.co.nz/vietnam/classic-vietnam/>



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MACAU GOVERNMENT TOURIST OFFICE



Delta and KLM codeshare with Jet Airways

Delta Air Lines and KLM Royal Dutch Airlines is launching a codeshare agreement with India's Jet Airways, that is set to bring new travel options for customers flying from Europe and the United States via Amsterdam Airport Schiphol to India and beyond.

Effective 27 March 2016 and subject to government approvals, Delta and KLM customers flying from Europe and the United States to Amsterdam's Schiphol Airport will be able to connect onto Jet Airways' new daily flights to New Delhi and Mumbai, with onward destinations that include Hyderabad, Bengaluru, Chennai, Ahmedabad, Kochi, Goa, Kolkata and

Amritsar in India; Dhaka, Bangladesh; Kathmandu, Nepal; and Colombo, Sri Lanka.

The Delta and KLM codeshare on these Jet Airways routes will provide customers with co-ordinated customer service, a single ticket and through-check in of bags to their final destinations.

Delta SkyMiles and KLM Flying Blue members will be eligible to earn and redeem frequent flyer miles on codeshare routes operated by Jet.

In addition, Jet Airways will place its code on flights between Amsterdam and 11 destinations in the United States and Canada operated by Delta and KLM.

KLM new services NZ bans hoverboards

In summer 2016 KLM Royal Dutch Airlines will expand its medium-haul network with scheduled services to five new destinations: Southampton, Inverness, Dresden, Genoa and Valencia.

Customers can now choose 76 European destinations that KLM operates directly from Amsterdam.

In total KLM will add up to 700,000 seats (5% growth) to European destinations next summer.

EK to mainland China

Kiwi passengers travelling to mainland China will have greater access to the country following an announcement from Emirates that it will expand its services to China with four weekly flights to Yinchuan and Zhengzhou using a Boeing 777-200LR aircraft from 3 May 2016.



Air New Zealand has joined carriers from around the world to ban 'small vehicles powered by lithium batteries', also known as hoverboards.

The vehicles can't be carried as cabin baggage, checked baggage or cargo.

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A Virgin Atlantic Christmas

A continued push of its premium economy cabin, emphasis on the code share arrangements with Air New Zealand (including an 'all 787' route over Shanghai), and a focus on destination London are all part of Virgin Atlantic's

plans in New Zealand next year.

VS held a Christmas function at the Northern Club in Auckland on Wednesday night and took the opportunity to re-introduce Shanghai based commercial manager Janine Walsh to the trade.



Pauline Gooding, Flight Centre; James Vaile, World Aviation; Jennifer Staples, Steven Wright, both Flight Centre



Suia Drodrolagi, Paul Smith, both First Travel Group; Greg Chambers, STA; Allen Bell, GTN



Janine Walsh, Virgin Atlantic; Kelly Showler, Accent on Travel; Vicki Bollen, Incentive Motivation Ltd



Alan Wilcock, Virgin Atlantic; Julie Lewisham, Ski Travel; David O'Brien, Destinations Travel Management



Louise Bell, Fortis Travel; Sharon Lacassie, Nicki Moros, Nicky Keay, all Atlas Travel



Kirsten Pollock, Trina Smith, both Atlas Travel; Mandy Nicod, Fortis Travel; Kim Scarlett, Atlas Travel

Strong November for ZQN

Queenstown Airport has released its monthly passenger travel report for November 2015, which shows a record performance.

The total number of passengers flying in and out of Queenstown Airport increased 21.9% to 132,589 in November with double digit domestic and international growth, boosted by the Queenstown Marathon and major concerts in Auckland (Fleetwood Mac) and Wellington (Elton John).

This was a large increase on the back of a 17.3% increase last November, which was boosted by the Queenstown

Marathon and the Rolling Stones concert (Auckland).

International capacity increased 47% and domestic capacity was up 21% compared to last November.

International passenger numbers were up 46.5%, with particularly strong growth on the Sydney and Melbourne routes.

Interestingly, international arrivals spiked this November - up 61% compared to November 2014.

Domestic passenger growth of 15.4% reflected an increase in capacity and passenger volumes, particularly on the Auckland-Queenstown route.

NZ touches down in Texas

Air New Zealand's inaugural flight between Auckland and Houston, Texas touched down on Wednesday morning.

Passengers onboard, including Minister of Economic Development Steven Joyce and US Ambassador to New Zealand Mark Gilbert, were welcomed to Houston with a performance on the tarmac by a kapa haka group made up of Air New Zealand staff.

Air New Zealand chief executive officer Christopher Luxon says the operational launch of the airline's new Houston service, its fifth to North America, is a great way to end 2015.

The arrival into Houston rounds out a busy month for the airline which has also operated its first scheduled South American



service to Buenos Aires and celebrated the launch of its alliance with Air China with an inaugural Auckland - Beijing service - and last month announced a new seasonal service to Ho Chi Minh City, Vietnam.

See who we spotted on arrival at Buenos Aires this week on page 14.



Lufthansa

Over 120 European destinations ... now that's Wunderbar!

Celebratory breakfast package at Sofitel Fiji

Sofitel Fiji Resort & Spa is celebrating 10 years of operation with a 10 year Breakfast Anniversary Package for guests past and present to reminisce and celebrate the resort's history in style.

With breakfast being a long-standing incentive for hotel booking conversions, Sofitel Fiji Resort & Spa says that the 'full' breakfast of choice for hotel guests continues to be traditional bacon and eggs, with 4.3 million eggs, 84,501 kg of cooked bacon and 371,312 litres of milk served at the resort for breakfast from pre-opening to date.

Sofitel's 10th anniversary package includes overnight accommodation, priced from \$300 per room per night (for two people) in a superior Oceanside room. The package is valid for bookings and stays until 29 February 2016 with booking code SFRS10Y. Bonus extras for all guests staying on this deal include:

- Champagne breakfast for up to two adults daily;
 - Complimentary buffet breakfast and dinner for up to two children at Lagoon restaurant with dining adults;
 - 30% off spa treatments in So SPA for adults and 10% discount for kids;
 - Complimentary house cocktail in Breeze Bar;
 - 20% off Sofitel Waterpark entry;
 - 20% off jet ski hire (15 or 30 minutes);
 - Free kids club for up to 2 children (between 3-12 years old).
- reservations@sofitelfiji.com.fj

Quick uptake fills Fiji mega-famil

Continued from page 1

place at Shangri-La's Fijian Resort on the Coral Coast, 19 and 20 March, is gaining momentum in the New Zealand market.

'We will be taking a group of niche wedding agents up for that,' says Deed. 'There has also been interest from consumers and some New Zealand retailers are working on packages so their customer groups can attend the show.'

Dive break

Buccaneer Adventures Niue Dive has closed its doors for Christmas and New Year. It will be open again on 4 January for all activities.

New Zealand, say hello to your nearest neighbour New Caledonia!

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Cruising

Koningsdam countdown

Holland America Line has debuted its second Countdown to Koningsdam video on its website with details about the ship's inaugural season Europe and Caribbean itineraries. The video series was created to share product and construction updates before ms Koningsdam's delivery in April 2016.

Hosted by Jonathan Rogers, Koningsdam's cruise director, the second video, Countdown to Koningsdam Episode 2, features Holland America Line's vice president deployment and tour marketing, Linda Springmann talking about the ship's cruises in the Mediterranean, northern Europe and Caribbean.

'Fans keep asking for more



HAL's second Countdown to Koningsdam video has been released

Koningsdam details, and these short videos are a great way for us to communicate the latest updates and provide a glimpse into the ship's progress,' says Orlando Ashford, Holland America Line's president.

Tahitian Affair with Island Escape

From 17 December 2015 to 31 March 2016, Island Escape's new Tahitian Affair cruises will include the following packages:

- Seven night cruise - arrival transfer in Papeete, one night standard room at InterContinental or similar, transfer to Papeete airport and return domestic flights to and from Bora Bora.
- Ten night cruise - arrival transfer in Papeete, one night standard room at

InterContinental or similar, transfer to cruise port, return flight from Bora Bora to Papeete.

These packages are included in the gross Island Escape cruise fares. If agents wish to package themselves there will be a credit (saving) of \$750.00 per person that will come off the gross fare.

International airfares are additional and to be booked by travel agent.

New year's in Antarctica

The Ultimate Antarctica Amongst Emperors & Kings itinerary is an 11 night voyage from One Ocean Expeditions which lets guests bring in the new year with the penguins.

Highlights for passengers include visiting well-established Adelie, chinstrap and gentoo penguin rookeries

and southern elephant seal haul outs, viewing and photographing the king penguins, which range from 18 to 37 inches in height, trying to spot the emperor penguin and watching humpback whales.

Prices start from US\$10,595 per person including flights and more.

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2014 TRAVEL BROKER OF THE YEAR

"Personal, professional and supportive. Travel Managers Group has exceeded my expectations."

VINCENT GEORGE
2012 - RUNNER UP TRAVEL
BROKER OF THE YEAR

"To effectively operate my travel consultancy as an independent broker is to have a trusted, competent and friendly support network that Travel Managers provides. This enables me to focus on my core business."

STEVE LAWSON
2012 TRAVEL BROKER OF THE YEAR

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Cruising - Australia



Myrmell appointed P&O Cruises president

Sture Myrmell has been appointed president P&O Cruises and Ann Sherry will move to executive chairman Carnival Australia

P&O Cruises Australia has appointed a full time president, Sture Myrmell, who is currently senior vice president P&O Cruises.

Myrmell will take responsibility for managing the brand's operations, effective January 1, 2016.

Carnival Australia CEO Ann Sherry, who has been leading the day-to-day activities of P&O Cruises for the past eight years as well as

driving strategy for the region's brands, will become Carnival Australia's executive chairman.

She will continue to have strategic oversight across the seven cruise lines that operate in this region under Carnival Australia's umbrella, coordinating direction, management and advocacy on major issues.

RCI showcases the tallest slide at sea



The Ultimate Abyss water slide will feature on RCI's Harmony of the Seas

Royal Caribbean International has revealed the first look of The Ultimate

Abyss, the tallest slide on the high seas, which will be on-board Harmony of the Seas when she debuts in May 2016.

More than 150 feet above sea level, overlooking the AquaTheater at the aft of the ship, the pair of side by side slides will release passengers into a 100 foot drop.

Princess introduces new luxury beds

Princess Cruises has unveiled its new Princess luxury bed, designed to deliver the ultimate night of sleep at sea.

The cruise line will roll out more than 44,000 of the new beds to every stateroom across its fleet by the end of 2018 following collaboration with sleep scientists.

FCm wins NSW Government travel contract

FCm Travel Solutions has been awarded the New South Wales Government travel management contract.

The business, which is Flight Centre Travel Group's (FLT's) global corporate travel management brand has been awarded a three year contract plus two additional one year options,

following a tender conducted by the Department of Finance, Services and Innovation.

The contract extends to NSW Government departments, members of the NSW parliament and other eligible entities and will see FCm manage the account from early next calendar year.



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New Zealand

Robertson departs with wish list

by Kathy Ombler

Outgoing Hospitality New Zealand chief executive, Bruce Robertson is leaving with a wish list; one that the government will 'have the courage' to sort out the Holidays Act and public holiday trading, and two that government will recognise the strengths and different needs of Small to Medium Enterprises (SMEs).

Speaking at his farewell, Robertson said when it came to trading hours and the Holidays Act, government was still stuck in the nine to five, five day a week mentality. 'We (also) need to convince governments that SMEs are different from major corporations,' he added. 'If we could grow SMEs by even five percent, just think what that will do for the economy.'

On the positive, he says the extended licensing hours' legislation, passed for the Rugby World Cup, was a watershed moment for the government. 'It proved that New Zealanders can be trusted and are responsible, that they don't need so much regulation of their behaviour. I think the lightbulb went on.'

Those attending Robertson's farewell included cabinet ministers, MPs, heads of government departments and a host of tourism and industry leaders, marking a huge measure of huge respect for Robertson, who is leaving after a 21-year tenure with the hospitality association.

Speaking on behalf of MPs, Police and Immigration Minister, Michael Woodhouse, said Robertson had spent so much time lobbying at Parliament some security staff thought he worked in the building.

'During the Alcohol Reform Bill 2010, I well remember his clear articulation on the industry's view. On behalf of all New Zealand MPs from a long way back, thank you for what you have done and for the open and honest way you have engaged with us.'

Immigration New Zealand deputy chief executive, Nigel Bickle, said Robertson had been a passionate and 'bloody effective' advocate and lobbyist for the tourism and hospitality industry. 'The more people we can work with like you, the better the outcomes.'

HNZ member and former board member, Marty Fuller, said Robertson had transformed an outdated trade association to the strong, vibrant and financially secure organisation of today.

Under his stewardship, HNZ had evolved from a membership of 700 predominantly hotel and bar owners to 4500 members representing all sectors of hospitality. In a potted history of his tenure highlights, Robertson said one of the greatest achievements related to liquor licensing reform, which reduced the legal drinking age to 18, and the development of the HNZ 18+ identity card, which still endured today.

(The banning of) Smoking in bars had been a vigorous discussion. Gaming always seems to have been on the agenda. Food safety had taken eight to nine years to get through Parliament and as for employment, you win some, you lose some, he said.

'One thing I have enjoyed most has been industry training. One of the biggest challenges for the sector is

finding enough trained staff, and I think now we are making progress.'

Robertson says he is not retiring, but plans to undertake some governance roles and use his advocacy skills with contract work. Meanwhile Hospitality New Zealand is currently undergoing a restructure and new appointments, including the role of chief executive, are expected early in the New Year.



Peter Morrison, The Classic Villa and Christchurch Branch President; Bruce Robertson, HNZ; Marty Fuller, Trevinos Bar & Restaurant, Christchurch.



Sara Tucker, Lion; Marty Fuller, Trevinos Bar & Restaurant, Christchurch; Graham Hawkes, NZ Chef's Association president.



Nigel Bickle, deputy chief executive Immigration NZ and Bruce Robertson, HNZ



Bruce Robertson, Hospitality NZ; Hon Michael Woodhouse, Minister for Immigration and Minister for Police

Sheraton launches 'Delight my Delay'

In time for the holiday rush, Sheraton Hotels and Resorts is putting its own spin on 'the waiting game', giving consumers the chance to turn frustrating delays on their holidays into delights.

The Delight my Delay campaign lets consumers convert travel delays into opportunities to win prizes and is active now and throughout December and January at sheraton.com/delightmydelay. Select consumers who are stuck in the craze of the holiday frenzy – whether it's waiting to find a cab, spending extra time in

line at a store or facing delays at the airport – can follow and tweet at @sheratonhotels with their travel delay and #delightdelaysweeps for the chance to receive a direct message featuring a unique code that unlocks a prize from the Sheraton Delight my Delay site.

With prizes ranging from Sheraton resort getaways to gadgets and travel gear, each winner will receive twice the prize to give to a friend, family member or fellow traveler.

Flight Centre's Xmas



Flight Centre's marketing team gets in the Christmas spirit

Flight Centre hosted its annual staff conference at The Langham recently, with more than 800 flighties from around the country attending.

Organised by cievnts, attendees were entertained by Flight Centre's senior leadership team, Topdeck Travel, Air New Zealand and guest speaker Mike Allsop.

Trafalgar's Xmas gift

To recognise the season of giving, Trafalgar is building a new school in rural China. Together with partners, Free the Children, Trafalgar has built two schools in Kenya and Ecuador in 2015.

'At Trafalgar, we try to invest in the communities we visit through real support at a grassroots level; from supporting local business to working alongside not-for-profit organisations,' says Trafalgar NZ general manager Scott Cleaver.

Search for #Trafalgarcare or visit www.trafalgar.com to see Trafalgar's latest sustainable tourism initiatives.

Record number of Kiwis travelling in festive season

New statistics released by Flight Centre NZ show that more Kiwis than ever are gearing up to travel this festive season.

Recent figures from the travel retailer show that bookings over the Christmas period are up 17% on 2014.

The number travelling on Christmas Eve is up almost 25%.

'With travel more affordable and accessible than ever before, Kiwis are making the most of it. Many are visiting relatives or returning home and a lot have taken the opportunity to have a vacation and catch a week in the sun,' says Sue Matson, Flight Centre NZ general manager.

Brisbane, Sydney and Melbourne are where most Flight Centre NZ customers will be travelling to this holiday season, followed by the South Pacific, London and Thailand.

Who was spotted in Buenos Aires?



Fresh off Air New Zealand's first direct flight to Buenos Aires Barry Wallace, Nemonic Concepts and Kim Herd, Venture Travel and Events ran in to All Black legend Richie McCaw, who happens to be Air New Zealand's official ambassador

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