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# TRAVELinc MEMO

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twice a week

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## Immigration change a threat to Kiwi tourism

The government's immigration policy U-turn is ringing staff-shortage alarm bells for Hospitality New Zealand and Tourism Industry Aotearoa (TIA).

Under the changes, those coming to New Zealand under the skilled migrant category will have to have 160 points before getting residency, rather than 140.

The number of people allowed entry under the family category will be more than halved from 5500 to 2000.

Hospitality New Zealand says the changes are concerning, particularly if it hikes up pressure attracting skilled chefs to the country.

'Globally there is a massive shortage of chefs, so we are not only competing with the New Zealand industry we are also competing with the rest of the world,' says Hospitality New Zealand chief executive officer Vicki Lee

'At a time when domestic and international visitor numbers are increasing, the quality and availability of our hospitality and tourism product is vital and a key ingredient is good staff.'

TIA chief executive also expressed dismay at the move, highlighting a report that 90% of chefs approved for residency in New Zealand would miss out under the new rules, along

*Continued on page 3*

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## Coconuts picks up popular Vanuatu hotel

Chantilly's on the Bay, a popular boutique resort in Port Vila, Vanuatu, has shown commitment to the New Zealand market by appointing Coconuts Travel Marketing as its representative here.

The news comes a few months after new ownership company Propriété de Chantillys Ltd took over the resort and follows refurbishments to its rooms and the addition of free guest wifi.

The new ownership puts Chantilly's under the same umbrella as Ramada Hotel & Suites Noumea and Ramada Resort Port Vila – both of which are also represented in New Zealand by Coconuts Travel Marketing.

Coconuts director Raumati Barbara says that in the past Chantilly's has concentrated mainly on the corporate market.

'The new owners want to balance that with the FIT (free independent traveller) sector and they see extra potential out of New Zealand.'

She says an added bonus is the new Banyan Beach Bar right next to the resort. 'That's a great space for anyone – corporate or leisure.'

Chantilly's is a 20-room fully self-contained hotel about five minutes' walk from the centre of Port Vila.

### Memo on Wednesday

Due to the long weekend, next Tuesday's memo will shift a day to Wednesday. We'll be back to normal on Friday. We wish all our New Zealand readers a great Labour Weekend.

## Agents experience the 'dazzle' of Luminosa

The popularity of cruising, combined with wanting to become familiar with a new brand, brought Lisa Parker from helloworld Cambridge to Auckland for yesterday's ship inspection of Costa Luminosa.

Parker was part of a 60-strong delegation invited to view the ship and to have lunch onboard when the vessel docked in Auckland as part of a round-the-world voyage.

Local representative Donal O'Sullivan from Cruise World says each Costa ship is different in styling and look. Luminosa is the ship with 'rooms created to dazzle'.



Jennie Ready and Natasha Thompson from Fine Travel on site inspection with Donal O'Sullivan, Cruise World

Shelley Knight, Cruiseabout Parnell and Jen Staples, Flight Centre Head Office feel quite at home on these stools



'There are 288 original pieces of art, Murano glass and gleaming mosaics throughout.'

Costa recently released details of two new ship builds about to get under way. Both will carry the largest number of passengers of any cruise ship in the world – 6600 each, and they will be powered by liquefied natural gas (LNG) – a cleaner burning fuel that is easier on the environment – when they sail in 2019 and 2020 respectively.

For more pictures go to the Australian section on our new-look website, [www.travelinc.co.nz/content/](http://www.travelinc.co.nz/content/)



Lisa Parker from helloworld Cambridge and Guat Teng Rodgers, Travel Professionals in one of the bars

Man Nghi Luong, Aspire Travel feels ready to be pampered in this spa retreat



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## Networking in Nevada

Agents from New Zealand and Australia converged in Nevada to take part in the 2016 Nevada Governor's Tourism Summit, at the Grand Sierra Resort in Reno, Nevada recently. The summit was an opportunity to learn about international tourism trends, market updates and at the same time put the Aussie and Kiwi contingent in an opportune position to meet with more than 400 Nevada-based destination and supplier delegates over the two and a half day summit.

Prior to the conference agents attended one of two FAM tours put on by Travel Nevada.

The Parks and Nature fam programme saw the group explore the natural side of Nevada but not before they started with racing their chosen car at Speed Vegas. This programme included a helicopter tour that landed in the Grand Canyon, Valley of Fire State Park, Cathedral



The Kiwi and Aussie delegation at Governor's Mansion in Carson City - Yvette Castro, Flight Centre; Michaela Jones, Amex Centurion; David Lusvardi, Travel Nevada; Tim Bowry, Excite Holidays; Corey Marshall, Canuckiwi Ltd - Travel Nevada; Zoe Macfarlane, Jucy; Bridget Fogarty, House of Travel

Valley, Great Basin National Park and of course Lake Tahoe.

The Ghosts and Ghouls programme saw some of the group explore the 'spookier' side of Nevada with overnight stops in Las Vegas, Carson City, Tonopah and Rhyolite.

## Immigration change a threat to Kiwi tourism

*Continued from page 1*

with 81% of restaurant managers.

'Where are these essential workers now supposed to come from? We agree New Zealanders should be first in line for jobs in the hospitality and tourism sectors, but there simply isn't an adequate supply in many parts of the country.'

Research commissioned by TIA shows the problem is going to get worse.

'By 2025 the number of chefs working

in New Zealand needs to increase by at least 6200. If the government is going to reduce the supply of trained chefs from overseas, it needs to do more to encourage young New Zealanders into the vocation.'

Roberts says the standard and importance of industry training needs to be raised, adding tourism and hospitality courses are often used as a 'dumping ground' for less academically able students.

## Memo named media sponsor of awards

TRAVELinc Memo has been appointed media sponsor of the Travel Agents Association New Zealand (TAANZ) National Travel Industry Awards (NTIA) for 2017.

Andrew Olsen, chief executive officer of TAANZ, says the association is looking forward to working with the Memo team again after a successful relationship in 2016.

The awards will be promoted through both the Memo and the One Minute Memo, as well as in the annual TAANZ Book (produced) by Memo publisher ProMag Publishing. The

company has also sponsored the wholesaler of the year category for the past two years.

Olsen says the appointment of the media sponsor comes ahead of exciting developments and announcements starting next week.

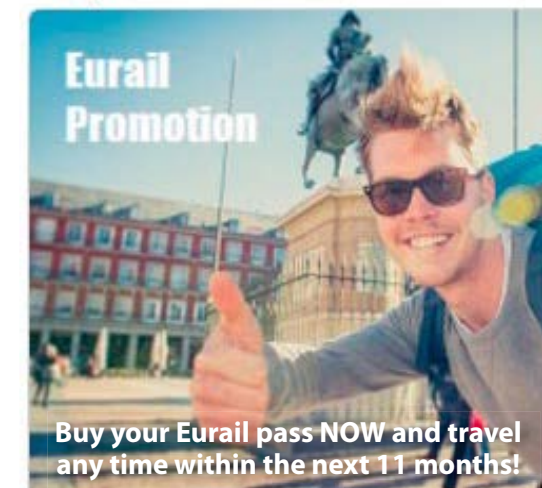
ProMag co-director Stu Freeman says the company enjoyed its deeper involvement with NTIA this year and will be promoting the event over its multi-media platforms – including targeted digital publications, social media, web content and social media.

## Mantra squares up to give best rates

TravelCube has signed a new partnership with Mantra Group that gives New Zealand travel agents access to the best available rates at an expanded range of the accommodation group's properties across Australia.

John Stucci, TravelCube vice president sales and marketing, Pacific, says the new deal dramatically expands the number of Mantra Group properties available through the TravelCube booking site. 'It guarantees agents will now see the best available rates each day across a selection of Mantra Group's property portfolio.'

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## Last days to book kids on a cruise for \$39 a day

Kids can cruise from as little as \$39 per day and parents will receive up to 30% off under Royal Caribbean's Live for the Family sale.

The savings are applicable on triple and quad share bookings on South Pacific and Fiji sailings departing between 13 January and 9 April, 2017, when booked before 29 October, 2016.

Fares start from \$1339 per person quad share for the first two guests, with third and fourth guests from just \$39 each per day on Voyager of the Seas' 13-night South Pacific & Fiji Cruise, departing Sydney on 6 April, 2017. The cruise calls at Noumea and Isle of Pines in New Caledonia, and continues to Lautoka and Suva in Fiji and Mystery Island in Vanuatu before returning to Sydney.  
[www.royalcaribbean.co.nz](http://www.royalcaribbean.co.nz)



Surf's up for great cruise deals says Captain Charles Teige

## Anchors away for tall ship itineraries

Adventure World has released its 2017/18 worldwide brochure, Star Clippers, featuring more than 55 itineraries across Southeast Asia, Cuba, the Caribbean and Europe as well as a number of ocean crossings.

The tall ship sailing operator offers a sailing experience with elegant staterooms, local performers brought on at each port, a daily captain's briefing, onshore excursions and evening entertainment.

'Offering a mix of romance, history and nautical tradition, these 170 to 227-guest tall ship cruises take clients to hidden corners and unspoiled beaches they

wouldn't visit if travelling on land,' Adventure World marketing manager Louise Levesque says.

Many bestsellers feature again in Star Clippers' new brochure, including the seven-night Caribbean Treasure Island itinerary. The round-trip from St Maarten visits Anguilla, the British Virgin Islands, White Bay, St Kitts and St Barts. Highlights include a visit to Little Fort National Park, taking in the view from Fort Gustave and a stop at the St George Anglican Church.



Also included is a new range of Indonesia itineraries, which depart from Bali from May.

[www.adventureworld.com](http://www.adventureworld.com)

## Champagne champs

The Cruise Lines International Association (CLIA) inaugural Plan a Cruise Month has a few Kiwi agents fizzing.

(CLIA) Australasia announced second week prize winners recently.

Among the champs was the team at helloworld in Rotorua and Peter Dunne from Discover Travel Christchurch. They are celebrating the wins with bottles of Champagne.

## Africa to Antarctica with Ponant

Ponant's October 2017 to May 2018 brochure features 45 voyages.

Itineraries include polar and tropical expeditions to Latin America, Caribbean, Africa, Asia, Oceania and the Antarctic onboard two of Ponant's small ships, L'Austral and Le Boreal.

The brochure coincides with the CLIA Plan a Cruise Month, and is available on request from wholesalers.



## Fancy a trip to Canada, ey?

Agents can save up to 30% off Hurtigruten trips to Canada.

Bentours has discounted the sailings to mark next year's 150th anniversary Canada's confederation.

Thirty per cent tour options include From Canada to Greenland – Crossing Baffin Bay. Prices for this trip, which departs 24 July, 2017, start at \$1890 per person for a B2 cabin – a \$8197 per person saving. [CLICK HERE](#) for details.

## Iririki launches family promo

Iririki Island Resort & Spa in Vanuatu has a family fun promotion for guests staying in the resort's Deluxe Pool View or Deluxe Ocean View Apartment Rooms.

Sale dates are from now to 30 November, 2016, and travel dates are from 1 November to 30 September, 2017.

The promotion allows kids to eat free off the Pikinini Menu (valid for lunch and dinner only and includes one soft drink or water per child – three to 12 years), complimentary breakfast daily, complimentary 24/7 ferry transfer between Iririki Resort and mainland, welcome drink on arrival, complimentary wifi, free use of all motorised water sports equipment and VAT.

Retailers should contact wholesalers for more details.



## Ala Moana performs well

Australian-based hotel and resort operator Mantra Group says its expansion into new international markets is yielding strong results.

Its latest acquisition, the 1100 room Mantra-branded Ala Moana Hotel in Honolulu Hawaii, has recorded a solid opening performance, according to Mantra Group chief executive officer Bob East.

He says the acquisition took place at the end of July, and Ala Moana is now



the largest property in the Mantra Group portfolio.

East adds Ala Moana Hotel has realised double-digit revenue per available room (REVPAR) growth.

## Niue targets expats

A Niue campaign currently under way has a week's accommodation plus flights for under \$900 a person and a number of bonus offers.

Expat Niueans – visiting friends and relatives (VFRs) – returning to the island for a holiday are the key target market.

The heat of high summer tends to be too warm for the average traveller but expats take it in their stride, returning home to spend the festive season with their extended families and friends, says Niue Tourism CEO Felicity Bollen.

Bollen says the reduced number of flights to Niue from two to one a week from 1 November sees demand from the usual tourist market declining, which means the island has more accommodation options available.

[CLICK HERE](#) for details

## Coffee Corner at Club Raro

Club Raro, one of Rarotonga's most popular properties out of the New Zealand market, has introduced a Coffee Corner café as one of a number of new initiatives.

Raumati Barbara, director of representative company Coconuts Travel Marketing, says the café is in the hotel's foyer area and has 'delicious coffee and homemade muffins'.

She says Club Raro has also added an Activity Wednesday programme, which includes traditional cultural activities such as how to make a flower ei (garland). Regular cooking classes, with head chef Intaz Buksh (known as Taz), have also been added.

Meantime, the smoking law change in the Cook Islands has seen certain public spaces are no longer designated as smoking areas in the resort. To cater for smokers it has added designated smoking areas.

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## Australia

## Aussie, it's a nice little earner

Think Australia's a hard sell? Think again, New Zealand.

That was the comment from Sally Holyer, New Zealand country manager of Tourism and Events Queensland, who was at a Sunshine Coast Roadshow event in Auckland on Tuesday, along with about 50 retail and business travel agents.

Holyer says 63,000 Kiwis visited the Sunshine Coast in the past year, a 13% growth year on year. The average stay by New Zealanders is nine-and-a-half room nights.

'For those agents who think Australia is hard to sell, think of those room nights and you'll be able to make some money out of it. Go back to your office and say it's worth selling the Sunshine Coast.'

A paddock-to-plate philosophy to food, special events and (of course) direct flights

were all on the agenda for Sunshine Coast operators who also visited Wellington and Christchurch this week.

Vynka Hutton of Tourism Noosa says the Noosa Farmers Market is one of the most famous in the region and the Wasabi Cooking School is gaining popularity with visitors. From an events point of view she emphasises the Noosa Wine and Food Festival being held from 19 to 22 May.

Bonnie Lowes, of The Ginger Factory, says the venue's Ginger Flower & Food Festival is being held from 20 to 22 January. It is the 21st event of its kind and includes cooking demos, garden tours, children's activities and celebrity chefs.

For more images from Wellington and Auckland, go to Out and About, [www.travelinc.co.nz/content/](http://www.travelinc.co.nz/content/)

## The Rainbow connection

If agents believe they've seen all there is on offer along the Sunshine Coast, they need to head an hour north of Noosa.

Destination Gympie Region's tourism development manager Andrew Saunders joined the Sunset Coast roadshow this week to drum up publicity for Rainbow Beach.

Saunders says the town of around 1000 people is a 'stop-and-drop' point for heritage-listed Fraser Island. The main beach is 12km and renowned for its coloured sand.

He says the area is little known by Kiwis – for now.

'We are relatively new on the scene, but



Andrew Saunders

we're now pushing to be heard.'

Saunders says the area, already a drawcard for German and English travellers, will appeal to self-drive and adventure-seeking Kiwis looking to for new laid-back destination.

He says Rainbow Beach is served by all accommodation types and is rich with marine life.



At the Wellington event are Bonnie Lowes, The Ginger Factory; Claire Cooper and Tanisha Steyn, helloworld Featherston Street and Nadine Baumann, Australia Zoo



Jilinda Williams, House of Travel Featherston Street; David Oliver, Noosa Residences and Karen McMahon, House of Travel Featherston Street



Scott Goodwin, helloworld Upper Hutt; Joe Stephens, Accom Noosa; Louise Brooks, 4pr and Princess Roldan, Flight Centre Queensgate



Hannah Burroughs, Adventure Travel Wellington; Christine Robbie, Capital Travel and Katie Hart, Sunreef Mooloolaba



And in Auckland are Bradford Jacobsen, Carlson Wagonlit Travel; Nadine Baumann, Australia Zoo; Stephen Benfell, apx travel



Joelle Benjamin, Samantha Codnig, both Business World Travel

# Australia

Sydney sightseeing now alive at night



## Explore Sydney by Night with AAT Kings

AAT Kings has introduced a new Sydney by Night evening tour, offering holidaymakers a way to explore the city in its full evening glory onboard a double-decker coach.

The double-decker with see-through roof will provide visitors with views of Sydney's iconic sights.

Launching on 1 November, the three-hour adventure departs at 7pm daily and starts with an exploration of Sydney's CBD before crossing the Sydney Harbour bridge for a photo stop at Kirribilli. The tour continues to Woollahroo where guests are treated to an Aussie pie at

Harry's Café de Wheels before exploring the The Rocks and wrapping up with a drink at The Glenmore, an institution in Sydney's pub scene.

'Our Sydney by Night itinerary is a great value-for-money experience providing visitors to the harbour side city with unrivalled views of Sydney's iconic sights after dark,' The Travel Corporation NZ's director of marketing and communications Tony Laskey says.

The tour is priced at \$89 per adult and \$45 per child, including dinner, a drink at The Rocks and detailed commentary. [www.aatkins.com](http://www.aatkins.com)

## New Brisbane hotel

The Swiss-Belhotel Brisbane had its soft opening this week.

The newly built property heralds the Queensland arrival of the hotel management group, Swiss-Belhotel International.

The four-and-a-half star hotel looks right down the Brisbane River and is five minutes from The Gabba and three major hospitals. It's 10 minutes' walk from the CBD and close to South Bank, Brisbane's cultural precinct and Brisbane Convention and Entertainment Centre.

## Top art festival tipped for Melbourne

Melbourne is to host the Asia Triennial of Performing Arts (TOPA) from 13 February to 6 March, 2016.

It is the first time the city has hosted the event.

The festival of Asian-focused performance and culture will present performing, visual, screen and literary arts programmes, commissioned works and collaborations between Australian artists, and artists from the region.

It will be hosted at and with Melbourne arts venues and companies including the Arts Centre Melbourne.

The Melbourne Cricket Ground



## Get a cockatoo's eye view of the MCG

Sports fans will be able to soar like cockatoos over the Melbourne Cricket Ground from next year.

Plans are under way to develop a new roof walk at the MCG. The new attraction will allow visitors to walk on the MCG's roof, taking in

views of the ground, as well as Melbourne's sporting precinct and city skyline.

A zipline will also be added to transport thrill-seekers from the city-end scoreboard to a landing pad on the opposite side of the stadium.

## Beachside with Exotic

Exotic Holidays is recommending Malaysia's Batu Feringghi beach for clients who are seeking five star luxury.

Not far from Georgetown, on the island of Penang, it is home to some of Malaysia's best luxury beach resorts. It is known for its cuisine and generous stretch of sandy beach.

As clients travel further west, less developed areas like Monkey Beach in the north-east of Penang National Park will also appeal to those wanting to escape the crowds, according to Exotic's managing director Rahul Sharma. 'Batu Feringghi is not overly affected by the monsoon season, making it a great year-round beach destination,' he says.

Exotic Holidays offers tours to Penang one of them being The Cameron Route to Penang, over four days, three nights.

[CLICK HERE](#) for details

## Heli-surfing from Bali

Heli-surfing tours to Grajagan (G-Land), Java, are being offered to guests of Four Seasons Resort Bali with Tropicsurf.

A 45-minute flight from Bali takes guests to a landing area in front of G-Land's waves on the edge of a national park in East Java.

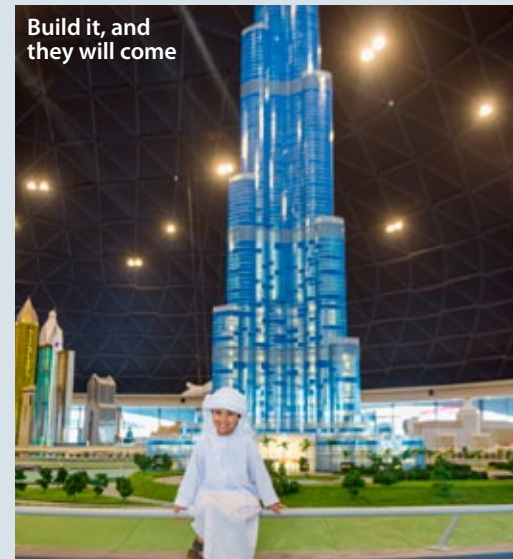
The helicopter company also offers speed boat transfers and tours around Bali's best breaks and beginner lessons in the calm waters of Jimbaran Bay.

## Lego Dubai – the countdown is on

Legoland Dubai, set to open at the end of this month, will house the world's tallest Lego building structure – a replica of the Burj Khalifa.

The structure stands 17-metres tall and was made up of 439,000 bricks. It will include a LED light show as well as a recreation of the real building's world famous fountain show.

Legoland Dubai (part of Miniland featured in Dubai Parks and Resorts) opens to the public on 31 October. Tickets are already on sale.



## Seeing and saving turtles

Sri Lanka is giving tourists the chance to see turtles, while hoping to save them at the same time, reports Exotic Holidays.

Turtle hatcheries are located to the west of the island and are an attraction for tourists but also help in conservation of the species. 'Eggs are a delicacy and poachers are known to steal them but things are changing and these eggs are now being sold to the hatcheries,' says Exotic's Rahul Sharma.

Volunteers from all over the world help fund the operation and some stay not just for a few hours, but for weeks, he says.

Exotic Holidays offers many tours to Sri Lanka, one of them being Highlights of Sri Lanka, seven days priced from \$1754 per person.

## Element in Egypt

Marriott International will debut Element Hotels in Egypt in early 2019.

Located in Cairo's Heliopolis district and slated to be the largest Element Hotel in the Middle East and Africa, Element Cairo will be part of The Gate Project.

This is a new ecofriendly development, featuring the largest housing, administrative, commercial facility in Egypt and the Middle East. The hotel will feature 344 rooms.

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## Is lost luggage a problem of the past?

The global deployment of Radio Frequency Identification (RFID) technology, which can accurately track passengers' baggage in real time across key points in the journey, can enable the air transport industry to save more than US\$3 billion over the next seven years.

Global IT provider SITA and the International Air Transport Association (IATA) say the highly-accurate tracking rates of RFID technology could reduce the number of mishandled bags by up to 25% by 2022, mainly through efficient tracking.

The SITA/IATA Business Case released this week at the IATA World Passenger Symposium in Dubai, outlines how this will provide a major saving for airlines and deliver more certainty for passengers.

In particular, RFID will address mishandling during transfer from one flight to another, one of the key areas identified by SITA and IATA where the technology could help improve baggage handling rates. RFID technology will ensure that airports, airlines and ground handlers are able to keep track of bags at every step of the journey and ensure the right bag is loaded onto the correct flight. The technology also supports IATA's Resolution 753 that requires by 2018 airlines keep track of every item of baggage from start to finish.

The deployment of RFID would build on the already significant savings delivered by the smart use of technology for baggage management. According to the SITA Baggage Report 2016,



technology has helped reduce the number of mishandled bags by 50% from a record 46.9 million mishandled bags in 2007, saving the industry US\$ 22.4 billion. This improvement comes despite a sharp rise in passenger numbers over the same period.

Jim Peters, chief technology officer at SITA, says the airline industry is on the brink of a revolution in baggage tracking. Deploying RFID globally will increase accuracy and reduce mishandling rates. This is a win-win situation – passengers will be happier, operations will run more smoothly and airlines will save billions of dollars.

Initial deployments of RFID by airlines, such as Delta Air Lines, show a 99% success rate for tracking bags, helping further reduce the number of mishandled bags.

## Etihad daily to Madrid

Etihad Airways will go daily on the Abu Dhabi-Madrid route with the introduction of three new flights each week, effective from 1 June, 2017.

Continuing to operate with a two-class Airbus A330-200 offering 22 business and 240 economy class seats, the daily service will strengthen the air bridge between the two capital cities and appeal more to corporate and leisure travellers.

The extra flights will provide connections to key markets across the Middle East, Africa, Indian subcontinent, Asia and Australia. Popular connecting destinations via Abu Dhabi include Sydney, Melbourne, Bangkok, Hong Kong, Singapore, Mumbai and Delhi.



## Increase in WOW

WOW Air, described as an 'ultra-low-cost transatlantic airline' from Iceland, will now offer daily flights from Los Angeles International Airport (LAX) and San Francisco International Airport (SFO) to Keflavik International Airport (KEF).

Skúli Mogensen, founder and CEO of WOW Air says the airline saw a great response to its new routes in California this summer and is excited to begin daily flights from the West Coast to Europe beginning next spring.

## 10,000 – an airbus milestone

Singapore Airlines has taken delivery of its sixth Airbus A350-900 – the 10,000th aircraft Airbus has delivered.

The milestone was celebrated at a ceremony in Toulouse last week.

Singapore Airlines placed its first order with Airbus in 1979, for the A300B4. The group has since operated aircraft from all of Airbus' product lines – the A300, A310, A320, A330, A340, A350 and A380 families.

The A350-900 delivered has a special 10,000th Airbus Aircraft logo and will be used to launch non-stop flights between Singapore and San Francisco later this month.

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## Ray McVinnie tour launched

June Westenra, Orbit World Travel, is promoting celebrity chef Ray McVinnie's tour to southern Spain, Portugal and Morocco from 1 to 21 September 2017.

'The essence of this itinerary is to go to some places that are off the normal beaten track,' says Westenra. 'The tour has been designed both for foodies and non-foodies alike and there is a provision at the end of the tour for clients to stay on and extend their holiday if they wish.'

She says only 20 guests will be on the tour and an early bird offer runs through to the end of this month.

Tour highlights include Granada, Seville, Evora, Lisbon, Marrakech, Fes, Meknes and Volubilis.

[junewestenra@orbit.co.nz](mailto:junewestenra@orbit.co.nz)

## Journeys back in time

Tempo Holidays is offering a range of thought-provoking battlefield tours.

The itineraries are designed so people can visit the battlefields of the ANZACS on the Western front and gain an understanding of the struggle, sacrifice and the history-making events that helped define future generations.

It is also hoped the tours will leave enduring memories for the participants, so the fallen and survivors are not forgotten.

Western Front Explorer is a key package in the range of tours. This four-day coach package can stretch to five days. It includes the services of an expert WW1 Historian. Prices start from \$2070 per person for four

## Gourmet hamper up for grabs

Croatia Times Travel has launched its Croatia with Italy, Slovenia & Europe 2017 brochure.

To celebrate, the company is offering agents the chance to win a gourmet European food gift basket.

The brochure highlights six new deluxe small ship vessels that will be sailing Croatia's Adriatic for 2017 as well as nine new itineraries.

'After an increase in demand we are now offering more one-way itineraries, for example, from Split to Dubrovnik and Dubrovnik to Split,' says company sales and marketing co-ordinator Teodora Antunovich.



Croatia Times Travel also announced it is the New Zealand GSA for the Med-Sailors and Yacht Getaways, offer sailing holidays through Croatia, Greece and Turkey.

It is also running itineraries throughout Italy, says Antunovich. 'Croatia ties in so well with Slovenia and Italy – these are the perfect destinations for those who enjoy independent travel.'

Quiz entries close on 21 November. To enter, or to receive a brochure, contact [product@cttravel.co.nz](mailto:product@cttravel.co.nz)



days and \$2762 per person for five days.

If a traveller is going to the battlefields to find the gravesite of a family member or relative from the ANZAC forces, Tempo Holidays can trace the whereabouts of the grave and have the guests taken to that site at no additional cost.

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## One for culture cultures

Abercrombie & Kent's A Tale of Three Cities links Budapest, Vienna and Prague by the company's exclusive Concierge Rail Service takes the hard work out of experiencing Eastern Europe's three cultural capitals.

The nine-day tour includes guided tours, which uncover the cities' historical pasts as well as draw on music, art and architecture.

The trip costs from A\$8845 twin share per person (includes savings of A\$1050 per person). Solo travellers pay from A\$16,475 per person (includes savings of A\$1965).

Travel dates are 16 November to 13 December, 2016.

## Americas

Robert Numans, helloworld Milford, was in oar of the Patagonian Fiords, Puerto Natales, when he went out kayaking with a local guide.



## Agents power into Patagonia

The Viva Expeditions & Chimu Adventures and Air New Zealand-supported Patagonia famil has shifted up a gear as the 10-strong group embraced the wilderness.

The group trekked to the base of Mount Fitzroy and walked on top of the Viedma Glacier where they went on to explore ice caves. The group also enjoyed a day on Perito Moreno Glacier. One of the most accessible glaciers on earth, the glacier stretches 5km from side to side, is more than 75 metres high and 170 metres deep.

After crossing into Chile, the adventuring agents took some time to relax at Singular Patagonia – an historic former meat processing plant, which is now a luxury hotel and museum.

The group, which has also been horse riding, kayaking and mountain biking, sets off today for the Torres Del Paine National Park.

The famil, also supported by Aerolineas Argentinas, runs until 27 October.



Jo Saunderson, Viva Expeditions, enjoying a Baileys with Glacier Ice on the Viedma Glacier



Horse riding at Estancia Sofia, Puerto Natales (left to right): Lee Smyth, Kirsten Edgeworth Travel; Sindy Jones, Travelsmart New Plymouth; Ros Chapman, You Travel Fielding and Gabby Clark, Travel Managers Christchurch

The group treks along the top of the Viedma Glacier Puerto Natales Singular



Getting a handle on Puerto Natales, Chile (left to right): Jenny Eglinton, Travelcom Mt Manganui; Magdalen Ling, Sunshine Travel; Jo Saunderson, Viva Expeditions and Yvette Park, Adventure Travel Wellington

Kiwis on ice (from left to right): Gabby Clark, Travel Managers Christchurch; Robert Numans, helloworld Milford; Jenny Eglinton, Travelcom Mt Manganui; Lee Smyth, Kirsten Edgeworth Travel; Magdalen Ling, Sunshine Travel; Ros Chapman, You Travel Fielding; Yvette Park, Adventure Travel Wellington; Sindy Jones, Travelsmart New Plymouth; Jo Saunderson, Viva Expeditions and Stephen Sievwright You Travel Taupo



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## New Zealand

### Snooze – your wallet can't lose

The first in a multi-million dollar nationwide chain of pod hotels will open its doors to guests on 1 November in Christchurch.

JUCY Snooze – a micro-accommodation concept featuring 271 beds – was reportedly created to relieve a room shortage in the Garden City.

Jucy CEO Tim Alpe says the short-stay pods offer low cost accommodation close to the airport, with tourists able to stay for short periods between international flights or overnight.

Alpe says the concept has been well received, and around 600 international bookings were secured a month before



Pod life at JUCY Snooze

opening.

The 144 Jucy pods and 127 private rooms with ensuites can be rented for part of a day. They feature beds, storage lockers, a power supply and wifi.

Guests can check in/out via smartphone or by using a self-check-in kiosk.

Day passes will be needed for the common space.

Jucy Snooze's target market is primarily backpackers, but room layouts have been designed to cater to low-cost travellers, families and baby boomers.

Pod prices start at \$39, with the pricing model designed to offer flexibility to accommodate tourists wanting to stay overnight, or a reduced rate for those who just want a few hours sleep between flights.

Alpe says visitors will also be encouraged to socialise and share communal spaces.

Jucy Snooze plans to roll out the concept across New Zealand. Queenstown Snooze is next, and will include a roof top bar.

### Hotel marks opening in solid Auckland sector

The Auckland accommodation sector can look forward to 'at least' another two strong years, according to the manager of a hotel that had its opening this week.

Adina Apartment Auckland Hotel has been operating for about a year but a semi-formal occasion on Wednesday, including the unveiling of a plaque by former All Blacks coach Sir Graham Henry, made things official.

Manager Rickey Randhawa says the Adina recently added another 20 loft suites, putting the former private apartments into the letting pool. 'That was because of demand. We are getting business from the corporate and leisure sectors and strong demand from concert traffic (Adina is close to Vector Arena).'

He says the supply shortages in Auckland, the work Auckland Tourism, Events and Economic Development

### IHG gets Even with New Zealand

IHG (InterContinental Hotels Group) and investment company Pro-invest Group have sealed a deal to bring Even Hotels into the Kiwi market.

Although IHG would not be drawn on where the hotels will be located it, the company the Even Hotels portfolio will go across Australian and New Zealand capital cities and economic hubs.

It is the first portfolio from the brand to be developed outside the United States.



At Wednesday's official opening of the Adina Apartment Auckland Hotel... Lisa Breckon, TFE Hotels; Jen McAllister, Flight Centre Corporate and Anthony Bodle, FCM Travel Solutions

(ATEED) is doing, the perception of being a safe destination and the growth in the tourism industry all augur well for hotels in the city.

Allan Vidor, managing director of TFE Hotels, shares Randhawa's optimism.

'We are always looking for opportunities in Auckland and we have a few irons in the fire. Not only is it a strong market now but there are solid long-term prospects.'

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## Argentina ripe for incentives

Organisers of incentive travel, corporate retreats and other group movements are being urged to think beyond Buenos Aires when recommending Argentina to their clients.

Maria Jose Barciela, marketing director of boutique travel operator Across Argentina, has been living in Auckland and working the New Zealand and Australian markets since April this year.

Born and bred in Buenos Aires, Barciela says she loves the city but that Kiwi organisers and delegates will find Argentina's real gems beyond the city boundaries. 'Of course, people can find that city experience but Argentina's natural attractions are amazing. At the same time they will find a high level of service, and international standards.'

Barciela, who is a founding partner of Across Argentina along with sister Maria Clara, recommends experiences such as the Mendoza wine district, especially for smaller groups looking to stay in lodges of about 10 rooms and utilise boutique wineries. 'Of course Mendoza city is nearby and larger groups can stay there and go into the wine district.'

She also highly recommends the lake district of Bariloche, Patagonia, which features well-known Llao Llao Hotel and other luxury lodgings as well as Iguazu Falls and the lesser-known destination Salta in the northwest.

Across Argentina will be exhibiting at the Pacific Area Incentives and Conferences Expo (PAICE 2016) at SKYCITY Auckland Convention Centre on 9 November. 'Our main market until now



Maria Jose Barciela

## PAICE preview on line

The Pacific Area Incentives and Conferences Expo (PAICE 2016) is on 9 November at SKYCITY Auckland Convention Centre. Corporate travel agents, incentive operators and other business event organisers can find out all they need to know in the special PAICE preview. The publication includes a list of exhibitors, destination features, prize updates and more.

[CLICK HERE](#) for the full preview.

has been leisure and we have been dealing with retail travel agents, but we see real appeal in our product for incentive travel. We are about boutique, designer experiences, so we suit that market.'

Barciela says one message she will be pushing at PAICE is how safe Argentina is. 'I know there is a feeling about South America (not being safe) and I understand that but something that surprises people in Argentina is just how safe it is.

PAICE is ideal for corporate travel agents, incentive operators, group travel providers and organisers of meetings, conferences and other business events. Register here: [www.paicexpo.co.nz/visitor-registration](http://www.paicexpo.co.nz/visitor-registration)



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### SCHEDULE:

<b>Mon, 07 Nov</b> :	Hamilton	<b>Little India:</b> 4 Alexandra Street, 07 838 1620
<b>Tue, 08 Nov</b> :	Auckland	<b>Potters Park Events Centre:</b> 164/166 Balmoral Rd, Mount Eden, 09 631 5076
<b>Thu, 10 Nov</b> :	Palmerston North	<b>Café Nero:</b> 36 Amesbury St, 06 354 0312
<b>Fri, 11 Nov</b> :	Wellington	<b>Tulsi:</b> 135 Cuba Street, 04 802 4144
<b>Mon, 14 Nov</b> :	Napier	<b>Indigo:</b> 24A Hastings Street, Napier, 06 834 4085
<b>Tue, 15 Nov</b> :	Mt. Maunganui	<b>Latitude 37:</b> 181 Maunganui Rd, 07 572 3037
<b>Wed, 16 Nov</b> :	Dunedin	<b>Little India:</b> 308 Moray Place, 03 477 6559

It's 5:30 pm start at all places. Drinks and dinner will be provided

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World Expeditions is seeing a growing number of women seeking adventure



## New tours for women only

World Expeditions has launched a new range of active travel adventures for women only.

World Expeditions NZ general manager Natalie Tambolash says the specially-crafted Women's Adventures has been developed in response to the growing number of women seeking active adventure experiences in a safe, supportive and encouraging environment.

'There is something special about sharing your adventures with like-minded women,' Tambolash says.

'There's certainly a great element of camaraderie and team spirit that exists in an all-women group. And a mix of ladies coming together from different parts of the globe to embark on a great adventure is very attractive.'

Tambolash says the number of women participating in World Expeditions' active adventure tours has increased significantly in the past 20 years – growing from around 38% in 1996 to 54% in 2016.

Tambolash says all of the women's tours are guided and supported, and wherever possible, led by a female local guide.

There are 21 trips overall, including Australia's Larapinta Goddess Walk – a three-day getaway for adventurous women looking to experience Larapinta. It is priced from \$1790 per person (departs Alice Springs).

The Women's Heyson Trail & Flinders Ranges is a six-day fully supported trekking adventure exploring the Heysen Trail on South Australia's Flinders Range. From \$2590 per person (departs Adelaide).

In South America, the Women's Salcantay Trek & Machu Picchu is a seven-day adventure on the Inca Trail. From \$2490 per person (departs Cusco).

And in Nepal, Women's Everest Base Camp & Kala Pattar is a 17-day trek through Sherpa villages to the base of Mount Everest and Kala Pattar. From \$3450 per person (departs Kathmandu).  
[www.worldexpeditions.co.nz](http://www.worldexpeditions.co.nz)

## TAANZ board 'full' despite resignation

The Travel Agents Association of New Zealand (TAANZ) will not be seeking a new board member, despite Neil Gestro's resignation yesterday.

As reported in yesterday's One Minute Memo, Gestro has been appointed tourism partnerships manager with AA Traveller.

TAANZ chief executive Andrew Olsen says Gestro advised yesterday that he has resigned from the association's board. He notes Gestro was appointed in 2011 and additional to his work as a director was involved in broker working group committees, the renegotiation of the TAANZ – IATA (International Air Transport Association) agreement and

other areas. 'He is a pragmatic character, fully conversant with the agency distribution challenges and opportunities and has substantially added to TAANZ governance and business during his five year tenure.'

Olsen says that even after the resignation TAANZ has a 'full and fully committed' number on the board.

In his new role, Gestro oversees the delivery of products and services to the AA's 1.5 million members.



Neil Gestro



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## MYSTERY PERSON



## Who's that girl?

We need your help again. We recognise Louise Brooks, Visit Sunshine Coast and Shailen Sukdhoe, Air New Zealand, but who is the mystery woman on the right. If you know send the answer to [competitions@promag.co.nz](mailto:competitions@promag.co.nz). Remember to put mystery person in the subject line.

And congratulations to Juan Du, of helloworld for recognising the boss! Yes, our mystery man (who is not really a mystery to most people) last week was none other than Simon McKearney. A copy of *National Geographic Traveller*, courtesy of Adventure World, is on the way.

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## New head of Hospitality NZ

Clare Davies, managing director of Capstone Hotels and Resorts, has been appointed national president of Hospitality New Zealand, replacing Adam Cunningham who has stepped down after six years in the role.

Davies has over 25 years' experience starting in the family-owned pub in Lyttelton. She purchased her first business, a restaurant, at age 21 with money for the deposit earned from waitressing. Davies is managing director of Capstone Hotels and Resorts, a management company representing hospitality and tourism businesses.

Prior to the National President appointment, Davies spent four years on the National Board for Hospitality New Zealand, the past year as vice president. She also holds a position on the AccommodationNZ Accommodation Advisory Council (part of Hospitality New Zealand).

## Spiro to First Travel Group

Margaret Spiro has joined First Travel Group on a fixed contract that runs from now through to 9 December as marketing campaign manager. Spiro is well known in the New Zealand market for her long tenure with Tourism Victoria and, more recently, with Oman Tourism.

## 'Amazing' feedback

Innovative Travel's new-look Asian brochure has been receiving 'amazing' feedback, says managing director Robyn Galloway.

Agents have commented on the easier-to-follow brochure layout.

An expanded range of small-group boutique tours are featured in the front of the 2017 brochure, making them easier to locate.

Galloway says all small-group tours are guaranteed to depart with a minimum of two clients.

New itineraries include the Java to Bali Explorer, a nine-day tour commencing in Jakarta and ending in Bali, which combines top scenery with temples, culture and wildlife. Trip highlights include Baturaden, Dieng Plateau, Telaga Warna and a visit to a sun bear conservation centre.



Earlybird offers start from \$2190 per person, share twin or, for solo travellers, from \$2990 per person.

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