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TAANZ: 'sort out SA visa 'shemozzle'

The New Zealand Government has been called on to 'sort out the shemozzle' that has arisen from its ruling that South African visitors to New Zealand now require visas – and the subsequent reciprocal action from the republic's government.



Andrew Olsen

New Zealanders intending to visit South Africa now require visas and need to visit the South African Consulate in Wellington in person to facilitate this.

Andrew Olsen, chief executive of the Travel Agents Association of New Zealand (TAANZ), says he recently visited the consulate and was not impressed with the situation.

'The number of travellers attending for 'in person' interviews greatly outweighed the capacity of the premises to accommodate the numbers.

'Applicants were backed up to the lift wells and I understand it is not uncommon for applicants to be unable to exit the lifts due to numbers.'

Olsen says he spoke to a number of applicants. 'Most were from Auckland, many had children with them and all had sent more money than they could afford to make the trip

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to Wellington. 'This is not working and we (the travel industry) have to pick this fight and draw as much media attention as possible to it.

'I will be submitting an official letter asking the respective Ministers of both countries to reconsider their positions – on top of various emails already submitted and not responded to by the consulate.

'Taxing travellers is a bad idea. Now travellers are becoming scape goats in immigration matters. Tourism and travel can continue to be the greatest contributor to GDP or we can hand it back to dairy on a plate if this kind of nonsense continues.'

SRI LANKA: CENTURIES-OLD TRADITIONS

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Ingram has Memphis

Chris Ingram, well known to the New Zealand trade for stints with Tourism Australia, Cook Islands Tourism and AAT Kings, is now director of Memphis Convention and Visitor Bureau in Australia and New Zealand.

Ingram says Australia is the number three market for Memphis. New Zealand though smaller has potential for the city as well.
chrisingram@memphistravel.com



Memphis is represented in New Zealand and Australia by Chris Ingram

High-end cruising: demand outstrips supply

By Kathy Ombler

New Zealand is missing out on high spending, luxury small-ship cruise business because passenger demand is exceeding supply.

French luxury cruise and expedition company, Ponant, is currently building four new ships to meet international demand for this style of cruising. One of these, La Perouse, will be located year round in the Asia Pacific region, with New Zealand included in its itineraries, says Sarina Bratton, Ponant chairman Asia-Pacific.

‘We have more demand for New Zealand than we are able to offer our clients at this stage.’

Speaking on board Ponant’s expedition ship, L’Austral, in Wellington last week, she says luxury cruise passengers provide an economic boon for the destinations they visit.

‘Even though the vessels are smaller the contribution per head is much

higher. There is a big difference between passengers who are paying \$200 a day on a big ship compared with our guests who pay \$800 to \$1000 a day. What they buy when they step ashore is high quality; the restaurants they go to, the wine they drink, the tours they chose, the goods they buy, it all just snowballs.’

A small ship cruise also has the advantage of being able to call at regional ports, where big ships can’t go, she adds. ‘We offer high intensity itineraries and visit remote, regional ports; that’s what our international guests tell us they want to do when they come to New Zealand.’

However, Bratton expresses frustration with New Zealand’s immigration laws, in particular the ‘28-day’ entry visa waiver regulation. According to Schedule 3 of the Immigration (Visa, Entry Permission, and Related Matters) Regulations 2010, any international crew on board a vessel staying in New Zealand longer than 28

days is required to arrange visa-waiver dispensation.

‘Other cruise companies with larger ships include Australia on their itineraries so it’s not an issue. The problem for us is we want to visit more regional ports and stay here longer,’ says Bratton.

A Maritime Transport spokesperson from the Ministry of Transport notes ships can stay longer than 28 days, but confirms that the need to seek dispensation is a complicated process. He adds that this was a long-standing immigration requirement and unlikely to change.

Meanwhile Bratton confirms that La Perouse, one of the Ponant’s four new ‘Explorer’ series of ships, will be in New Zealand waters by 2019, joining L’Austral in expedition cruises around New Zealand and the Subantarctic Islands.

● *Ponant to stick to its small luxury formula (plus photos), go to page 8.*

Club Med to open new snow resorts

This year Club Med will open two new premium snow resorts.

Club Med Tomamu in the Hokkaidō region of Japan and Club Med Samöens in the French Alps will welcome guests from December.

Bookings for the resorts will be available from 1 February as part of Club Med’s early bird booking offer.

The launches signal Club Med’s plans to open a minimum of one new snow resort each year, to cater for growing consumer tastes for hassle-free snow holidays in diverse locations.

Club Med Tomamu will open in the Shimukappu Village of the Hokkaidō province

in the North of Japan, joining the existing Club Med Beidahu (China), Club Med Yabuli (China) and Club Med Sahoro Hokkaidō (Japan).

Hokkaidō is easily accessible thanks to a new bullet train link with Tokyo.

Located in the heart of the Grand Massif ski domain in France, Club Med Samöens has 360° views of the mountains, and is located one hour and 15 minutes from Geneva airport.

The resort brings together natural surroundings with modern design and amenities, plus gourmet French Savoy dining. Guests can dine in ski gondolas within the resort, enjoy relaxing modern baths within



their room, or swim among the mountains at the heated pool.

As the fourth-biggest ski domain in France, Samöens caters extensively for beginners through to advanced levels.

www.clubmed.co.nz

The show goes on for Brand USA in spite of visa turmoil

A cloud may be hanging over visa entry into America, but that hasn't dampened the spirits of Brand USA Zealand, which has opened registration for its annual roadshow.

Registrations were being received from yesterday, just days after The White House placed a 90-day ban on immigration to the US for individuals from Iran, Iraq, Libya, Somalia, Sudan, Syria and Yemen.

The US Embassy and Consulate in New Zealand advises those with dual nationality of one of these countries also fall under President Donald Trump's executive order.

However, the early signs are this ruling may ease as Australian Prime Minister Malcolm Turnbull says the order will not affect Australians who hold dual-nationality with the seven countries. Canada and the United Kingdom say their dual citizens will also be exempt.

The New Zealand Ministry of Foreign Affairs and Trade advises Kiwi passengers who are unsure about the change to contact the US Consulate for clarity.

Meanwhile, Air New Zealand customers currently booked to travel with Air New

Zealand who find their trips are being affected by the move, are asked to call the carrier on 0800 737 000 to discuss options they may have.

American Airlines says it has been working with authorities to meet the order, while working alongside affected customers by assisting them with rebooking options and full refunds.

While Kiwi trade last week said any obstacles put in the way of travel to the US will impact on tourism numbers, it is business as usual for Brand USA New Zealand. It is now calling for registrations for Discover America roadshow, which hits Wellington's Shed 6 on 27 February and the ANZ Viaduct Events Centre in Auckland the next day.

Those who sell the USA – from retailers, wholesalers, brokers, groups and business events – are invited to register.

This year's roadshow features more than 60 individual products and destinations exhibiting, including New York City, Hawaii, Las Vegas, Los Angeles, Memphis, Oregon's Mt Hood Territory, Philadelphia, San Francisco, Sonoma County, Texas, Anaheim, California, Denver, West Hollywood and Yosemite-Mariposa.

Agents at each event are encouraged to come dressed as their favourite US pop star to be in with a chance to win a return trip for two to Los Angeles with American Airlines. Other USA prizes will also be on offer during the course of each evening.

Attendance to the events is free, and registrations are open until 17 February. **CLICK HERE** for details.

– Lisa Bradley



Entry into America is getting tougher for some

Survey – biz travellers on US ban

Twenty per cent of companies responding to a survey conducted by global organisation the Association of Corporate Travel Executives report that the current US travel ban is causing their travellers difficulty.

Of that group, 25% cite 'fear of traveller harassment, fear of reprisals,' and 'new uncertainty factors' as contributing to those difficulties. Thirty-nine per cent of the 260 respondents stated the travel ban has the potential to reduce corporate travel.

'These percentages are way out of line for an industry that is constantly

under pressure,' says ACTE's executive director Greeley Koch. 'Furthermore, business travel is about people. And people with bone fide visas should not be subject to fear, delays, or harassment over their visa document.'

Koch adds that business travellers and their companies abhor uncertainty. 'If there is doubt about the validity of a visa, or worry about entering the US, or fear of reprisals, then business travellers will opt not to go. Companies with duty of care concerns will not subject their employees to these kinds of risks. This level of uncertainty is bad for business.'

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Women in travel event generates Kiwi interest

A Women for Women Event aimed at travel industry personnel in Sydney in March is already seeing interest from this side of the Tasman.

Organiser Helene Taylor, founder and managing director of Jito Connected, says six New Zealanders have already registered and Air New Zealand has offered a discount for attendees travelling from New Zealand to this event on the site.

'The day is dedicated to personal development for females as part of an initiative to help drive more female leaders in the travel industry, hospitality and tourism industry,' says Taylor.

More than 500 women from the industry and their male supporters are expected to attend the event, which will take place at Docksider venue Cockle

Bay Wharf in Sydney on International Women's Day on 8 March.



Helene Taylor

Among the topics to be discussed will be the importance of women selling themselves well, negotiating hard and having the confidence to step up and 'lean in'.

Speakers include influential men and women from a range of industry sectors: Air New Zealand regional general manager Kathryn Robertson; Intrepid Travel chief information officer Michelle

Beveridge; helloworld head of branded network Julie Primmer; One&Only regional sales and marketing director Anna Guillan; Contiki managing director Katrina Barry; Carnival Cruise Lines vice president ANZ Jennifer Vandekreeke; Corporate Travel Management chief operating officer Laura Ruffles; Spender Travel managing

director Penny Spencer; MSC Cruises managing director Lynne Clarke; Carlson Wagonlit Travel managing director Lisa Akeroyd; Travelport managing director Pacific Kaylene Shuttlewood; Insight Vacations managing director Alex O'Connor; Crown Hotels' Kylie Burchmore; Australian Federation of Travel Agents' chief executive Jayson Westbury and The Travel Corporation chief executive John Veitch.

In addition, Australian mining engineer, motivational speaker, author and bushfire burns survivor Turia Pitt will address delegates.

The Travel Corporation is the event's principal sponsor with secondary sponsors including Air New Zealand, Intrepid Group, Travel Counsellors, Travelport, Brown Brothers and Swissotel. [CLICK HERE](#) for details.

Win a trip to the USA

Adventure World is set to release its first standalone USA brochure, and with the launch comes the chance to win flights for two to Los Angeles.

The brochure, focusing on the Pacific Northwest, New England Maritimes and National Parks, has a focus on destinations outside the USA's major gateways – from the sequoia trees of Yosemite National Park to ranch stays in Texas.

Adventure World's USA roadshow will be held in Auckland, Wellington and Christchurch on 7 to 9 February.

Auckland's event will be held at GridAKL in the city, Wellington's event will be at Mac's Brew Bar on Taranaki Street and



the Christchurch RSA will host the South Island event.

The roadshow is supported by Travel Oregon, Visit Anchorage, Visit Utah, Travel Nevada, Brand USA and American Airlines. Two return flights to Los Angeles are up for grabs, courtesy of American Airlines.

[CLICK HERE](#) for details.

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New GM on Coral Coast

Francis Lee is the new general manager at Shangri-La's Fijian Resort & Spa.

Prior to arriving in Fiji, Lee was the general manager of the Hylandia by Shangri-La Hotel in Yunnan, China, and part of the pre-opening team.

He replaces Craig Powell who has taken on a full time role as director of public affairs for Fiji Resorts Ltd.

Lee has an extensive international career working for Club Med properties spanning nine countries including Australia, the Bahamas, China, France, Japan, Maldives, Malaysia, Mauritius and Singapore.

He has held a number of senior executive roles throughout his career in Southeast Asia, the United States and Europe.



Francis Lee

Samoa's sports tourism profile kicks into gear

The just announced first Super Rugby match to be held in Samoa will reinforce the destination's sports travel capabilities to trade and clients out of New Zealand, according to the Samoa Tourism Association (STA).

Blues chief executive Michael Redman and Samoan Prime Minister Tuilaepa Aiono Sailele Malielegaoi announced this week that the Auckland franchise would take its 2 June home game against the Queensland Reds to Samoa.

It is not only the first Super Rugby match to be played in Samoa, but also the first rugby match to be played under lights at Apia Park National Stadium.

Papali Matamalii Sonja Hunter chief executive of STA, says the authority will obviously be looking to attract as many Blues and Reds fans as possible, but there is also a longer term message for the trade.

'We have wonderful facilities and can cater for elite sports groups in anything from swimming to soccer (football), hockey, cricket and more. It's not just about rugby.'

Hunter says trade famils are planned



Sonny Rivers (centre), Samoa Tourism Association; Philippa Beams and David Redmond, both Experience Group

in the lead up to the game to keep the destination top of mind. 'We've also got the Samoa Tourism Exchange coming up and we'll have product managers and media there.'

Sonny Rivers, country manager STA in New Zealand, says Samoan New Zealand ex-pats, family and friends of current players and the general Blues fan base are all amongst the targets for the early June match.

'We are also celebrating Samoa's 55th Year of Independence 1 and 2 June so it is going to be a great weekend to be in Apia.'



Alex Abraham, Bluesky; Papali Matamalii Sonja Hunter, Samoa Tourism Authority; Allan Stowers, Pacific Ezy

The Experience Group will be handling the travel arrangements, using a charter flight from Brisbane and regular services from Auckland. The company is handling all players, official accompanying people and media.

'We'll also be selling a supporters package and we are encouraging the retail trade to get in touch,' says Philippa Beams, general manager travel and operations with Experience Group.

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Nick Darling in the Mangroves for Fiji nursery

Make it Mangroves

Volivoli Beach Resort, recently reopened after being severely damaged by Cyclone Winston, is now working to further protect the environment of Fiji.

Nick Darling and his team, in collaboration with Mangroves for Fiji, are planting and repopulating damaged coastal areas from their nursery.

'Mangroves are vital to coastal areas,' says Darling.

'They protect people and land from the effects of tropical storms. They provide critical habitat for juvenile fish that eventually populate our reefs and oceans and they are the best natural carbon filter known to man. Our goal is to assist Fiji to become carbon neutral.'

Nanuku... getting to know you

Nanuku Auberge Resort Fiji is offering trade a Get to Know Us deal.

The offer, which runs from 1 April, 2017, to 31 March, 2018, is based on a minimum three-night stay for two people.

Inclusive of meals, taxes and other extras, the offer starts from F\$1164 per night for a stay in one of the resort's suites. Alternatively, a stay in one of the resort's villas leads in at F\$2168 per night.

Extra adult costs are F\$400 per night while extra children 12 years and under pay F\$200 per night.

The offer includes breakfast, lunch and

dinner served daily at the Kanavata Bar & Restaurant and adjacent dining areas, non-alcoholic beverages, Villa Mama and Nanuku buddy, wifi throughout the resort, in-villa movies, access to the resort's fitness centre, use of non-motorised water sports including snorkelling, paddle boards, kayaks, road bicycles, selected cultural activities and nightly canapes at cocktail hour at the resort's Kanavata Bar.

Conditions and blackouts apply, and booking code NANIND17 must be quoted at time of booking.

nan.reservations@aubergeresorts.com

Helping the endangered iguana

Ahura Resorts has named Sia Rasalato group environment manager.

The discovery of a Fiji crested iguana in 2010 at Likuliku Lagoon Resort kicked off a new research journey, sparked by the species' classification as



Sia Rasalato

critically endangered on the IUCN Red List. Fiji crested iguanas are naturally found only in Fiji, and their presence is therefore beneficial to the eco-tourism economy.

The Ahura team has carried out control of feral cat and rat populations, and has begun a reforestation project. Ahura has started its own dry forest nursery which Rasalato will manage in addition to developing and overseeing the regeneration work on the Ahura leases. He is also responsible for the management of the iguana catch, tag and release programme and the on-site captive breeding programme.

www.ahuraresorts.com

NEWS IN BRIEF

Saletoga shares facilities

Guests at three-star Saletoga Beach Bungalows & Hotel can now also use all the facilities at the neighbouring four-star Saletoga Sands Resort & Spa. This gives guests the choice of two restaurants, two bars and a spa as well as complimentary access to the pool and gymnasium. All paid facilities across either resort can be charged back to guests rooms.

Free wifi

Ramada Resort Port Villa, which is set to open on 10 March, has announced it is to offer free wifi of up to 500mb per room per day. Additional data can be purchased from reception.

Sofitel agents' special

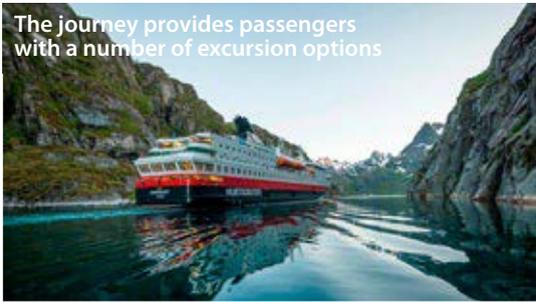
Sofitel Fiji Resort & Spa has a Waitui Beach Club special agent's rate on sale to 28 February. The Waitui Beach Club offer is for a luxury room, including breakfast and all taxes, for F\$450. The special gives complimentary access to Waitui Beach Club – an exclusive adults-only area with dedicated arrival lounge and private check in, upgraded in room amenities and arrival gift, pool butler, healthy breakfast option and more. Travel is through to 9 April and again from 20 October to 24 December.



Waitui Beach Club

Cruising

The journey provides passengers with a number of excursion options



Discount or credit – it's your choice

Bentours, in partnership with Hurtigruten, has released two offers for booking until the end of February, for travel in August through to December.

The deals, on the Norwegian Classic Coastal Return 12 day-voyage, are \$300 off per person or \$500 on board credit per person. The offers are for basic package fares.

Prices now start from \$1730 per person. The shore excursions range from dog sledding with huskies to a Viking feast.

The offer ends 28 February 2017.
Hurtigruten@bentours.com

Clia awards – the nominations are...

Cruise Lines International Association (CLIA) Australasia has announced the finalists for the 2016 Cruise Industry Awards, which will be held at the Star Event Centre in Sydney on 11 February.

More than 500 agents and industry members from across Australia and New Zealand are expected to attend this year's event.

CLIA Australasia managing director Joel Katz says the awards are a great way to recognise the agents' achievements.

'After a record year of cruising down under, we're looking forward to a fitting celebration,' Katz says.

New Zealand nominations are:

- **Cruise Agency of the Year:** House of Travel, Orewa; Cruiseabout, Parnell; Helloworld, Howick; House of Travel, Motueka, and Pukekohe Travel.
- **Online Agency of the Year:**

Cruise Republic; iCruise and Lets Cruise.

• **Broker of the Year:** Debbie Bradford, NZ Travel Brokers; Mary Houghton, NZ Travel Brokers; Janine Mallon, Tasty Tours and Nicola Sorenson, NZ Travel Brokers.

• **Cruise Consultant of the Year:** Bruce Blacklock, helloworld Lambton Quay; Samantha Fowler, Cruise Connections; Gerald Patterson, helloworld Howick and Gail Littin, Pukekohe Travel

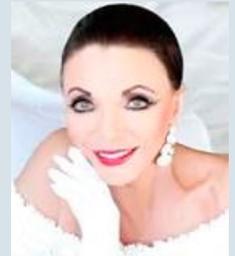
• **Rising Star Award:** Felicia Collins, Cruise Republic; Melanie Morrison, HOOT Cruises and Kirsty Stewart, House of Travel Hornby.

• **Network Promotion of the Year – Australasia:** iTravel (Australia) with Come Cruise with Us; Phil Hoffmann Travel (Australia), River Cruise Launch Events with APT and helloworld (New Zealand) with Set Sail.

www.cruising.org.nz

Joan adds Joie de Vivre to river cruise

Actress, best-selling author and producer Dame Joan Collins has been named godmother of Uniworld's newest super ship Joie de Vivre.



Joan Collins

The ship, the first of its kind to sail the Seine River, will be christened at ceremony with Dame Joan on 27 March.

Joie de Vivre will sail Uniworld's Paris & Normandy itinerary. At 125 metres, it is able to dock in the heart of Paris.

The 128-passenger vessel features two royal suites, eight junior suites and 54 staterooms. All rooms will have Savoir of England beds and marble-lined bathrooms.

Comments Collins: 'I hold France and its 'City of Light' close to my heart, and now, thanks to Uniworld, my ties to the beautiful country are even closer. I am honored to be godmother of Joie de Vivre.'

www.uniworld.com

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Azamara Club Cruises evolves its positioning

Azamara Club Cruises – which brings its second ship, Azamara Journey, to New Zealand this month – has evolved its brand from Longer Stays and More Overnights to Stay Longer. Experience More.

‘Within this evolved positioning, there are two guest deliverables,’ says Azamara Club Cruises president and CEO, Larry Pimemtel.

‘The first is we’re shifting from enabling our guests to immerse themselves in the destination, to delivering more than 1000 new and existing destination experiences for guests to select from in over 70 countries,’ he says.

‘These experiences provide the second deliverable: one-to-one human connection. Our land product will be curated to ensure guests get to connect in a personalised and unique way with the people in the destinations they visit,’ Pimemtel says.

Azamara Journey and Azamara Quest Journeys will still be based on destination immersion, including longer stays and more overnights, but extended to embrace new pillars: Immersive Itineraries; Cruise Global, Connect Local and Boutique Hotels at Sea.

Under Cruise Global, Connect Local, passengers can sign up for experiences such as a visit to Akaroa Cooking School.

Ponant will remain loyal to its small luxury brand

As cruise ships get larger, the industry can have confidence that French company, Ponant, will remain true to its philosophy of being a leader in luxury, small ship cruising, says Sarina Bratton, Ponant chairman Asia-Pacific.

Bratton was speaking at a reception, attended by travel industry and governmental representatives, on board Ponant’s luxury expedition vessel, L’Austral, berthed in Wellington last week.

She told the reception that Ponant, which already boasted the youngest expedition cruise fleet in the world, was currently building four new ships, to be known as the Explorer series, to meet international demand for luxury cruising.

‘Understated French elegance and luxury’, along with the latest ‘clean ship’ technologies, will be key elements on the new ships’, she said. Features would



Sarina Bratton

include elegant staterooms and suites, heated infinity pools, and new, uniquely designed marina platforms that enable easy access for swimming off the ships and for launching zodiacs and kayaks.

‘With these new ships coming on line we plan to extend our reach. We are already the largest operator in the Polar regions and we want to do more in this part of the world,’ she said.

The four new 180-passenger ships will come on line in 2018 and 2019.

Also at the reception, French Ambassador, Her Excellency Florence Jeanblanc-Risler congratulated Ponant for winning the 2016 Blue Charter Trophy, an environmental award presented by the French Shipowners’ Association. ‘This award recognises the efforts and commitment of Ponant to reducing its environmental footprint,’ she said.



Debbie Summers, IDNZ and Cruise New Zealand; Tansy Tompkins, Tourism New Zealand; Bhagavan Srinivasa, Travel Managers



Derek Nind, Centreport; Captain Régis Dumesnil, L’Austral



All aboard L’Austral – attendees at Ponant’s Wellington reception



Katie Baker, Corporate Traveller Wellington; Emma Crampton, Flight Centre Wellington Central; Her Excellency Florence Jeanblanc-Risler, French Ambassador

Asia

Rickshaw Run – August departure selling now

Rickshaw Run Across India departures in August 2017 and January 2018 are on sale now. This follows sell outs in January this year and April.

Exotic Holidays managing director Rahul Sharma says if clients want to experience Indian culture first hand, then this is the race to be in.

The race, completed in small teams of two to three people, is a 3500 kilometre pan-Indian adventure on none other than a flimsy, tri-wheel rickshaw. It spans 16 days and entrants are almost certain to get lost, stuck and break down.

'This is an epic journey across India that offers craziness and unexpected



This year's first dates for the Rickshaw Run sold out so clients are urged to be in quick for August and next January

adventures at every turn,' says Sharma. The run is between the cities of Cochin and Jaisalmer.

info@exoticholidays.co.nz

Thai-ing the knot

Manathai Hotels & Resorts in Thailand offers two locations for a destination wedding.

At Manathai Koh Samui or Manathai Khao Lak, the bride and groom can either choose to celebrate with a traditional Thai wedding ceremony, or opt for a classic Western wedding ceremony.

The Thai-inspired wedding celebration incorporates a range of Thai customs and traditional elements, including fragrant flower garlands and an invitation to Buddhist monks who join the event to conduct a special blessing ceremony.

Closure advice

Apulit Island's resort's renovation in the Philippines is scheduled from 1 July to 30 November, 2017. During this period, Apulit Island will be temporarily closed and unable to accommodate bookings. Meanwhile, Miniloc, Lagen and Pangulasian Island Resorts in El Nido, Palawan will be operational.

Asia on sale with Innovative

Innovative Asia is on sale with Earlybird II until 20 February for all new bookings for travel after 1 May.

The Innovative 2017 new Select & Mix enables clients to add a wide range of experiences.

'More and more clients are seeking independent experiences but traditionally have thought that these type of experiences could only be booked online,' says Innovative Travel's managing director Robyn Galloway.

'With Innovative Asia they get to manicure their own holiday, whilst still having the assurance of booking via their local agent and with local care service available 24/7.'

CLICK HERE for details.

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These are just a handful of words used to describe Macao's ever-expanding landscape of hotels that cater to the Asian centres demands of today's guests.

Macao's hotels and resorts have something to offer all tastes, budgets and needs. This now includes newly opened hotels such as the Wynn Palace and The Parisian Macao, which join other favourites including (*singular hotels*) Sofitel Macau at Ponte 16, MGM Macau, Studio City Macau, OR (*multi-hotel options*) City of Dreams, Sands Cotai Central and Galaxy Mega Resort to name a few.

Macao's integrated resorts and facilities cater to all styles of travellers and group sizes within one single complex. This also includes multiple hotels across a single resort providing a variety of accommodation options to fit a style or budget, different dining options from local cuisine to the fine dining experience, plus tailored and unique world-class entertainment, attractions and shows.

These ingredients make for a good mix and ensure a stay is a warm friendly experience.

Whilst on the Cotai Strip, you will find giant precincts which include leading attractions and shows that cannot be found in any neighbouring cities.

- Five world-class hotel brands and the world's largest Giant Wave Pool & Skytop Rapids at Galaxy Mega Resort,
- The House of Magic, Universals Batman Dark Flight and the world's first and highest figure 8 Ferris Wheel the Golden Reel at Studio City Macau.
- or have breakfast with Shrek and the gang at "Po's Kung Fu Feast" the largest DreamWorks production outside the US at Sheraton Grand Macao Hotel, Cotai Central.

- SkyCabs, the signature Performance Lake and Floral Creations by world-renowned Preston Bailey at Wynn Palace.
- The House of Dancing Water and Taboo at City of Dreams.
- Eiffel Tower that stands at 50% in height, of the original at The Parisian Macao,

But, if a bit of pampering is your holiday style, Macao is home to many local and internationally recognised day spas, at all major hotels and resorts.

Remember, not all is new, large and ritzy, as Macao has its share of boutique style budget accommodation of heritage significance, some establishments taking guests back to the colourful bygone days through their charming colonial features.

Suggested Attractions & Family Fun...

- Kid's City or Qube2 - Kids play facilities
- Macao Tower and the AJ Hackett Adventure Facilities
- Open Top Bus
- Flora Garden's Mini-Zoo and Macao Giant Panda Pavilion
- Macao Science Center
- The Macao Cable Car – known as the world's shortest ride

"Macao may be a relatively small destination in size, but it definitely offers a great variety of places to stay and things to see and do, so consider staying longer"

For more information about the events of Macao, visit our website: <http://en.macaotourism.gov.mo>

Macao Government Tourism Office New Zealand is represented by Richard Froggatt. To order Guide Books, Maps and itineraries go to www.travelxpress.co.nz OR for more information contact our office on +64 (0) 21 750944 or email: macao@regencytourism.com

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Experience Macao's
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FOR MORE INFORMATION ON MACAO
www.visitmacao.co.nz

Emirates' early birds

Emirates has introduced its latest early bird sale fares from New Zealand.

Economy class return fares to Europe are on sale from \$1549, and business class return fares start from \$7199 – including all taxes. The fare sale runs until 6 March, for travel from 6 February to 30 November. Terms and conditions apply.

Emirates is also providing additional reward miles under its Skywards frequent flyer programme, which is free to join. New Zealand travellers can register with Skywards and earn an additional 10,000 reward miles in economy class and 15,000 miles in business class. Customers need to register and book by 31 March for travel until June 15.

www.emirates.com/nz

Air Canada wins sustainability award

Air Canada has been recognised by the Canadian Finance and Sustainability Initiative (FSI) with the 2017 Award for Best Corporate Sustainability Report – Transportation.

The airline was selected for its 2015 Corporate Social Responsibility Report, Citizens of the World (updated annually), which came out on top after being judged against four sustainability categories. These were safety, the environment, employee wellbeing, and the company's community involvement.

The report was prepared in accordance with principles from the Global Reporting Initiative, an internationally recognised standard



for sustainability reporting.

The competition it won is run annually and aims to promote sustainable development reporting among Canadian public companies.

A&K heads to Norway

Luxury travel company Abercrombie & Kent has released a new hosted journey to northern Norway with winter highlights including reindeer and husky sleigh rides, encounters with the Sami reindeer herders, hiking and horse riding as well as a private fjord cruise.

The tour starts in Tromsø and moves to the wildlife-rich Lofoten Islands and ends in Bergen. Northern Norway is one of the best places to witness the Northern Lights. This journey includes three nights spent above the Arctic Circle, which means viewing chances are excellent.

The tours from from 5 to 14 November; 25 February to 6 March, 2018 and 11 to 20 November, 2018. The for twin share per person, is A\$11,995; single supplement: A\$1995.

More rental car choice for Armenia

Enterprise Holdings Inc. will enter Armenia with new franchise partner TravelCar. It also intends to soon operate in the nearby country of Georgia.

In the coming months, the Enterprise Rent-A-Car, National Car Rental and Alamo Rent A Car brands will be available to customers in Armenia's capital, Yerevan, which also serves the country's main

international airport.

TravelCar is an Armenian-based car rental business with a reputation for delivering exceptional customer service throughout the region.

During the next 12 months, additional locations will be opened in Armenia, as well as ones in Georgia to serve its capital, Tbilisi, and principal airport.

Ireland scenic road closed for repair

A section of the main Ring of Kerry Road at the Moll's Gap N71 pass towards Kenmare is closed for two months to traffic, including pedestrians and cyclists, to repair retaining walls.

The walls are almost 200 years old, and have fallen into disrepair. The route is set to open on March 16, before the St Patrick's Day holiday weekend.

Visitors are advised to travel the R569 via Kilgarvan to access Kenmare or the R568 to Sneem and then the N70 into Kenmare.



Historic Ireland road closed for repairs

Americas

Save \$200 on Exodus trips

Adventure World is offering travellers a \$200 saving on Exodus trips.

The deal is for bookings made before 24 February.

Travellers can take advantage of the saving on any of its 2017 itineraries. Exodus has more than 450 itineraries to 90 countries, which range from cycling through Vietnam to trekking the Inca Trail.

www.adventureworld.co.nz/exodus-small-group-journeys



The saving is available on 2017 trips

Bike skills area

Mt Hood Skibowl, Oregon, has opened a conveyor-assisted mountain bike skills area.

Clients will take in the view as the 1500-foot chairlift transports them (and their bikes) up to Mt Hood Skibowl's Mountain Bike Park. Riders looking to further test their skills may want to check out the freestyle park, where they can catch some 'serious air'.



Dallas Fort Worth terminal upgrade

Dallas Fort Worth International (DFW) Airport's Terminal A customer-facing renovation work is complete.

The opening of all terminal gates marks a milestone in DFW's \$2.7 billion Terminal Renewal and Improvement Program (TRIP) to renew its original terminal buildings.

Improved facilities include parking, ticketing, security and concessions all designed to serve 21st century air travellers. The improvements have added more space for security, dining and retail, as well as technology enhancements to make travel through DFW easier and more enjoyable.

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Retreat to Huka Lodge

Huka Lodge in Taupo is running a Wellness Retreat on 16 and 17 September.

Retreat participants will learn health, wellbeing and lifestyle tips to help boost their long-term energy levels and happiness.

The getaway brings together Nikki Ralston (yoga and mindfulness guru), Lucy Vincent (founder of the Sans [ceuticals] skin and hair products) and Megan May (founder of Little Bird Organics) – three women who share a commitment to bringing about significant change in people's lives.

It costs \$2325 per person per night. This price includes accommodation in a Junior Lodge Suite on a double occupancy basis, activities, meals, presentations and Taupo Airport transfers if required.

A two-night stay is required for this retreat. Rates for single occupancy suites and the four-suite Owner's Cottage is available on request.



Nikki Ralston regularly teaches at wellness events and leads retreats

Summer events in the Waikato

Hamilton and the Waikato are hosting a range of different parties, festivals and sporting events in the next two months.

One is the Kawhia Kai Festival, which brings together Maori performers, artists and musicians. This event – happening on 4 February – is a Lonely Planet 'must see' activity.

Then for the sporting crowd on 19 February, the Blackcaps are playing

South Africa in Seddon Park. There is also a half marathon in Huntly on 19 March.

Meanwhile, the Mansfield Garden Party is timetabled for 26 February at Hamilton Gardens. This 1920s-style event will host workshops, serve food and showcase fashion and periodic gardens all in a Great Gatsby-esque way.

www.hamiltonwaikato.com

Celebrate Year of the Rooster

The Langham Auckland is offering diners the chance to see in the Year of The Rooster with a selection of festive Chinese fare for lunch and dinner.

Dishes include crispy pork belly, noodles with Chinese pork sausage and fish cakes, sweet and sour chicken, Tom Yum, baby octopus, nian gao sticky rice, dumplings and deep fried prawn wontons.

For dinner, there's Peking duck, hoi sin glazed scotch, sweet and sour Singapore crab and battered apples and bananas in golden syrup.

Lotus buns, green tea ice cream, sago pudding, Hong Kong egg tarts and sesame Chinese cookies are on the menu for dessert.

The selection is on offer from 27 to 30 January to. Lunch costs \$79 on Friday and \$99 from Saturday to Monday. Dinner is \$139 from Friday to Monday.

tlakl.fbevents@langhamhotels.com



Nelson tops, then 'Coast'

Nelson was the fastest growing tourism region in New Zealand last year (ended December), with 15% more tourism related spend (\$340 million).

The West Coast was second, up 13% to \$488 million and Otago rose 12% to \$3.5 billion.

According to the figures, provided by Ministry of Business, Innovation & Employment (MBIE), the earthquake on 14 November has had a limited overall impact on national tourism expenditure.

However, it did make a significant impact on total spend locally in North Canterbury, with the region seeing a 28% fall in tourism spending in December 2016.

PEOPLE BRIEFS

Stock takes charge

Skyline Enterprises has appointed Leigh Stock as general manager of Mercure Dunedin Leisure Lodge.

In addition to managing the lodge, Leigh will support the overarching development and marketing strategy for Skyline's accommodation properties. Leigh was previously managing the Hermitage Hotel at Mount Cook and Edgewater Resort at Wanaka.



Leigh Stock

New trustees

Gavin Rutherford, Kiwirail's head of customer engagement and scenic journeys, has been appointed a trustee on the Destination Marlborough Board.

Rutherford replaces Thomas Davis who resigned after six years. Also joining the board as a co-opted trustee is Picton businessman Rob Burn.



Rob Burn

Bodnar joins Crown Plaza

Crowne Plaza Queenstown, has appointed Catherine Bodnar to the position of food and beverage services manager. Bodnar has worked at three IHG New Zealand properties:

InterContinental Wellington, Crowne Plaza Auckland and Holiday Inn Auckland Airport.



Catherine Bodnar

MYSTERY SHOP



Where are we?

Can you identify where this shop is? If you know, email us with Mystery Shop in the subject line – competitions@promag.co.nz. One lucky winner will receive a book from Lonely Planet.

And congratulations to Michelle Bisley, who correctly identified that last week's shop was in Hamilton. A Pure Fiji pack is on the way.

61 people short of 3.5 million visitors

New Zealand was just 61 visitors away from reaching the milestone of 3.5 million international visitors for 2016.

'Our challenge now is to maintain the growth trajectory in a sustainable way,' Tourism Industry Aotearoa Chief Executive Chris Roberts says.

There were 3,499,939 short-term arrivals for 2016, up 12% or an additional 368,000 visitors on the previous year. This was the biggest ever increase in international visitors for a single year.

'Around half the growth is coming from New Zealand's biggest three visitor markets – Australia, China and the USA. But all source markets are growing, which provides resilience to any market shocks,' Roberts says.

There was impressive growth from some of the Asian markets, with South Korea up 27%, Malaysia 51% and the Philippines up 45% on 2015.

The number of visitors from Argentina has almost trebled, showing the value of new air services like Air New Zealand's Buenos Aires–Auckland service.

New air routes also help the tourism industry grow a range of strong visitor markets, cushioning it against future economic slowdowns in any single country, Roberts says.

The growth means the industry is well on its way to achieving its Tourism 2025 goal of growing annual tourism revenue to \$41 billion by 2025. 'However, we do need to invest for success. We need well targeted investment in infrastructure so we can sustainably manage future growth.'

TIA is conducting a National Tourism Infrastructure Assessment, examining the full range of infrastructure challenges and where the priorities for development might lie. The research is due to be completed in a few weeks.

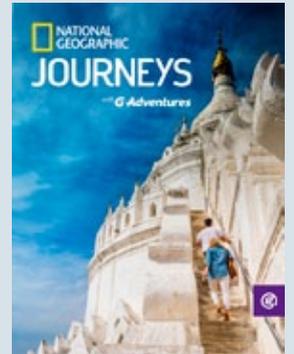
New brochures

The new *National Geographic Journeys* with G Adventures brochures hit stores this month.

The brochure features 20 new trips for 2017, including a 10-day Alaska Journey.

All the trips offer hands-on exploration and interactions with people and places at an accessible price point.

Each itinerary is led by a local guide.



Serving James Cook since the year Dot

In 1972 the country's population was under three million, New Zealand rowing eight won Gold at the Munich Olympics and Dorothy (Dot) Collis started her career at the soon to be opened James Cook Hotel in Wellington.

Forty-five years on, Collis – believed to be one of New Zealand's longest service hotel employees – is moving on.

Collis, who has served the hotel as guest service agent through to managing the



Dorothy Collis

conference and event side of the business, has witnessed a lot of change and challenges at what is now known as The James Cook Hotel Grand Chancellor.

In leaving, Collis shares some advice: 'Our greatest asset is the customer. Treat each customer as if they are the only one.'

To mark Collis' departure, an industry event is planned at the hotel on 21 February.

marketing@jamescookhotel.co.nz

TRAVELinc MEMO

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