

YOUR MEMO
INSIDE



2017

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IMPORTANT DATES

Self Nominations
27 March–7 April
Ticket Sales
24 April
Voting
8–19 May (2 weeks)
Finalists
Public Judging
31 July–3 August
Auckland Event
30 September

1. Best Travel Agency Brand	Air New Zealand	PREMIUM SPONSOR	AIR NEW ZEALAND
2. Best Brand Retail - Single Location	Singapore Airlines		
3. Best Brand Retail - Multi Location	Travelport	PREMIUM SPONSOR	Travelport Redefining travel commerce
4. Best Brand Corporate - Single Location	Expedia TAAP	PREMIUM SPONSOR	
5. Best Brand Corporate - Multi Location	Air New Zealand		AIR NEW ZEALAND
6. Rookie of the Year	Emirates		
7. Best Young Travel Agency Executive (NEW)	Tramada		 smart, simple, seamless
8. Best Travel Consultant - Retail	Globus Family of Brands		 family of brands
9. Best Travel Consultant - Corporate	Virgin Atlantic		
10. Best Travel Agency Manager - Retail	Qantas Airways	PREMIUM SPONSOR	
11. Best Travel Agency Manager - Corporate	Qantas Airways		
12. Best Broker Brand	Expedia TAAP		
13. Best Broker	American Airlines		American Airlines
14. Best Wholesaler	ServiceIQ	PREMIUM SPONSOR	
15. Best Niche Wholesaler (NEW)	TRAVELinc Memo		
16. Best International Airline - Online	House of Travel Holdings		
17. Best International Airline - Offline	The Travel Corporation		
18. Best Cruise Operator	helloworld	PREMIUM SPONSOR	
19. Best River Cruise Operator (NEW)	For Sale		
20. Best Tour Operator	China Travel Services		
21. Best Car Rental Operator	First Travel		
22. Best Hotel Group	Service IQ		
23. Best Technology Supplier	Christchurch Airport		
24. Best Industry Representative	Avis Rent A Car		
25. Best Agency Support	P&O Cruises		

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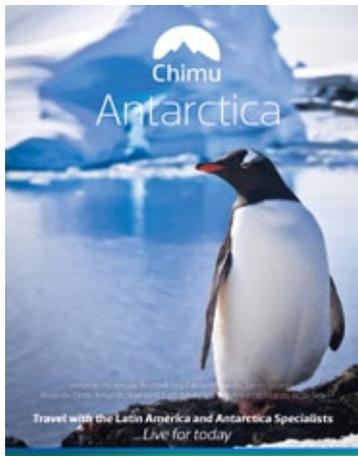


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Fly 'n' Float gives new option in Fiji

A Fly n Float product in Fiji, believed to be the first commissionable packaged combination of its type in the destination, is now available for sale.

Ron Bradley, global director SeaFiji Ltd, says the company's working with Pacific Island Air on a code share basis, offering the new package to selected Mamanuca destinations.

'The idea is to travel by fast boat to the island of choice, enjoying the scenery on the way. Then the clients can fly direct back to Nadi International Airport when they have finished their island stay,' says Bradley.

She says although the official launch will be at the Fiji Tourism Expo in May, 'Fly n Float' is now on the market.



SeaFiji and Pacific Island Air have just launched a new transfer package in Fiji

Continued on page 6

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The organisers (from left): Susie Potter, The Africa Safari Co.; Herbie Rosenberg, africareps; Suzzette du Bois, South African Airways and Julian Insall, The Africa Safari Co



Jacque King and Kim Foong, Air New Zealand Holidays, with Hazel Shiri, Flight Centre Henderson



Ettie Shany-Robinson, Travel Managers with Denise Fowler and Janet Lewisham, both The Travel Brokers



Cody Beggenstos, Flight Centre High Street with the winner of the Africa Safari famil, Richard Domondon from Flight Centre New Lynn

Africa Safari Co to NZ agents: 'Look beyond the V word'

For 20 years The Africa Safari Co has been operating out of its Sydney office successfully, and is now looking to expand to the New Zealand market.

However, the company's business development manager Julian Insall says this expansion has come at a challenging time.

'At the moment there's a dirty word starting with V and we are all aware that is affecting the Australia and New Zealand market. But advanced planning is the key to overcoming this (visa) obstacle,' remarked Insall at the company's event in Auckland on Thursday 23 March.

Insall also explained various deals and

packages the company offers, including a popular game park trip that costs A\$5,000.

Creator and chief executive officer of the company Susie Potter says Africa offers a high commission for agents.

'Africa is not like Bali or the Gold Coast, so often families don't think about it for a holiday, but it is your responsibility as an agent to bring it up with them. Africa will get you a big commission and also, once someone has been to the continent, they will want to go again and again, probably once every two years,' says Potter.

As well as presentations, spot prizes were also given at the dinner. These

included wine and a famil to Africa for one lucky agent, who turned out to be Richard Domondon from Flight Centre New Lynn. Domondon's prize includes return tickets to South Africa from Perth, an experience on the Blue Train and luxury

accommodation throughout the African region during the duration of the trip.

South African Airways was the preferred airline Partner at the Africa Safari Co's roadshow in New Zealand.

– Julie Cleaver



Matt Lewis and Curtis Winsor, Flight Centre Queen Street; Meetesh Patel, Flight Centre Parnell and Luca Goy, Flight Centre Queen Street



Marga Morrissey, Flight Centre Meadowbank; Lee Rabbidge, Infinity Holidays; April Hopkins, Flight Centre Devonport and Crystal Hopkins, Adventure World

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* Book until 31 March 2017. Fares quoted above are for departures from Auckland. Economy Class fares are for travel between 1 October – 30 November 2017. Business Class fares are for travel between 11 June – 31 December 2017. Other sale fares are available on other travel dates. Fares may vary due to currency fluctuations. Seasonal surcharges, weekend surcharges, and blackout periods may apply. For all other terms and conditions please review at time of booking. Flights to Dublin start 12 June 2017.

Agency shows way to be successful independent

Combining traditional service with modern marketing and business is one of the keys to operating a successful independent travel agency, according to an agent who has managed to sustain that status for more than 21 years.

Edith Carpenter, managing director of Planet Earth Travel in Auckland, says having a distinct niche market (in her case the local Filipino community) is another major aspect to longevity as an independent.

Planet Earth Travel's success in that particular market was highlighted last week when the company was presented an award for being the top VFR (visiting friends and relatives) agent for Philippine Airlines out of New Zealand.

The company also retains its 'family owned' credentials, with Edith's son Peter joining and now working as the

marketing manager.

'Everything started on 5 September 1995 when I went on my own after being at Suntravel for seven years. I was inspired by my husband to set up a travel agency to serve the Filipino community,' says Edith.

'I remain involved in the community and support them in any way I can, including having a presence at their annual festivals and other events.

'The other key is being available 24/7 in case of emergencies and offering that personal service. If we get an enquiry or a booking through the website we always follow up with a phone call to make sure all the details are right. That's also a way to build on the relationship.'

Planet Earth Travel has 11,000 plus Likes on its Facebook page and the company is well aware of the power and

potential of the millennial generation.

'When I first started, most of my clients were single, but now they have children and they are becoming my clients as well. Peter is the next generation for us and he can relate to those millennials, which is important.'

While the Filipino community still provides Planet Earth with 80% of its business, the company also has a number of New Zealand corporate accounts, operates pilgrimage tours and works with Kiwi-Chinese school groups, offering fully guided tours for children to discover their roots.

Planet Earth Travel is a member of GTN (Global Travel Network) and the Carpenters say they are well looked after by that independent agency group.



During the recent Planet Earth Travel 21st celebration at the Treasury Hotel in Brisbane, Australia are (from left) Marie Geerlings, Edith Carpenter, Bob Carpenter, Jenny Silipan, Khristine Mananes, Virginia Burke, Rob Beecher (GTN)



Edith Carpenter with the Top Performer Award from Philippine Airlines



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Charley Aema – looking out for the generations to follow



Ouvea: Twenty-five kilometres of beach, but hardly a footprint to be found



Outdoor Travel's Sera-Maria Paterson marvels in a close encounter with the shark kind

New Caledonia famil

Ouvea: loyalty by name, loyal by nature

While the around 4000 inhabitants of Ouvea in the Loyalty Islands are open to visitors, they will not allow the tourism machine to come before the destination's environment.

It is the people's drive to protect the island that makes Ouvea such a compelling place to visit... that and its white-sand beach that stretches largely free of footsteps for 25km.

So found a group of trade representatives who visited Ouvea last week on a two-day famil that preceded last week's third *Rendezvous* in New Caledonia workshop.

In south Ouvea, Moague tribal accommodation operator Charley Aema discussed how coral was once being damaged and wildlife put under threat by cruise ships anchoring near Mouli Bridge. So in 2008 the people spoke and banned the ships from coming.

Meanwhile, in the island's far north, guide Antoine Omei shared the affection locals have for the environment as he took the 10-strong group to a lemon shark nursery.

Omei makes the six kilometre-return trip to the Hnimek sanctuary most days, showing visitors medicinal plants along the way and discussing the sharks, which number up to about 110 during the October to February breeding season.

'The shark is important to the people in Ouvea. We're their keepers – we don't eat them or kill them. This is more about respect, then being an attraction.'

Such passion for the environment has helped Ouvea achieve UNESCO World Heritage status. And it means the Pacific puffin, which lives by Mouli Bridge near where the ships used to land, is now protected as is the marine and birdlife on the 27 islands dotting either end of the destination.

'Ouvea is beautiful and we wanted to preserve that... we wanted to preserve it as a gift for our children,' says Aema.

The inhabitants appear to pay little mind to how the cruise-ship ban impacts on visitor numbers. These days the focus is on visitors who leave less of a carbon footprint, says Destination Iles Loyaute executive assistant Lilas Nyipie.

Certainly there is much to keep Kiwis entertained. Two of the 16 islands in the south are open to visitors, and it was at one of these the famil group was able to closely observe four large lemon sharks from the safety of Aema's boat.

Other sights include the coral Lekiny cliffs that rise above a clear lagoon and the pristine beach with its warm-water temperature that's perfect for swimming.

Coconut oil and soap are the top earners for the island after tourism, and visitors can go to the Taai production plant to see how they made and buy at bargain prices.

Tourists visit for an average of two nights, and can stay at one of two hotels: *Paradis d' Ouvea* is four star and has 23 rooms starting in price from \$290 a night, while rates at two-star Hotel

Beaupres start from \$135 per night. There is also a selection of tribal homestays.

Ouvea runs to 35km, measures just 40 metres at its narrowest point and has only one road. Car hire is recommended if only to experience one of the five roadside eateries such as O'Kafia, which serves up crab, steak, all manner of tasty French sauces and a wholesome tropical fruit crumble.

Air Caledonie flights to Ouvea from Noumea take 40 minutes and cost around \$340 return, but it seems to be money well spent. As Nyipie says, 'it is a very special place' – a sentiment shared by many in the famil group.

– Lisa Bradley



Erica Melegari from Naar Worldwide Tours in Italy flies the flag for New Zealand as she heads to the shark nursery in Ouvea

New face at Momi



Michelle Scott

Michelle Scott is director of sales and marketing for Fiji Marriott Resort Momi Bay, which is slated to open on 10 April, 2017.

In this new role, Scott will lead the sales and marketing team of the 250-room resort and be responsible for overseeing and driving all aspects of the property's sales and marketing strategies.

Scott was previously director of sales for Brisbane Marriott Hotel. Prior to this, she spent five years at Surfers Paradise Marriott Resort & Spa.

The new Nuku Bar and dining area at Volivoli



Volivoli back better than ever

The desire to create a positive outcome out of tragic circumstances has seen the 'resurrection' of one of the most popular resort's in the north of Fiji's main island on the Suncoast.

Following Cyclone Winston in 2016, Volivoli Beach Resort took the opportunity to completely review operations and made the decision to upgrade and improve to a four star level.

With this came extensive training of staff with an external management company, which placed a strong

emphasis on improving customer service.

Co-owner of Volivoli, Nick Darling, says one of the high profile developments was the addition of a new guest lounge area. Also the main Nuku Bar and dining area has been upgraded with new hard wood mahogany.

'For those who want the feeling of sand between their toes, we have the new Ra Bar at the beach, creating a separate dining area with views overlooking the pool and Bligh Waters.'

The resort has a new executive chef – Lakepa 'Kepa' Setitaia.

Fly'n' Float gives new option in Fiji

Continued from page 1

'The one booking is made through SeaFiji, so it's convenient for agents – they just make the one booking rather than dealing with two operators.'

She says the service can have clients picked up by private vehicle at the airport, driven to Port Denarau where they can buy last minute supplies if needed, and then taken to the SeaFiji air-conditioned courtesy lounge at the port, where they will find free wifi.

'A quick safety video is shown before clients board the vessel and, depending on the island, arrive at their resort between 25 and 45 minutes from Port Denarau.

'At the end of their stay they catch either a seaplane or helicopter for the homeward journey.'

Family special at Natadola's Yatule Resort

Eye 4 Travel is reminding agents of the family offer available at Yatule Resort & Spa in Fiji.

'Clients can stay in one of the eight family bures at Yatule Resort & Spa and save up to 20%,' says Eye 4 Travel's Mike Geary.

The family bures consist of two inter-

connecting poolview bures, one with a king bed and the second bure having two single beds. This special family offer is valid for travel through to 31 March 2018 (close-outs 17 to 20 August 2017 and 20 December 2017 to 6 January 2018 inclusive) and sales to 15 May 2017, based on a minimum four-night stay. The offer

includes a plated breakfast daily for two adults and two children, a Yatule Welcome Pack, up to two children under 12 years dine free from the Kid's Menu when dining with parents, use of kayak and snorkeling gear, free use of wifi around the public area (lobby, restaurant and bar) and a F\$200 food + beverage credit per family bure.

Yatule Resort & Spa



There's more to do in Vanuatu

DIVING - FISHING - ISLAND HOPPING
LAND DIVING - LIVE VOLCANO



AirVanuatu

Europe

Insight on board with flight deal

Insight Vacations is offering return Emirates flights to Europe from \$1299 for bookings made on a premium escorted journey of eight days or longer before 31 March.

A variety of Insight Vacations Summer 2017 departures are included in the offer, which is applicable for trips from 1 April to 30 September with an early payment discount available (the deal is not combinable with the discount).

The economy class flights are available

from Auckland into a variety of Emirates' European ports.

Qualifying trips include the 18-day Romantic Britain & Ireland tour, from \$6425 per person, and the 15-day Highlights of Europe journey, from \$6175 per person.

Agents who have already arranged airfares can still take advantage of Insight Vacations' early payment discount to save 5% on selected tours booked and paid in full by 27 April.

Europe deal nearing end

Trafalgar is reminding agents its Authentic Europe deal ends this week, with clients receiving \$200 per person off flights when booking a 2017 Europe and Britain summer trip before 31 March 2017.

All new bookings on any of Trafalgar's Europe & Britain 2017 guided holiday

collection will receive \$200 per person off flights to Europe, which is combinable with Trafalgar's early payment discount of 5% (valid until 27 April 2017) and the operator's past passenger discount of 5%.

trafalgar.com/nz/offers/europe-and-britain-2017

Paris is one of the destinations clients can visit as part of Trafalgar's Authentic Europe deal



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Artist's impression of the Adina Apartment Hotel Grand, Canberra

New Adina for Canberra

TFE Hotels will operate a new Adina Apartment Hotel Grand, Canberra, further expanding the brand's operation to the Australian Capital Territory.

The hotel will be part of a A\$300 million development by Capital Property Group at the corner of Constitution Place and London Circuit.

The apartment hotel will occupy the lower four levels of the building with the floors above used as commercial office space. The development will also include a number of cafes, restaurants and retail outlets, in addition to a three-level basement carpark with over 600 spaces.

The 132 room Adina will offer studio, one bedroom and two bedroom apartments, a 24-hour reception, room service, concierge service and a well-equipped gym.

The complex is expected to open in 2020.

Secrets in tours, on foot or bike

Melbourne is rich and deep, and it takes a local to find some of its secrets, as Melbourne by Bike tour guide, Michelle Brown, proved to a posse of Kiwi travel agents on the Visit Victoria trade mission last week.

Heritage arcades, hidden shops down blind alleyways, street art, laneways, coffee, markets, Chinatown, Little Italy and a lunch of northern Spanish 'pintxos' in hipsterville Fitzroy all featured on the whirlwind ride.

'Cycling as a whole is growing, and New Zealanders get the outdoor active life. So I'm specifically targeting inbound tour operators and New Zealand travel agents, because many haven't sold bike tours before,' says Brown.

'Melbourne is such a bike-friendly city, we simply use bikes from the Melbourne Bike Share Scheme for our tours,' she adds. 'Guests help to decide where they want to go and we develop the ride together.'

Food and beverage are also proving popular says owner/operator and food guide author, Monique Bayer from Walk Melbourne.

'Our tours are about sharing Melbourne's stories around food, and taking people to places they probably won't find by themselves.' Bayer has created a new tour, 'Curated Dining Experience'. 'It's a three hour progressive dinner around Melbourne, for two to six people. The starters, mains and dessert will be customised exclusively for our guests.'



Rooftop view of trendy Fitzroy for the Melbourne by Bike crew, from left: Ellie Griffiths, Helloworld Thames; Nicola Fair, NZ Travel Brokers; Jo Donnelly, The Travel Brokers; Ashley Creevey, World Travellers; Alexandra Joyce, BCD Travel; Hannah Morgan, Student Flight Auckland; Michael Toussaint, Flight Centre

'We currently offer four tours through the day; 'Coffee Lovers' in the morning, 'Rooftop Bars' and 'Dumpling Tours' in the evenings or our 'Melbourne Experience', which combines all three.'

Mornington on the mind for New Zealand agents

The New Zealand travel trade has been told to look out for some spectacular new offerings from Mornington Peninsula.

'These will help agents offer exciting additions to their client's Melbourne itineraries, all little more than an hour's drive from

The Peninsula Hot Springs at Mornington Peninsula



Melbourne,' says Mornington Peninsula destination marketing officer, Kellie Barrett, at the Visit Victoria Trade Mission workshop.

Opening in April is Jackalope, 46-room boutique accommodation on well-known Peninsula vineyard, Willow Creek. 'This is going to be an outstanding new property for us; the design is something like MONA (Museum of Old and New Art) Tasmania meets art house hotel. It will be very high end, and include a restaurant and cellar door onsite,' she says.

The Peninsula Hot Springs, already voted the world's best spa in the World Luxury Spa Awards, is nearing completion of a third, major development stage. Bringing a 'global bathing concept' to Australia has been the

owner's aim, says Audrey Vignau, Peninsula Hot Springs tourism partnerships.

'Seven pools being added to the Bath House will sit across a hillside overlooking a new amphitheatre, where wellness activities, talks and music are planned. Also, a new 'fire and ice' experience will include two large saunas, an ice cave and plunge pool.'

Other experiences already available at the Peninsula Hot Springs include the Spa Dreaming House sanctuary, and the recently opened Clay Ridge, a 'journey like no other' encompassing therapeutic clay powder mixed with geothermal water, says Vignau. The final, fourth development stage will be luxury lodge accommodation and a Wellness Centre.

Cruisers eye central Vietnam destination

At least two cruise companies have big plans for the city of Hue in central Vietnam according to recent reports in the Saigon Times.

Royal Caribbean International and Hong Kong-based Star Cruises are said to have plans to bring a combined 150,000 foreign tourists to Hue this year.

Tourist arrivals in Hue via cruise ships have grown since 2015, when the city's Chan May Port was upgraded for bigger vessels.

Last year, 79,000 foreign tourists arrived in Hue on cruise ships.

Hue, with its royal heritage and rich history, is famous for its scenery and well-preserved cultural and historical sites of the Nguyen Dynasty (1802 to 1945).

Star Clippers - 50% off for agents

Star Clippers is offering a 50% discount for agents who wish to experience Star Clippers' cuisine, service and amenities for themselves, advises Adventure World.

The half-price offer is in addition to Star Clippers' early payment discount and is applicable to selected departures of its Indonesia, Greece and Western Mediterranean sailings in 2017.

Port charges and gratuities are additional and bookings will incur a \$50 administration fee. Sale is available until further notice.



Star Clippers has a sharp agents' discount

P&O's NZ position clarified

In last Friday's memo we stated that Pacific Pearl and Pacific Jewel would be based in New Zealand next year, but in fact only Jewel will be. The official word is:

'While Pacific Pearl and Pacific Jewel

will sail on a total of 15 cruises from Auckland this year, next year that figure will grow by almost 50% to 22 roundtrip cruises as we base Pacific Jewel here for an unprecedented six months.'

Apologies for any confusion.

Early bird prices to Arctic with A&K

Abercrombie & Kent has released its early bird savings on two Arctic journeys for 2018.

Early bird savings on the Arctic Cruise Adventure include US\$1,500 per person on cabin categories 1, 2, and 3 for bookings made by 31 October 2017, with prices starting from US\$14,345 per person twin share (was US\$15,845) including internal air. Highlights include visiting the polar bear haven of Svalbard, glacier-covered Jan Mayen and Iceland's verdant West Fjords.

The Northwest Passage travels from Greenland to the Bering Sea and has savings of up to \$3,000 per person on cabin categories 1, 2, and 3 for bookings made by 31 October 2017. Prices start from US\$30,745 per person twin share (was US\$33,745) including internal air.



The Cuba Experience

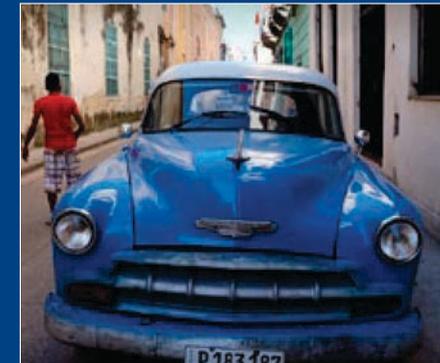
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Dry time for visitors over Ecuadorian elections

World Journeys advises that Ecuador will be holding its second round of presidential elections on Sunday 2 April, 2017. During which a temporary dry law will be implemented.

Locals and visitors alike will be forbidden from selling and consuming alcohol throughout the country from noon on Friday 31 March until noon on Monday 3 April. The rule covers restaurants and hotels, but does not apply to guests aboard ships in the Galapagos.

In addition, there may be some traffic issues on Election Day, Sunday 2 April. World Journeys says its Ecuadorian operator will take the necessary measures to best coordinate and normalise travel arrangements for clients. This may require slight detours or tweaks to daily itineraries.

info@worldjourneys.co.nz

'Welcome visitors' say two US tourism groups

The Student Youth Travel Association and the American Bus Association have sent a joint letter urging President Donald Trump to clarify that the United States is open for business and encourage secure foreign travel into the country.

Citing the economic impact of international travel to the United States, and the cultural exchanges that occur with international travellers here in the United States, the two organisations support the call for the President to include a clear statement that legitimate international business and leisure travellers remain welcomed and valued by the United States.

'The American Bus Association and the Student & Youth Travel Association understand the Administration's commitment and responsibility to increase our national security. While we support security measures, it is important for the United States to welcome student and adult travellers from all countries.'

Argentina: AW reports increase in enquiries

Interest in Argentina by Kiwi travellers is increasing, with Adventure World reporting a 'significant' increase in inquiry for travel to the South American destination.

Adventure World is showcasing its Handpicked Argentina holiday, a 12-day adventure that incorporates Buenos Aires, Patagonia, Iguassu Falls and Bariloche.

Priced from \$3475, the adventure enables travellers to experience Argentina's must-see highlights.

adventureworld.com



Pan Pipes in Peru



More of Peru for less

Adventure World is offering a \$600 saving per couple on its eight-day Hidden Treasures of Peru trip, for travel between April and December this year.

The Hidden Treasures journey showcases the highlights of Peru - the capital city Lima, the ancient ruins of Cuzco, the Sacred Valley and Machu Picchu.

The adventure comes with a price tag \$2139 per person and includes seven nights' hotel accommodation, an internal flight from Lima to Cuzco, some meals, transport, sightseeing and local English-speaking guides.

adventureworld.co.nz/peru/hidden-treasures-of-peru

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Plenty to do in Qatar, says Exotic

Exotic Holidays says agents should urge clients to transit in Doha and take advantage of the company's various stopover packages.

The advice is pertinent with Qatar Airways now flying direct into Auckland. 'It's a great opportunity to experience this wonderful airline en route to Europe and to stopover in Doha,' says Exotic's managing director Rahul Sharma.

'Most travellers just visit Doha when in Qatar,' says Sharma. 'They should take time to discover Al Bida Park, The Corniche, Al Koot Fort, the Museum of Islamic Arts, the National Museum, Souk Waqif, the Spiral Mosque or Pearl of Qatar island.'

Sharma also suggests visits other places in the country. 'The cities of Al Wakra, Al Ruwais, Umm Salal Mohammed, and Al Khor with its harbour and beaches. Or the old forts of Al Zubara and the Alshahaniya Camels Race Track.' **CLICK HERE** for details.



Cebu diving opportunities

The province of Cebu in the Philippines has a number of outstanding dive destinations according to Exotic Holidays.

Mactan Island, renowned for its wall and drift dives, also has a number of resorts. Malapascua Island, located off the northern tip of Cebu, is known for its thresher shark dives as well as manta rays, and macro photography opportunities. Nearby Gato Island has sharks, tunnels and some outstanding wrecks.

Moalboal, located on the west coast of Cebu Island, has developed a tourism industry based on recreational diving and beaches. Tañon Strait separates Cebu from Negros Island and Moalboal sits on the strait. It is a 100 mile long marine protected zone known as a passage for large pelagics including whale sharks and ray species.

CLICK HERE for details.

Manchester to San Francisco

Virgin Atlantic launches Manchester's first direct route San Francisco today. It will operate three times weekly with an A330-300 aircraft. **READ MORE**

Passengers can 'cross the pond' in 10 hours, 35 minutes - as opposed to the current 14-hour journey via Heathrow.

Manchester and San Francisco are both northern cities, have a tram network, passion for music and thriving LGBT and street art scenes.

And, central to the relationship - both have flourishing technology industries. While San Francisco is built on a heritage of silicon (Silicon Valley is home to Google, Apple and Facebook), Manchester is rebuilding itself as a British tech hub.

A380s to Nice

Emirates will operate the A380 to Nice in the south of France from July this year.

All five daily Emirates flights from New Zealand will provide a direct connection at Dubai, with the daily Nice service when A380s go onto the route.

The deployment of the A380 represents a 44% capacity increase on the route.

Emirates is also working with Monacair to offer helicopter transfers between Nice Airport and Monaco, including a limousine service from Monaco's heliport to the passenger's final destination.

Etihad Airways advises on device ban to United States

Etihad Airways, which operates 45 flights a week between Abu Dhabi and six cities across the United States, says it is advising affected US-bound travellers of the new device directive via email alerts, as well as signage at check-in desks at airports.

'While we are communicating the new directive to guests before they begin their travels to the US, we are

implementing a number of measures at Abu Dhabi International Airport to ease the process,' says Peter Baumgartner, Etihad Airways' chief executive officer. 'We continue to work with the relevant authorities and advise guests to comply with the directive to ensure a smooth and uninterrupted journey to the United States.'

While Abu Dhabi International Airport

is not listed for a similar ban related to direct flights operating to the United Kingdom, Baumgartner says enhanced security screening is likely for guests travelling to London, Manchester and Edinburgh.

For passengers travelling through Abu Dhabi to the United States, any electronic devices larger than a smartphone must be in checked baggage.



Christine Wynne-Jones of HOT Remuera, top consultant with HOT – pictured with Mark O'Donnell, chief executive officer of House of Travel



Tim Allen with The Spirit of HOT Award and Mark O'Donnell



Top Orbit consultant Paul Johnson with Mark O'Donnell

HOT celebrates top performers at awards night

House of Travel Newmarket and Orbit Wellington were named as the best Performing HOT and Orbit outlets for 2017, at the company's awards night over the weekend.

Paul Johnson of Orbit Hamilton and Christine Wynne-Jones of HOT Remuera taking out the titles of top consultant for Orbit and HOT respectively.

Paul Johnson (Orbit Hamilton) and Belinda Fifield (HOT On Victoria) were

inducted into the HOT Legends Hall of Fame. Legends have worked for HOT or Orbit for more than 10 years and seen as a mentor, coach and role model who consistently contributes to the financial and operational success of the business.

House of Travel Hornby took out the best performing small outlet for the second year running, with Mount Maunganui winning the best performing medium outlet and Newmarket the best

performing large outlet.

The Orbit and HOT rookies of the year, awards which recognise the achievements of those new to selling leisure and corporate travel, were Chantelle Christian of Orbit Wellington and Anna O'Dell of HOT Ferrymead. The Spirit of HOT Award, awarded to a staff member from HOT Holdings or Product, went to Tim Allen for demonstrating the HOT values in everything he does.

Chinese – New Zealand Year of Tourism in 2019

The Chinese-New Zealand Year of Tourism is on its way and New Zealand's tourism industry needs to start preparing.

That's according to TIA chief executive Chris Roberts, following Prime Minister Bill English's announcement that 2019 will be the 'China-New Zealand Year of Tourism'.

Roberts says the announcement recognises the importance of the China market to New Zealand's tourism industry.

'Visitor numbers from China have grown quickly to the point where they are now our second biggest visitor market after Australia, with 409,000 arrivals a year, spending \$1.7 billion,' Roberts explains.

The announcement by the Prime Minister was made during the official visit from Chinese Premier Li Keqiang.

'There is every reason to believe this will continue, especially given the enhanced air service agreement with China, and changes to the visa and arrival processes also announced yesterday,' Roberts adds.

Cox & Kings heads to skies

Cox & Kings Australia and New Zealand will incorporate air offerings back into its business in a move to provide agents with a simple solution to offer land and air packages.

The company has deployed a dedicated air consultant, and the options will be available as a packaged product and ad hoc air sales.

Available across all brands and destinations, packages incorporating air will be developed from April.

air@tempoholidays.com

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MYSTERY SHOP



Solve the mystery

This week we are in the winterless north. Our photographer dropped by YOU Travel, but forgot the actual shop location. Can you identify where this shop is? Send the answer to competitions@promag.co.nz and remember to put Mystery Shop in the subject line. A beautiful Lonely Planet Book is this week's prize.

Well last week's mystery shop was well known. That stand-out roof meant plenty of you recognised helloworld Cambridge. And our lucky winner is Stevie-Lee Pulman from helloworld Tokoroa. A copy of Lonely Planet's New York City Trails is on its way.

Italian fare at Mercure Perth

Authentic Italian fare is now on show at Mercure Perth, at the hotel's new restaurant Cucina on Hay.

The menu features imported Italian treats as well as local produce from West Australian suppliers and growers. Signature dishes include



Representing the top 10 in three rows - Front row: Sarah Clarke, Jacquie Holland, Kerry Graham, Warwick Beatson, Grant Bevin, Guy Flynn, Steve Lee. Middle row: Martin Wills, Joanne Khor, Dennis McEnaney, Rose Ennis, Peter Barlow, Kay Rogers, Catherine Membery, Christine Armstrong, Justine Beguely, Lisa Sumner, Grant Avis, Kim Diamond, Sonya Ellingham, Andrew Bowman. Back row: Jim Murphy, Damian O'Connor, Craig Boyt, Keith Sumner

First puts family first at conference

First Travel Group (FTG) held its annual managers' conference at the Sheraton resort in Fiji over the weekend.

Among highlights the group announced its top 10 producers. From first to 10th they were: NZ Travel Brokers, Gilpin Travel, Business World Travel, Holland Clarke & Beatson, YOU Travel Bethlehem, BCD Travel, The Private Travel Company, Destinations Travel, Pukekohe Travel, and Travel Designers.

The conference was named Vu Vale, which is Fijian for family and it was the first anniversary of the expanded FTG, which now

an 18-hour slow cooked Lamb Osso Buco, Duck Cappelletti and Zambagilone Semifreddo.

Italian breads will be baked daily by Il Panino Bakery, olives and extra virgin olive oil from Gin Gin and charcuterie from Mondo Doro Smallgoods.



NZ Travel Brokers was named Top Producer 2016 with the First Travel Group... Guy Flynn, NZ Travel Brokers; Andrew Bowman and Sonya Ellington, FTG head office; Kim Diamond, Steve Lee, NZ Travel Brokers

includes the retail brand YOU Travel.

More than 130 members and preferred partners attended the event, which celebrated one of the best financial results FTG has posted.

FTG managing director, Andrew Bowman, says he was overwhelmed at the success of the conference and looks forward to a successful 2017.

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TAANZ awards: nominate now

Nominations for the Travel Agents Association of New Zealand (TAANZ) National Travel Industry Awards (NTIA) were officially launched yesterday (as per the One Minute Memo).

All categories and sponsors can be found on the front page of this TRAVELinc Memo.

All winners will be announced at the gala dinner on Saturday 30 September at SKYCITY Convention Centre, Auckland. Tickets for the big event go on sale on Monday 24 April.

Nomination forms can be found here:

<http://taanz.org.nz/ntia/ntia-nomination-forms/>

PEARL'S PEARLER

'The real trouble with reality is that there's no background music.'

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