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Loyalty Islands easier for NZ agents to sell

The Loyalty Island group in New Caledonia is about to become a far more accessible holiday option for trade to sell as the destination puts its might into consolidating its product offerings.

Under a fresh united approach to sell the group, comprising of Ouvea, Lifou, Mare and Tiga islands, Loyalty Tours is to take over the management of the region's five leading hotels.

The move is backed by Air Loyaute, which is to provide international visitors with greater freedom to fly between the islands for day trips and longer stays.

Tourism body Destination Iles Loyaute, which is helping drive the move, is hopeful the changes will get the attention of Australasians, who presently make up only 2% of visitors. The islands' top markets are France and Japan as well as cruise ships, which stop at Mare and Lifou, says director/manager Wauka Ajapuhnya.

'It is hard to promote to New Zealand and Australians. We must combine our efforts, and work harder to provide packages that will take in transport, hotels and activities across the three main islands,' he says.

Loyalty Tours manager Graziella Wanesse has been appointed to oversee the management of the four, three and

Continued on page 2

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New face at Globus

Jo Ewington has joined The Globus Family of Brands as area sales manager for its central territory, covering the North Island from Waikato down to greater Wellington.

Based in Hamilton, Ewington takes over six years of media sales expertise to the role where she was a high performer with Fairfax Media. She has also worked in sales and account

management roles with Genesis Energy.

Ewington will be at the upcoming Avalon Waterways 2018 launch events throughout her territory over the next few weeks and will be on the road soon after that.



Jo Ewington

NZ/Aus rep for Peru company

Peruvian destination management company, LIMATOURS, has appointed New Zealand-based Nemonic Concepts to launch its events and DMC tourism services into the Australasian market.

LIMATOURS is based in Lima with operational offices in Cusco, Arequipa and Puno. Susan Wallace, partner, Nemonic Concepts, says Peru offers a vibrant diversity of attractions for incentive programmes, including Cusco, Machu Picchu and the Amazon.

'Stable Australian and New Zealand currencies plus motivated competition from airlines for market share, guarantees Peru increased prominence within this market,' Wallace adds.

info@nemonic.com.au

Loyalty Islands easier for New Zealand agents to sell

Continued from page 1

two-star hotels, which are situated on Ouvéa, Lifou and Mare.

The combined approach will make the selling process a lot easier for New Zealand wholesalers, says Wanesse. 'We will be dealing direct with wholesalers, and therefore be better able to meet the expectations of travellers.'

Providing 'one voice for five hotels' will also mean more incentives for trade in the form of combo packages and specials.

Meanwhile, Air Loyaute will operate flights on 19 seater Twin Otter aircraft from Monday to Friday, organising timetables so tourists can do day trips from Lifou to Mare (for about \$100 one way) or Lifou to Ouvéa (around \$78 one



Loyalty Tours manager Graziella Wanesse – making it easier for Kiwis to book accommodation in the Loyalty Islands



Tourism body Destination Iles Loyaute director/manager Wauka Ajapuhnya says the islands are working hard to get NZ's attention

way). Those wishing to go the distance between Mare and Ouvéa can do so with a 30-minute stopover in Lifou.

In the past, island-hopping travellers have had to fly back to Noumea and then

return with Air Caledonie, which delivers passengers to the Loyalty Islands from the mainland.

Air Loyaute representative Loraine Baldeyron says the airline has been operating since mid-2015 and is used like a bus by locals.

'Travellers will feel like they are on a private flight because there are sometimes only four to five people on board,' Baldeyron says.

The islands have also made an investment to collaborate with Nouvelle-Calédonie Tourisme and the northern provinces for the future success of the entire country.

• *Tourism on a roll, Rendezvous in New Caledonia a roaring success, see page 5*

Agent Africa famil fills fast

Only a handful of places remain on Adventure World's upcoming trade famil in May 2017 to Zambia, Zimbabwe and South Africa, with agents needing to register by 4 April to gain their spot.

The 10-day trip of a lifetime leaves Auckland on 4 May, heading to Johannesburg on Cathay Pacific via Hong Kong. A quick internal flight takes agents to Victoria Falls, where they will spend two nights at the Victoria Falls Safari Lodge.

The next stop is Zambia, where agents will stay for two nights at the Royal Zambesi lodge on the northern bank of the Zambezi River.

Then the group will head to Hwange

in Zimbabwe, where they will stay at the Royal Zambezi Lodge for two nights and two nights at Camelthorn Lodge. For the grand finale, agents will spend two nights at the newly opened five-star &Beyond Matetsi River Lodge. After one night in Johannesburg, agents will head back to Auckland on 15 May.

Priced at \$3500 per person share twin, this incredible famil includes return international airfares flying Cathay Pacific economy class including taxes, regional flights and transfers within Africa, nine nights' accommodation, most meals, sightseeing and activities.

www.adventureworld.co.nz/zimbabwe-zambia-agent-famil

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Jeremy Baker, Pan Pacific Hotel Group, sets up the Meet, Play, Indulge, Taste, Explore competition



Keren Southgate, Pan Pacific Hotel Group with Jilly Videna, GO Holidays, the winner of the Indulge prize of a Si Chuan Dou Hua dinner and Gregory Spa treatment

Pan Pacific updates the trade

Pan Pacific Melbourne was the hot topic at Mantells on the Water in Auckland on Tuesday night when Pan Pacific Hotel Group hosted the travel trade as part of its Customer Connection Week.

The prime Southbank property, adjacent to the convention and exhibition centre, will see its Hilton signage replaced with Pan Pacific on 1 June.

'It's been a quick turnaround,' says Keren Southgate, area director of sales for PPHG.

Other news from the group is the new-build Pan Pacific Beijing scheduled to open in June/July.

'We've purchased this property. It's high-end, in the financial district and within a 2.5km walking radius to the historical landmarks of Tiananmen Square and Forbidden City.'

Elsewhere in Asia, Pan Pacific will join its sister brand, Park Royal in Yangon, Myanmar later this year.

In Malaysia, across the bridge from Singapore, Pan Pacific Serviced Suites Puteri Harbour will open in Johor next year and in Langkawi, Malaysia, a Park Royal is scheduled to accept guests in 2019.

Meanwhile, in London, PPHG has purchased land in Bishopsgate for a Pan Pacific that will open in 2020.



Jen McAlister, Lee Williamson, Janis Markie, Shannon Whitta and Anthony Bodle, all FCM



Anne Baumscheiper and Natasha Tristram from First Light Travel



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*Conditions: Tour prices are correct as at 27th March 2017 and are subject to change, availability and currency fluctuation. Contact us for more information and further conditions.



Delta – Korean expand partnership

Delta Air Lines and Korean Air have reached an agreement to deepen their historic partnership, with an expanded trans-Pacific network that will increase travel choices and boost competition between the US and Asia.

The airlines signed a memorandum of understanding to implement a joint venture arrangement.

Highlights subject to regulatory approvals, include:

- The intent to create a fully integrated trans-Pacific joint venture arrangement, with both airlines sharing the costs and revenues on flights and coordinating schedules for seamless, convenient connections.
- A combined network, serving more than 290 destinations in the Americas and more than 80 in Asia.
- Enhanced frequent flyer benefits, providing customers of both airlines the ability to earn and redeem miles on Delta's Sky Miles and Korean Air's SKYPASS programmes.

IATA: find alternatives to electronic item move

The International Air Transport Association (IATA) has called on governments to urgently find alternatives to recently announced measures by the United States and the United Kingdom to restrict the carry-on of large electronic items on certain flights departing the Middle East and North Africa.

'The current measures are not an acceptable long-term solution to whatever threat they are trying to mitigate. Even in the short term it is difficult to understand their effectiveness. And the commercial distortions

they create are severe. We call on governments to work with the industry to find a way to keep flying secure without separating passengers from their personal electronics,' says Alexandre de Juniac, IATA's director general and chief executive officer.

de Juniac made this demand in a speech to the Montreal Council on Foreign Relations in which he highlighted the need to maintain public confidence in the security of the global aviation industry, which safely and securely operates an average 100,000 flights a day.

'With the measures now in place, our passengers and member airlines are asking valid questions. Why don't the US and the UK have a common list of airports? How can laptops be secure in the cabin on some flights and not others, including flights departing from the same airport? And surely there must be a way to screen electronic equipment effectively? The current situation is not acceptable and will not maintain the all-important confidence of the industry or of travellers. We must find a better way. And Governments must act quickly,' says de Juniac.

KLM adds summer flights

KLM is increasing the number of flights to London City Airport from 12 to a maximum of 28 each week this (northern) summer. The airline is also adding Malaga, KLM's sixth non-stop destination in Spain. The other five are Bilbao, Madrid, Barcelona, Valencia, and Alicante.

KLM has also announced Cagliari and Catania as its ninth and 10th non-stop destinations in Italy. The other eight are Rome, Florence, Milan Linate, Milan Malpensa, Turin, Venice, Genoa, and Bologna.

Betsy hits the Marks

A select group got a sneak VIP tasting of Betsy Beer – the new brew designed to be enjoyed at 35,000 ft – at Cathay Pacific's Auckland office yesterday. The airline notes that the air pressure in an aircraft at altitude is known to dull the taste buds and so Betsy Beer features flavoursome ingredients such as 'Dragon Eye' fruit, honey and Fuggle hops. The early tasters were advised to come with an open mind...



Mark Wheeler, director of exporter The TLC Lobster Co; and Mark Pirihi, country manager New Zealand & Pacific Islands Cathay Pacific

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Rendezvous in New Caledonia

Kiwis returning as promotional campaign gathers strength

A formalised approach to targeting the Australasian tourism market is reaping rewards for the French-Pacific nation of New Caledonia.

So says Nouvelle-Caledonie Tourisme acting general manager Julie Laronde who revealed at the Rendezvous in New Caledonia workshop on Monday total visitor numbers were up to 160,000 last year.

Broken down, Kiwi visitors in 2016 numbered almost 10,000 – a 7.2% hike. Compounded with a 25.8% increase the previous year, the New Zealand market has risen by around

33% in the last two years.

Laronde says the upswing is the result of a 2013 formalised move by local partners, operators and accommodation providers to work together on promotions as well as a change in representation and arrival of big-name hotel brands such as Sheraton New Caledonia Deva Resort and Spa in Bourail in 2014.

Although the big challenge is to continue to increase the statistics, Laronde says the tourism body is on track to meet its 2025 strategic plan of welcoming 200,000 visitors. To do so, it is to look beyond the

core market of New Zealand, Australia and Japan to take in China.

On New Zealand, she notes there is a return of Kiwis who last experienced the destination during its Club Med days 20 years ago, while those who have recently experienced the destination were now travelling beyond Noumea to the north and south provinces or to one of the islands.

Among the new hotspots for Kiwis is Bourail, two hours north of Noumea, where they are being drawn not only by walking trails and beaches but a New Zealand World War II cemetery.

Aircalin sales executive Jo Vella

has also noted increasing passenger numbers from New Zealand and Australia.

‘The tourism authority has done a great job in getting the destination top of mind for the market and we need to get that momentum going.’

Aircalin has presented Australasian travellers with a run of discounted flights, and Vella says trade can expect to see more good deals.

Meanwhile, Chris Thistlethwaite has now been appointed to look after Australia and New Zealand, with a streamlined approach.



Wendy Graham from Our Pacific enjoys the relaxed vibe of the workshop at Amedee Lighthouse Islet



International trade take a break from meetings to have a dip in the ocean after lunch



Marine life is a huge part of the New Caledonian experience, and the appearance of this turtle at the workshop was a hit for agents

Lighthouse family: venue a hit for all

Trade at this year's Rendezvous in New Caledonia gave the workshop a resounding thumbs up for location and format.

The third annual event was held at Amedee Lighthouse Islet (about a 40-minute boat ride from Noumea) on Monday and attended by around 40 people from New Zealand, Australia, Japan and Italy.

Trade was seated at tables placed under

trees and on the beach and visited by New Caledonian tourism representatives.

Nouvelle-Caledonie Tourisme acting general manager Julie Laronde says organisers listened to what trade said about last year's event at the Jean-Marie Tjiboau Culture Centre, which was combined with a local tourism fair.

‘The pace was more relaxed this year. Operators were fully informed about the



New Caledonia Tourism's NZ representative Sally Pepermans and Julie Laronde, acting GM at Nouvelle-Caledonie Tourisme at the workshop

markets in the lead up to the event, and language wasn't a barrier.’

Agents, including Kiwi Wendy Graham from Lifestyle Holidays, praised the event.

‘The venue was fantastic, and the format worked really well and seemed to flow effortlessly. The suppliers were well briefed and made their presentations accordingly,’ Graham says.

Pacific Islands



The new kid in town: Ramada Resort

Ramada Resort for 50% less

Ramada Resort Port Vila is offering half-price accommodation on bookings made until 30 April.

The 50% off deal is available for bookings of a minimum of three nights and for travel until 15 June. It is valid on junior suites only, and includes buffet breakfast.

Club Raro specials extended

Club Raro specials have been extended for sales from 1 April through until 31 May 2017.

The amended discounts and travel dates for sales from 1 April 2017 are: 9 April to 7 May 2017 save 40%; 1 October 2017 to 31 March 2018 save 35%; 13 May to 30 September 2017 save 30%.

Thundering out to Bounty

Fiji has a new fast boat specialising in Burger & a Beer excursions to Bounty Island.

Thunder Jet Fiji is the sister to the well-established Excitor, and is an open water jetboat purpose-built for 20 passengers and suitable for all age groups.

Director Mike Wood says Thunder Jet Fiji operates two daily trips – at 9.30am and 1.30pm – which appeals to guests with limited time and to those who do not want to go out on an all day tour.

He says Bounty Island in the Mamanuca Islands is Thunder's most popular destination, offering water

sports equipment for hire, along with sun, sand and swimming, plus friendly hospitality.

As the name of the tour suggests, guests tuck into a Thunder burger when they are ready and wash it down with a beer or juice.

Free transfers are available to the Port Denarau departure from Nadi and Denarau hotels, with a small surcharge for people staying in the Coral Coast.

Also on offer is Wet & Dirty – a day package that combines a quad bike excursion into Fiji's mountains with Thunder's Bounty Island Burger & a Beer trip.

Thunder is the new fast boat on Fiji's waters



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Six Senses luxury spa in Seychelles

The Six Senses Zil Pasyon resort in Seychelles has unveiled its spa complex, the Six Senses Spa Zil Pasyon.

The Six Senses Zil Pasyon resort is on the private island of Félicité, the fifth largest island in Seychelles. The 30-villa resort occupies one third of the total land on the island.

The spa complex is spread over 19,000 square feet of the island's rugged environment. It features an elevated open-air saltwater pool with a sundeck, sauna and steam rooms, as well as a yoga and meditation pavilion and viewing deck. The reception is home to a retail collection that includes a yoga line, skincare, swimsuits and jewellery, as well as manicure and pedicure stations.

There are five double treatment villas positioned among the island's landscape.

Stopover special in Hong Kong

Wendy Wu Tours has just released a \$99 Hong Kong Stopover Package in partnership with Hong Kong Tourism Board.

The three-night package includes accommodation and daily breakfast at the MetroPark Kowloon Hotel (or similar), as well as return airport coach transfers. The stopover must be booked in conjunction with selected China and Japan group tours consisting of 12 days or more.

With more than 100 eligible departures from Auckland, Christchurch and Wellington flying Cathay Pacific, clients can choose to book their \$99 Hong Kong Stopover Package either pre or post touring.

This offer is available for new bookings made between 2 April and 15 May, 2017,

with travel periods from 1 July to 30 October, 2017, unless sold out prior.

Wendy Wu's business development manager, Lisa Anthony, says the company tends to use the MetroPark Hotel Kowloon in Hong Kong's Mongkok area for its stopover packages. It is a four-star hotel within walking distance to the flower and goldfish markets, the traditional Ladies Markets (Tung Choi Street), as well as the electronics (Sai Yeung Choi Street) and sporting goods (Fa Yuen Street) areas. The Mongkok MTR Station (underground subway) is a 15-minute walk from the hotel.

Wendy Wu Tours' Fully Inclusive Classic Tours to both China and Japan include return international economy airfares using Cathay Pacific, 3.5-4 star accommodation, all meals,



comprehensive sightseeing with a national escort and/or English-speaking local guides, all domestic transportation, visa fees for New Zealand passport holders, taxes and gratuities (not required for Japan tours).

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Maharajas' Express



Exotic promotes train tours

Exotic Holidays is promoting two Maharajas' Express train tours showcasing the best of Southern India.

The first is The Southern Sojourn (eight days, seven nights), departure date 9 September 2017.

This journey allows clients to experience the majestic landscape on the following route: Mumbai – Goa – Hampi – Mysore – Cochin – Kumarakom – Trivandrum.

The tour includes a Goan carnival evening, a visit to the ruins of Hampi, Mysore Palace, watching a snake boat race at Cochin, and experiencing a canoe trip at Kumarakom.

The second is The Southern Jewels (eight days, seven nights), departure date 16 September 2017.

The route is: Trivandrum – Chettinad – Thanjavur – Mahabalipuram – Mysore – Hampi – Goa – Mumbai.

Clients experience traditional cuisine at Chettinad, visit the Shore Temple at Mahabalipuram, visit Mysore Palace and the ruins of Hampi and have a traditional Goan carnival evening.

CLICK HERE for details on The Southern Sojourn and **CLICK HERE** for details on The Southern Jewels.

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Pullman, ibis 'on track' for 2017 at Brisbane Airport

Construction of Pullman and ibis Brisbane Airport and the adjoining 300-seat conference centre is on track, with the landmark buildings now topped out. Interior fitting work has begun.

The hotels are scheduled to open 1 October 2017 and will be taking bookings from May 2017.

Located within walking distance from the Brisbane Domestic Terminal, the 5-star Pullman and 3.5-star ibis hotels are part of a \$150 million Brisbane

Airport Domestic Terminal Precinct development project.

With international passenger numbers expected to grow by 7% for FY17 and a new runway opening in 2020 that will double the airport's capacity, Pullman and ibis Brisbane Airport Hotels are well equipped to satisfy demand.

Danesh Bamji, general manager of Franchise for AccorHotels Australia, says it is critical to have accommodation options in airport precincts.

'Pullman and ibis Brisbane Airport

hotels will complement Anthony and Scott Flynn's third hotel, Novotel Brisbane Airport, which has performed well in the market since it opened in 2009.'

Lord Mayor of Brisbane Graham Quirk officially toured the grounds of Pullman and ibis Brisbane Airport and says the 5 and 3.5-star hotels will give a significant boost to the local economy as well as act as a premier gateway to further exploration in the Sunshine State.

www.accorhotels.com



Hotel developers Anthony Flynn and Scott Flynn with Lord Mayor of Brisbane, Graham Quirk

Farley at Flagstaff



Clinton Farley

Clinton Farley is the new general manager at Radisson on Flagstaff Gardens Melbourne, which is opposite the historic Flagstaff Gardens, and next to Queen Victoria Market.

The hotel has 184 guest rooms and dining at HQ's on William Restaurant and Bar.

Farley is a familiar face in New Zealand, having been hotel manager at Hilton Lake Taupo for nearly four years from 2009. He was a director at Destination Lake Taupo for some of that time.

Hotel identity leaves Wellington's CQ

Olivier Lacoua has announced he is leaving Wellington's CQ Hotels.

After seven years as general manager of the dual Comfort/Quality property, Lacoua says it's time for change and he and wife Sam will be leaving the capital city.

Lacoua has been recognised as an industry leader, in particular for his work with Be.Accessible.

Under his watch, CQ Hotels became the first hotel in New Zealand to introduce braille, New Zealand sign language and a plethora of strategies to make the hotel fully accessible for people with disabilities.

'Our business model, innovative and creative, has been recognised as an industry leader for accessibility, a great sense of community spirit and most of all



Olivier Lacoua

a great place to work,' he said.

In 2012 Lacoua was awarded the Chevalier de l'Ordre National du Merite (Knight of the National Order of Merit of France) by the French Government.

Lacoua says a recruitment process is currently under way for a new general manager, who is expected to take up the role

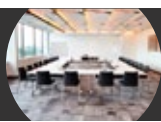
in July 2017. He says an announcement about his future will be made shortly.

Meanwhile, Lacoua's current focus is the Marathon de Sables, the legendary 250km 'marathon' across the Sahara Desert. He leaves next week for what will be the 77th of 100 marathons Lacoua aims to complete by 2020, in the process raising more than \$40,000 for the New Zealand Red Cross.

New property for outback tourism portfolio

Outback NSW tourism brand Out of the Ordinary Outback has continued its expansion with the purchase of a Broken Hill motel - the fifth property for the company, which last year also acquired outback tour business, Tri State Safaris.

Located in Argent St, Broken Hill and formerly called the Silver Spade Motel, the 13-room, three-star motel has been renamed The Argent Broken Hill, with all rooms being progressively refurbished.



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Chile hotter with Kiwis – Chimu gives its highlights

New Zealanders continue to head to Chile in big numbers, according to the latest figures released by the Tourism Authority of Chile.

They are being lured by world-class food and wine, natural beauty, gorgeous cities, fascinating culture – and more flight options.

Chile's tourism industry has reported its best year ever with international arrivals showing a 26% increase from 2015.

New Zealand visitor numbers were up 3.9% in 2016, reaching 9991 – the second highest visitor total since 2014 when Chile received 10,502 visitors from New Zealand.

For 2017, the Tourism Authority of Chile expects New Zealand visitor numbers to grow by 4%.

According to Chimu Adventures and the Tourism Authority of Chile, increased

air capacity, value for money and reduced misconceptions regarding distance and accessibility have been factors contributing to this growth. Chile was recently named 'South America's Leading Adventure Tourism Destination' at the 2016 World Travel Awards.

'With air capacity at record heights, Chile has become more accessible for Kiwis than ever before,' says Rachel Williams, managing director of Chimu Adventures for New Zealand.

'LATAM has increased its capacity into South America considerably over the last three years by switching to larger aircraft and we've been seeing the impact of the boost in seat numbers with some very competitive airfares.'

Juan Lopez, Asia Pacific market manager of Tourism Authority of Chile, says New Zealand travellers seem to

realise that Chile is closer than they thought it would be. 'It's as close as a trip to Los Angeles,' says Lopez

'Chile is a colourful destination offering variety like no other place on earth with its diversified landscapes from the glaciers to the salt plains and the desert, the great weather all year long and not to mention the hospitality and warmth of the locals.'

According to Chimu Adventures and Tourism Authority of Chile, the top things to do in Chile for adventure lovers are:

- Explore Santiago and surrounds: Santiago is the entry point to Chile. Sitting in a deeply carved valley framed by Andean peaks, Santiago is a beautiful city offering an extensive choice of food on top of art galleries, historic mansions and museums. On Santiago's doorstep

are the award-winning vineyards of the Maipo Valley as well as skiing slopes in winter that become wilderness hiking trails in summer.

- Visit Atacama Desert: The Atacama Desert in Chile's north is considered the driest hot desert in the world. There are a lot of day activities visitors can choose from such as exploring the Salt Plains or visiting indigenous cultures.

- Cruise the fjords: Cruising along the channels and fjords of Tierra del Fuego in southern Patagonia, clients can appreciate nature at its most uninhibited.

- Trek Patagonia: Torres del Paine National Park offers a plethora of hiking opportunities giving adventure-seeking explorers the best perspective on Patagonian scenery.

www.chimuadventures.com/en-nz/destinations/south-america/chile



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One dollar deposits on cycling adventures

Explore Worldwide is offering \$1 deposits on all small group and self-guided cycling trips departing in 2017, as well as \$90 per person off the price of the trip.

Explore offers a variety of cycling holidays that suit a range of abilities.

Each cycling trip uses mainly backroads and rural tracks, using mountain bikes or 'hybrid' bikes, which are supplied by Explore and included in the price of the cycling package.

Included in the deal is Explore's four-day journey 'Cycling Coast to Coast', which crosses England from Whitehaven on the Irish Sea to Tynemouth on the North Sea. Prices start from \$546 and tours depart on selected dates from May to October 2017.

Also included is the eight-day 'Self-Guided Danube Cycling - Passau to Vienna' package. Prices start from \$1036 and tours depart on selected dates from April to October 2017.

The deal is valid for sale on new bookings made until May, 2017.

The sale is valid for phone bookings only. Quote 'Cycling Offer' at the time of booking. 0800 269 263.



Touring the tulips by bicycle

Cycling Europe has just released 2018 dates for the Tulip Tours by Bike and Barge.

A Walker's World / Cycling Europe director Jill Grant says tulip time is the most beautiful period to visit Amsterdam. 'These five day mini bike and barge cruises do a circuit from Amsterdam by premium barges with daily bike trips,' she says.

'Visits include the famous flower

market in the centre of the capital, a traditional cheese maker, a clog maker and an authentic Dutch village. Highlights are the historic city of Haarlem, the world famous flower park Keukenhof and the largest flower auction in the world in Aalsmeer.'

Prices start from \$950 and tours operate for a short window of four weeks end of March to end of April. It's the perfect way to kick off the European Spring.

New 'long-stay' options in London

Marriott International will add to its extended-stay brand, Residence Inn by Marriott, with two new properties in London.

Plus, with new additions in Amsterdam and Aberdeen this year, Residence Inn expects to more than double its European portfolio in 2017.

Residence Inn London – London Bridge is expected in the next quarter and Residence Inn – Kensington is scheduled to follow at the end of the year.

Located on Long Lane in Southwark, Residence Inn London – London Bridge will have 87 suites. It is a short walk from some of the city's main historic attractions such as

Tower Bridge and St Paul's Cathedral.

Residence Inn London – Kensington will be situated on Warwick Road in Earls Court, with 307 suites. The Kensington Olympia Exhibition Centre is a 10-minute walk away.

Both properties will cater to guests looking for longer stays with suites and separate living, working and sleeping areas, kitchens, grocery delivery service, fitness facilities, 24-hour markets, complimentary breakfasts and free wifi throughout the hotel. Staying fit is made easier courtesy of custom running routes that guests can access via MapMyFitness, thanks to Residence Inn's global partnership with Under Armour Connected Fitness.

EU tourism growth

International tourist arrivals to the European Union increased by 4% in 2016, reaching almost 500 million or 40% of the world's total.

This is according to European Union Short-Term Tourism Trends, a regular monitoring of EU tourism by the World Tourism Organization (UNWTO).

'Despite many challenges facing Europe in 2016, tourism has once again shown extraordinary strength and resilience, reinforcing its contribution to economic growth, job creation and social wellbeing in the European Union (EU-28),' the report says.

British afternoon tea goes vegan

Red Carnation Hotels' five-star Egerton House Hotel is following the vegan trend by launching an all-new Vegan Afternoon Tea.

The Knightsbridge hotel has risen to the challenge of creating a completely vegan afternoon tea menu, whilst staying true to tradition with favourites such as scones, cut sandwiches and a selection of sweets.

The Egerton also offers a Gluten Free Afternoon Tea featuring all the traditional sweet and savoury treats. The Egerton Vegan Afternoon Tea is priced at £40 per person.

www.egertonhousehotel.com



Rachel Williams get the lowdown on all things Mexican



Mexico covered

Viva Expeditions managing director Rachel Williams has Mexico under a microscope this week as she attends the 42nd Tianguis Tourist Expo in Acapulco.

Williams, who was hosted by the Mexican Tourism Board to attend the event, took in the opening address from the Mexican president, Enrique Peña Nieto, and is getting the lowdown on every region in the country.

She has noted a big increase in Kiwi travellers heading to Mexico in the past 18 months, adding the destination combines well with Cuba.

While in Mexico, Williams was also planning to visit Mexico City, Merida, Chichén Itzá and Cancun.

'People need to beware as there are a lot of tourist traps in Mexico, areas suited to mass American tourism, but away from that are many hidden jewels that we can help people discover. It just takes the right knowledge and advice,' she says.

Adventure World's agent Africa famill fills quickly

Only a handful of places remain on Adventure World's upcoming trade famill in May 2017 to Zambia, Zimbabwe and South Africa, with agents needing to register by 4 April to gain their spot.

The 10-day trip of a lifetime leaves Auckland on 4 May, heading to Johannesburg on Cathay Pacific via Hong Kong. A quick internal flight takes agents to Victoria Falls, where they will spend

two nights at the Victoria Falls Safari Lodge.

The next stop is Zambia, where agents will stay for two nights at the Royal Zambesi lodge on the northern bank of the Zambezi River.

Then the group will head to Hwange in Zimbabwe, where they will stay at the Royal Zambezi Lodge for two nights and two nights at Camelthorn Lodge. For the grand finale, agents will spend two nights at the newly-opened five-star &Beyond

Matetsi River Lodge. After one night in Johannesburg, agents will head back to Auckland on 15 May.

Priced at \$3500 per person share twin, the famill includes return international airfares flying Cathay Pacific economy class including taxes, regional flights and transfers within Africa, nine nights accommodation, most meals, sightseeing and activities.

CLICK HERE for details.

Award nominations 'pour in', says TAANZ

The Travel Agents Association of New Zealand says this year's National Travel Industry Awards have again got off to a flying start in terms nominations received.

'We've again seen great support from suppliers and nominations are piling in,' says Andrew Olsen, chief executive of TAANZ.

'So the challenge remains with our agency community to self-nominate their best people and business locations,' he says.

For what may be the last time, the

awards are open to all travel agents and all suppliers, Olsen adds.

Nominations can be placed here: **taanz.org.nz/ntia/ntia-nomination-forms/**

TAANZ is also working on the entertainment for the evening. The organisation will be reprising the Urzila show with a few more bells, whistles and f bombs.

'If you thought 2016 was great value don't miss the opportunity for what we're doing this year,' Olsen adds.

Tickets for the gala dinner go on sale Monday 24 April.

The ticket price of \$1,500 + gst per table of 10, or \$150 + gst per person, includes a five-hour food, entertainment and beverage package.

Winners will be announced on 30 September at the gala dinner at the SKYCITY Convention Centre in Auckland.



SA in NZ

South Australia has been on the road in New Zealand this week. During the Palmerston North visit, the group got together for a team photo.



Julie Bates, Tourism Murray River Lakes & Coorong; Brad Riddle, Tourism Eyre Peninsula; Monique Milano, Great Southern Rail; Paula Jones, Clare Valley Tourism; Belinda Barton, South Australian Tourism Commission Adelaide; Tony Smith, Rawnsley Park Station; Lee-Anne Flannagan, Unforgettable Houseboats; Lauren Madra, 1834 Hotels; Geoff Scholz, Gawler Ranges Wilderness Safari; Anne Radonich, SeaLink Travel Group & Captain Cook Cruises; Julie Smith, Rawnsley Park Station; Miranda Lang, Tourism Fleurieu Peninsula; Irene Scholz, Gawler Ranges Wilderness Safari; Mark Blyth, South Australia Tourism Commission



There's more to do in Vanuatu

DIVING - FISHING - ISLAND HOPPING
LAND DIVING - LIVE VOLCANO



AirVanuatu

MYSTERY PERSON



Mystery person

It seems we have been having a lot of trouble identifying the woman on the left over the last couple of weeks. Last Tuesday we got her name wrong when she was delivered treats from Tourism Fiji, and this week we still can't get it right. She's pictured here with Rhona Stewart, Pan Pacific Hotel Group and Emma Robertson, GO Holidays at PPHG's Auckland gig at Mantells on the Water. If you think you know who this is, send the answer to competitions@promag.co.nz and remember to put Mystery Person in the subject line.

Congratulations to Kate Lawton from House of Travel Product Auckland who correctly identified Marieke Mendez from Marriott Hotels in last Friday's Memo. Well done — a copy of National Geographic Traveller, courtesy of Adventure World is on its way.

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Talking Fiji

Agents who have attended the Fiji road shows around the country this week have been genuinely keen to learn more about the destination, say suppliers involved in the events.

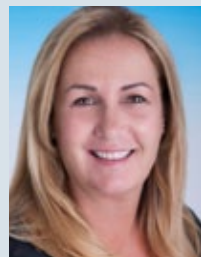
They also report a high number of new agents who have not been to the destination before and have visited the road shows to kick-start their Fiji knowledge. Along with that have been the longer-term Fiji sellers reconnecting with clients and catching up with new developments.



Nicola Daverne, Janeen Hodges, both GO Conference & Incentive; Tatum Johnson, GO Holidays

Back with TTC

The Travel Corporation (TTC) has appointed Jill Wilkinson-Fuller to the position of sales manager for the upper North Island.



Jill Fuller

Fuller who had a previous stint with Insight Vacations, will now add Trafalgar, Uniworld Boutique River Cruises and AAT Kings to her role.

She will commence her role on Monday, 10 April.



Kamaljeet Kaur, Travel Points; Heather Gordon, Warwick Fiji; Nadya Peerbhoy, Travel Point

The Auckland event on Wednesday night attracted about 130 agents to the Pullman Auckland.



Jesse Wynne, South Sea Cruises; Joelle Benjamin, Business World Travel; Wayne Deed, South Sea Cruises; Sarah Niemeyer, Business World Travel

Buyers line up for TRENZ 2017

New Zealand's continuing popularity as a visitor destination is fuelling demand for international travel and tourism buyers wanting to attend TRENZ 2017.

The event is on in Auckland from 9-12 May and will be attended by 377 trade and tourism buyers from 29 countries, including Australia, the Pacific, Asia, Europe, Scandinavia, and North and South America.

'The high interest reflects the buoyancy of New Zealand's tourism industry which is enjoying record growth,' says Chris Roberts, chief executive of Tourism Industry Aotearoa (TIA), which manages TRENZ.

International and domestic visitor spending is at record levels, worth \$34.7 billion in the year ending March 2016, and the industry is well on track to achieve its Tourism 2025 aspirational goal of \$41 billion in annual revenue.

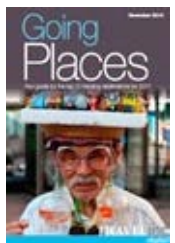
'We will also be working hard at TRENZ to get traction against our industry goals of encouraging visitors to travel to more regions, and to come outside the peak season.'

PEARL's PEARLER

'Everyone is entitled to be stupid, but some abuse the privilege.'

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