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Payment card security – take it seriously, says TAANZ

The Travel Agents Association of New Zealand (TAANZ) is urging its members to take action now to comply with a global security standard to protect confidential payment card information against theft.

IATA has set a date of 1 March for accredited agents to achieve the Payment Card Industry Data Security Standards (PCI DSS).

TAANZ president Andrew Bowman says there is some lobbying to have IATA 'see reason' on the time frame, but that said it is important that agents take the subject seriously.

'The deadline is five months away and it is probably a three to four month process, so action is required now.'

He says TAANZ will take a leadership role to 'simplify what is a complicated subject' and will work closely with helloworld, House of Travel and First Travel Group to do so.

'This is actually part of a wider cyber space and data privacy issue. It is good practice and we have to focus on it.'

Leaders of brands in New Zealand say they are well on track to have all their agents PCI compliant.



Andrew Bowman

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Major events put the spotlight on Japan

With Japan playing host to some of the world's largest and most-talked about events over the next couple of years, the Japan National Tourism Organisation is keen to get some information out to the market at PAICE this year.

'As JNTO is relatively new to the New Zealand market, we are excited to participate in PAICE to meet with local buyers and get to know the movers and shakers of New Zealand,' says Toni Fan, media & marketing assistant manager, JNTO.

Japan is hosting a number of events in the next few years, including the Rugby World Cup in 2018, as well as the 2020 Tokyo Olympics and Paralympics. Fan says JNTO is looking to increase its promotions, especially in the New Zealand, to help provide more information to travellers, and says PAICE gives the organisation the opportunity to do so.

'We would like buyers to know JNTO exists – we're here to help provide information and support those who are selling Japan,' says Fan.

There has been an increasing number of Australians and Kiwis visiting Japan. There was an 18% year on year increase in visitors numbers for Australians, and 14% increase for Kiwis for the 2016 calendar year.

• *Read this story and more in the upcoming PAICE Preview magazine, out later this month.*

CLICK HERE to register.

Taking a break at PATA event

Coffee break at the PATA Global Insights Conference 2017 at SKYCITY Auckland Convention Centre...



Joanna Garrie, Visit Victoria; Amanda Pearson and Monique Vallom, both Auckland Tourism, Events & Economic Development (ATEED); Wendy D'Arcy, Abercrombie and Kent



Anna Black, Michelle Caldwell, Tourism Export Council; Jake Downing, Weta Workshop



Dan Penner, Viator; Geraldine McMillan, Real Journeys

Longer haul, no hubs

More long, non stop flights from A to B is where the future lies for air travel, and it's driven by passenger demand, the PATA Global Insights conference in Auckland heard late last week.

John Schubert, managing director – marketing Asia Pacific and India with Boeing, says data shows people want to go where they want, when they want and they don't want to go through a hub.

'Of course, there may be a reason



John Schuster

to have a stop-over – like to go shopping – but then that becomes a destination in its own right.'

Schubert says Boeing noticed the emerging trend of people wanting to go direct some 20 years ago.

'What is the limit for people in terms of just not wanting to fly that long? I don't know. Obviously it depends on the class they are travelling in, but people generally want to get there as quickly as they can.'



Intermediate-Senior Travel Consultant

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Russell Craig...
real travel still
the future



VR important, but not a replacement

Virtual reality will become an increasingly important sales tool for travel professionals and is also likely to add to the travel experience – but won't stop people from actually going places.

That's the view of Russell Craig, national technology officer, Microsoft New Zealand.

'I see the two as being both/and, rather than either/or.'

Craig says that above all else human's value being together.

'Many of the reasons people travel are not what technology would provide a substitute for – not in the near future anyway. It is more likely to add to things, to make the travel experience richer.'

In saying that, Craig feels technological advances may provide a substitute for some business travel.

'Meeting colleagues face to face has its place, but much can be done using technology to have a rich engagement with those people.'

Enable employees' to take risks

The best way company owners and managers can prepare for the future is to enable their employees to experiment and take risks, says Pacific Asia Travel Association chief executive officer Dr Mario Hardy.

'Encourage their sense of curiosity and their desire to try things, with the understanding they will fail a lot but also come up with ideas and possibilities for new things.'

Hardy says chat bot technology definitely has the potential to change and enhance the travel and tourism sectors.

'There is a lot of chat bot technology out there that takes 15 to 20 minutes to get things started. The more you build

that chat bot you can experiment and see how it can make a difference to your company.'

Hardy says having machines, rather than humans, handle mundane tasks and enquiries makes a lot sense. 'This means you can apply the skill sets of people to tasks that are more productive. They could be using their time selling or answering more complex enquiries.'

'I am fascinated by chat bots as a technology. It will migrate soon to having the voice behind it, as opposed to typing, you will actually be speaking.'

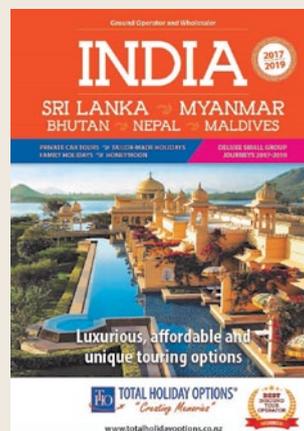


Dr Mario Hardy

New brochure from THO

Total Holiday Options has released a new brochure. Global managing director Amaan Khan describes the brochure as a 'wish list for those who are keen to explore culture, culinary, wellness and golfing' as well as other aspects of India, Sri Lanka, Bhutan and Maldives.'

'A solo and small group tour to India and Sri Lanka, a women's getaway to India and family fun in India and Sri Lanka are among the



highlights of the new brochure.'

Khan points out that THO is both the ground operator and destination management company. 'So anything is possible,' he adds.

'We are urging all agencies to have a few copies of the new THO brochure and talk to us if they require any assistance on the destinations we cover,' he says.

www.totalholidayoptions.co.nz

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Tourism New Zealand is also planning to run a second campaign focused on Northland and another campaign in the South Island

Northland strives in campaign pilot

Tourism New Zealand says a recent pilot campaign to attract Australian travellers to Northland has shown that regional dispersal is possible through targeted marketing.

'The pilot was the first Tourism New Zealand campaign focused on a single region to test whether we can influence a shift in travel patterns toward our less-visited regions,' says Tourism New Zealand chief executive, Stephen England-Hall.

He says they are focused on encouraging more international visitors to the regions to share the economic benefits tourism delivers.

'The results of this test proved that yes we can and will be incorporated into our future work, as well as shared with industry to support theirs.'

Through a number of data sources, Tourism New Zealand tracked increases in arrivals and spend into Northland from the Australian state of Victoria that outstripped growth from the rest of Australia.

Crowne Plaza Christchurch mixologists

Crowne Plaza Christchurch has a team of mixologists at its Social Wine Bar, Christchurch's newest cocktail lounge. The team is made up of manager Kolin Abassi along with Leo Bancale, and Corey Ellis.

The bar boys all originate from long-standing hospitality backgrounds and award-winning restaurants from around the globe. They are always on the move competing in various mixologist competitions globally.

'Being a part of the opening of the Social Wine Bar has meant I've had the opportunity to put my own twist on the cocktail menu, giving it a little je ne sais quoi', says Abassi.



Crowne Plaza Christchurch Social Wine Bar cocktail alchemists (L-R) Leo Bancale, Corey Ellis and Kolin Abassi

'The creative process with the mixology was fun and something we're all very proud of.'

Skyline's Franz Josef Gondola project



Franz Josef could play home to a new tourist attraction

As summer swings around, Skyline Enterprises has announced that it's looking further into its Franz Josef Glacier Gondola project.

The company has been advancing extensive geotechnical surveys to identify the best route for the positioning of gondola towers.

Skyline is also working on a submission and application to allow the installation of the gondola under the Department of Conservation's Westland Tai Poutini National Park Management Plan, which is currently under review by DoC and the West Coast Tai Poutini Conservation Board.

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Sydney to play host to Lyuba, a 40,000 year-old baby woolly mammoth

A mammoth event in Sydney

The Australian Museum in Sydney is bringing mammoths to life this November in Mammoths – Giants of the Ice Age.

Presented in partnership with Destination NSW, 17 November 2017 will see the exhibition feature Lyuba, (pronounced Lee-OO-bah) – a 40,000-year-old baby woolly mammoth, discovered in 2007 by a Siberian herder and his two sons.

This will be the first time the near fully intact baby mammoth has been on display in the southern hemisphere.

Developed by the internationally renowned Field Museum in Chicago, the exhibition also includes a collection of fossils, casts and cave drawings showing evidence of how early humans hunted and honoured these massive creatures.

Calling agent quiz champions

Destination NSW is inviting travel agents to take part in some fast-paced Agent Quiz Event action in Wellington and Christchurch 18 October and in Auckland 19 October 2017.

Quiz questions are all based on Destination NSW's latest Sydney in Summer campaign, which encourages Kiwis to experience a wide range of Sydney events and holiday options. As well as this there is a Sydney holiday up for grabs with two nights Sydney accommodation, tickets to an Opera Australia event such as Handa Opera on Sydney Harbour - La Boheme, Sydney BridgeClimb, OZ Whale Watch Cruise, Shopper Hopper and Merlin Entertainment passes, Taronga Zoo entry including wild ropes course, and

an intro fly with iFLY.

With over 424,000 Kiwis visiting the state each year, and worth over \$479 million in travel, agents need to keep themselves up to date with what to offer their clients, according to Destination NSW.

'Around 90% of our Kiwi visitors eat out at restaurants and cafes, almost two-thirds go shopping for pleasure, and half of all Kiwi visitors spend time sightseeing. Come and learn what's new in Sydney for dining and shopping.'

Registrations are now open for the Sydney in Summer Quiz Events. Teams can be as big or small as agents like. www.travelinc.co.nz/content/images/2015/pdfs/dnsw-sydney-in-summer-quiz-rego-form.pdf

Auckland, Welly & Palmy Airports win

This year's New Zealand Airports Association Awards saw Wellington, Palmerston North and Auckland Airports take home prizes.

Wellington Airport took home two awards, claiming both the Community Engagement and Airline/Airport Collaboration prizes, while Auckland Airport won the Infrastructure Project Award and Palmerston North Airport earned the Commercial Project Award.

The awards were presented at a Mexican-themed event at Wellington's The Boatshed on Thursday September 28, before an audience of over 100 representatives from throughout New Zealand's aviation sector.

Stay near Lake Wakatipu

The Rees Lakeside Residences is near the shores of Lake Wakatipu and adjacent but separate from the main hotel building.

The 164m², 3 bedroom, 3.5 bathroom villas offer lake and mountain views, and an ideal setting for families and multi-generational groups looking for private accommodation with space.

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Hamilton: 5.30-7.30 pm, Tues 14 Nov, Novotel Tainui

Wellington: 5.30-7.30 pm, Wed 15 Nov, James Cook Hotel

Christchurch: 12.00-1.30 pm, Thurs 16 Nov, The George

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Cruising

October is 'cruise month'

New Zealand is preparing to enter a holiday booking frenzy as part of Cruise Lines International Association's (CLIA) annual Plan, a Cruise Month promotion.

The industry-wide promotion is the largest cruise sale in the world with cruise lines offering discounts to encourage holidaymakers to make their next holiday a cruise.

Plan a Cruise Month takes place each October with CLIA offices around the world working with CLIA accredited agents and CLIA member cruise lines to promote cruise holidays.

Ensuring October is becoming known as 'cruise month' down under, it also marks the start of the cruise season with the first international ships arriving for the summer.



Cruise month offers

Francis Travel Marketing has announced the following cruise deals for CLIA from five different cruise lines. With Holland America Line guests get up to US\$300 onboard spending money per stateroom on select sailings 28 March 2018 – 28 April 2019. This deal excludes Grand Voyages and select 2018-2019 Maasdam sailings but is combinable with Explore4 and the AU\$999 Europe Air Offer.

Ponant is offering EUR\$200 onboard spending money per person, excluding Free Ocean Voyages. The offer is combinable with all other Ponant deals.

Luftner Cruises have various savings on its 2017 winter cruises. Classical Rhine 2 November 2017, Magic of Advent on the Danube 10 & 11 December 17, Magic of Advent on the Rhine 10 December 17, Christmas Cruise on the Danube, 22 December 2017, Christmas Cruise on the Rhine 22 December 17.



Great rates with Carnival Cruise Line plus US\$25 onboard spending money pp (max US\$50) applicable on all sailings until December 2018.

Windstar Cruises are offering US\$50 onboard spending money pp on select sailings.

Aqua Expeditions has US\$2940pp on Aqua Mekong River Cruises. (Based on 7N, Design suite, 2nd deck). Cruise fare savings valid on Aqua Mekong departures from 1 May to 27 July 2018. www.francistravelmarketing.co.nz

One year until mega-liner sails through Fiordland

The Majestic Princess arrives in New Zealand in 12 months. The 143,000-tonne mega-liner will be the largest Princess ship ever to sail in New Zealand waters.

At 330-metres long, the ship will sail through Fiordland on Sunday 30 September before docking in Dunedin, her first New Zealand port on Monday 1 October. As part of a 13-night roundtrip voyage from Sydney, Majestic will travel from Dunedin through to Akaroa, Wellington, Tauranga, Auckland and Bay of Islands before heading back to Sydney.

'We know that New Zealanders love to explore their own backyard and the arrival of Majestic presents even more opportunity for New Zealanders to see their country by sea,' says Princess Cruises vice president Australia & New Zealand, Stuart Allison.



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Asia

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This includes stop over packages listed on

its website as well as tailor made stop overs.

To find the stop over deals to Beijing, Shanghai, Guangzhou, Chengdu, Xian, Guilin, and Hong Kong visit

www.ctstours.co.nz and click on STOP OVERS.

Travelport wins at TTG Travel Awards

Travelport was awarded 'Best GDS (Global Distribution System)' at the 28th Annual TTG Travel Awards 2017 gala event, held at the Centara Grand & Bangkok Convention Centre in Thailand. This year marks the ninth consecutive year Travelport has won this accolade.

Mark Meehan, managing director Asia Pacific, who accepted the award on behalf

of Travelport says, 'this award is testament to our investment in innovation and customer centric solutions. The Asia Pacific region continues to lead the growth for Travelport globally, with our regional team constantly striving to deliver superior connectivity, richer content and relevant searches for our customers. We recognise the need to ensure a frictionless travel experience for everyone.'

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New with Active Asia



Ana Mon

Ana Mon is the new sales and marketing executive at Active Asia, replacing Wendy Thomson who retired recently.

Mon has been working in various positions in the travel industry in

Australia, Argentina and the Caribbean representing boutique hotels and other sectors of the industry.

'After a long break endeavouring in other ventures and travelling extensively in Asia I came back to work in the industry,' she says.

In Active Asia, Mon will be responsible for the overall direction of regional sales and developing marketing strategies.

Korea self famil turns up special highlights

Exotic Holidays' marketing manager Sunita Narula recently took a self famil to the Republic of Korea .

'I met with a few local suppliers, one of whom would like to promote a tour to New Zealanders and Australians – Love in Korea.

'This tour would book up to 12 singles, giving participants the opportunity to meet a local Korean or maybe someone of interest within the group.

'That was a novel idea, I thought.

Watch the space!

Narula says she had the opportunity to visit the The Alpensia Resort, official venue for PyeongChang 2018 Winter Olympics.

'On site are two major hotel properties – The Intercontinental Hotel & The

Holiday Inn Resort & Suites. This is a lovely quaint village, with cobblestoned walking paths, very safe & secure. The village also includes a Golf Club, Water Park, Ski & Snowboard park, Alpine Coaster, Ski Jumping Tower and Sky Lounge.'

Narula points out that the Olympic dates are 9 February – 25 February 2018.

Other places of interest were Sokcho Tourist and Fish Market with stalls selling fresh fish, dried fish and various styles of cooked fish, and Ojukheon House. The latter is one of the oldest residential buildings in Korea and is famous as the birthplace of Yulgok Yi, a famous scholar from Joseon Dynasty.

Anmok Port and Woljeongsa Temple at Odaesan Mountain were other highlights.



Sunita Narula dressed for the part in Korean outfit

South Korea is a good stopover destination on your way to Japan, Philippines, China and further afield. info@exoticholidays.co.nz

Cruise times in Asia

Go Holidays has released its Princess Cruises Asia deals for cruise month.

One of the deals is the Majestic Grand Asia 14 night cruise sails from Shanghai to Hakata, Busan, Hong Kong, Ho Chi Minh City and Bangkok, ending in Singapore.

Cruises depart February 25 2018 with all main meals onboard included as well as port charges and government fees, prices starting at \$1899 per person twin share.

Another 2018 special, Grand Japan, encompasses Tokyo, Kushiro, Korsakov, Otaru, Hakodate, Ishinomaki, Akita, Busan and Kagoshima.

Starting at \$3469 per person twin share, the cruise includes 16 nights onboard the Diamond Princess, with main meals and entertainment on board included, as well as port charges and government fees.



Sapphire Princess will travel to Singapore in February 2018

For clients looking for something a little different, the Malaysia Peninsula and Indonesia 10 night cruise onboard Sapphire Princess starts at \$2279pp twin share.

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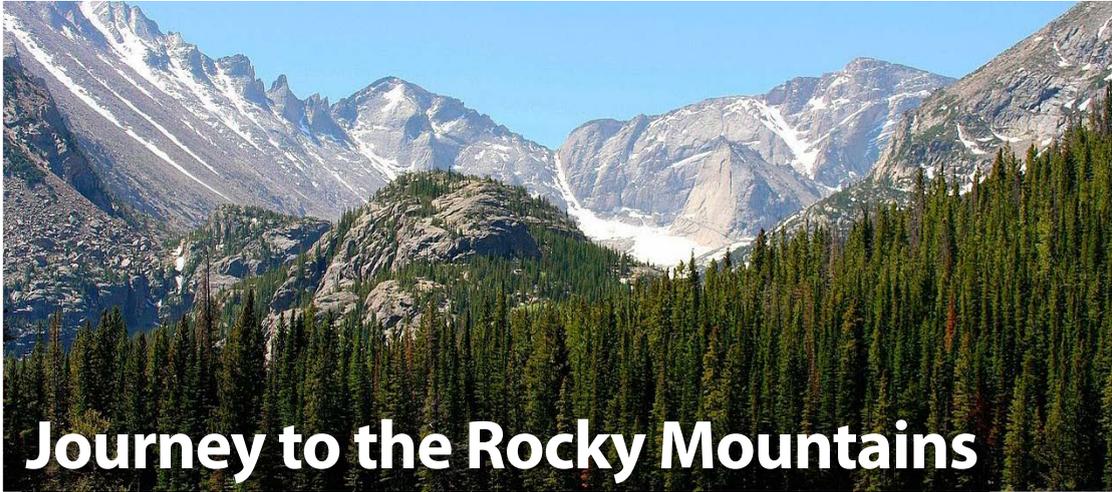
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NOTE: Travel must be completed before December 10, 2017. International and domestic sectors must be booked on the same booking class and issued under one ticket. Offer not applicable from USA and Canada.



Journey to the Rocky Mountains

The Rocky Mountaineer's Peaks & Perks offer gives 2018 clients up to \$800 per couple in added value to use towards hotel nights, dining, transfers, cruising and sightseeing.

The offer ends on 27 October 2017 and Adventure World is also offering an

incentive for agents who book a Rocky Mountaineer journey before 30 November.

Agents can go in the draw to win two GoldLeaf Service tickets on a two-day Rocky Mountaineer journey and each booking made gives agents another entry into the draw.

Hawaii stays humble, despite growth

Hawaii's Visitor Statistic Results for August 2017 revealed that visitor spending statewide is now at \$11.34 billion and the state tax revenue generated by tourism is \$1.32 billion.

George D. Szigeti, president and CEO of the Hawaii Tourism Authority (HTA), says Hawaii's tourism industry partners deserve a collective thank you for how they continued to elevate Hawaii as a premier destination experience in August.

'The solid increases in visitor spending reported for all four major islands was a notable highlight,' he says.

'The natural disasters that struck Texas, Louisiana, Florida, Puerto Rico and the Caribbean Islands these past few weeks remind us again that we can never take tourism in Hawaii for granted, and that



Hawaii's total visitors rose for August 2017

our State's future well-being could be suddenly altered.'

Visitors to the Hawaiian Islands spent a total of \$1.39 billion in August 2017, an increase of 6.1% compared to August 2016.

Total visitor arrivals also rose 4.8% to 818,581 visitors, marked by growth in arrivals from both air service (+4.8% to 815,949) and cruise ships (+39.8% to 2632).

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Air New Zealand – keeping things sustainable

Air New Zealand has appointed British ecological economist Professor Tim Jackson and leading carbon emissions policy specialist Dr Suzi Kerr to its Sustainability Advisory Panel.

Air New Zealand chief executive officer, Christopher Luxon, says the panel provides guidance and critique as the airline works to embed sustainable growth, with the new panellists bringing further expertise in social, economic and environmental issues.

Air New Zealand's Sustainability Advisory Panel will meet in Auckland for the airline's annual sustainability breakfast event on Wednesday 4 October.

Founder and director of not-for-profit Forum for the Future Sir Jonathon Porritt heads up the panel, which comprises a number of New Zealand and international experts, including:

- Sir Jonathon Porritt, co-founder and director, Forum for the Future (United Kingdom)
- Dame Anne Salmond, New Zealand anthropologist, writer and professor of Maori Studies, University of Auckland (New Zealand)
- Sir Rob Fenwick CNZM, entrepreneur, business person and conservationist, chair of Predator Free NZ and The Kiwi

Trust (New Zealand)

- Brian Pearce, chief economist, International Air Transport Association (Switzerland)
- Dr Susanne Becken, director of Griffith Institute for Tourism and professor of Sustainable Tourism, Griffith University (Australia)
- Dr Tim Jackson, professor of Sustainable Development at University of Surrey and director of the Centre for the Understanding of Sustainable Prosperity (United Kingdom)
- Dr Suzi Kerr, senior fellow at Motu and adjunct professor at Victoria University (New Zealand)



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International growth for Ireland, but neighbouring concerns arise

Tourism Ireland has seen a 2.5% growth in overseas visitors for January-August 2017.

Niall Gibbons, CEO of Tourism Ireland, says the figures confirm that the country welcomed 6,714,600 overseas visitors during the period January to August this year.

For Australian and New Zealand figures there aren't specifics, but numbers are up 6% year to date.

However, the decline in visitor numbers from Britain, he says, continues to be a real concern.

'Down -7.1% for the January to

August period. The fall in the value of sterling has made holidays and short breaks here more expensive for British visitors and made Britain more affordable for visitors from many of our top markets,' he says.

'Economic uncertainty is also making British travellers more cautious about their discretionary spending, which is impacting on travel to Ireland.'

Tourism Ireland's autumn campaign is in full swing, aiming to promote late season holidays and boost travel into the early part of 2018.



Ireland sees 2.5% visitor growth for Jan-Aug 2017



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Nanuku joins collection

Nanuku Auberge Resort has become a member of the Kiwi Collection, a collection of luxury hotels and resorts.

Marking the development, Nanuku Auberge Resort's general manager Sascha Hemmann says guests booking a standard room rate at the resort will receive an automatic room upgrade on arrival and qualify for an 8am check in and late 6pm check out.

The resort's evolving guest activities including overnight camping on the resort's private island, tree top dining, food safaris, 'bilibili' bamboo and white water rafting.

Nanuku Auberge Resort's on-site Fijian marine scientist, Kelly-Dawn Bentley spearheads local and indigenous offerings for guests including coral planting, reef conservation and Mangrove replanting. The resort's Adventure Kids' Club encourages children to unplug from their daily technology-driven environment and immerse them with nature.



American Samoa 30 day Entry Permit Waiver Program

American Samoa's Government has put in place the American Samoa Entry Permit Waiver Program (EPWP) allowing citizens of selected countries to travel to American Samoa without obtaining an entry permit for stays of 30 days or less for tourism and business purposes.

To qualify, travellers must provide a non-expired machine-readable passport that must be valid for at least six months after their planned departure from American Samoa, a confirmed roundtrip ticket to point of origin or onward passage and a payment of US\$20 processing fee. The email address

to send the above documents to is okboard@la.as.gov.

Citizens of the following countries are eligible to travel to American Samoa under the EPWP: Andorra, Australia, Austria, Belgium, Brunei, Canada, Chile, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Japan, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, New Zealand, Norway, Portugal, San Marino, Singapore, Slovakia, Slovenia, South Korea, Spain, Sweden, Switzerland, Taiwan and United Kingdom.



Niue updates and expands popular guide for visitors

Niue Tourism says its popular Visitor Arrivals Guide has been updated and expanded, and is being reprinted this week.

The guide is given to all visitors on arrival at Niue Airport, and has proved to be a valuable source of information for even experienced travellers. The new edition features expanded and updated information on tours, activities, dining options, 'must see/dos', general info, and cultural guidelines.

A limited amount of the guides are available from NZ trade representative Hogan & Associates.



The popular Niue Map has also been updated.

Both are available for download on www.niueisland.com (links are at bottom left of page 1).

Selling Romance?

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TRAVELinc
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There's more to do in Vanuatu



Air Vanuatu

New itineraries for food lovers

World Expeditions has a new series of gourmet-themed trips launching in 2018, with local chefs sharing their knowledge for all things culture and culinary.

The 'Food Lover's Journeys' range comprises of the following five itineraries:

- **Food Lover's Peru** with World Expeditions (13 days) launches 15 October 2018. [CLICK HERE](#) for details.
- **Food Lover's Japan** with World Expeditions (13 days) launches 8 October 2018. [CLICK HERE](#) for details.
- **Food Lover's South Africa** with World Expeditions (15 days) launches 30 April 2018. [CLICK HERE](#) for details.
- **Food Lover's Vietnam** with World Expeditions (12 days) launches 8 September 2018. [CLICK HERE](#) for details.
- **Food Lover's Morocco** with World Expeditions (12 days) launches 1 October 2018. [CLICK HERE](#) for details.

There will also be four itineraries in Europe – Catalonia, on Italy's Francigena Way, Camino in northern Spain, as well as the French Way of St James.



French lunch



Savings on gorilla experience

Intrepid Travel is offering up to 40% off its remaining gorilla tours in 2017 with thousands of dollars of savings on offer for last-minute travellers.

October tours are priced from \$2553* for a 16-day Gorillas and Game Parks overland adventure through Kenya,

Uganda and Rwanda, including a close encounter with gorillas in Rwanda and the chance to spot the big five on safari in Kenya and Uganda.

Departing 21 and 28 October 2017, offering savings of nearly \$2000. www.intrepidtravel.com/nz

Flight Centre's debut TV show

A new television travel show produced by Flight Centre has hit the screens in New Zealand.

The show, The 48 Hour Destination, takes viewers to locations in the world, backed by advice from flighties across the globe.

Jodie Burnard, Flight Centre NZ general manager marketing, says the programme

consists of 13, half-hour episodes, highlighting the knowledge and passion for travel through the eyes of the company's travel experts.

The first episode aired in New Zealand on TVNZ's channel 1 on Sunday 24 September at 3:30pm and runs for another 12 weeks.

[CLICK HERE](#) to watch the first episode.

Diversity in the face of adversity – Botswana ahead of the pack

Chobe Game Lodge in Botswana is a game lodge that's run by 17 guides, all of which are women.

It's the first all-female guiding team in Africa, and it was also the country's first ever national park.

Adventure World aims to highlight this diverse rarity, as guiding is generally such a male dominated profession.

According to the tour company, in 2004 fewer than 10 guides in Botswana were women, but today there are 50 with Chobe employing one-third of this number.

The park also pays the women equally to their male counterparts in the industry.

According to the Chobe guides themselves, as well as non-guiding staff members, Botswana's male guides excel at the thrill of the wildlife chase, while female guides are more adept at focusing on the details.



SQ sails into 70

Singapore Airlines hosted Kiwi travel trade to a 70th Anniversary celebration at the Royal New Zealand Yacht Squadron in Auckland late last week.



Welcoming party at last night's Singapore Airlines 70th Anniversary celebrations at the Royal New Zealand Yacht Squadron in Auckland... Donald Serra-Stacey, Preeya Prakash, Ethan Abraham



Caroline Sue, Tali Abercromby, Singapore Airlines; Edith Carpenter, Planet Earth; Kate Lin, Singapore Airlines; Peter Carpenter, Planet Earth



Vanessa Parker, House of Travel; Malcolm MacLeod, First Travel Group; Paula Kerr, Singapore Airlines



Dave Nicholson, Adventure World; Jill Grant, A Walker's World



Amit Saha, Eco Travels; Simon Turcotte, Singapore Airlines; Brooke Jamieson, helloworld

Prizes to win, info to gather at WA event

Travel agents and brokers are being invited to a Western Australia roadshow that has the state well covered and that will visit four different New Zealand cities mid-November.

Each event will include Western Australian prize draws – details to come.

Kate Wright, manager New Zealand with Tourism Western Australia, says extraordinary experiences can be found in WA – many of which can not be

found anywhere else in Australia.

Five regional tourism organisations (RTOs) will be involved in the roadshow. These are:

- Experience Perth (key regions include Perth, Fremantle, Swan Valley, Rottneest, Mandurah, Sunset Coast and Rockingham);
- Australia's South West (Margaret River region, Geographe, Blackwood River Valley, Southern Forests, Great Southern / Denmark / Albany);

- Australia's Golden Outback (Kalgoorlie and Goldfields, Gascoyne and Murchison, Wheatbelt and Wave Rock, Esperance, Fitzgerald and Nullabor);
- Australia's North West (Broome, Kimberley, Pilbara, Bungle Bungles, Horizontal Falls);
- Australia's Coral Coast (Pinnacles, Ningaloo Reef, Shark Bay and Monkey Mia, Kalbarri, Indian Ocean Drive). **CLICK HERE** for details.



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TAANZ travel awards: That's a wrap

The TAANZ National Travel Industry Awards which were held on Saturday night have again been hailed as a success by the wider industry.

TAANZ chief executive officer Andrew Olsen says the diversity and distribution of winners throughout the agency brands and the emergence of new supplier winners is testimony that competition to be an NTA winner continues to grow.

'We also had a few who have been on stage before and are building an impressive trophy cabinet. To our new and repeat winners, and all the finalists, congratulations and well done. TAANZ NTIA is the pinnacle of the standards we maintain and as an industry it's very clear we are in great shape.

'Special mention must go to our sponsors who generously contribute to make this event possible. Our event needs a good crowd and we thank all guests for coming together with us on this special occasion and it must be said having a great and respectful attitude.'

The list of winners and extensive coverage of the event was released as a One Minute Memo yesterday and can be found on the Travelinc website.

www.travelinc.co.nz/content/news/hot-off-the-press

Highlights included House of Travel being announced as the best travel agency brand for the fifth year running, while Billy Ballentine from House of Travel Lakers (Invercargill) took home the best travel consultant retail award. Orbit World Travel was named best corporate brand across multiple locations and Orbit World Travel Wellington was highlighted as the best corporate brand in a single location. Paul Johnston from Orbit World Travel was awarded best corporate travel consultant for the second year in a row.

House of Travel CEO Mark O'Donnell says this year marks 30 years of House of Travel, which is an achievement in itself. 'It is icing on the cake to win best retail travel agency brand and best corporate brand during this

momentous milestone.'

Simon McKearney, CEO at helloworld, says the company was celebrating receiving five awards on the night – best wholesaler, best broker, best rookie, best retail agency manager and best retail multi location.

'These are a real credit to the talented and passionate people in the helloworld group who have worked tirelessly to achieve success in a brand that is only 18 months old. Of particular note was the win in the multi location category with Sue and Paul Robinson, who are new to travel and yet in a short space of time have opened three helloworld stores – Rolleston, Blenheim and Wanganui.'

Among other notable winners were NZ Travel Brokers (best broker brand), Angela Bockock, NZ Travel Brokers (best young travel agency executive), Grant Avis, Gilpin (best travel agency manager – corporate) and YOU Travel Ferrymead, best brand retail – single location. **CLICK HERE** to see the full story and all the pictures.

SA visa easement

When applying for a South African Visa, it is now possible to have a nominated person lodge the application in person with VFS Global in Auckland or Wellington on your client's behalf.

Clients must write a letter of authority giving their nominated person permission to submit an application on their behalf, and state the reason why they are unable to attend themselves.

The nominated person could be a friend, family member or travel agent, and that person must lodge the application in person.

There is still no facility for applications via email, courier or mail.

HA says yes to 'at risk' youths

It was all for a good cause when Hawaiian Airlines auctioned off 500,000 HawaiianMiles at the TAANZ Awards on Saturday night.

The auction raised \$7000 for at risk youths and the successful bidder was Mark O'Donnell of House of Travel. It was the second time Hawaiian Airlines had conducted the auction at the awards.



Mark O'Donnell, HOT; Raj Cotter, Project Yes; Russell Willis, Hawaiian Airlines

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CHC Quiz Night 18 Oct

AKL Quiz Night 19 Oct

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MYSTERY SPOT



Can you solve the latest mystery?

This week's Mystery Spot is an easy one. Maybe you've been to this magnificent spot, or know someone who has.

If you know the answer, email it to competitions@promag.co.nz with Mystery Spot in the subject line. And congratulations to Jane Hanson of YOU Travel Bethlehem who correctly identified last week's Mystery Location as Athens, Greece. A *National Geographic* book is heading your way, courtesy of Adventure World.

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Rogue Pony coming to north

A company that will specialise on private tours via Wrangler jeep and a convertible Mustang is launching in Northland later this month.

Rogue Pony has been set up by husband and wife duo Tui Slater and Mark Williamson, both who have many years in the tourism business in the Bay of Islands.

It has also engaged representative company Exposure Down Under.

Travel agents receive 10% commission and are invited to contact the company if they wish to experience a complimentary ride.

Tailored tours are encouraged, but the company has a number of suggestions from a two-hour cross country excursion that takes in local sights such as Waitangi lookout and Opua Forest kauri walk; through to a 10-hour Great Reinga Trek that includes Whangaroa Harbour, Cape



Tui Slater of Rogue Pony... launching with two Wrangler jeeps and Mustang convertible later this month

Reinga, Te Paki Sand Dunes, a café lunch and more.

Other options include an art tour through Opua, Kawakawa and Kerikeri around historical, local and international installations and galleries.

www.roguepony.co.nz

Dream Cruises on sale

Dream Cruises have announced a 50% sale on until 30 November 2017. A five-night cruise from only \$989pp, share twin, featuring two new itineraries – Jewels of Vietnam & the Philippines. Book a Dream Palace suite & receive; a complimentary beverage package, complimentary specialty dinners, wifi and more.

TRAVELinc MEMO

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Away to Africa

Adventure World is inviting agents to attend its World and Wilderness Safaris at one of two Auckland events to hear about product updates and Africa trends.

The events will be held in two Auckland locations – the Mary Thomas Centre in Takapuna at 7.45am on Tuesday 17 October, and at Adventure World's Eden Terrace headquarters at 131 New North Road at 7.45am on Wednesday 18 October.

Wilderness Safaris offers luxury safari experiences in eight African countries: Botswana, Namibia, Zambia, South Africa, Malawi, Zimbabwe, Congo and Seychelles, promoting ecotourism and conservation providing the perfect accommodation option for high-end bookings.

[CLICK HERE](#) for details.

PEARL'S PEARLER

'If the shoe fits now, what plan have you decided on as you grow?'

[CLICK HERE](#) to read TRAVELinc digital's latest supplement: Focus On Romance

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