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Tuesday 01 September 2015

Issue 3150

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## Former Travel Agent Charged

Former Wellington travel agent Jitesh Mistry was yesterday sentenced to 10 months home detention, after pleading guilty to fraud charges at the Wellington District Court, advises TAANZ.

Mistry's Eva Enterprises, a TAANZ member trading as Travelsmart Manners St, defaulted against its BSP payment obligations to the tune of \$900,000-plus in late 2011.

At the time the incident acted as a catalyst for TAANZ, IATA and the major airlines to look at ways of developing 'early warning detection' signs of agency default.

The outcome has been four years in the making, but TAANZ chief executive Andrew Olsen says the conviction sends a clear message. "It's a great result, and sets a precedent—it

sends an all-important reminder that if you do this you will get caught."

"We are pleased with the conviction and whilst we cannot control sentencing it was worth pursuing," says the TAANZ boss. "This serves as a reminder that customer funds held in trust should only be used to service supplier payments."

Travel Today understands that IATA has been informed of the court ruling along with the airlines who were affected.


### MEL Sees More Kiwis

The number of New Zealand passport holders travelling through Melbourne Airport increased 16.1% in Jul, well ahead of the overall 7% growth in passenger numbers.

### Ignacio Impact Minimal

The Hawaii Tourism Authority is expecting minimal impact from Hurricane Ignacio as it continues on its path northwest of the Hawaiian Islands. As of 0500 (local time) Ignacio was located 335 miles east of Hana as a category two hurricane and is expected to continue to weaken due to increasing wind shear and become a tropical storm by Wed. There are currently no tropical storm watches in effect for the state. The potential impacts of the passing storm include breezy to gusty wind conditions, high surf statewide through Tue, and heavy rainfall through Wed.

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### JR Extends At CHC

JR/Duty Free has extended its duty free partnership at Christchurch Airport into the middle of 2023, and entered into a seven-year lease agreement with the airport for a 500sqm warehouse.

"Passenger growth has been 7% in the past financial year and we are excited by Christchurch Airport's plans to continue to grow passenger numbers," says JR/Duty Free boss Milton Lasnitzki. "We also look forward to significantly growing passenger spend rates through consistently offering new and exciting concepts."

### Bear-ly Believable

A disappointed visitor to Yellowstone National Park left feedback asking the park to please train its wild bears better as they missed out on seeing any.

The note, left on a feedback form, stated that while the guests had a wonderful stay, it was a very expensive trip to not see any bears. "Please train your bears to be where guests can see them," the anonymous visitor wrote on the form, which was shared on social media.

### Champagne Landing

An Easyjet flight from Gatwick to Dalaman, Turkey reportedly had to be diverted after a champagne cork hit the ceiling and caused oxygen masks to drop over cabin crew seats. The flight was delayed by seven hours, and passengers who were unamused at the time have since admitted to seeing the funny side.

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### More Sports Gear Free

Aircalin has increased its sporting equipment baggage allowance from one piece of up to 10kg to one piece of up to 23kg, to make it easier for guests wanting to take part in activities like golf as well as for sports teams. This is in addition to the regular checked baggage allowance, and is applicable to all routes except Noumea-Wallis-Noumea direct and via Nadi.

### FJ Online Check-in

Fiji Airways passengers can now check-in online for international flights, with the feature opening 24 hours before flight departure, and closing four hours before departure. Customers then need to print out a boarding pass and drop their bags at the Express Bag Drop counter at the airport.

### ... Extra Room

Clients can also now pay extra at the airport for exit row or bulkhead seats on select international flights. The extra legroom seats cost FJD59 on short- and medium-haul flights, and FJD99 on long-haul flights.

## News & Product

# Sunshine Coast Events Focus

The Sunshine Coast is on a mission to become Australia's top region for hosting major events and it is hoping New Zealanders will be among the key markets heading over for a sporting or cultural fix.

"The Sunshine Coast Council is putting so much effort into supporting major events coming into the region," says Sunshine Coast Destination boss Simon Ambrose. "We think that's an opportunity for us to promote even more strongly into New Zealand. In the past we have been generally promoting Sunshine Coast as a great holiday destination. We want to turn that up and take it into the next sphere, and we think events will be part of that."

The tourism industry is thrilled with how many Kiwis Air New Zealand's direct flights are bringing to the region, so they're keen to see them continue to succeed, says Ambrose.

"It's been absolutely fantastic to see the growth, it's just phenomenal, and the one thing we are really keen to help market and promote."

Ambrose is in Auckland with Sunshine Coast Councillors David Hopper and Jason O'Pray for the Commonwealth Games Symposium, with the



aim of attracting sport teams to base themselves in the region in the lead-up to the 2018 games.

The games are just one of the big sporting events coming up, including next year's Tag World Cup, 70.3 championships, outrigger competition and the Aussies; and there's also art and cultural events like Wanderlust, the Caloundra Music Festival and Woodford Folk Festival.

In 2017 the region will celebrate '50 years of Sunshine' with a range of events, and the opportunity for a 'major marketing push is on the cards', says Ambrose.

Sunshine Coast was also successful in receiving extra marketing funds from Tourism and Events Queensland and Tourism Noosa for the coming finan-

cial year, and New Zealand will benefit from that too with tactical campaigns and promotions.

Trade will continue to be key and the region is encouraging agents and wholesalers to package up events for clients, and look at sporting teams as possible opportunities.

They'd like to see sport teams make use of the facilities on the coast, and are also looking at other opportunities such as hosting a trans-tasman sporting event that would pit Auckland against the Sunshine Coast, rather than Australia vs New Zealand.

Pictured in Auckland today is Sunshine Coast Councillors Jason O'Pray and David Hopper, with Sunshine Coast Destination's Kate Wright and Simon Ambrose.



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## Australian Open 2016

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## Popular Cruisetour Stop Renamed



North America's highest mountain, and a must-see on Alaska cruisetours, Mt McKinley will officially be renamed to Denali, its traditional name.

Denali National Park & Preserve, where the mountain is located, was established in 1917 and annually sees more than 500,000 visitors.

A visit to the park is considered a highlight of an Alaskan cruisetour. All of Royal Caribbean International's cruisetours visiting Denali include a park tour, whilst most

of Princess Cruises' Alaska land and sea vacations also include a tour through the park. Additionally, Holland America Line's McKinley Chalet Resort is located near the entrance to Alaska's Denali Park, which clients on an Alaska land and sea journey can make the most of. A new Base Camp complex (rendering pictured) at the property is expected to be complete for the 2016 Alaska cruise season.

Known for generations by Alaska's Koyukon Athabaskan people as Denali, or 'The Great One' the 20,237-foot mountain was formally named Mt McKinley in 1917 after US President William McKinley. US President Barack Obama recently gave his blessing to the name change, which will be reflected in all federal usage.

Alaska's Governor Bill Walker applauded the announcement, saying Alaskans have been urging the federal government to recognise Denali by its proper name for decades. "Alaska's place names should reflect and respect the rich cultural history of our state, and officially recognising the name Denali does just that."

### Kids Travel Free

For the month of Dec kids can travel for free with Australis. Three nights for one adult and one child under 17 years is priced from USD1895; whilst four nights for one adult and one child under 17 years is from USD2298. Itineraries include Wild Patagonia roundtrip Punta Arenas; End of the World roundtrip Ushuaia; Discover Patagonia from Ushuaia to Punta Arenas; Fjords of Tierra Del Fuego from Punta Arenas to Ushuaia; and Patagonian Explorer from Ushuaia to Punta Arenas. Select travel dates throughout Dec and T&Cs apply. Valid for bookings to 31 Oct. For further details [CLICK HERE](#)

### Visit Bermuda 2016

Carnival Cruise Line will provide clients with a variety of opportunities to visit Bermuda in 2016 with 10 departures that feature at least one overnight docked alongside historic King's Wharf. Carnival's president Christine Duffy says the island has tremendous tourist appeal and provides agents with a sought-after destination to market to their clients. From Apr 2016-Nov 2016, clients can embark on five different Carnival ships departing from six US home-ports, offering itineraries from five to eight days. The five-day itineraries will feature an overnight call at Bermuda, whilst seven-day cruises will spend two nights docked at King's Wharf and eight-day voyages will feature three nights on the island.

### Berlin-Prague

Viking River Cruises has a nine-night Elegant Elbe cruise from Berlin to Prague, on sale now advises GO Holidays. Priced from \$5275, with many inclusions, it is on sale to 30 Sep for select travel dates Mar-Nov 2016. GO has details.

### Cruise-for-a-Cause

The Yellow-eyed Penguin Trust (YEPT) will employ a researcher to find out why yellow-eyed penguin numbers are decreasing near Stewart Island, following a \$15,335 funding boost from Real Journeys' 'Cruise-for-a-Cause' initiative.

As a successful applicant for the initiative, the penguin trust was able to sell tickets to an entire Doubtful Sound Overnight Cruise and keep 100% of all the money raised. Seventy-two guests enjoyed the pre-season cruise over the weekend, complete with dinner, breakfast and kayaking. YEPT general manager Sue Murray says the funds raised will support the monitoring of yellow-eyed penguins on Rakiura/Stewart Island over the next breeding season.

The same community initiative will launch Real Journeys' Milford Sound Overnight Cruises later this month (18 Sept) and this time the Queenstown Lakes Family Centre is the charity involved. They're bringing an opera singer onboard and there are still tickets available. See [realjourneys.co.nz](http://realjourneys.co.nz) for further details.



HOUSE OF TRAVEL

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### Burn No Wood

World Expeditions has announced it will not burn any wood in the Annapurna and Everest region when staying at its network of private campsites. The ban is designed to ensure the company's trekking operation does not contribute to deforestation. Instead World Expeditions will burn biomass briquettes.

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## Eurostar Record Pax

**Eurostar transported a record one million clients during Jul, a 5.1% increase in passengers on Jul last year.**

Eurostar chief executive Nicolas Petrovic puts this growth down to its frequent services and new routes, which he says customers are taking advantage of.

For example, only four months after the new year-round direct service from London to the South of France embarked on its inaugural journey 01 May, the high-speed rail operator has sold over 100,000 tickets to date. It says the new service offers a more convenient alternative to flying.

"With passenger numbers increasing year-on-year, we are looking forward to the arrival of our new trains. The combination of more seats, superior comfort and state-of-the-art design is set to transform the travel experience," Petrovic adds. See [eurostar.com](http://eurostar.com) for further information.

### Explore Niue

GO Holidays has Niue packages flying Air NZ. Flights and seven nights at Namukulu Cottages is from \$899pp s/t ex AKL; flights and seven nights at Taloa Heights is from \$999pp; or flights and seven nights at Scenic Matavai Resort Apartments, from \$1079pp s/t ex AKL. Travel ex WEL/CHC, add \$169pp. Deals are for sales to 07 Sep and travel 09 Sep-25 Mar.



### Chile Comes To New Zealand With Viva

Viva Expeditions hosted representatives from some of Chile's top properties in New Zealand last week. "With the rapid growth of tourism in Chile, this roadshow gave our team of expert destination specialists the opportunity to get product updates from some of our favourite suppliers and to build personal relationships which we feel is so important in being able to book clients to these destinations with confidence," says Viva's Rachel Williams. Pictured is Andrea Svart, Cumbres Hotels; Hernan Visillac, Hotel Galerias, Hotel Santa Cruz, the Santa Cruz vineyard & Colchagua Museum; Pablo Araya, Hotel Las Torres; Jennifer Stirn, CTS Turismo; Fiona Martin, Tierra Hotels; and Daniel Rochefort, Cruce Andino.

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## Aussie Packages

GO has new Aussie packages incorporating Air NZ tactical fares. Return economy seat + bag airfares ex AKL, WLG or CHC include two nights Sydney or Melbourne from \$509 s/d; seven nights Gold Coast from \$699 s/d or from \$619 f/s; seven nights Sunshine Coast is from \$769 s/d or from \$549 f/s. On sale to 01 Sep for travel 09 Oct-31 Mar 2016. Closeouts apply. GO has details.

## Fez Turkey 2016

Fez Travel Turkey has launched its main 2016 brochure, advises Exotic Holidays. All 2016 tours will depart, with no minimum passenger requirement; there's no local payments; and no compulsory single supplement for solo travellers as the Fez policy is to match roommates. Earlybird discounts are available on most tours.

# Jetstar Team In Palmerston North



**Jetstar New Zealand manager Grant Kerr and the carrier's communications manager Phil Boyen got a welcome reception at House of Travel Palmerston North this morning as the local HoT team welcome the news of additional air services into the region.**

Agency managing director Steve Parsons (pictured with his team) said it was great to meet Kerr and to be briefed on the carrier's new regional product. "We looked at

what they're offering in terms of delivery to customers so our staff can help our customers make informed choices," says Parsons. "Any growth in aircraft movements in Palmerston North is great for our local community, and there's some great deals in the market." But the key, adds Parsons, is as the price war settles down, how best can the agency leverage off the regional fares through to JQ's wider network in Asia and Hawaii.

## News & Product

### MFAT On Oktoberfest

Munich's annual Oktoberfest beer festival is scheduled to take place 19 Sep-04 Oct and the Ministry of Foreign Affairs and Trade (MFAT) has some advice for Kiwis planning to attend.

Kiwis are encouraged to register their details on the SafeTravel website and to have a comprehensive travel insurance policy in place, before departing New Zealand. Once there, MFAT says Kiwis should be aware of the high incidence of petty crime in many European countries, such as pick-pockets and other theft. In addition, New Zealanders are advised to be security conscious at all times and to monitor the media for information. See safetravel.govt.nz for more.

### Free Hilton Tahiti Wi-Fi

Hilton Moorea Lagoon and Spa, and Hilton Bora Bora Nui Resort and Spa, are launching free Wi-Fi for guests from 01 Sep and 01 Oct respectively. There will also be a high-speed premium Wi-Fi option at XPF1000 per day.

## Industry Diary

### SEPTEMBER

#### Empanadas and Tango (Argentina's National Institute of Tourism & Air NZ)

**Auckland:** Tue 01, CICC (Air NZ's Customer Innovation + Collaboration Centre), 100 Beaumont St, 1730.

#### Insight Vacations Launch Breakfast with CEO John Boulding

**Christchurch:** Mon 07, Function Room, Ilex Botanic Gardens, Hagley Park, AM (TBA).

#### Samoa Roadshow

**Dunedin:** Mon 07, Heartland Hotels Lounge, Forsythe Bar Stadium, 0730-0900. **Christchurch:** Mon 07, Pavilion, Hagley Oval, 1730-2000, **Wellington:** Tue 08, 1730-2000, venue tbc. **Hamilton:** Wed 09, Brooklyn 1, Claudelands, 1730-2000. **Auckland:** Thu 10, Maritime Room, Viaduct Harbour, 1730-2000.

#### Scenic Ever Wondered Sessions

**Hamilton:** Mon 07, Novotel Hamilton (Whitara Room), 7 Alma St. Europe River Cruising 1300, Canada, Alaska and North America 1430. **Bethlehem:** Tue 08, Mills Reef Winery, 143 Moffat Road. Europe River Cruising 1000, Canada, Alaska and North America 1130. **Auckland:** Wed 09, Waipuna Hotel (Promenade Room) 58 Waipuna Road, Mt Wellington. Europe River Cruising 1000. Canada, Alaska and North

America 1130. **Auckland North:** Thu 10, Spencer on Byron Hotel, Takapuna (Normandie Room) Level 1, Byron Ave. Europe River Cruising 1000, Canada, Alaska and North America 1130.

#### TAANZ AGM

**Auckland:** Wed 09, Heritage Hotel, from 1500.

#### An Evening in WA, with ATEC and Tourism Western Australia

**Auckland:** Thu 10, the CICC building, 100 Beaumont Street, 1700-2030

#### Royal Caribbean - New Zealand's Travel Has Talent Grand Final

**Auckland:** Fri 11, the Pullman hotel.

#### Globus/Cosmos Europe 2016 Launch

**Hamilton:** Tue 15, Juke Box Diner, 1800. **Christchurch:** Tue 15, Christchurch Casino, 0715. **Auckland Nth Shore:** Wed 16, Spencer on Byron, Takapuna, 1800. **Tauranga:** Wed 16, Macau Functions, 1800. **Dunedin:** Wed 16, Wains Hotel, 0715. **Napier:** Thu 17, The Crown Hotel, 1800. **Invercargill:** Thu 17, Kelvin Hotel, 0715.

**Auckland East:** Thu 17, Celsius Restaurant, 1800.

**Lower Hutt:** Tue 22, The Dowse Art Museum, 1800.

**Palmerston North:** Wed 23, Lone Star, 1800. **Nelson:** Wed 23, Grand Mercure Monaco, 1800. **Wanganui:** Thu 24, Element Cafe, 0715. **New Plymouth:** Thu 24, The Waterfront

Hotel, 1800. **Whangarei:** Thu 24, Dickens Inn, 0715.

**Kerikeri:** Thu 24, Fishbone Cafe, 1745.

**Blenheim:** Thu 24, Watermouth Cafe, 1800. **Pukekohe:** Tue 29, Kaos Cafe, 1800. **Henderson:** Tue 29, The Falls Restaurant, 1800.

#### The Travel Corporation 2016 Launch

**Hamilton:** Mon 21, PM.

**Tauranga:** Tue 22, AM. **Auckland:** Tue 22, PM. **Christchurch:** Wed 23, PM.

**Dunedin:** Thu 24, PM. **Nelson:** Mon 28, AM. **Wellington:** Mon 28, PM. **Hawkes Bay:** Tue 29, PM. **Palmerston North:** Wed 30, PM. Venues tba.

#### Destination NSW Sydney Agent Quiz night

**Auckland:** Wed 30, The Albion, 119 Hobson Street, 5.30pm-7pm.

### OCTOBER

#### Globus/Cosmos Europe 2016 Launch

**Timaru:** Thu 01, Mocca Cafe, 0715.

#### Destination NSW Sydney Agent Quiz night

**Christchurch:** Thu 01, Carlton Bar, 1 Papanui Road, Merrivale, 5.30pm-7pm.

#### The Travel Corporation 2016 Launch

**New Plymouth:** Thu 01, PM Venues tba.

#### Adventure World, Rocky Mountaineer and Holland America Line North America Breakfast

**Invercargill:** Mon 05, Kelvin Hotel, 0730-0830. **Queenstown:** Tue 06, The Exchange Cafe, 0730-0830.

#### Bula Marau Fiji Roadshow - Luxury & Couples

**Nelson:** Mon 12, Grand Mercure Monaco Resort, 0730-0930. **Christchurch:** Mon 12, Peppers Clearwater, 1730-2130. **Wellington:** Tue 13, Amora Hotel, 1730-2030. **Auckland:** Wed 14, Pullman Hotel, 1730-2045. **Hamilton:** Thu 15, Novotel Tainui, 1730-2030.

#### Small Group Journeys Breakfast - Update on Trek America, Grand American Adventures and Exodus with Adventure World

**Wellington:** Tue 13. Venue & time tbc.

#### Save the Date -

#### Innovative Travel Launch

**Wellington:** Mon 19. **Auckland:** Tue 20, **Christchurch:** Wed 21. Times, venues tba.

#### South Pacific Association of National Tourism Offices

**Tauranga:** Tue 20, Club Mount Maunganui, 1730. **Rotorua:** Wed 21, Novotel Rotorua Lakeside 1730.

#### Sunshine Coast Roadshow

**Auckland:** Tue 27, Pullman Hotel, 1730-1930. **Hamilton:** Wed 28, Novotel Tainui, 1730-1930. **Christchurch:** Thu 29, The George, 1730-1930.



## Industry Celebrates At TAANZ NTIAs



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## Industry Celebrates At TAANZ NTIAs

