

# TABS ON TRAVEL TODAY

Incorporating Tabs on Travel

Monday 09 November 2015

Issue 3198

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## New Look World Travellers Grows

The World Travellers-Mondo merger is complete and the new venture, named World Travellers, has now signed up three new stores.

World Travellers-The Travel Directors, headed up by Lynne Moore (formerly with Harvey World Travel) has opened in new premises in Hamilton, and will open a new outlet in Bayfair this month. In addition, World Travellers-Ashburton, formerly United Travel, will commence trading shortly, advises World Travellers

"With the merger with Mondo Travel now also fully bedded down, the World Travellers brand will be refreshed in the coming months to make the most of the strengths and recognition of both brands, and to create an exciting fresh look for all

35+ stores, branches and brokers," says World Travellers chief executive Wendy van Lieshout.

### ... Bartlam to Britomart

World Travellers' management services team will continue to operate out of the Generator business hub in Auckland's CBD. In addition, Angela Bartlam who was formerly in Mondo's marketing team, will join World Travellers' marketing duo Bonita Burnett and Rachel Rhodes. Bartlam is responsible for overseeing the brand's marketing and campaign management.

"It's been a hugely productive couple of months bringing together businesses from four different brands. The hearts and minds of the people involved are what's always been the group's strength, and that's what will continue to drive us ahead" says van Lieshout.

The World Travellers boss adds that a further senior business role is currently being scoped and that recruitment is expected to commence in the New Year.

### ... Mondo Unbranded?

The announcement has put paid to last week's industry speculation that the World Travellers-Mondo merger was off. *Travel Today* understands the remaining unbranded Mondo stores are not part of the merger.

### Dinner By Heston

Heston Blumenthal's newest restaurant, Dinner by Heston, is now open in Melbourne. Inspired by medieval cuisine and chefs, each dish has a date on the menu with footnotes and a partial biography.

The modern take on historic cuisines makes full use of Australian produce, altering traditional recipes to suit the local ingredients. The restaurant is located on level three of the Crown Towers hotel. See crownmelbourne.com.au for more.

### NZ Confirms New Routes

Air New Zealand has confirmed it has several new long haul routes under consideration and is in the final stages of evaluating two potential routes.

"We expect to make an announcement on the first route this side of Christmas and we are confident that Kiwis will really embrace it as they have with the launch of our Buenos Aires and Houston services..." says NZ's chief strategy, networks and alliances officer Stephen Jones. "We have a world class sales and marketing expertise that is proven globally and we look forward to putting our brand and that of our nation on the map in at least two new international destinations for the airline next year".

### ... Speculation

In keeping with the carrier's growth strategy the destinations under review are believed to be within the Pacific Rim—with the Philippines being touted as a likely front runner.

### No IHG Sale

Following recent market speculation, IHG's board of directors has said it is not considering a potential sale or merger of the company.

### Goodbye Gum Wall

After 20 years of build-up, the gum wall at Seattle's Pike Place Market will soon be removed. Reports say all of the gum—thought to be about 1 million pieces—will be removed from the original wall in a bid to preserve the buildings. The cleaning will begin 10 Nov, however, once it's all gone, it's expected new gum will return—and that's just fine. "We need to wipe the canvas clean and keep it fresh," says a representative.

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Cruising Today..... p3

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### New Aussie Flights

For the first time clients can fly from Adelaide to Wilpena Pound in the Flinders Ranges, advises Tourism Australia. In less than three hours flying time and with guided commentary, visitors take a duo of scenic flight transfers to Roxby Downs and then onto Wilpena Pound resort. For more, see [airwilpena.com.au](http://airwilpena.com.au)

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# Will AA Announce AKL-LAX Flights?

**Industry speculation suggests American Airlines will this week announce its plans to commence flights between Auckland and Los Angeles in 2016.**

While the American carrier is, not surprisingly, staying mum on the matter—the airline's chief executive Doug Parker and other AA senior executives are in Australia later this week to promote the carrier's Sydney-Los Angeles services, which commence in Dec, complete with an AA 777 aircraft fly-over of Sydney on Fri. So a trip across the Tasman by AA execs is plausible.

### Eurostar Training

Rail Plus is calling on agents to upskill on Eurostar and be in to win gift cards in the Eurostar Ambassador programme.

Agents will need to complete 30 questions on-line in a module that will be available for two weeks from 09 Nov. Those with the fastest completion time and most accurate answers will win gift cards, with \$500 up for grabs for first prize, \$300 for second and \$150 for third.

For details [CLICK HERE](#)

Also adding weight to the AA speculation is QF's plans to hold a media conference in Wellington on Wed.

Any AA flights from New Zealand are expected to be part of the AA-QF proposed transpacific revenue and capacity share agreement which is subject to final regulatory approvals, including in New Zealand.

There's also some fairly detailed rumours about AA doing the rounds. One industry source says his money's on AA announcing plans to operate a daily 787 flight on the AKL-LAX route from Apr.

AA has maintained in the past that its closer relationship with QF now affords it the opportunity to look closely at New Zealand. "But we have nothing to share at the moment on any new route," is the carrier's standard reply.

### EK Earlybirds Extended

Emirates advises agents its 2016 early-bird fares to UK/Europe, Africa, South Asian Subcontinent and the Middle East are being extended for sales to 30 Nov. Departures will be extended until 31 Oct. The GDS will be updated overnight. See [emiratesagents.com/nz](http://emiratesagents.com/nz)

### DXB Aviation Focus

The Dubai Airport Free Zone Authority is set to showcase a portfolio of administrative and logistical services and facilities at the 2015 Dubai Airshow, with hopes to attract more pioneers of the aviation industries from around the world.

A number of international and multinational corporations take advantage of DAFZA's investment facilities, incentives and services, 10% of which are from the aviation sector, including the likes of Airbus and Boeing, and it hopes this number will grow.

It will showcase its special features such as a strategic location close to the Dubai International Airport, various investment incentives, tax exemption, an enticing legislative infrastructure and more.

### KE's Big Boeing Order

Korean Air and Boeing have finalised an order for 30 737 MAX and two extra 777-300ER aircraft, valued at almost USD4 billion at current list prices.

### 18m Pax For Tigerair

Tigerair Australia has celebrated flying its 18 millionth customer since domestic services first commenced in Australia in Nov 2007.

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## A New Era Ahead For Holland America Line

It's all-go at Holland America Line with a new ship on the way and a USD300 million refurbishment scheduled for the existing fleet, as well as plans for a new brand image and a renewed commitment to educate both the trade and clients on its 'story'.



A number of cruise specialists yesterday received a first-hand update from visiting Holland America Line vice president of international marketing and sales Seattle Mark Krammerer and director of sales Australia Tony Archbold, after completing a ship inspection on ms Noordam, thanks to local reps Francis Travel Marketing.

Previously announced in *Travel Today* (30 Oct & 03 Nov) the moves signify a 'new era' for the cruise line, says Krammerer. While there is much hype surrounding the new ship, ms Koningsdam, the duo agreed it has also provided a great opportunity to refresh the existing fleet.

"What's really fun when you're in this business, and the thing that makes you really excited, is building new

ships," says Krammerer. "It's been six years since Holland America Line has had a new ship. . . So this gave us a chance to think about what makes sense for HAL and what makes sense for the travellers of today. . . I don't know about you, but I travel differently than what I did in 1997 or 2002, and I know all of your clients travel differently than that," he says. "New ships let you think about what you can do, should do and will do, to be sure you are relevant for today, and then for us, it's always about connecting it back to what you can do, should do on every ship."

Archbold reiterated this point, saying the investment of USD300 million into the existing fleet will ensure the fleet-wide standard is of the same level as the new ms Koningsdam, where structurally possible. The re-fits will begin next month.

### ... Keep Up With HAL

Krammerer concluded by saying this is 'just a glimpse of what's coming', and encouraged agents to get educated about the new enhancements and use it to grow their business. And of course, he encourages agents to utilise the services of the Francis Travel Marketing team.

Pictured: Holland America Line's Mark Krammerer and Tony Archbold with Francis Travel Marketing's Tony Smith (middle).



### P&O Pioneers More Of PNG

The uninhabited and privately-owned Conflict Islands is set to welcome P&O Cruises, with the cruise line announcing it will make calls to the Papua New Guinea atoll next year. In Jun 2016, Pacific Jewel will become the first cruise ship to call at the Conflict Islands—a group of 21 islands surrounding a blue lagoon—as part of P&O's PNG itineraries. The cruise line has worked with entrepreneur and passionate conservationist Ian Gowrie-Smith to bring cruise ships to his islands – one of only a few parcels of land owned freehold in PNG.

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### New USA Website

Brand USA is launching a flash new global consumer website for international travellers, saying the current 'Discover America' site is misleading in some markets.

The NTO's new VisitTheUsa.com website will be rolled out around the globe over the coming financial year, and at the same time, the current DiscoverAmerica.com site will remain live but redirect consumers to the new site.

"In many parts of the world, we found that international travellers felt our use of 'America' in our current consumer website address was overreaching, because America is comprised of more than just the United States," says Brand USA boss Christopher Thompson.

"While America resonates strongly in many parts of the world, in others the Americas refers to one continent comprised of North, Central and South America."

### Got News?

e-mail [news@traveltoday.co.nz](mailto:news@traveltoday.co.nz)

# HAL's New Experiential Focus

**Yet another cruise line has reiterated its commitment to the destinations it visits; with Holland America Line saying it 'sees the world better than anybody else' and revealing new enhancements to prove this point.**

Hoping to increase the awareness around its commitment to the destinations it visits, the cruise line has partnered with AFAR Media (*Travel Today* 30 Oct) in a bid to educate both agents and clients about each and every port their ships visit. Next year visitors to the HAL website will have access to detailed information, in the form of Destination Guides, on all of its ports of call and scenic cruising areas, including what restaurants to go

to, what walks to go on and the likes.

Holland America Line vice president of international marketing and sales Seattle Mark Krammerer says while they do 'destination and experience in destination better than anyone in the business,' they haven't been telling that story very well. "We've challenged ourselves on how we can bring that to life, and how agents can bring that to life for clients," he says.

Backing up this claim, Holland America Line director of sales Australia Tony Archbold says 35% of its departures have at least one overnight port, 'more than anybody else in the premium contemporary market.' "We do more unique ports as well than anybody else in that marketplace, so if you've got people that want to see the world, HAL sees more of the world and spends more time in these great ports than anybody else."

Additionally, reflecting its commitment to destinations and experiences, the cruise line is set to update its logo and its tagline to 'Savor the Journey'; which is all about people going out and getting enriched as they immerse themselves in the destinations they visit.

### Fiji's Marketing Boost

Tourism Fiji has received a new budget allocation of FJD30 million, an increase of FJD6.5 million from 2015. Announced at the 2016 Fijian government budget address at the Parliament complex in Suva, the move has come about in a bid to increase visitor arrivals into the country. South Pacific Tourism Organisation chief executive Ilisoni Vuidreketi says the Fijian Government's support towards the marketing efforts of Tourism Fiji and the Fijian tourism private sector is commendable.

"The Fijian Government has always been supportive of the work carried out by Tourism Fiji and the former FJD23.5 million budget allocation has enabled Fiji to continuously increase its visitor arrivals through targeted and precise marketing campaigns in both the long and short haul markets."

Fiji accounted for 41.6% of the total number of visitors into the Pacific region in the second quarter of this year, with over 192,070 visitors and this number is expected to rise with the increase in marketing budget.

### Hamilton Airport Role

Hamilton Airport's acting chief executive Mark Morgan has been appointed to the role permanently.

### Byron Bluesfest

The performance line up for Bluesfest at Byron Bay Mar 2016 continues grow, says Tourism Australia. Clients can enjoy performances by Melissa Etheridge, Tom Jones, Jackson Browne, UB40, Kendrick Lamar and more. For further details see [bluesfest.com.au](http://bluesfest.com.au)

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### Jupiters Celebrates 30

The Gold Coast's Jupiters Hotel & Casino is hosting a number of live entertainment performances this month to celebrate its 30-year anniversary. Highlights include music performances by the Beach Boys, Burt Bacharach and Stan Walker as well as popular comedy series Laugh Your Pants Off and more. Tickets are on sale now via ticketek.com.au

### CHC Best Golf Course

Christchurch's Clearwater Golf Course has been named the best golf course in both New Zealand and Oceania at the annual World Golf Awards in Portugal. It was selected by golf tourism operators, travellers and professionals as well as others working in the golf industry from around the world.



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## Food Experiences A Must For Travellers

Cooking classes and visits to wineries, breweries and distilleries have been ranked as the top requested activities for adventure travel itineraries, as reported by tour operators and travel agents in a survey by the US-based Adventure Travel Trade Association.

It says the survey revealed 71% of adventure travel itineraries now have an experiential food focus and that tourists are increasingly identifying local food and food experiences as their primary and secondary motivations for choosing specific destinations. Additionally, it also revealed that over 1/3 of global tourism expenditure is spent on food and beverage products.

### ... Best Foodie Tours

The US' Adventure Travel Trade Association has compiled a list of its top three adventure foodie tours for clients who know they want a food-focused holiday but aren't yet sure where they want to go, or what else they want to do.

Ciclismo Classico's Tuscany Slow Food Cycling Tour takes the top spot. The six-day cycling and epicurean

### CQ Hotels Nomination

CQ Hotels Wellington was the first hotel in New Zealand to train its employees in New Zealand Sign Language and has now been selected as a finalist in the ACC Employer Award category in the 2015 Attitude Awards.

adventure will allow clients to immerse themselves into the Tuscan lifestyle. For more, [CLICK HERE](#) Coming in at the second spot is Ciclismo Classico's Belgium Beer Bike Tour for those who want to pair a European bicycle tour with visits to a number of boutique breweries. For more, [CLICK HERE](#) Rounding out the top three is MIR Corporation's Epicurean Adventure Across Georgia's Wine Country. Highlights include the chance to discover Georgia through its chefs, winemakers, artisans and musicians. For more, [CLICK HERE](#)

### GO To Tahiti

Clients hoping to visit Tahiti next year can secure discounted packages with GO Holidays, flying Air Tahiti Nui ex Auckland to Papeete. Flights and four nights at Manava Suite Resort Tahiti is priced from \$1389pp s/t; or flights and four nights staying at Le Meridien Tahiti is priced from \$1579pp s/t. A seven-night Moorea package is priced from \$2279pp s/t, with five nights at InterContinental Moorea Resort & Spa and two nights in Papeete; or a seven-night Bora Bora package is priced from \$3399pp s/t, staying five nights at Bora Bora Peal Beach Resort & Spa and two nights in Papeete. Add \$171pp for travel from Wellington or Christchurch. The packages are for sales to 23 Nov and for travel 20 Jan-30 Jun. GO has full details.

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### Avis, Budget Bike Hire

Clients can now order bikes with their rental car at selected Avis and Budget rental locations in New Zealand, with the new Get Your Cycle On packages. There's a range of bikes available, from easy cruisers to off-road capable mountain bikes, and there's also a wide range of cars and SUVs with roof-mounted bike racks available from Auckland and Christchurch locations.

## Industry Diary

### NOVEMBER

#### Exotic Holidays Roadshow

**Hamilton:** Mon 16, Little India, 1730.  
**Auckland:** Tue 17, India Gate, 1730.  
**New Plymouth:** Wed 18, Pankawalla, 1730.  
**Christchurch:** Thu 19, Kinara, 1730.  
**Dunedin:** Fri 20, Little India, 1730.  
**Wellington:** Mon 23, Tulsi, 1730.  
**Napier:** Tue 24, Indigo, 1230.  
**Hastings:** Tue 24, Star of India, 1730.  
**Tauranga:** Wed 25, Little India, 1730.

### FEBRUARY 2016

#### Brand USA - Discover America Events

**Christchurch:** Mon 22, Rydges Latimar Hotel, 1700-2130.  
**Auckland:** Tue 23, The Cloud, Queens Wharf, 1700-2130.

### JAWS Roadshow

**Dunedin:** Mon 29.  
Venues, times tba.

### MARCH 2016

#### JAWS Roadshow

**Christchurch:** Tue 01.  
**Nelson:** Wed 02.  
**Whangarei:** Tue 08.  
**Napier:** Mon 14.  
**Wellington:** Tue 15.  
**Palmerston North:** Wed 16.  
**New Plymouth:** Thu 17.  
**Tauranga:** Tue 22.  
**Hamilton:** Wed 23.  
Venues, times tba.

# EK Ups The Stakes



### Taking in Stakes Day in Melbourne in the comfort of this year's UK-themed Emirates Marquee at Flemington were, from left:

Kim Walsh from Orbit Auckland with APX's Aaron Fern, Ant Bodle from FCM Auckland, BWT's Marie Easton-Myers, Kim Sinclair from Emirates and Aaron Simmonds from Orbit Hamilton. The famed EK marquee this year sported an English theme—a bit like a cross between an elegant English pub and a fancy hi-tea. For the ladies there was even a beauty salon to sort the makeup and hair.

In-marquee entertainment included dancing Queens Guards (complete with hats) dancing to a medley of songs including the Spice Girls. Aaron Fern from Calder & Lawson utilised the free wifi to direct the group's bets using Form Guide—and most of us

came out as positive winners on the day, says EK's Kim Sinclair. Home & Away stars turned out in force at the EK marquee and Cody Simpson was there along with a slew of television presenters.

### Laucala Festivities

Fiji's Laucala Island has festive cuisine, beverages and a variety of activities this holiday season, taking inspiration from traditional customs. Highlights include Arts & Crafts classes for the littlies at its Kids Club, where children can take home ornaments or decorate their in-villa Christmas tree with them. Christmas movies will play in the Leisure Centre during the holiday week; whilst in the Plantation House restaurant, guests can enjoy festive nibbles including mince pies and homemade gingerbread houses. There will also be an evening of authentic Fijian dancing and singing; whilst there will be a Christmas Eve Feast at the Plantation House, just to name a few. For more, see laucala.com

### Ad World's Tanya's Back



After a little over a year of maternity leave, Tanya Gurtin has returned as an Adventure World destination specialist in the Africa, North & South America team.

### Pacific Island Holidays

GO Holidays has Rarotonga, Samoa and Tonga deals, flying Virgin Australia ex Auckland. Tonga with flights and five nights' accommodation is from \$669pp s/t staying at Heilala Holiday Lodge. Samoa with flights, four nights and a late checkout is priced from \$775pp s/t staying at The Samoan Outrigger Hotel. Rarotonga with flights, four nights and a late checkout is priced from \$819pp s/t staying at Club Raro Resort. The deals are for sales to 11 Nov for travel 11 Jan-21 Mar. Travel period varies per destination and closeouts apply.

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Worldspan 97562	Amadeus DUD562

### New GBR Day Tour

A new luxury day tour by Lady Musgrave Experience will give up to 25,000 extra visitors the opportunity to experience the Great Barrier Reef from its southernmost point at Bundaberg, advises Tourism Australia. For further details see [ladymusgraveexperience.com.au](http://ladymusgraveexperience.com.au)



### Best Aussie NY Spots

Celebrating New Year's Eve in Australia means getting outdoors, throwing down a picnic blanket and enjoying watching fireworks with friends and family, says Tourism Australia. To ensure clients secure the best spot, visit [Australia.com](http://Australia.com) for a run down of the best vantage points around the country.

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TAO1117023

# More Girls Booking With G Adventures

**G Adventures is reporting strong growth in adventure travel for solo female travellers.**

The tour operator has launched a 'Make Your Next Step Count' campaign, recognising that 74% of women head overseas for 'time to think' or to 'escape the day to day'. "Female travellers are the fastest growing segment in the adven-

ture travel sector, with many using unique travel experiences to widen their world view and gain perspective," says Belinda Ward, managing director for G Adventures Australia and New Zealand. "The 'Make Your Next Step Count' campaign was developed to inspire people to alter the course of their lives forever through travel. Many people, including those working in the travel industry, can often feel burnt out or overwhelmed with work, the campaign confronts people with a choice: continue to live an ordinary life or take the next step towards an extraordinary one." See [gadventures.com.au/next-step](http://gadventures.com.au/next-step)

### PER Pop-up Waterpark

Construction is underway on Perth's newest summer attraction Xscape at the City, Australia's first pop-up waterpark.

Tourism Western Australia says the attraction will be located just out of the Perth CBD in Belmont near the Crown Perth entertainment precinct. It's expected to open late Nov. For further details see [xscapeatthecity.com.au](http://xscapeatthecity.com.au)



### Pamukkale A Hit

Turkey's thermal region, Pamukkale is continuing to attract record visitors, and with four- and five-star hotels regularly at capacity, clients should book in advance to avoid disappointment, says Innovative Travel's Robyn Galloway who is currently in the region.

Kiwis continue to be warmly welcomed in the region and are very popular with the locals, however, she reminds agents that Turkey is a large country and 'any news regarding activities on Turkey's southern border has no impact on mainstream tourism in Turkey's classical sites'.

The wholesaler has a range of early-bird offers for clients who book and pay by 11 Dec. For more details, see [innovativetravel.co.nz](http://innovativetravel.co.nz)

Jetstar to fly to the biggest towns in NZ starting with 'N'

New Plymouth

Nelson

Napier

North Palmerston

Subject to Government and Regulatory approval. Flights are operated by Eastern Australia Airlines for Jetstar Airways.

[jetstar.com](http://jetstar.com)



**Luxury Hotel Reviews**

ReviewPro has published its Top Luxury Hotel & Brand Report for the second year running after analysing almost two million online guest reviews published during 2014, evaluating 2330 properties that pertain to 117 luxury brands worldwide. Based on the Global review Index, in terms of overall online guest satisfaction, Olare Mara Kempinski, Masai Mara took out the top spot in the Individual Luxury Hotel category; whilst Library Hotel Collection was the best performing Small Luxury Brand; and Belmond Hotels was the best performing Large Luxury Brand. Other key findings were that the average GRI of the Top 25 Small Luxury Brands was 4% higher than that of the Top 25 Large Luxury Brands. It also found that 80% of luxury hotel reviews were positive; and that TripAdvisor continued to be the largest online review source for luxury hotels.

**Malaysia's Big Sale**



**Malaysia's annual 1Malaysia Year-End Sale is almost here, with events and offers in hundreds of shopping outlets all over the country.**

The country's biggest annual retail event kicks off 14 Nov and runs for nearly two months, and includes shopping and dining, year-end promotions and school holiday specials, and Christmas and New Year sales. One of the best places to secure some bargains is Kuala Lumpur, consis-

tently voted one of the world's best shopping cities and home to over 120 malls, says Tourism Malaysia.



**Palm Springs Pool**

For Palm Springs-bound clients, The Hacienda Cantina and Beach Club offers a public pool with no swim club fee or additional admission charge except when ticketed events take place. The new Day Club also offers live entertainment acts, Mexican cuisine and three bars. See [haciencacantina.com](http://haciencacantina.com)



**Hogwarts In The Snow**

Clients visiting London this festive season will have the chance to see the Harry Potter film series' most iconic sets decorated as festive scenes for Hogwarts in the Snow, advises London & Partners. At the Warner Bros. Studio Tour London 13 Nov-31 Jan, clients will have the chance to see Christmas trees lining the Great Hall, whilst the Gryffindor common room will be dressed for the season and a blanket of film-making snow will be meticulously applied to the Hogwarts castle model.

**INSIGHT VACATIONS**  
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**SALES EXECUTIVE**

Insight Vacations, one of the world's leading travel operators of Premium and Luxury escorted journeys, is seeking a sales professional to join their successful team.

**The focus of this role is to maximise the sales potential within predominantly the South Island by cultivating strong relationships with existing travel agency accounts, identifying new opportunities and driving brand awareness.**

**Successful candidates will be able to:**

- Develop & implement sales & marketing plans within their territory
- Recognise new growth potential within the market
- Strengthen relationships & achieve growth targets with key accounts
- Implement robust Insight training and promotional opportunities
- Operate independently with the support of an Auckland based team

Candidates nationwide are encouraged to apply as base location is flexible. Successful candidates will have proven sales and travel experience. A strong track record in communication, presentation & stakeholder relationship skills is essential.

A competitive salary including company vehicle is offered in line with relevant experience.

Applications complete with a covering letter and a copy of your resume should be emailed to Insight Vacations at [support@insightvacations.co.nz](mailto:support@insightvacations.co.nz)

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