

**AIR NEW ZEALAND** 



***Well done!***

**A special congratulations** to Jean Chapman SKYCITY of the  
TAANZ Lifetime Industry Achievement Award.

# TABS ON TRAVEL TODAY

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Monday 02 October 2017

Issue 3640

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## Trade Celebrates In Style At NTIAs

More than 700 industry members came together on Sat night to celebrate the fifth TAANZ NTIA awards, where 25 award winners, some familiar with the podium, some not, were acknowledged.

TAANZ ceo, Andrew Olsen gave a special mention to the sponsors 'who generously contributed to make this event possible and thanked all the guests for coming together on this special occasion.'

Air New Zealand's New Zealand and Pacific rgm Leanne Geraghty says this is a fantastic event and the growth in attendee numbers year-on-year is testament to the fact our industry wants to come together to recognise and celebrate the achievements of individuals, organisations and partnerships over the prior year'.

HoT boss Mark O'Donnell commended the event organisers on the profes-

sionalism of the event, which this year boosted more people and more event categories.

Globus family of brands was Best River Cruise Operator and gm New Zealand Troy Ackerman thanked the trade for its 'continued support and belief'. He also thanked the GFOB team for their 'outstanding efforts' and TAANZ for recognising river cruising as a separate category this year.

Winner of Best Agency Support and Best International Airlines, Online, Air New Zealand's Leanne Geraghty says 'we sincerely appreciate the way in which our trade partners have embraced working with us to ensure the ongoing mutual success of both our businesses and would like to again offer our congrats to all finalists and winners'.

NZ's lifetime achievement award went to SkyCity's Jean Chapman for her 20-plus years in the hotel sector. "It's great to see an individual from the broader industry win the lifetime achievement award," says Geraghty. Chapman was humble on receiving the honour, but was thrilled with her win. House of Travel retained its title as the best travel agency brand, for the fifth consecutive year.

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## TAANZ Board: All Systems Go



TAANZ held its 54th annual general meeting last Fri, attended by 26 members.

The event was a sober affair with no issues, and all officers remain

### Industry Together

With more people and more event categories at this year's TAANZ NTIAs, HoT boss Mark O'Donnell, has commended all those who were involved.

"It is one of those events that pulls the industry together as a whole, which is just a great opportunity," says O'Donnell. "It's hard for the people who have really put in all the effort in, and the finalists who face the judging panel. I particularly have to commend the rookies and young executives who put themselves forward, it's a tough process and a lot of work."

on the committee, so there was no need for an election.

There was no increase in membership fees; and the bonding levies were also unchanged.

The trade association showed a surplus for 2017 of just under \$14,000, and has an accumulated funds balance of just over \$3 million.

The board has indicated that it wants to build on its three-pronged mantra of advocacy, education and governance, so as to build a stronger profile for the travel industry in the eyes of consumers.

Pictured is Brent Thomas, HoT; Simon McKearney, helloworld; Andrew Bowman, TAANZ president, and First Travel Group; Wendy van Lieshout, APX; John Willson, First Travel Group; and Mark Abbot, HoT.



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### Passports No Longer?

New Zealand Customs Service has welcomed the recent Airbiz report, which proposed streamlined, passport-less trans-tasman travel. "Customs works closely with other border agencies, and with Australian authorities as the opportunities arises," says a customs spokesperson.

"We are committed to finding new and improved ways to deliver more streamlined and less intrusive clearance processes for travellers while ensuring a secure border."

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# Stopovers To Be A Thing Of The Past?

**Flying longer while decreasing fuel burn and increasing the efficiency of aircraft is set to be a key focus for Boeing over the next five-10 years, as the growth of air travel continues at a rapid rate.**

Speaking to attendees at last week's PATA Global Insights Conference, Boeing's md for marketing Asia Pacific & India, John Schubert, said data shows 'passengers want to go where they want, when they want; and they do not want to go through hubs', hence the need for aircraft that can fly further distances.

"People generally want to get there [to their destination] as quick as they can, that's what the data shows and that's how we've built our airplanes now," he said, noting the 787 that Qantas will soon operate on its new Perth-London route.

"Passengers want to fly direct flights. . . Where is the limit? I don't know."

Other key focuses for Boeing, added Schubert, includes the likes of ensuring the aircraft design is up to scratch, down to the last detail, such as creating an overhead bin that opens with less force; while in-flight connectivity is also a top priority. "However we can make it easier for

airlines to connect their airplanes, it is in our best interest, and theirs," he says. "Passengers want to be connected in the air as they are on the ground."

### . . . Outlook Positive

Schubert adds that over the past eight years, the growth of the travel industry has outpaced forecasts; while world load factors continue to grow. "I remember the days when 60% or 65% [loads] was pretty good; those days are gone. . . They're now over 80%," he says, adding that there's expected to be around 300 million more people travelling every year.

### Sustainability Panel

Air New Zealand has appointed two new members to its Sustainability Advisory Panel; ecological economist Professor Tim Jackson and carbon emissions policy specialist Dr Suzi Kerr. NZ ceo Christopher Luxon says the new panellists will bring in further expertise in social, economic and environmental issues, adding that carbon management is the significant challenge for the carrier.

### Hobart Famil Space

Francis Travel Marketing advises agents there's still space, although limited, available on its Holland America Line famil, travelling from Dunedin to Hobart 12 Nov. The famil is open to agents only, at a cost of AUD300. E-mail events@francistravelmarketing.co.nz for full details and to register your interest.



AIR NEW ZEALAND

SEE PAGE 7

### EK, PR Connectivity

Emirates and Philippine Airlines have enlisted SITAONAIR to provide inflight connectivity for clients. SITA's internet ONAIR offers contextualised and personal content for 'digitally demanding passengers'. Emirates has combined it with its loyalty programmes, while Philippine Airline's has upgraded its GX connectivity with the system, allowing 30 minute free wifi sessions and cheaper price plans.

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## Cruise Month Kicks Off, Exclusive Deals

CLIA Australasia's annual Plan a Cruise Month promotion has officially kicked off, with clients able to secure exclusive deals during the month.

Ensuring Oct is officially becoming known as 'cruise month' down under, this month also marks the start of the region's cruise season with the

### Silversea 2019

Silversea's 2019 collection of voyages can now be booked, and the range of new ports will be 'extremely appealing' to New Zealanders, with Silversea seeing encouraging growth from Kiwi's for Galapagos, South America and Antarctica cruises, says md Amber Wilson. "With the launch of Silver Cloud into the expedition fleet this Nov we will have two ice-clad ships sailing to Antarctica and we are confident that the New Zealand market will be one of the key growth markets for this destination. Undoubtedly the Northeast Passage itinerary will be a sought after voyage, as will the inaugural season of Silver Muse in Alaska," says Wilson. 2019 itineraries cover 400 destinations to 64 countries, complete with a range of new ports.

### Azamara Expansion

Azamara Club Cruises is expanding its fleet, with a new ship set to join Azamara Journey and Azamara Quest. President and ceo of Azamara Club Cruises, Larry Pimentel, says the Azamara Pursuit will allow the line to visit more regions.

Further details, such as the ships deployment, will be released soon.

first international ships arriving for the summer.

"This Oct's Plans a Cruise Month is set to be bigger and better than ever with great deals available across a range of popular cruise holidays including luxury, expedition, ocean and river cruising," says CLIA Australasia & Asia md Joel Katz.

"With more than 90,000 New Zealanders taking a cruise each year, there are more and more holiday-makers discovering how fun and relaxing a holiday at sea is," he adds.

### ... The Promos

From cabin upgrades to discounts, special cruise deals for clients this Oct include an exclusive Uniworld stateroom upgrade for those who book any 2018 voyage in Europe, India, Vietnam and Cambodia trip between 08-14 Oct; MSC is offering 50% off for the second passenger on select departures in the Mediterranean, Arabian Peninsula, Northern Europe, the Caribbean and repositioning cruises; and Crystal is offering savings of up to USD1000 per stateroom on select departures in 2017-18 including its river, ocean and yacht itineraries.

Also on offer, advises Francis Travel Marketing, is 'huge' savings on select Luftner Christmas cruises, while clients will receive USD50pp onboard spending money on select Windstar sailings, and Carnival Cruise Line is offering 'great rates' plus USD25 onboard spending money pp on all sailings to Dec 2018.

To see the full list of specials see [cruising.org.au](http://cruising.org.au)

## Carnival's TAANZ Win, Kiwi Commitment



The Carnival New Zealand team is celebrating after having taken out the TAANZ NTIA award for Best Cruise Operator on Sat night, for the third time. "It's very exciting, this is our third year running," says key account manager Belinda Clark. "After what has been a hard year of work, it's a great achievement for the team," she says, adding that now is a particularly exciting time for the cruise industry. "Just last week we held our big trade event, talking about our commitment to the New Zealand market; it's our biggest season next year. . . It's great timing as it's now Plan a Cruise Month, it's all eyes on cruising really," she says. And while the outlook is positive, Clark says she would love to see more capacity at ports around New Zealand.



Pictured at last week's trade event, held in Auckland, is:

- 1 GO Holiday's Felicity Alquist, Michelle Haliday, and Cath McLeod, with helloworld's Jacqueline Unsworth.
- 2 P&O's Richard Waugh with HoT's Vaughan Kitchener.
- 3 Cruise Connection colleagues Nicole Showler and Shelley Hibbert.
- 4 P&O's Ryan Taibel and Princess Cruises' Brett Wendorf.

### Time for a change or new direction?

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### New Foodie Adventures

World Expeditions has released a new series of food lover itineraries for 2018, with the trips including visits to markets and vineyards, as well as cooking classes.

Vietnamese and Asian tours are proving popular with Kiwis says World Expeditions marketing manager Rob Keating. "We are finding this kind of trip is appealing to those wishing to combine exotic locations with culinary interests," says Keating.

New itineraries include a 13-day Peru tour (priced from \$4690pp) which will see clients visit the Cusco markets, the Inca Trail and the Sacred Valley; while a 13-day Japan tour (priced from \$7090pp) includes the Osaka markets, Tokyo and Kumano Kodo pilgrimage trails, to name a few. See [worldexpeditions.co.nz](http://worldexpeditions.co.nz) for the full list of trips.

## A Good Night For NZ Travel Brokers

With her own award sitting on the desk beside four time consecutive TAANZ winners Steve Lee and Guy Flynn, NZ Travel Broker's Ange Bocock says she feels humbled, honoured and still a bit surprised at Sat night's win for the Best Young Travel Agency Executive.

"This tops off a massive year for the company—not only did we win Best Broker brand—again, but we are celebrating our 10th year in business," she says, but stresses this award would not be possible without the team and is grateful to the 'boys for their support and encouragement.'

Bocock has been with the company two and a half years in a marketing manager role, which she says encompasses a bit of everything.

### Elvis On Tour

The O2 will be holding the *Elvis on Tour* exhibition from 03 Nov, advises London & Partners. The 2014 exhibition attracted 200,000 people, with this one set to be bigger with over 200 artefacts, some of which have never been in the UK before. Tickets start at GBP12, see [theo2.co.uk](http://theo2.co.uk)



"Broker assistance is the main part—helping them with whatever they need in regards to marketing; be it flyers, social media, editorial. And then there is the supplier side and coordinating joint promotions."

The NZ Travel Brokers team was joined on Sat night by a few of the company's original broker members, including the first one, Sally Lockhead—'so the wins are shared by all', adds Bocock.

Pictured accepting her award is NZ Travel Broker's Ange Bocock with Susan Emmers, Tramada.



### Gorilla Savings

For clients looking for a last minute getaway, Intrepid Travel is offering 40% off its remaining 2017 gorilla tours, departing 21 and 28 Oct.

The 16-day Gorillas and Game Parks tour travels through Kenya and Uganda where clients can spot the 'big five', before heading to Rwanda for a gorilla encounter. The tour starts at \$2553pp t/s, offering savings of nearly \$2000. Agents are advised to book quick, see [intrepidtravel.com/nz](http://intrepidtravel.com/nz)

### SQ/LH Group Expands JV

Singapore Airlines and the Lufthansa Group have expanded their joint venture partnership, effective 01 Oct, covering flights between Singapore, Australia and Germany, Switzerland, Austria and Belgium.

The move will allow clients to choose from a wider range of travel itineraries and fare products that will be progressively offered by the Star Alliance airlines.

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**The Newbreaker**



**Industry  
Diary**

**OCTOBER**

**The Travel Corporation's Europe Launch Events**

**Nelson:** Thu 05, Bacco Restaurant, from 1730.

**Air New Zealand and JTB New Zealand LTD Japan Agent Roadshow 2017**

**Christchurch:** Mon 09, The George Hotel, 1800-2000.

**Auckland:** Wed 11, Air New Zealand Customer Innovation and Collaboration Centre, 1800-2000.

**Pack ya Bags Agents Training Sessions for the Philippines**

**Napier:** Mon 09, 1730.

**Queenstown:** Mon 16, 1730. Venues tba.

**Destination NSW Agent Quiz Events**

**Wellington:** Wed 18, Intercontinental Hotel, 0700 breakfast, quiz starts at 0715.

**Christchurch:** Wed 18, Lonestar Riccarton, refreshments from 1730 quiz starts at 1800.

**Auckland:** Thu 19, Albion Hotel, refreshments from 1730 quiz starts at 1800.

**SPANTO Roadshow**

**Hamilton:** Wed 25, The Ferrybank Conference Centre, 1800.

**NOVEMBER**

**Western Australia Roadshow**

**Auckland:** Mon 13, Rydges Hotel, 1730-1930.

**Hamilton:** Tue 14, Novotel Tainui, 1730-1930.

**Wellington:** Wed 15, James Cook Hotel, 1730-1930.

**Christchurch:** Thu 16, The George Hotel, 1200-1400.

**DECEMBER**

**Visit USA NZ Regional Roadshow 3**

**Tauranga/Mt. Maunganui:** Mon 04, from 4pm, venue tba.

**FEBRUARY 2018**

**Brand USA Discover America Events**

**Christchurch:** Mon 26, 1700-2100. Venue tba.

**Auckland:** Tue 27, 1700-2100. Venue tba.

**Where Airlines Go, Kiwis Follow**

Tempo Holidays registers a spike in business to a particular region when airlines announce new routes, and gm Greg Osborne says sales to South America grew substantially when Air New Zealand commenced its direct Buenos Aires services.

"Latin America is doing well for the company, and we are grateful for the NZ flights," he says.

Tempo has launched its first Worldwide 2018/19 brochure that details a bit of everything, says Osborne, including eight new East Africa trips, which have been under the Cox & Kings brand.

"East Africa has so much to offer in terms of safaris, wildlife and amazing lodges and a personal highlight is visiting the mountain gorillas," he says. A three-day Gorillas Through the Mist Uganda safari from Kigali is priced from \$3905pp t/s.

Egypt is 'coming back' adds Osborne, with the Tempo brochure featuring an enhanced Middle East section offering plenty of tried and tested itineraries. "Egypt was the largest tourist destination in the world, so now is a great time to go as there is no queues and the prices are reasonable. They [residents of Europe] are on the move

again and heading back to Egypt. And where they go the rest follow."

Sri Lanka is 'tracking very well', which Osborne puts down to the country getting back on its feet after years of war. "The people are resilient and with hotels and the country's infrastructure being upgraded, we expect more visitors to discover this nation."

**Lego House**

Agents with Denmark-bound families can recommend the new Lego House in Billund Denmark which opened on 28 Sep. The ground floor of the house includes 'state-of-the-art' Lego stores, three restaurants, conference facilities and a public square.

The second floor includes four play zones defined by colour that represent an aspect of learning; red is creative, blue is cognitive, yellow is emotional and green is social.

The Lego House also features a History Collection Museum and a Masterpiece Gallery. "Lego House is a manifestation of the very essence of the Lego idea, this will be an amazing place where Lego fans, their families and friends can experience, or re-experience, the playfulness of the Lego universe," says gm of Lego House Jesper Vilstrup. The house is formed out of 21 boxes balanced on each other, like Lego bricks. Tickets start at DKK199pp, children under two are free. See legohouse.com

**Under Water Winery**

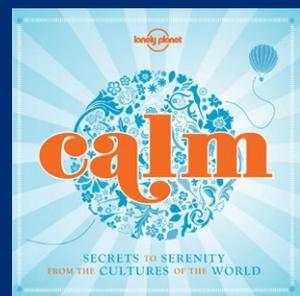


For Croatia-bound clients looking for something different to do, urge them to try Mysterium, a limited edition boutique wine from Croatia, which is aged in underwater cellars in the Adriatic Sea.

The Edivo Wine Bar in the Peninsula of Pelješac offers wine tasting, or clients can dive to the underwater wine cellar, hidden in a sunken boat.

The idea comes from the ancient Greeks who stored wine in the Adriatic Sea, where the 'perfect thermal conditions' improved the quality of the wine and provided it with a unique pinewood aroma. The wine costs up to GBP270 a bottle. To request a diving tour of the underwater cellars see edivovina.hr/en

**Calm Competition**



As agents slave over a hot computer, in the thick of the UK/Europe selling season, we have something to help consultants through the busy times.

Travel Today is giving away four copies of Lonely Planet's book *Calm*, full of secrets to serenity from cultures around the world.

From the ancient art of Bonsai in Japan and archery in Bhutan to communing with the horses of nomadic Bedouin tribes this book promises to 'let you in on the overarching secret' and help you break away from the 'hamster wheel' of modern life, after all historians believe we currently have less down time than medieval peasants.

**To enter, tell us where in the world you would visit to find your inner peace. E-mail [giveaways@traveltoday.co.nz](mailto:giveaways@traveltoday.co.nz) by 1700 05 Oct.**



**Win A Night As Cinderella**

Clients can win a night in the Cinderella Castle Suite at Walt Disney World Resort and two day Disney passes for themselves and five guests with the Give Kids the World Village competition. Clients simply buy raffle tickets, with proceeds going to Give Kids the World, a charity that fulfils the wishes of terminally ill children, tickets start at USD10 for 100 entries. The prize also includes a fairytale breakfast at Cinderella's royal table and flights to and from Orlando (competition is open to New Zealand residents). The suite is four stories above the Magic Kingdom, and can't be reserved by park guests. See [omaze.com/experiences/disney-cinderellas-castle](http://omaze.com/experiences/disney-cinderellas-castle)

# Glitz And Glam At The NTIAs

Suits and frocks were donned for Sat night's annual TAANZ National Travel Industry Awards, held at Auckland's SkyCity Convention Centre, with awards presented across 25 categories, including brand, location, individuals and brokers, as well as a lifetime industry achievement award.



**1** Air NZ lifetime achievement winner Jean Chapman, SkyCity is pictured, centre, with NZ's Leanne Geraghty and Cam Wallace. **2** Nick Dew from Hawaiian Airlines with Cathay's Shaun Muller. **3** Vincent Telefoni From Air NZ, with Hawaii Tourism's Darragh Walshe, Frank Gibbons from NZ and Megan Hornblow from Hawaii Tourism. **4** Andrew Olsen, TAANZ and Jason Westbury, AFTA. **5** Qantas' Rebecca Slee with Russell Willis from Hawaiian Airlines and helloworld's Kim Grafton. **6** Guy Flynn, NZ Travel Brokers, APX's Wendy van Lieshout and Guy Robinson from Avis. **7** Hawaiian Airlines' Lindsey Morgan and Air NZ's Leanne Geraghty. **8** Hawaiian Airlines' Russell Willis, on left, with Hawaii Tourism duo Megan Hornblow and Darragh Walshe. **9** Cullam Murchison from House of Travel with Air NZ's Leanne Geraghty and Blair Catton. **10** Having a pre awards drink is Francis Travel Marketing's Tony Smith with TAANZ CEO Andrew Olsen and wife, Justine Olsen. **11** Winning the Best Tour Operator award topped off a great night for The Travel Corporation team and ready to party is (back row) Reece Scott, Millie Amann, Chelsea Armitage, Toni Saville, Gordon Gillan, Rosie Green and Marija Tolj. Front four — Jill Wilkinson-Fuller (red wine glass in hand), Jorja Stone, Louise Levesque and Kevin Dennerly-Minturn (kneeling). **12** Rebecca Slee, Qantas and Emirate's Chris Lethbridge. **13** Jetstar's Mick Cottrell catches up with Shirley Taylor, Taylor Made Travel. **14** It was a night for dressing up and Discover the World's Diane Strom and Ollin Raynaud certainly did just that. **15** Winners of Best Niche Wholesaler, Viva Expeditions & Chimu Adventures team members Jo Sanderson, Brendan Robbers, Jo Rees and Rachel Williams. **16** Dressed to impress is Air Tahiti Nui's Faye Spooner and APX's Wendy van Lieshout. **17** Emirates' Craig Murray; Sue Hague, Destinations and World Journey's Brett Barclay. **18** Etihad's Roshnie Chhiba and Discover the World's Ruth Dixon. **19** Amadeus' Andrew Gaye and STA's Sarah Bedford. **20** Industry stalwart Lindy Christen catches up with First Travel Groups' Malcolm MacLeod. **21** Discover the World's Marie Pusinelli, Alison Hopkirk and Leesa Robinson. **22** House of Travel's Mark O'Donnell, First Travel Group's Andrew Bowman and helloworld's Simon McKearney. **23** Lifestyle Holidays' Sharon Martin and Ruby Tai Tin with Air Tahiti Nui's Faye Spooner (in her striking pink number). **24** Rookie of the year winner Rebekah Hensman from helloworld 5 Mile with category sponsor, Chris Lethbridge from Emirates. **25** GO Holidays' Emma Robertson and Francis Travel Marketing's Susan Baxter.

# Congratulations!

to all the 2017 TAANZ Award Winners

**Best Travel Agency Brand**

House of Travel

**Best Brand Retail Single Location**

YOU Travel Ferrymead

**Best Brand Retail Multi Location**

helloworld Blenheim, Rolleston, Wanganui

**Best Brand Corporate Single Location**

Orbit World Travel Wellington

**Best Brand Corporate Multi Location**

Orbit World Travel

**Rookie of the Year**

Rebekah Hensman, helloworld 5 Mile

**Best Young Travel Agency Executive**

Angela Bocock, NZ Travel Brokers

**Best Travel Consultant – Retail**

Billy Ballentine, House of Travel Lakers Invercargill

**Best Travel Consultant – Corporate**

Paul Johnson, Orbit World Travel Hamilton

**Best Travel Agency Manager – Retail**

Michelle Malcolm, helloworld North Harbour

**Best Travel Agency Manager – Corporate**

Grant Avis, Gilpin

**Best Broker Brand**

NZ Travel Brokers

**Best Broker**

Janine Mallon, The Travel Brokers

**Best Wholesaler**

GO Holidays

**Best Niche Wholesaler**

Viva Expeditions & Chime Adventures

**Best International Airline – Online**

Air New Zealand

**Best International Airline – Offline**

Lufthansa

**Best Cruise Operator**

Carnival NZ (P&O Cruises and Cunard Line)

**Best River Cruise Operator**

Avalon Waterways

**Best Tour Operator**

The Travel Corporation  
(Trafalgar, Contiki, Insight, AAT Kings)

**Best Car Rental Operator**

Avis Rent a Car

**Best Hotel Group**

Rydges Hotel & Resorts NZ

**Best Technology Supplier**

Amadeus

**Best Industry Representative**

Sharon Egen, Singapore Airlines

**Best Agency Support**

Air New Zealand

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We enjoyed celebrating with you all on Saturday night

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