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Thursday 06 October 2016

Issue 3410



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Calls For TAANZ To Promote Agent Value

TAANZ says it's working on more ways to promote the value of using a TAANZ agent after members called for the association to do more in a new engagement survey. TAANZ commissioned the survey to seek feedback and establish a satisfaction benchmark on factors like frequency of contact, services offered, the TAANZ value proposition, and job and business confidence. TAANZ head Andrew Olsen said it was disappointing only 25% of members responded to the survey, but pleasing that 69% of those who

responded said they were satisfied or very satisfied with TAANZ services. Responses 'ran the spectrum from very supportive to unsupportive'; and a recurring theme was for TAANZ to have more of a presence in encouraging the public to use a bonded travel agent. The message 'has been regarded as high priority for the board', says Olsen. While TAANZ recently launched a new website with a focus on promoting the benefits of using a TAANZ agent to consumers, respondents said customers need to be driven to the site before it's of value.

Members want TAANZ to do a better job of emphasising the value of using an agent, and give them a better value proposition they can use when speaking with clients about why they should use a TAANZ agent, says Olsen.

... Brand Campaigns

The groups represented on the TAANZ board have discussed using TAANZ branding in their advertising campaigns, and each brand is doing a review on incorporating the TAANZ brand, says Olsen.

... continued on page 6

NZ Introducing Wi-Fi

Air New Zealand will begin rolling out Wi-Fi on jet services in 2017, starting with transtasman flights. NZ is in the final stages of negotiations and world-class Wi-Fi will be progressively available on Tasman, Pacific Island and long haul fleets from the end of 2017, says NZ boss Christopher Luxon, who adds NZ has waited until it could introduce a service that meets the high expectations of customers.

Job Satisfaction High

Job satisfaction appears to be high among agency owner-operators in New Zealand, with the vast majority of respondents to a TAANZ survey saying they're either Satisfied or Very Satisfied with their job. The survey didn't take into account employees within respondents' businesses, but at a top level suggests engagement within businesses is strong and owners are typically satisfied, says TAANZ—which called it a 'tremendous' result overall.

A positive business outlook could be contributing to this, notes TAANZ, with the vast majority of respondents also reporting they're confident or very confident that their business results will improve in the year ahead.



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NZ To Lift Aussie Profile

Air New Zealand has today launched a 'Better Way To Fly' brand campaign in Australia—designed to convince Australians NZ is a better option to fly to North and South America, and ultimately increase the carrier's long-haul market share.

Calling it a strategic move to shift Aussie perception that NZ is just a transtasman carrier—the irony is that some are suggesting the money NZ pocketed from investing in its Tasman alliance partner Virgin Australia is now being poured into the major consumer campaign, which would compete with VA on long-haul routes. The strategic campaign features well-known Aussie actor Bryan Brown as the voice of Dave, a migratory bird. For more on the campaign, see betterwaytofly.com.au

QF Aussie Sale

Qantas has one-way flights to Australia on sale from \$199 in economy, \$599 in business and \$899 in first class. The fares are available for sales to midnight 09 Oct. See qantas.co.nz/agents

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HA Lie-flat Beds On AKL-HNL From Dec

Hawaiian Airlines will launch its Premium Cabin, featuring lie-flat seating, on the Auckland-Honolulu route from 05 Dec; and at the same time, will increase the number of Extra Comfort seats.

Bookings opened today for the new Premium Cabin, which features 18 lie-flat leather seats that fold into 180-degree beds. They're 20.5 inches wide, 76 inches long and aligned in a 2-2-2 configuration, and also feature two USB connections and one A/C outlet, and a 13 inch entertainment screen with more than 100 hours of movies and TV.

There's amenities by designer Sig Zane, including amenity kits, blankets, mattress pad and pillow; and HA's executive chef has designed a menu showcasing regional food by Hawaii's top chefs. There also a premier cocktail and full beverage bar service with mai tais and local beers and spirits.

... More Extra Comfort

With the introduction of the new Premium Cabin, HA is also adding 28 more Extra Comfort seats to its A330 aircraft in response to growing demand for the premium economy service. The Extra Comfort option features 36 inches of seat pitch, priority boarding, on-demand in-seat entertainment, and a personal power outlet. The new A330 configuration will feature 18 Premium Cabin seats, 68 in Extra Comfort and 192 in the Main Cabin.



Hurricane Matthew

A number of airlines have cancelled Caribbean and US services in the wake of Hurricane Matthew, which has caused destruction in Haiti, some parts of Cuba and the Bahamas, among other islands. It is expected to hit Florida soon with people from vulnerable coastal areas, ranging from Fort Lauderdale north to Cape Canaveral, to be evacuated. Reports say American Airlines, Delta Air Lines and United Airlines have all cancelled some flights; while many airlines are waiving change-fees for those who need to change or cancel flights in wake of the hurricane. Individual airlines have full details.



The Premium Cabin is available on the Auckland route for travel from 05 Dec, as well as flights to Brisbane and Narita; and on Sydney flights from 13 Dec. The seats also debuted this summer as a 'surprise-and-delight' experience for guests traveling on the airline's North America network; and the cabin will arrive in additional markets as the company retrofits its fleet of 23 wide-body A330 aircraft through 2017.

EK Extends Earlybirds

Emirates has extended its earlybird fares to 07 Nov. All fares and conditions remain the same except economy fares to Frankfurt, Zurich, Munich and Vienna have gone down to a lower tier. Fares include London (Gatwick) from \$1953; Zurich from \$1847; Amsterdam from \$1884; Paris from \$1930; and Frankfurt from \$1927.

SIN Stopover For \$1

Clients who book Air New Zealand or Singapore Airlines fares to the UK/Europe, South East Asia or India from 03-31 Oct, for travel 01 Feb-28 Sep, can buy a Singapore Stopover Holiday package for \$1. See airnzagent.co.nz

Jetstar

SEE PAGE 7

SQ Incentive

Agents who sell six return tickets ex New Zealand to any Singapore Airlines or SilkAir destination beyond Singapore will have the chance to purchase an economy ticket to Singapore for \$350, or Europe for \$800, as part of SQ's latest agent incentive. There are also plenty of other destinations on offer, as well as premium economy and business class fares. See today's t-mail for full details.



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Record Interest In Baltics, Alaska

The unrest in some European countries over the past year, as well as Kiwi travellers becoming more adventurous, has led to destinations like the Baltics and Alaska becoming popular cruise choices, with industry sources noting a change in booking behaviours.

Norwegian Cruise Line's national sales manager Chris D'Anvers says this year he has noticed an increase in both enquiries and bookings for Baltic sailings, which he expects is due to the 'turmoil in the Mediterranean', with clients in turn looking for alternative holiday destinations. "We have had a huge increase in the Baltics, and I think that will be reflected in next year's CLIA stats," he says, adding that the Baltics, in previous years, haven't been nearly as popular.

And it's a trend that Francis Travel Marketing's Tony Smith has also noticed, saying while Baltic itinerar-

ies haven't typically been big sellers, bookings for next year are on the up. Another destination which is taking off at the moment is Alaska, adds Smith, saying bookings have picked up earlier than usual. "If clients are looking at Alaska, then they really need to take advantage of the pricing and the offers that are out there and available now," he says. "Some categories are starting to sell out on certain sailings. . . Clients can't leave it too long."

Smith adds that Alaska is a 'complete destination for everybody', with an impressive wildlife and outdoor offering. However, he also believes the high interest has come from those who are looking for an alternative to Europe, as well as those who are looking to return for a second or third time.

"Start talking to your clients now [about travel in 2017], if you leave it too late they might not get what they want."



Singapore Named As Top Cruise Destination

Singapore has been named as a top cruise destination by industry experts, for the second time in three years, at the 10th Seatrade Cruise Awards.

Singapore Tourism Board's John Conceicao says the accolade is thanks to its air connectivity, proximity to the region's range of cruise offerings and its berthing facilities at both the Singapore Cruise Centre and Marina Bay Cruise Centre Singapore terminals. Singapore experienced a 14% year-on-year increase in cruise passenger throughput in 2015, adds Conceicao, while Royal Caribbean International is set to have their longest-ever homeporting season in Singapore starting this month. Conceicao says the STB will 'continue to push the boundaries in establishing Southeast Asia as the cruise region of choice'.



Scenic Aura's Debut

Scenic's newest river ship, Scenic Aura, has launched on Myanmar's Irrawaddy River, sailing its maiden 10-day voyage from Pyay to Mandalay, becoming the line's second ship in South East Asia. With just 22 all balcony suites for 44 guests, the Scenic Aura also has a choice of dining venues, a pool and bar area, bar and lounge, open air cinema and more.

With the Scenic Spirit launched on the Mekong in Jan 2016, Scenic's chairman Glen Moroney says client feedback on its South East Asia offering has been 'hugely popular'.

Ports Stepping Up

With the New Zealand summer cruise season underway, and larger ships set to visit our shores, Cruise New Zealand says many ports around the country have stepped up to carry out works to ensure they can cater to the increasing capacity. However, chief executive Kevin O'Sullivan says berthage for large ships at Lyttelton remains a problem, as well as Auckland, though the latter will be resolved next year with the port set to install a dolphin which will effectively extend the mooring capacity of Queens Wharf. In the meantime, passengers from the mega-liner Ovation of the Seas will tender from the ship to the shore, he adds.

No Cruise Protests Here

While Venetian locals aren't happy with the increasing number of cruise ships visiting the city and bringing with them up to 30,000 passengers each day, highlighted by an increasing number of protests, Cruise New Zealand says this isn't likely to ever happen here. Executive officer Kevin O'Sullivan says while the organisation works to increase the number of ships coming to New Zealand, 'the country as a whole, and the regions, continue to welcome the benefits from more ships and more passengers'.

The Puerto Rico Appeal

Puerto Rico is on its way to break cruise passenger records for the second time in three years, advises the Puerto Rico Tourism Company, while new shore excursions and day tours have been developed to respond to demand. Its leading port, San Juan, posted record passenger numbers in 2015, with the arrival of 1.5 million passengers; and it is set to break that record in the 2017/18 season, with an expected 1.6 million visitors.

Crystal Mozart Live

Crystal River Cruises has launched live view cameras on the all-new Crystal Mozart, in what it says is a river industry first, allowing clients to access real-time views of the ship's position, from home.

The 'Live Views' option of Crystal's newly redesigned homepage, broadcasts the villages, landscapes and cities on Crystal Mozart's route along the Danube River, which it says can be utilised as a planning tool, particularly for clients who are unfamiliar with some of the ports. "They can follow along on a voyage virtually and discern which itineraries are right for them," says chief executive Edie Rodriguez. Clients can check out a forward view, port view and starboard view.

Its ocean ships Crystal Symphony and Crystal Serenity, and luxury yacht Crystal Esprit, also have the function.



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HKG For Christmas

Hong Kong Airlines has flights to Hong Kong for departures 01-17 Dec, with a maximum stay of 14 days, priced from \$1628 for sales to 31 Dec, says World Aviation.

Industry Diary

OCTOBER

ACTE/CAPA Auckland

Education Forum

Auckland: Thu 13, Langham Hotel, 0900-1700.

P&O Pop Up

Tauranga: Thu 13, Club Mount Maunganui, 45 Kawaka Street, from 1745.

Visit Sunshine Coast agent events

Auckland: Tue 18, Pullman Hotel, 1700.

Wellington: Wed 19, Rydges Hotel, 1700.

Christchurch: Thu 20, Breakfree on Cashel Hotel, 1700.

South African Tourism roadshow

Auckland: Wed 26, Millennium Hotel, 1730-2130.

NOVEMBER

Viva Mexico Day of the Dead function

Auckland: Thu 03, Besos Latinos Restaurant, 1730.

Tourism Ireland Travel Trade Roadshow

Auckland: Mon 14, Details tbc.

Canada Roadshow 2016 Adventure World, Rocky Mountaineer, Air New Zealand & Holland America Line

Invercargill: Mon 14, Kelvin Hotel, Starts at 1800.

Dunedin: Tue 15, Otago Museum, Starts at 1800.

Christchurch: Wed 16, Christchurch RSA, Starts at 1800.

Travelport Airline Event

Auckland: Wed 23, Seafarers Club, Britomart 1800-2100.

MARCH 2017

JAWS Roadshow 2017

Dunedin: Mon 06.

Christchurch: Tue 07.

Nelson: Wed 08.

Whangarei: Tue 14.

Auckland North: Wed 15.

Napier: Mon 20.

Wellington: Tue 21.

Palmerston North: Wed 22.

New Plymouth: Thu 23.

Tauranga: Tue 28.

Hamilton: Wed 29.

Venues tba.

Kiwi Market Is USA's Golden Child

Brand USA's Australasian operation is starting a new financial year with a new regional manager—and its eyes firmly on the Kiwi trade.

"New Zealand is not the biggest market but its visitor growth [to the US] is among the highest in the world—and from a mature market that is incredible," says visiting Brand USA director Australia and New Zealand Matt Fletcher (pictured on left with local Brand USA rep Wayne Mitcham. "If all markets were growing at that same pace we'd be well ahead of reaching our global target [of 100 million annual visitors by 2021]."

"New Zealand is seen by [Washington] DC as a real golden child," says Fletcher on his first visit here since his appointment four weeks ago.

... New Product Focus

Acknowledging the increased air lift between New Zealand and the US, Fletcher says the additional 165,000 airline seats per annum between the two countries presents an opportunity and a challenge. "It's great news to have all the additional capacity, now we just have to work with the trade to maximise the opportunity and try to fill the seats to make sure the services are sustainable."

Fletcher is meeting with Brand USA's Kiwi trade partners over the next

Win BNE Trip With QF

Qantas has eight major prize packages to give away as part of its latest agent incentive. To go in the draw, agents need to sell QF flights from Christchurch to Queensland from 22 Aug-21 Oct and email the ticketed booking PNR to flyqf@qantas.com.au. The eight winners will each receive an economy class flight from Christchurch to Brisbane, with three days and three nights exploring the city, the hinterland and the islands. See p8 for more.

Ritz For Auckland?

The Ritz-Carlton hotel chain is considering opening a hotel in New Zealand, most likely Auckland, according to a report in the *NZ Herald* this morning. The chain confirmed it's continuously looking for opportunities to expand here, but says there's no agreements in place. However there's speculation it could be housed in the new NDG tower being planned for Auckland by a Chinese billionaire.



couple of days and says talking to wholesalers about new product opportunities will be a focus. "We're looking at how we can innovate, and to start conversations with the wholesalers and look at strategies and how we can partner with them," says Fletcher. Competitive airfares are said to be continuing to drive Kiwi demand for the US as the NTO reports a spike in the number of Kiwis heading to the US East Coast, and an increasing number of New Zealanders heading to the destination last-minute to take in an event such as a sports game or a concert.

"We'll be working with our trade partners to create opportunities and give clients new reasons to head to the US," says Fletcher. "Especially around pop culture, sports, concerts and festivals."

Roadtrip Campaign

Brand USA is next week launching its first-ever roadtrip retail campaign in New Zealand—designed to tap into the Kiwi demand for, and interest in, the concept of a US roadtrip. The First Stop Freedom campaign will feature on-line, print and radio advertising as well as social media components such as a quirky interactive feature that allows consumers to design and name their US roadtrip. "We know Kiwis like roadtrips and like to hire a car and self-drive, so it's looking to capitalise on that and showcase what the US has to offer," says Brand USA's Wayne Mitcham.

US Megafam 2017

Brand USA is promising next year's agent megafam will be 'bigger and better' and will showcase a host of new US travel experiences to 30 winning Kiwi consultants. While the rest of the details are firmly under wraps, Brand USA New Zealand's Wayne Mitcham says while agents will need to earn a place on the fam he's promising it will be 'the trip of a lifetime and probably their best fam ever'. "We had 98% of all agents who came on last year's megafam call it's the best fam ever—but now the challenge is for us to make it even better in 2017," he adds. "Keep your eyes peeled for more megafam details."

US Travel Shows

Next year's Brand USA Discover America shows have generated unprecedented demand from US suppliers, says Brand USA's Wayne Mitcham. "They're beating my door down to be part of the show," he quips. "It's certainly going to be a record turn-out in terms of US operators." The shows will be held mid- to late Feb in Auckland and Wellington, he adds. More details will be out soon.

Rocky Bonuses

Adventure World says clients who book a qualifying 2017 Rocky Mountaineer package will receive up to \$920 worth of complimentary added experiences per couple. A selection of Rocky Mountaineer packages are included in the offer, such as the 11-day Golden Circle via Whistler itinerary, priced from \$6590pp, and the nine-day Canadian Rockies Getaway, from \$5983pp. The credit can be spent on an extra hotel night, pre or post-trip cruise, luxury dining, transfers, sightseeing and more. Itineraries of eight days or more are eligible for a credit of up to \$920 per couple; and itineraries of five to seven days receive a credit of at least \$500 per couple. The offer is valid on new 2017 bookings made before 04 Nov.

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Hotel Loyalty Value Compared

Wyndham's hotel loyalty programme offers the greatest reward payback value from room night spending, while the one offered by Starwood was ranked last in a new survey by IdeaWorks.

During Aug, IdeaWorks conducted 1305 reward queries across loyalty programmes for six key brands (Starwood, IHG, Hilton, Choice, Marriott and Wyndham) for the Switchfly Hotel Reward Payback Survey.

It found that Wyndham Rewards returns an average of 13.6% from room night spending as reward stay value (around \$13.60 for every \$100 spent). This was a 143% higher return than Starwood SPG,

which offers 5.6% reward payback. Marriott Rewards however, which recently bought Starwood and announced plans to merge its loyalty programme, offered the second top value with 9.0%. It was followed by Choice Privileges (8.5%); Hilton HHonors (7.7%); and IHG Rewards (7.4%).

"Travel companies must remember that even if their rewards members are not going the complicated maths necessary to know the exact value of a rewards programme, they do know when a rewards programme is providing value—and when it isn't," says Switchfly boss Daniel Farrar.

Overall the hotel loyalty programmes largely offered better reward payback than major US airlines, with their payback ranging from 3.1% to 7.9%.

Rooms With A Voice

A New York based start-up has launched new software that allows guests to order room service, make dinner reservations and arrange a massage simply by speaking. Exa says there's nothing to download or learn—guests 'just start talking'—and it says it's received an 'overwhelming response' from interested hotels, although there's no word of which hotels the software will be available in yet.

Shangri-La Doha

From now until 31 Mar 2017, Shangri-La Golden Circle members will enjoy a raft of benefits when staying at Shangri-La Hotel, Doha. This includes a 24-hour stay with check-in at the time of your choice between 1000 and 2000; double GC Award Points; 20% discount off the best available rate; 20% discount on food and beverages; and a 50% discount at CHI, The Spa. See shangri-la.com/doha

Revamped HKG Cafe

Following a complete makeover that includes an entirely new look and feel, the Grand Café at Grand Hyatt Hong Kong has re-opened. The restaurant's new concept is a modern interpretation of a classic hawkers' market, with a large-scale pavilion, housing Asian, Western and patisserie kitchens, forming the spine of the design. On the menu are signature dishes such as its famous Hainanese chicken rice with organic vegetables, chicken broth and Asian herbs, as well as new creations such as rosemary and lemon grilled French spring chicken. See barstudio.com

Marriott Desks Back

Marriott is reportedly reinstalling desks in its hotel rooms after travellers complained about a lack of workspace in their rooms. The chain had started removing desks after a perception that younger travellers weren't using them, but it caused uproar from some guests, according to *Associated Press*. Marriott's new 'modern guest rooms' feature desks that are on wheels so can be moved around—and at the same time, the chain is removing bathtubs from many hotel rooms (except those with a leisure focus). There's around 108 hotels in the pipeline for the redesign, with 50 to be completed by the end of the year, reports *AP*.



MEL's Newest Rooms

Stamford Plaza Melbourne has launched its new superior rooms, increasing its inventory to a total of 308 rooms and suites.

The AUD4.4 million project has seen 26 new superior hotel rooms added to the east tower of the hotel, located on 111 Little Collins St.

The rooms feature bathrooms with a large walk-in shower, spacious wardrobes, queen size beds, work desks, a mini bar and tea and coffee making facilities. See stamford.com.au/spm

MICE DXB Rates

Jumeirah at Etihad Towers has a special MICE at the Towers group room offer of AED200++ and includes a choice of complimentary welcome reception, one day room drop or 10% discount on pre-booked F&B. It is valid for stays to 31 Dec 17.

GOT BUSINESS NEWS?
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VA's Velocity Events

Virgin Australia's Velocity Frequent Flyer has launched a new hub offering live experiences and event offers for its members. Through Velocity's new partnership with TEG Live, the Velocity Live hub will offer access to events and pre-sale tickets, the ability to earn Velocity Points, premium seating allocations and money-can't-buy competitions and experiences, says VA. See velocityfrequentflyer.com/velocitylive

NZICC Sales Director

The New Zealand International Convention Centre (NZICC) has appointed Prue Rogers as its director of sales. Rogers joins the NZICC after more than seven years at the Melbourne Convention and Exhibition Centre, where she held a number of leadership roles, most recently senior manager—customer experience.



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...continued from page 1

A co-branded approach is seen as the most cost-effective way to get the message across, as the board didn't think an annual advertising levy on members to support a campaign such as those offered by Master Builders and other trade associations would be supported.

... Internal Value

The board is also working on an internal value proposition to improve the overall understanding among members and employees of what TAANZ is and does.

When asked about the value they put on their membership, most said highly valued or valued; however, around a third answered somewhat or not valued.

Responses included that TAANZ is important in keeping the industry unified; but also that it's 'out of touch' with small independent agencies and dominated by brand networks.

Olsen says the association will make sure it's clear in how it represents members' interests and advocates for agencies, no matter how large or small, branded or independent.



Christchurch's New Pod Hotel Opens

New Zealand's first pod hotel has officially opened in Christchurch as part of Jucy's Jucy Snooze concept. The 271-bed 'micro accommodation' was launched by Jucy in a bid to relieve the room shortage in Christchurch, and interest is already high, with 600 international bookings secured a month before its launch.

The self-contained accommodation capsules or pods feature beds, storage lockers, a power supply and Wi-Fi connectivity. Also part of the Jucy Snooze concept is the use of technology, with clients able to check themselves in and out, either by smartphone or at a specially designed kiosk. The hotel also has a range of communal spaces, such as lounges and hot desks.

Its target market is primarily backpackers, however room layouts have also been designed to cater to low cost travellers, families and baby boomers. It's located near to the airport. Room prices start at \$30.

Construction will begin shortly on a five-story Jucy Snooze in Queenstown, with plans underway to roll the concept out in other locations across New Zealand and Australia. See jucysnooze.co.nz for more.

Local Tours Without The Commitment

Urban Adventures has launched a new range of meet-ups in cities around the world to cater for what it calls the 'Airbnb generation', or those who want to feel like they're immersed in the local culture; and clients have the chance to trial the new offering for free.

The new Locals on Tap tours will last between one and two hours and will include a walk through a city's iconic or emerging local neighbourhood, with a local, ending at an independent bar or café—however, everything in between will be decided upon on the day. From pop-up restaurants, underground concerts and new store openings, to street closures and transit delays, clients will be able to decide where to go and what to do, on the day, with the guidance of a local.

"For over five years we have created day tours that offer experiences travellers may not find in a guidebook," says Urban Adventures general manager Tony Carne. "Lo-



cals on Tap will be the next innovation for us, where our guides take a step back and allow for customers to dictate what insider tips and information they really want. We want to save people time and money by letting them know what locals know, without having to commit to a set theme or itinerary."

The tours are available in 50 cities, including Florence, Lisbon, Berlin, Shanghai, Honolulu and Singapore. Urban Adventures is giving away 100,000 of the new tours, to celebrate its debut, from Oct-Dec, in what is its biggest ever giveaway. See urbanadventures.com/locals-on-tap

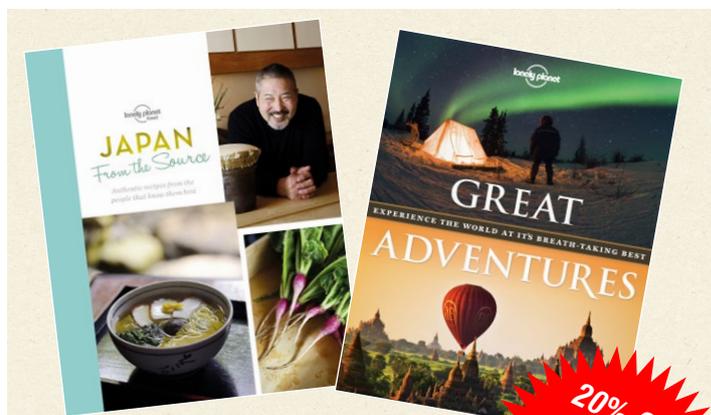
New MEL Shopping Tours

AAT Kings has partnered with Melbourne's shopping mecca, Chadstone, to launch two new day tour experiences. Clients can now combine a shopping trip with either the city lights of Melbourne or the Penguins of Phillip Island, and at no extra cost to AAT Kings' original tour price.

The Shopping Experience & Penguins (priced from \$155) gives clients to the chance to enjoy an afternoon shopping at Chadstone, before heading to Phillip Island to watch its Little Penguins return to the shore after a day at sea. Or for those looking to explore more of Melbourne city, they can do so on the Melbourne City Sights & Shopping Experience (priced from \$79) morning half-day tour.

Cable Car Stranding

Hundreds of tourists were left stranded atop China's Mount Hua overnight after heavy wind caused the cable car service (which transports people up and down the mountain) to close down. Reports say people huddled in the aisles where passengers usually wait to board the cable car, and that the company provided them with rain coats, warm ginger soup and hot water. The service was back up and running by 0800 the next morning.



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DAY 1

Explore Brisbane's best alfresco dining, world-class arts and cultural precinct and local favourites like Eat Street Markets.

DAY 2

Grab your snorkel and experience island life at Tangalooma Island Resort, a short boat trip from Brisbane city. Enjoy quad biking, tobogganing and snorkelling by day and dolphin feeding in the evening.

DAY 3

Escape the big smoke and discover the Scenic Rim, known for its World Heritage listed rainforest and six National Parks.

Please note: Itinerary order and activities are subject to change according to availability.

Important Information: 1. Ticketed booking information must be sent to flyqf@qantas.com.au with the PNR in the subject line and a screen shot of the PNR. 2. Only applicable to New Zealand based IATA Travel Agents. 3. Flights must be booked and ticketed on Qantas flight number and 081 paper only and must feature Christchurch-Brisbane return sectors, however can be part of a long-haul Qantas journey. 4. Judges decision is final. Winners will be announced by 28 October 2016. 5. There are 8 prize packages to be won. Each prize package includes one Economy cabin flight from Christchurch to Brisbane on Qantas operated services only and is subject to availability in I class and a 3 night package courtesy of Tourism and Events Queensland. 6. Group bookings must be booked and ticketed between 22 August and 21 October 2016 to be deemed eligible. 7. Competition closes 11.59pm Friday 21 October 2016. 8. Prize is non-transferrable. 9. The prize does not include travel insurance, applicable travel Visa's or any other expenses of a personal nature including travel to and from Christchurch airport. 10. Travel dates: 19-22 November 2016