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TUE 13 SEP 2016  
 ISSUE 941

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**TAANZ NATIONAL TRAVEL INDUSTRY AWARDS Winner**

**We've got to run with the times, says TAANZ top award winner**

By Lisa Bradley

Agents who ignore the growing popularity of Airbnb and Expedia run the risk of self-sabotage, says TAANZ Lifetime Industry Achievement Award winner Paul Rennie.

The Orbit World Travel Wellington managing director was presented with the award at TAANZ National Travel Industry Awards attended by about 600 people at SkyCity Convention Centre on Saturday.

Yesterday, as Rennie reflected on his win, he told TRAVELinc Memo it is imperative agents know their story and adapt to change, particularly in a world where travellers are so savvy.

'Keep abreast of the customer's perspective at all times – look at what they want and always be in a position to supply what the customer wants.'

It is for this reason Rennie embraces the changing face of the industry and strongly supports new industries such as Airbnb.

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Continued on page 2

## New category likely after awards success in 2016

Next year's TAANZ National Travel Industry Awards are likely to have even more of a focus on young achievers in the industry, with the possible inclusion of a Young Executive of the Year category.

Andrew Olsen, chief executive of TAANZ, says the new Rookie of the Year award went 'gangbusters' and the response to it showed why it is so important to be focusing on the future of the industry.

'The three that ended up as finalists all gave fantastic and energised presentations. They were also a new type of presentation, with a different slant on things.'

Olsen says TAANZ will now consider the addition of more new categories for 2017.

'We don't want to make it a pageantry of categories but we think something along the lines of a young executive award could work. Again, we are talking

about the next generation, succession and up and coming talent.'

Olsen says he was impressed by the overall atmosphere at the awards, which was held at the SkyCity Convention Centre and attended by 600 people. He has had considerable feedback from others who share his feelings.

'There was a real emphasis on the individual brands supporting their colleagues but there was also a wonderful reception for all of the winners. There was a collegiate understanding that people should get behind the winners and celebrate their achievements. It's about the industry.'

Olsen says the awards this year got the mix right in terms of remaining a celebration of success but also upping the ante when it came to entertainment.

The success of the event has been underlined by



Urzila Carlson and Andrew Olsen

immediate interest in 2017 from potential sponsors. 'We have had a number of pledges from foundation sponsors and interest from others as well. So it is our intention to let the dust settle and then go out with prospectus later this year.'

## We've got to run with the times, says TAANZ top award winner

*Continued from page 1*

'There are so many people out there now who want that product. It's a similar story with Expedia,' Rennie says.'

'Those who ignore airbnb, do so at their peril. Ten years ago there were many trying to ignore value-based airlines, now we realise thinking like that was madness.'

Rennie has spent about 38 years in the industry, embarking on his career with a cadetship with Atlantic and Pacific in 1978.

After a stint with British Airways, he moved over to House of Travel followed by its corporate arm, Orbit World Travel, where he has worked for almost 30 years.

Rennie would not have it any other way.

'With respect, I couldn't see myself selling life insurance or being a lawyer doing contracts. This job is diverse and I feel lucky for the support and staff I have around me.'

Cameron Wallace, chief sales and commercial officer of Air New Zealand, which sponsored the lifetime achievement award, says Rennie has an



Paul Rennie collects the award from Air New Zealand's Cam Wallace

impressive track record of success.

He has built a business from scratch into a powerhouse in Wellington in the leisure and travel management market, says Wallace.

'He is pragmatic. As the industry has evolved and changed, rather than resist it, he embraces it and seeks solutions.'

Rennie, who also won the award for Best Travel Agency Manager Corporate in 2014, plays down the win as 'quite neat'.

Instead he puts the focus on the awards, saying they are getting bigger by the year and therefore giving the industry a higher profile.

Rennie says in the years ahead those at the helm need to tackle the problem of attracting staff.

He draws attention to the House of Travel Wellington training team as well as increased opportunities for staff to grow following the establishment of Orbit's London office this year, as positive steps forward.

'Spending dollars on training, as well as getting knowledge, is of the most importance to the trade,' he says.

Orbit World Travel also won: Best Travel Agency Manager Corporate, Megan Sewell from Orbit World Travel Wellington; Best Brand Corporate – multi location; Best Travel Consultant Corporate, Paul Johnson.

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## Travel a natural fit for superstar Samantha

She may be new blood in the industry, but TAANZ Rookie of the Year winner Samantha Johnston has had travel coursing through her veins since she started walking.

Johnston from YOU Travel in Taupo had her first passport by the time she turned one, lived overseas as a youngster and has travelled to more countries than the years she spent on earth (28 destinations versus her 26 years).

In fact, this self-starter always knew she could make a career out of travel and accordingly tailored her education to suit, before she settled in with her Taupo YOU travel family in April last year.

It has been a marriage made in heaven.

‘I hoped I would win, but when they read my name out, I had my hand to my mouth but I couldn’t have done it without the team – they answer my thousands of questions.’

YOU Travel Taupo managing director Steve Sievwright says Johnston’s win could be pinned on her ability to learn quickly as well as her warming personality.

‘We chucked her in the deep end from day one because I knew she could deal with it and she does. She’s an all-round



Samantha Johnston takes out the Rookie of the Year gong

superstar, and we are lucky to have someone of her calibre.’

It has been a successful month for the close-knit team, which was named top national franchise in the city’s awards last month. Johnston took out star performer in the franchise retail category too.

Johnston, who dairy farms in the area with her partner Brad Kilgour, says the challenge for the industry today is to educate the online generation on the role of the agents.

‘We do a good job, with added service and, for the majority of the time, at the same price.’

Johnston says she will be around for a while, and plans to stay in Taupo. It may also pay to keep eye on that winner’s podium, because it is unlikely to be the last we hear of this high flyer.

‘I certainly have my sights on the top agent of the year award,’ Johnston says.

## Fourth time lucky for HoT

House of Travel chief executive officer Mark O’Donnell says there’s literally hundreds of reasons why the company won the TAANZ National Industry Awards Best Travel Agency Award on Saturday.

O’Donnell attributes HoT’s success to its more than 700 staff, adding they all played a part in helping the company take home the award for the fourth year running.

‘We are extremely lucky to have an amazing group of people working towards a common goal of providing the best collaborative experience for our customers. Every day we see consultants, Holdings staff and owner operators go above and beyond for our customers,’ he says.

‘We do believe in working to be customer obsessed and focusing on creating holidays

together we have differentiated our brand from others, and this is reinforced by our win on Saturday night.’

O’Donnell also thanked the company’s suppliers and the support of industry.

The award was dedicated to former owner/operator and ‘true hottie’ Dave Churchman, who is unwell. Meanwhile, the Best Travel consultant Retail went to Tony Jackson of HoT Newmarket, who was overseas.

O’Donnell says Tony would have wanted to thank his Newmarket team for their support.

‘Tony has been consistently recognised as one of our top 20 consultants, being named as Consultant of the Year at our annual awards at the beginning of this year – he thoroughly deserves this win,’ he says.

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## TAANZ Awards

### Deborah Kay – simply the best

As Deborah Kay walked into her helloworld office in Rotorua yesterday, she was greeted by the lyrics of Tina Turner's *Simply the Best*.

The staff turned up the music as part of a morning tea to congratulate Kay on winning the TAANZ award for Best Travel Agency Manager on Saturday.

'The place was going off... and I was taking all these phone calls. It was quite surreal,' she says.

Kay entered the industry about 30 years ago to rise through the ranks to be an office manager for Atlantic Pacific, Holiday Shop, Harvey World and now helloworld from the same Rotorua shop in Tutanekai Street for almost 14 years.

She bought the business about 18 months ago and is relishing the experience.

'The marketing, vision and support... gosh, it is so exciting and it's really only in its infancy stage. We will be reaping the benefits of the rebrand. The brand is so more visual.'

Kay says the award acknowledges the success comes from its six-member team, who she acknowledges are working in a not-so affluent town.

'Rotorua is not the richest part of the world. There can be struggles here, and I'm therefore proud of what we have achieved.'

Kay believes winning in travel comes down to the relationships you have with those in the industry – from the staff and suppliers to the head office. Getting ahead, she says, is all about getting people to share the journey with you.



Troy Ackerman, Globus Family of Brands; presents Deborah Kay, helloworld Rotorua with her award

'What is your common goal? What do you want to create? When you have got the vision, it easier to get your people on board. Get your team on your place,' she says.

'Oh, and have the balance of a good home life.'

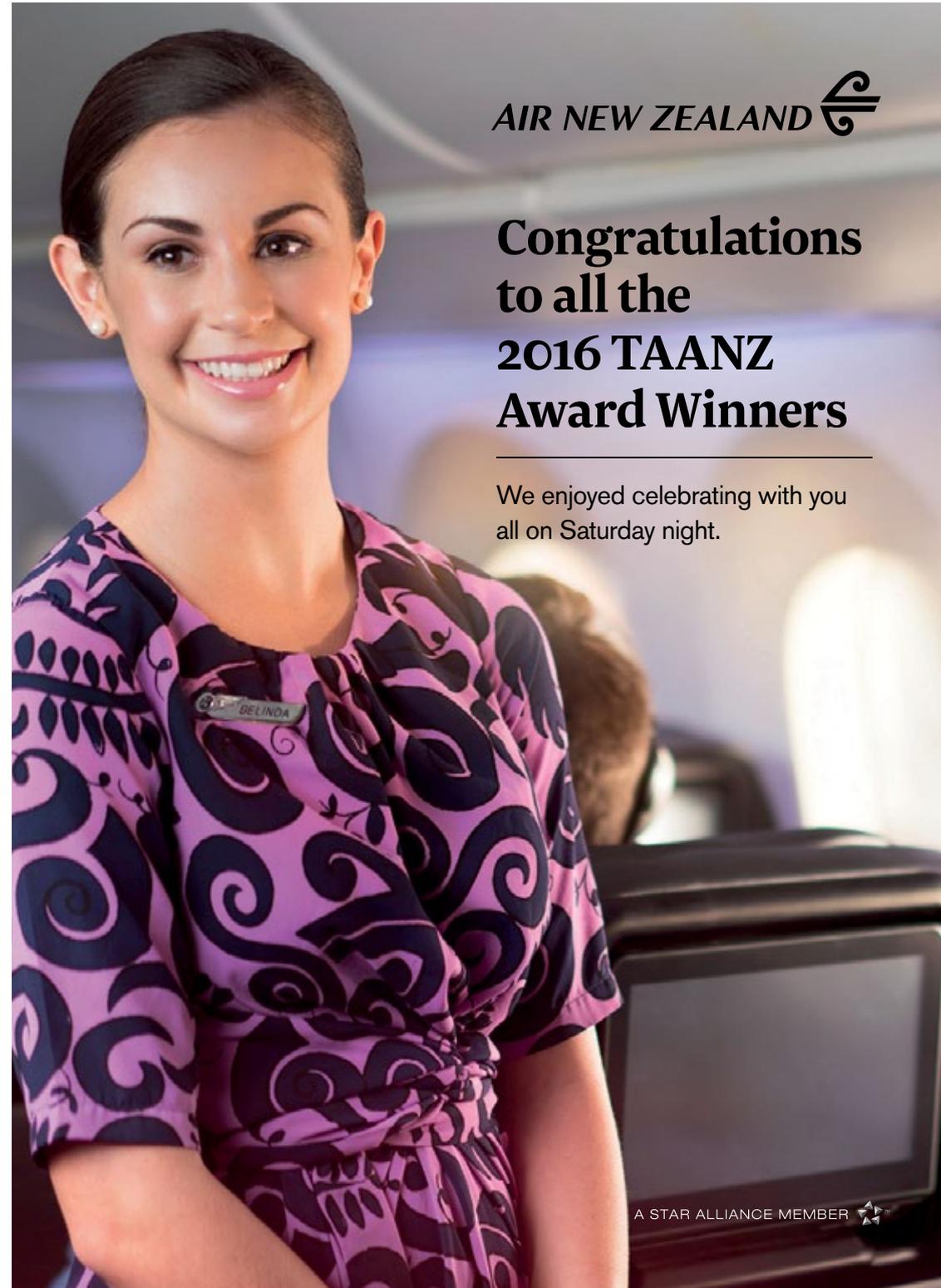
Looking ahead, Kay is enthusiastic about the direction helloworld's strategies will take now it has nestled in.

'I love teamwork, marketing and brands. I'm passionate about them. Those who can't see that about me, must be living under a rock.'

### Snapped!

The glitz, the glamour and the winners. To check out who turned out for the TAANZ National Travel Industry Awards at SkyCity Convention Centre on Saturday, go to TRAVELinc's website - [CLICK HERE](#).

And while you are there, check out our new-look website.



AIR NEW ZEALAND 

## Congratulations to all the 2016 TAANZ Award Winners

We enjoyed celebrating with you all on Saturday night.



Trophy girl (from left): Siobhan McMahon of Tourism Ireland, Selese Rowe of YOU Timaru and Lottie of Failte Ireland

## The luck of the Kiwi agent

When it comes to all things Irish, YOU Travel's Selese Rowe hits the sliotar (ball) out of the park – literally!

Rowe is not long back from a Tourism Ireland and Failte Ireland-run faml where she was named Emerald Ireland Specialist after putting in a champion effort during a series of challenges pitting her against 11 of her peers from around the world.

The agents, from New Zealand, Australia, China, India, Dubai and South Africa, qualified for the 21 to 26 August faml after performing well on Ireland's online training programme.

Rowe was joined in the Emerald Isle by Peta-Marie McLeod from NZ Travel Brokers in Nelson.

The Kiwis won a photo challenge, and Rowe went on to win the Puc Fada competition for which she had to hit a sliotar with a hurley stick.

Rowe also competed well in the other challenges, including a treasure hunt, and so was awarded a 'very cool but very heavy' trophy.

The agents got to see a lot of the country, including Belfast, Causeway Coastal Route, Giant's Causeway, Londonderry, Donegal, Lough Eske, Strandhill, Sligo, Killdare and Dublin.

Rowe says Dublin is must-see for any Ireland itinerary, suggesting travellers got to Trinity College, Temple Bar and the Guinness Storehouse.

She also rates Belfast and describes the Giant's Causeway as 'amazing'.

Rowe says she was also very struck by the helpfulness of the locals: 'The Irish are so friendly. I can't wait to go back,' she says.

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## Cruising

### All I want for Christmas is to cruise the world

Princess Cruises is giving the gift of a stress-free Christmas this festive season.

The fleet of 17 ships is journeying across the globe, meaning passengers could spend Christmas Day anywhere from Papua New Guinea to the Caribbean.

Princess Cruises vice president Australia and New Zealand, Stuart Allison, says this is a perfect opportunity for anyone wanting to take the stress out of Christmas.

'Whether they're enjoying a leisurely day at sea or waking to an idyllic port with a day of adventure ahead, our guests will have peace of mind knowing that Christmas is all taken care of – no one has to cook or clean and Santa always finds his way to the children onboard,' says Allison.

During the festive season all Princess ships are decked out with festive decorations, including a giant Christmas tree, wreaths, and holly hung around



This silly season people can enjoy cruising around the world on one of Princess Cruises many ships.

the ship. There is also a variety of Christmas-themed activities for kids.

Cruises range in price from about \$600 to \$4500 per trip.

Prices for an 11-day Diamond Princess cruise around Asia start at \$829 per person for three and four in the same room and \$1649 twin share. The itinerary departs from Singapore on December 16, 2016, and journeys to Malaysia, Vietnam, Thailand and Cambodia, with Christmas day in Ko Samui.

### Tonga on Royal Caribbean's trail

Royal Caribbean International has added Tonga to its upcoming 2016/17 season.

Radiance of the Seas, nicknamed the 'culinary ship' for its onboard dining options, will call at Vavau'u on 12 December and Nuku'alofa on 13 December for the first time.

The two destinations will be part of a 13-night South Pacific, Fiji and Tonga journey.

Fares start from \$1819 per person for an Oceanview Stateroom on the exotic cruise, which begins in Sydney on 3 December and also calls at the Isle of Pines in New Caledonia, Lifou in the Loyalty Islands, Suva and Lautoka in

Fiji before arriving in Auckland.

'We've had our eye on Tonga as a destination for our guests for some time,' says Adam Armstrong, managing director for Royal Caribbean International in Australia and New Zealand.

'Radiance of the Seas is the perfect size for us to explore new ports in our region, paving the way for a number of new, exciting destinations for our guests.'

Radiance of the Seas will also make the cruise line and industry's maiden call to Wollongong on 30 October.

[www.royalcaribbean.co.nz](http://www.royalcaribbean.co.nz)



Radiance of the Seas now has Tonga in its sights



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Please note that events are subject to change or cancellation (check relevant website for further details prior to the event). Destination NSW acknowledges and appreciates all photographic images supplied by each event owner for use in this advertisement.

## Australia



## New Perth venue

Perth's Elizabeth Quay's newest venue has opened its doors for business.

Housed in the historic Florence Hummerston Kiosk, Isle of Voyage emphasises local produce and reflects WA's climate and lifestyle. Fresh salads, cold press juices, woodfire pizza and decadent cakes will be on offer.

Isle of Voyage can offer an early morning coffee, lunch break with colleagues or evening dining and cocktails for locals and tourists.

The family restaurant is owned by the operators of Voyage Kitchen in Sorrento, located on Perth's coast.

## New hotel for Brisbane

Swiss-Belhotel Brisbane opens next month. It will be The Swiss-Belhotel International Group's first Australian hotel.

It is located within easy walking distance of River Quay, South Bank Parklands, Brisbane Convention & Entertainment Centre, Queensland Performing Arts Centre, Gallery of Modern Art and the Mater Hospital and Lady Cilento Children's Hospital precinct. The Goodwill Bridge provides a direct link to the CBD and Queensland University of Technology Gardens Point campus.

The full service, 134-room Swiss-Belhotel Brisbane is at 218 Vulture Street, South Brisbane. Rooms range from superior rooms to Swiss SuperSuites and interconnecting rooms, many with views of the Brisbane River, city skyline or Story Bridge and Kangaroo Point cliffs.



An Australian first for Swiss-Belhotel Brisbane

Facilities include a large corporate lounge, ideal for early arrivals or late departures, two meeting rooms, an indoor heated swimming pool, in-house gymnasium and secure on-site parking for 40 cars. Opening rates of \$165 per room are available, subject to availability. [Brisbane-infor@swiss-belhotel.com](mailto:Brisbane-infor@swiss-belhotel.com)  
[www.swiss-belhotelbrisbane.com](http://www.swiss-belhotelbrisbane.com)

## Rainbow in Fremantle

A new sculpture has been constructed in the heart of Fremantle, from nine recycled sea containers joined to form a giant rainbow.

At nine metres high, 19 metres long and tipping the scales at 66 tonnes, Rainbow was created by Perth artist Marcus Canning. The colourful piece is a universal symbol of hope and inspiration, as well as being a highly visible welcome sign for Fremantle visitors.



Photo provided by City of Fremantle

Rainbow, City of Fremantle



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Mark Francis and Sherrilyn Charles

## Sheraton sees potential in VFR

Samoa's two Sheraton properties see considerable potential in the visiting friends and relatives (VFR) market out of New Zealand and Australia.

Mark Francis, complex general manager, and Sherrilyn Charles, complex director of sales and marketing, at Sheraton Samoa Aggie Grey's Hotel & Bungalows, and Sheraton Samoa Aggie Grey's Resort; are in the country now to connect with key trade partners.

Francis says the New Zealand market remains number one for Samoa and the figure continues to rise steadily at about 5% a year. He says it can be difficult to separate the leisure market from VFR traffic but adds that both can represent good business for the hotels.

'We are focusing on that VFR market. Some of these people have lived in New Zealand or Australia for at least 10 to 15 years and their expectations on accommodation may have changed in that time. They might want to mix it up between the village and the hotel.'

## It's a wrap

A retailers' breakfast on Auckland's North Shore followed by lunch for wholesalers at Hilton Auckland on Friday wrapped a week of seven events across five New Zealand cities for Tourism Fiji's Bula Marau Couples and Luxury Roadshow.

Jodi Sinkinson from Travel Directors Tauranga took out the major prize of the roadshow – two nights at Tropicana, three nights at Jean Michel Cousteau Resort in Savusavu and flights with Fiji Airways, Fiji Link and Pacific Island Air.

Meanwhile, Rose Still from YOU Travel Ferrymead won a four-night Blue Lagoon Cruise and three nights at Natadola's Yatule Resort.



Sharon Martin, Lifestyle Holidays, and Jill Palise, Matamanoa, were colour coordinated at Friday's wholesaler lunch at Hilton Auckland

Roann Roberts, Flight Centre; Ricky Hussein, Qamea and Adele Barker, Air New Zealand



Javed Shameern, Sofitel Fiji Resort & Spa; Gareth Waddington, GO Holidays; Chris Southwick, Royal Davui and Akshay Singh, Raffe Hotels & Resorts



At Hilton Auckland, Richard Hankin from Yasawa Island Resort (right) congratulates Cameron Taylor, Tourism Fiji on 'the most professional and stress free roadshow he has been on.'



## Join the club

InterContinental Fiji is offering agents a Club InterContinental industry rate starting from \$F530.

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## Let's go fly a kite in India

Exotic Holidays has a 15-day itinerary based around the International Kite Festival, Ahmedabad 7 to 15 January, 2017.

The trip takes in Mumbai, Ahmedabad, Bhavnagar, Sasan Gir Wildlife Sanctuary, Porbandar – Dwarka, Jamnagar, Bhuj and Dasada – before heading back to Ahmedabad.

The International Kite Festival attracts a huge audience with its diversity of kites ranging from box kites to high-speed sports kites: from windsocs and spinsocs to hand-painted artistic kites.

The Kite Festival marks the end of the winter season and onset of the Harvest Season for farmers.

Kite flying competitions involve people from all across the globe.

Patang Bazaar, the famous Kite Market, remains open for 24 hours during the festival period and is full of kite buyers and sellers.

In past years, master kite makers from Malaysia have brought their wau-balang kites, llayang-layang have come



International Kite Festival, Ahmedabad

from Indonesia, kite innovators from the USA have arrived with giant banner kites, and Japanese rokkaku fighting kites have shared the skies with Italian sculptural kites, Chinese flying dragons, and the latest high-tech modern wonders. [info@exoticholidays.co.nz](mailto:info@exoticholidays.co.nz)

## Things get SIMpler for travellers

The Indian government will be handing out free SIM cards to foreign visitors arriving in the country on an e-tourist visa.

SIM cards will be issued through BSNL (Bharat Sanchar Nigam Limited), a state-owned telecommunications company, from the end of September 2016. Visitors will receive their SIM, preloaded with talk time, along with a welcome kit and important information on how to enjoy their stay in India, safely and comfortably.

Foreign tourists have previously lamented the difficulty in obtaining SIMs in India, and Union Tourism Minister Mahesh Sharma says the new initiative will go a long way to promoting tourism to the country.

The trade can find out more in New Zealand from Exotic Holidays.

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AIR NEW ZEALAND

A



Sabi Sabi Earth Lodge

## Free Sabi Sabi complimentary upgrade

To mark the release of its 2017 Africa brochure, Adventure World is offering clients a complimentary upgrade valued at \$1129 per person to a five-star Sabi Sabi game lodge when booking a South African Panorama holiday.

The 16-day journey from Johannesburg to Cape Town is priced from \$4295 per person and features cultural experiences in Swazi and Zulu, a garden route and community visits in the Kruger and Cape areas.

The special is available for travel between November 2016 and October 2017, and must be booked by 31 October, 2016.

[CLICK HERE](#) for details.

## New Canadian journeys

Adventure World has released a trio of new itineraries exploring Canada's northwest. The Inn on the Lake, Dalton Trail Lodge and Northern Highlights all travel through the country's Yukon region.

Clients will experience Marsh Lake, Kluane National Park and Denali National Park on the four-day to nine-day journeys, priced from \$1406 including all accommodation, transport and many meals. [adventureworld.com](http://adventureworld.com)



## Egypt special

Abercrombie & Kent's week-long Treasures of Egypt journey is now on sale, with prices for travel between 1 October and 9 December, 2016, at \$3790 per person twin share (saving \$650 per person).

The itinerary includes the pyramids, sphinx, Egyptian Museum of Antiquities and Mummy Room in Cairo, with accommodation at Fairmont Nile City Hotel. A three-night Nile cruise follows on board luxury small ship Sanctuary Sun Boat IV, where the temples and ancient tombs along the river between Aswan and Luxor are included.

An A&K Egyptologist brings history to life on all excursions.

## Another Tribute for Florida

The Paramount, a Tribute Portfolio Hotel, Tampa will open in the Westshore district, Florida in November 2016.

'The growing demand for independent hotel experiences spans across not only leisure travelers, but business travellers as well, with many road warriors looking to stay at out-of-the-box hotels,' says Allison Reid, senior vice president, North America development, Starwood Hotels & Resorts.

Formerly the InterContinental Tampa, the hotel is currently renovating all of its guestrooms, suites, corridors and lobby. The refresh incorporates an array of indie design touches.

ADVENTURE WORLD

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## Europe

Titanic Belfast



## Titanic Belfast a winner

Titanic Belfast has been named as Europe's leading visitor attraction at the prestigious World Travel Awards held in Sardinia, Italy.

It beat off stiff competition from The Eiffel Tower, France; The Roman Colosseum, Italy; Acropolis, Athens; Buckingham Palace, England; Guinness Storehouse, Dublin; La Sagrada Familia, Spain and Ribeira do Porto, Portugal.

It is also the first time an attraction from Northern Ireland has won the accolade in its 23-year history, which has been nicknamed the Tourism Oscars.

## Eastern Europe Danube focus

The new Bike, Boat and Barge brochure just released by Cycling Europe features three departures only of a new two week Danube Bike & Boat tour.

This crosses six East European countries (Germany, Austria, Hungary, Slovakia, Romania and Serbia) to culminate at the grandiose canyon known as the Iron Gate in the Derdap National Park, Serbia.

Here, the Danube cuts through the Romanian Carpathian Mountains and the foothills of the Balkan mountain range along steep gorges flanked by dark forests with historic monuments and impregnable fortresses on the shores.

This tour combines a less travelled route of the Danube starting in the more popular parts of Austria and Hungary. Vienna, Bratislava, Budapest and



Belgrade are major capitals visited along the route.

Costs start from \$2150 plus bike hire \$155 and port fees \$160 which includes cabins with privates facilities, all meals and some entertainment. Electric bikes are available on this tour.

[www.cycling-europe.com](http://www.cycling-europe.com)



## Exploring Europe for 15% less

G Adventures is offering 15% earlybird discounts on a range of European itineraries until 31 October.

The itineraries include an eight-day Belgium Beer Tour, which visits six Trappist monastery breweries as well as exploring Brussels and Bruges. The discounted costs \$2294.

Meanwhile, the earlybird price for an eight-day Loire Valley Cycling tour is now \$1519, while Local Living Croatia is priced at \$1470.

G Adventures' discounted tours only need to be paid in full 60 days before the trip departs.

European tours not eligible for the 15% discount are still eligible for 10% reduction for bookings locked in up until 31 October.

[www.gadventures.com.au](http://www.gadventures.com.au)

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AIR NEW ZEALAND



## Back in business

Mangapapa Hotel has reopened following an extensive four million dollar renovation.

The property was closed for six months last year to bring it up to standard, and has experienced strong growth since.

Newly appointed general manager David Thompson says previously the hotel was somewhat a hobby of its Japanese owners, and is now being treated as more of a business.

'In the last nine months since being open we have been nominated for a number of awards, and all of our clientele has been purely by word of mouth – we live and die on our guests' experiences.'

Thompson, who has extensive experience in the luxury hotel industry within New Zealand, says he has personally handpicked all of the Mangapapa staff to ensure no detail is left to chance.

'I'm taking us back to the old way of doing things. You can teach someone to carry three plates, but you can't teach someone to smile.'

The homestead was built in 1885 by William Nelson, the founder of the Tomoana Freezing Works in Hastings, and has had a sleuth of famous owners including Mr Baked Beans himself Sir James Wattie.

It lends itself to boardroom meetings and executive style retreats, with facilities for partner programmes and team building activities on the 25 acre property.

Thompson says to watch this space in the coming months for announcements of an expansion including conference facilities and a luxury spa.

## TIA elects new chair, names board

Grant Webster, the chief executive of Tourism Holdings Ltd (thl), has been elected as the new chair of Tourism Industry Aotearoa.

Webster replaces company director Grant Lilly who was chair for three years.

thl is one of New Zealand's biggest tourism companies, operating a range of campervan hire brands, Kiwi Experience coaches and the Discover Waitomo experiences.

'The tourism industry has more growth to come and is being open and collaborative in its approach to ensure we are ready. As the champion and leader of the Tourism 2025 growth framework, TIA is in the unique position of linking with all aspects of the industry and has a critical role to play in the next 12 months as the voice of the industry,' Webster says.

Real Journeys chief executive Richard Lauder and Dive! Tutukaka director Jeroen Jongejans were elected as deputy chairs.

TIA board members for 2016-17 are:

Grant Webster (chair): chief executive, Tourism Holdings Ltd (land transport sector); Kevin Bowler, chief executive, Tourism New Zealand (Tourism New Zealand representative); Fergus Brown: chief executive, Holiday Accommodation Parks Association (motels, other accommodation

and hospitality sector); Graham Budd, chief executive, Destination Queenstown (regional tourism organisations sector); Craig Harris, managing director, McKay Shipping (water transport and cruise sector); Martin Horgan, managing director, Southern World NZ Ltd and president, Tourism Export Council (tourism services); Jeroen Jongejans, director, Dive! Tutukaka (adventure and outdoor sector); Richard Lauder, chief executive, Real Journeys and Cardrona Alpine Resort (co-opted); Grant Lilly,



Grant Webster

company director (general industry sector); Adrian Littlewood, chief executive, Auckland Airport (air transport sector); Christopher Luxon, chief executive officer, Air New Zealand (co-opted); Megan McSweeney, director of business, external affairs and tourism, Auckland War

Memorial Museum (culture and heritage sector); Callum Mallett, general manager operations, New Zealand International Convention Centre (attractions, conferences and events sector); Chris Sedgwick, senior vice president, New Zealand, Fiji and French Polynesia, AccorHotels (hotel and lodges sector); Justin Watson: chief commercial officer, aeronautical, Christchurch International Airport (general industry sector).

[CLICK HERE](#) for more details.

## Christchurch tourism body updates website

Christchurch and Canterbury Tourism (CCT) has enhanced its website by adding fresh colours, striking imagery and a modern layout.

CCT chief executive Vic Allen says the newly designed site reflects the rejuvenation of Christchurch as a whole. 'As the city evolves we will continue to develop the site with fresh content and enhanced tools,' Allen says.

Allen also wants visitors to be 'wowed' by the images and instinctively navigate their way through the website with ease.

The CCT site gets more than half a million visitors every year – 50% of which access it through a mobile device. [www.christchurch.nz.com](http://www.christchurch.nz.com)

## Ngāi Tahu Tourism reaches for stars

Ngāi Tahu Tourism will enter a joint venture with Earth & Sky, the Tekapo-based stargazing and observatory tours operator.

Ngāi Tahu Tourism chief executive Quinton Hall says the investment in Earth & Sky and the companies' combined skills and capability will help take the experience 'to the next level.'

Earth & Sky's stargazing and observatory tours on the summit of Mt John are recognised as some of New Zealand's premium night-time tourist activities. The company is owned by the Murray and Ozawa families.

Over 200,000 visitors are expected to visit Earth & Sky during the coming year.

## Cathay Pacific and Mott 32

Cathay Pacific Airways is collaborating with Mott 32, a Chinese fine dining restaurant, to launch an array of new dining options for passengers.

Starting from September, passengers in all classes on selected flights from Hong Kong to long-haul destinations including New Zealand, Australia, Europe and North America will be able to enjoy the exclusively designed menu.

Mott 32 has a reputation for



Cathay Pacific...collaborating with Mott 32

creating a Chinese fine dining experience and is known for its culinary creativity as well as contemporary dining presentation.

## Argentina roadshow on back of growth

Growth in visitor numbers to Argentina from New Zealand and Australia has encouraged the National Institute of Tourism Promotion of Argentina (INPROTUR) to further invest in these markets by holding travel agent roadshow events in Auckland, Sydney, Melbourne this month.

Argentina saw an increase of 204% in travellers from New Zealand during the first quarter of 2016 while Australian figures also rose by 31.8%. The growth can be largely attributed to last December's launch of Air New Zealand's thrice weekly direct flight connecting Auckland to Buenos Aires.

The roadshow will reach Auckland on Monday 26 September, 2016. The event



Argentina brings its colour to Auckland on 26 September

will give travel agents the chance to meet face-to-face with industry partners from Argentina while wholesalers will be invited to attend specially created workshops.

To register for the Auckland event [CLICK HERE](#).

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Travelport would like to thank our supporters for voting for us to win Best Technology Supplier at the TAANZ NTIA Awards 2016.

We would also like to thank TAANZ for a fantastic event and congratulate all nominees, finalists and winners including:

- New Zealand Travel Brokers for winning Best Broker Brand for the third consecutive year
- Deborah Kay from Helloworld Rotorua winning best Retail Agency Manager

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On their bikes in New Caledonia are Katie Bouzaid HOT, Johnsonville, Janine Keys HOT Product, Sally Pepermans New Caledonia Tourism, Sara Dick HOT Alexandra, Emma Wilburn HOT Howick, Amanda McAllister HOT St. Heliers, Angela Groenendijk HOT Broadway

## Agents get on their bikes

Six House of Travel agents are looking around New Caledonia right now.

The famil, which runs through to 16 September, is being escorted by Sally Pepermans, New Caledonia Tourism, and includes nights at Sheraton New Caledonia Deva Spa and Golf Resort, Le Méridien

Noumea; Chateau Royal Resort & Spa and Nouvata Park Hotel.

The group is also visiting a number of other properties and taking part in activities with The Noumea Discovery and Arc En Ciel. A Duck Island excursion is another highlight of the programme.

## Visitors 'free to roam' between land and sea operators

A new tourism partnership will allow tourists and the travel trade access to a wide range of travel and sightseeing experiences available from Fullers Group Limited and Explore Group.

Roam Experiences will significantly strengthen the sales and marketing presence of the two companies and will represent Fullers, Explore, 360 Discovery Cruises, ManaBus.com and NakedBus brands. The joint venture will focus on driving increased sales

for both Fullers and Explore and will result in customers and the travel trade being able to purchase combined travel experiences across the brands instead of having to make separate bookings with each operator.

The company has appointed Dana Coote as its general manager. She has extensive experience in the tourism and retail industries having previously held sales and marketing positions with Regency Duty Free, Tourism Holdings Limited, Aelia

## New hotel for Christchurch

Sudima Christchurch, a new five star apartment hotel in the city, is expected to open in the summer of 2017-18.

The hotel will be part of a new mixed use greenfields development just announced by HIND Management. The \$35 million project will comprise the hotel, office building, retail space, restaurants and associated car parking. The two, four-level towers will be on the corner of Montreal and Salisbury streets, within walking distance to the central business district.

Sudima Christchurch will have 86 studio apartments, plus two additional one-bedroom penthouses (total 88 apartments).

The development will help address the shortfall of high quality short term accommodation in Christchurch.

HIND Management also operates the recently refurbished 241 room 4.5 Sudima Christchurch Airport.

Duty Free and Fullers Group.

Coote says Roam Experiences was developed to allow Fullers and Explore to join forces to work together to grow the local tourism industry, and to promote their combined range of tourism products in both New Zealand and Australia.

Trade enquiries and bookings can still be made directly with each of the Roam Experience brands during the transition period.

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## Message from Monaco

The New Zealand travel trade can expect to see and hear plenty from Monaco over the next two years, with a highlight likely to be the destination's biggest Australasian promotion – Soirée – being staged in Auckland in 2018.

A Monaco delegation was in New Zealand late last week and held an evening function at the Royal New Zealand Yacht Squadron on Thursday night, followed by a presentation to SKAL Auckland at the same venue on Friday. The SKAL International Conference is being held in the small principality at the end of next month so the delegation was keen to give one last push to SKAL members here (and show non-attendees what they will be missing).

Alison Roberts-Brown, regional director Monaco Government Tourist Bureau, says this year's Australasian visit included a Soiree in Melbourne, where delegates met with more than 1000 travel agents.

'We hope to do the Soiree Monaco in Auckland in 2018 but will continue to work to with the trade in the meantime through a series of initiatives.'



Wendy D'Arcy, Abercrombie & Kent; Elaine Patton, American Airlines; and Gaye Wood, Regency Tourism were at the SKAL Auckland lunch, Royal New Zealand Yacht Squadron to catch up with all the news from Monaco



Gary Westwood, marketing consultant; Sophie Ducroux, Monte Carlo Société Des Bains De Mer; Richard Froggitt, Regency Tourism

'This year we have been over three times so far, including as sponsors of the French Film Festival in New Zealand and for a webinar with House of Travel.'

## Early earlybird from Aranui

With 2016 full, and 2017 almost at capacity, Aranui Cruises has released earlybird deals for Aranui 5's first sailings in 2018.

The company has just announced its first three departures of 2018 which have been discounted by 10%, with fares from \$6340 per person twin share in a standard stateroom. The discount is available across all accommodation categories and offered until 31 December, 2016.

The new 125-metre long mixed cargo and passenger vessel has proven so popular in its first season that the cruise line has added two additional sailings to its 2017 schedule, with the full 2018 programme to be released later in the year.

Aranui's regional representative Australia New Zealand Laurent Wong says in addition to offering the mod cons of a new freighter, Aranui 5's cruise fare includes added value such as shore excursions through the 17 scheduled ports of call, a twice weekly

## Free cruise incentive for NZ travel agents

Captain Cook Cruises Fiji is offering agents and their partners a free cruise holiday aboard the small ship, MV Reef Endeavour, for booking clients on a three, four, seven or 11-night Fiji cruise.

If agents book a three or four-night cruise for a client, they receive one free night for themselves or their partner sharing an Ocean View Stateroom aboard the MV Reef Endeavour per adult booked.

If agents book a seven or 11-night cruise for a client, they receive two free nights for themselves or their partner sharing an Ocean View Stateroom aboard the MV Reef



Aranui 5 at Fatu Hiva in the Marquesas

laundry service, all main meals and a complimentary glass of wine with onboard lunches and dinners.

The itinerary includes Bora Bora; the chance to walk in the footsteps of Robert Louis Stevenson, Herman Melville and Paul Gauguin on Nuka Hiva, Ua Pou, Ua Huka, Tahuata, Fatu Hiva and Hiva Oa in the far-flung Marquesas; and the Tuamotu ports of Rangiroa and Takapoto.

During the 14-day roundtrip cruise from Papeete, the freighter line dispenses cargo while guests disembark and explore a range of complimentary excursions.

[www.aranuicruises.com.au](http://www.aranuicruises.com.au)

Endeavour per adult booked.

Agents can accumulate their credits and have until 31 March, 2018, to go on their Captain Cook Cruises Fiji cruise holiday. Additional nights not yet earned, can also be booked at a special rate of only \$160 per person per night.

All three, four, seven and 11-night cruises are aboard the 130-passenger, fully accommodated MV Reef Endeavour small ship cruise vessel which discovers parts of Fiji larger ships cannot get to.

[www.captaincookcruisesfiji.com](http://www.captaincookcruisesfiji.com)



## Change at top of TAANZ

Andrew Bowman (left), First Travel Group, is the new president of the Travel Agents Association of New Zealand.

The previous president, Peter Barlow, leaves the board but has been named a Life Member of TAANZ, and is pictured with chief executive Andrew Olsen.

## TAANZ: changes mean no impediments for brokers

Rule changes designed to modernise the relationship that the Travel Agents Association of New Zealand (TAANZ) has with its members was passed unanimously at the TAANZ annual general meeting on Friday.

Welcoming the vote, TAANZ chief executive officer Andrew Olsen says the changes mean that there are no impediments to anyone operating in the broker channel to contact TAANZ about becoming a member.

‘It was important to crack that nut and have all the brands and members align around the distribution message of TAANZ and the industry.’

The changes underwrite the commitment of TAANZ to its broker model and the many members

that operate with brokers.

A notice of motion at the AGM pointed out that the rules did not lessen the control of the TAANZ member in respect to the handling of funds but emphasise that the transactions undertaken by the broker are treated in the same manner as the transactions of the TAANZ member.

‘The recommendations (now rules) emphasise that the broker operates in a multi-faceted media through which it reaches the customer and that a broker is a travel agent offering travel agency services.’

The changes further emphasise that brokers work through TAANZ approved locations or from home offices.

## Exploring Australia with AAT

AAT Kings has just launched its 2017/18 brochure featuring 40 itineraries across six trip styles.

A variety of short breaks, guided holidays and day tours are on offer – many infused with elements of Aboriginal culture and history.

The brochure showcases the new luxurious off-the-beaten track trip called Inspiring Australia as well as AAT Kings’ ‘cheap and cheerful’ Aussie Adventures holidays.

AAT Kings is offering 10% discount to guests who book and pay in full before 28 November.



## MYSTERY SHOP



### Where is this shop?

We have another mystery shop for you to identify. Obviously we can recognise the brand, but which city or town is it located in? If you know the answer send it to [competitions@promag.co.nz](mailto:competitions@promag.co.nz) – remember to put Mystery Shop in the subject line.

And congratulations to Kate Tawhai whose correct answer was pulled out of the hat last week. And it is a good thing she got it right – Kate works at the location we featured, Havelock North Flight Centre.

## TRAVELinc MEMO

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twice a week

Editor: Lisa Bradley  
[lisa@promag.co.nz](mailto:lisa@promag.co.nz)

Journalists: Stu Freeman, Ruth Scott  
and Aleisha Moore  
Graphics: Julie Wadman

PO Box 60154 Titirangi, Auckland 0642  
Ph: + 64 9 818 7807 Mob + 027 266 1948  
[www.travelinc.co.nz](http://www.travelinc.co.nz)

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### PEARL's PEARLER

‘Gossip is when hear something nasty, which you can spread, and then, too late, you find it's actually about a friend’.

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