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Your personal magazine  
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3 JUNE  
2016

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## Europe eyes Kiwis – roadshows on way

By Stu Freeman

Europe clearly has New Zealand travel agents and their clients in its sights, with two key Continental destinations on their way to these shores for roadshows.

Both Switzerland and Spain will have large trade contingents in the country this month reflecting the potential they see from this market.

First up, the 2016 Switzerland Travel Experience will take place next on Thursday, 9 June at Pullman Auckland from 6-8pm.

Suppliers from Zurich, Basel, Jungfrau Region, Jungfrau Railways, Interlaken, Gstaad, Lake Geneva Region, Mount Titlis, Lucerne, Schilthorn and the Swiss Travel System will be on hand to offer in-depth insights into the many products, experiences and journeys that Switzerland offers.

Switzerland's national carrier, Swiss International Air Lines, will also be present to update agents on its premium product.

*Continued on page 2*

**Switzerland.**

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## Europe eyes Kiwis – roadshows on way

Continued from page 1

Canapés and drinks will be offered and every attendee will go into the draw to win some amazing prizes on the night including a holiday for two to Switzerland.

To register [CLICK HERE](#).

Spain will be the second European destination this month to visit New Zealand when it holds a roadshow at Rydges Auckland on Monday 27 June from 5.30-8pm.

This year the Tourist Office of Spain will be accompanied by four regional

partners – Catalonia, Galicia, Andalucia and the Basque Region.

‘This is the first time in 18 years that the regions have visited New Zealand. This demonstrates how important the New Zealand market is to Spain,’ says Vien Cortes, market analyst at Tourist Office of Spain.

‘We are also partnering with local wholesalers to showcase the depth of experience available in Spain. And Emirates will give away a wonderful prize to one lucky attendee on the night.’

## Canberra meets Wellington

Cross-Tasman capital city marketing is stepping up, as both Canberra and Wellington prepare to ‘capitalise’ on Singapore Airlines’ new direct service between the cities, due to start in September.

A VisitCanberra sales mission team is currently in Wellington, meeting with key business stakeholders, travel trade partners and media. Eleven Canberra and regional operators are showcasing their products and experiences, says Donna Ciaccia, VisitCanberra international partnership executive. ‘Since the announcement of direct flights with Singapore Airlines between Canberra and Wellington we have had an overwhelming response from our industry operators.’

Meanwhile Wellington is reciprocating, says Jessica Beyeler, Business Events Wellington events

and partnerships manager.

‘We joined Tourism New Zealand on its stand at the recent AuSAE Conference in Canberra. This was well attended by association executives and some good leads have resulted off the back of this already for Business Events Wellington.’

‘We (also) met with Canberra Convention Bureau to discuss mutual business opportunities in advance of the direct SQ flights. They are really positive.’

Wellington-roasted MOJO coffee was a hit with delegates at the AuSAE Conference, added Beyeler. ‘Air New Zealand was sponsoring the coffee machine, so we decided that we would give delegates a taste of Wellington. The baristas were overheard commenting that it was the best coffee they had ever worked with or tasted.’

Wellington is also planning a trade mission to Canberra, she says.



The Swiss are coming to meet the New Zealand travel trade next week, to be followed by Spain on 27 June.

Invitations will go out next week, but agents are encouraged to RSVP [HERE](#).

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**AIR CANADA**

## NTIA: Being creative and curious (and other keys to success)



Jenny Nilsson

Strong staff development and engagement with customers, along with always looking for new opportunities for growth, are the keys to success for a Hawke's Bay travel agent.

House of Travel Hastings and House of Travel Jenny Nilsson in Hawke's Bay are finalists for the best brand retail – multi location award in the TAANZ National Travel Industry Awards (NTIA) this year.

'As a business we aim to be really creative and curious, always looking for new ways to connect with customers, support our community and engage staff in training,' says owner operator Jenny Nilsson. 'I think this drive really sets us apart from our competitors.'

'Our stores may be close in terms of location, but they are poles apart in travel destinations and client expectations. Figuring out a different approach for the two stores and their communities was extremely challenging, but has provided more reward than I could have imagined.'

House of Travel Newmarket is up for

the best brand retail – single location of the year and consultant of the year – retail awards. Owner operator Clare Jackson attributes the success of her business to a culture of always wanting to do better for the customer.

'HOT Newmarket has been in operation for 30 years now – the fact that we are still winning and being nominated for awards is a tribute to the staff's drive to always be looking for

ways to do things better,' she says.

'We are here for our customers first and foremost and that comes through in everything we do. I feel really privileged to work with such a brilliant group of customers and colleagues.'

The full list of finalists was released via the One Minute Memo and TRAVELinc Memo early this week. But if you missed it [CLICK HERE](#).



Clare Jackson

### Leisure Product Update

# Spain

**DATE:** Monday, 27 June 2016

**VENUE:** Rydges Hotel, 59 Federal Street, Auckland (Hobson Room)

**TIME:** 5.30 – 8.00pm

[RSVP here](#)













### INTERMEDIATE OR SENIOR CONSULTANT (FULL OR PART TIME)

- Should be passionate about our industry
- Have good to fair knowledge including some personal travel experience in Asia and/or Middle East
- Friendly personality with excellent customer service qualities
- Good telephone and communication skills
- Proficiency in MS Office
- Team player and yet independent, with good organisational skills

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- Outstanding and creative writing flair
- Independent and organised
- Flexible hours and days

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Panelists line up at the Hotel Industry Conference 2016 – Grant Colquhoun, TripAdvisor; Cam Wallace, Air New Zealand; Tony Everitt, tourism consultant; Jason Hill, Cruise New Zealand; René de Monchy, Tourism New Zealand

## Air NZ: India stays 'under surveillance'

Air New Zealand is keeping a close eye on opportunities around services to India, but at this stage the preference is to keep serving the destination through Singapore in combination with Singapore Airlines, says chief sales and commercial officer Cam Wallace.

Speaking on a panel at the New Zealand Hotel Industry Conference 2016, Wallace said the airline will be 'keeping the market under surveillance' in the medium term and reassess where necessary.

'There is certainly the ability to extract demand (from India) but at low prices. So it is the ability to make a profit that we are concentrating on.'

Grant Colquhoun, senior director of account management APAC with TripAdvisor says India is a 'late bloomer.'

He says Thailand has tapped into a huge wedding market out of India and there is also a big VFR market, both of which present opportunities.

René de Monchy, director of trade, PR and major events with Tourism New Zealand, adds that TNZ will be putting a 'bit more investment' into India next year.

'There is an emerging middle class, they are interested in travel and they have the English language. Outside December, April – May is a natural holiday period and that fits well with us.'

## Philippines road show

The Philippines will launch its Philippine Fun Experts Program in New Zealand when it tours the country this month. Roadshow dates are Auckland, 21 June, 6pm at the Maritime Room, Princes Wharf; Wellington 22 June, 6pm at Amora Hotel and Christchurch on 23 June, 6pm at Novotel Christchurch.



## Stanley for PNG

The Stanley Hotel & Suites in Port Moresby opens in July with a grand opening ceremony in September. The hotel will be employing approximately 600 people - 550 will be Papua New Guineans.

The luxury 18 storey hotel will feature 429 rooms, four restaurants, three bars, three pools and a 24-hour fitness centre with a spa and sauna. The hotel will also provide guests with convenient access to the Waigani Vision City megamall and parking for up to 500 vehicles.

The Kokoda Ballroom is the signature function space of The Stanley Hotel & Suites. The 1630 square metre room is the largest column-free banquet space in Port Moresby. The room can be minimised to smaller zones in various configurations, all of which feature LED lighting with optional colour schemes, three phase power and 7.5 metre high ceilings.

## Resort launches dance troupe

Samoa's Taumeasina Island Resort has put together a dance group which will perform once a week. Showcasing traditional and local dance talents and voices, the group is made up of the resort's office team, some of whom are professional dancers that have performed internationally.



## Fiji deals

GO Holidays has deals to Fiji flying Fiji Airways direct from Auckland, Wellington and Christchurch with kids fly and stay packages starting at \$299.

Fly and stay packages for adults from all three centres include four nights at Anchorage Beach Resort from \$719pp share twin; four nights at Double Tree Resort, Hilton Fiji – Sonaisali Island from \$1219pp share twin; seven nights at Sofitel Fiji Resort & Spa Denarau start at \$1729pp share twin; seven nights at Fiji Hideaway Resort on the Coral Coast from \$1339 and seven nights Fiji island holiday staying at Plantation Island Resort and two nights at a Nadi hotel from \$1399.

Valid for sales until 12 June and for travel from AKL 02 Jun 16 – 31 Mar 17 (closeouts apply), WLG 05 Jun 16 – 28 Mar 17 (closeouts apply), CHC 04 Jun – 28 Mar 17 (closeouts apply).

## Niue's new guide

Niue Tourism has a new guide available for travel agents. It outlines a wide range of tours, activities, entertainment and attractions available on the island.

The guide covers everything from introductory tours to rental cars, fishing charters, diving, spa treatments and more. 'This is a great tool to have on hand for agents with clients heading to Niue,' says New Zealand representative Mike Hogan. 'The guide includes pricing, departure dates and times and contact details and is available for agents to use as a guide or to distribute to clients.'

[sales@hoganreps.co.nz](mailto:sales@hoganreps.co.nz)



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## Talofa Wellington

The 2016 Samoa Tourism road show kicked off on a bitter winter night in Wellington on Tuesday; all the better for selling holidays in the sunny isles! New Zealanders, in fact, are showing an increased interest in Samoa, says Sonny Rivers, Samoa Tourism New Zealand marketing representative.

‘New Zealand is going really well. We experienced an increase in the number of visits last year, and figures for just the last two weeks have continued to show growth. We are really grateful for the support.’

Rivers said the roadshow provided the opportunity for Samoa hoteliers to meet the trade, to talk about what’s happening and the products that are forthcoming. ‘Many of the agents here already sell Samoa so it’s also opportunity for them to keep up to date with what is happening in Samoa and give them more confidence to sell.’



Susie Williams, Return to Paradise; Emma Herbert, helloworld Lambton Quay; Georgina Dewsnap, helloworld Lambton Quay; Carla Schollum, helloworld Willeston Street



Nick Ridling, Tanoa Hotel Group; Gaye Wood, Le Vasa Resort; His Excellency Leasi Papali'i T. Scanlan, High Commissioner for Samoa; Jason Strickland, Tanoa Tusitala Hotel



Anne Marie Bush, Harbour City Travel; Laura Wadsworth, Aga Reef Resort and Taumeasina Island; Becks Noble, Harbour City Travel



Lisa Hinsley, Sandra O’Riordan and Megan Love, Tandem Travel

## ...and Auckland

About 190 agents – including some late registrations and some ‘go-shows’ attended the Beautiful Samoa Roadshow’s Auckland leg at Aotea Centre last night. They mixed and mingled with the 13 suppliers before hearing two presentations.



Christine Olsen, Air New Zealand; Vaimau Brown-Letele, Virgin Samoa



Ben O’Neill-Gregory and Marga Morrissey, both Flight Centre Meadowbank



Simon Diprose, Target Travel; Penina Momoisea, Saletoga Sands Resort & Spa, Saletoga Beach Bungalows & Hotel

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## New Swissôtel in Patong

Swissôtel Resort Phuket Patong Beach has officially joined the Swissôtel brand's global portfolio.

Formerly the dusitD2 Phuket Resort, Swissôtel Resort Phuket Patong Beach is the second resort for the hotel group on the island, joining Swissôtel Resort Phuket Kamala Beach. The resort is just minutes from the beach, and offers travellers a base from which to explore Thailand's largest island.

The resort targets leisure and MICE guests from both regional and long haul markets.

To better cater to the growing meetings market, a new ballroom with capacity up to 350 people will open in July 2016, offering 345 square metres of fully-equipped meeting and banquet facilities, including wifi, the latest technology and audio-visual equipment. The resort also has four other meeting rooms for smaller gatherings and events.

## Kenya arrivals up, new travel show launched

Tourism arrivals for Kenya, since November last year, have been rising again after several years of constant downturn.

The Kenya Tourism Board says it is targeting an annual arrival number of over 1.5 million visitors for 2016, over 400,000 more than in 2015.

Between January and March this year the arrival figures were up by 16.8%, as a result of intensified marketing, confidence building measures by the Kenyan government and various incentives put in place to draw charter operators back to Mombasa.

The chief executive officer of the Kenya Tourism Board, Jacinta Nzioka, recently launched the countdown to Kenya's largest tourism trade show, the Magical Kenya Travel Expo, which will be held at the Kenyatta International Convention Centre from 12 to 14 of October. KTB is targeting over 170 hosted buyers and representatives of international media houses to sample Kenya's highlights and attractions before meeting at MKTE to do business.

## Free smartphone

Park Hotel Group has launched a free smartphone service to guests staying at its Singapore hotels.

Guest staying at Grand Park Orchard, Grand Park City Hall, Park Hotel Clarke Quay and Park Hotel Alexandra can have complimentary use of a smartphone that comes with free mobile internet as well as unlimited local and international calls to selected countries.

The smartphone also offers a comprehensive city guide along with special promotions and ticketing deals. It's also synchronised to the hotels' property management system so that customised messages can be set up in English or Chinese.

## EXPERIENCE MACAO Your Own Style

Your Travel Tips ... *Exploring Macao...*

As a traveller, you will find it convenient and inexpensive getting around Macao. Most of Macao can be explored by foot, but taxis are also regarded a convenient option in this relatively small city.

If you want to try something a little different, hire a pedicab - or tricycle rickshaw - it's a unique, romantic and fun form of transportation.

### 1. FOOTSTEPS INTO THE HISTORIC

For a truly memorable look into the charms of old Macao, take a wander along a designated walking route, along cobblestoned streets, lanes and squares with their fountains to see up close examples of east-meets-west characteristics. Follow bustling Avenida da Praia Grande to see impressive Leal Senado Building and adjacent Senado Square. A short stroll away is the 16th Century St Dominic's Church, which lives in harmony with the Kuan Tai Temple. This route will also take you to Rua da Falcidade, better known as Happiness Street, the former red light district now popular for its dining options.

### 2. NOSTALGIA IN COLOANE

Here you can embrace the tranquillity of village fishing life and sample local delicacies, including the famous Macanese egg tart from Lord Stow's Bakery. Also visit the Ancient Temple of Kun lam in Coloane, Tam Kong Temple, quaint Chapel of St Francis Xavier and the rickety shops jutting over the water on the road leading to the old Coloane Pier.



"Fountain in Macao"

### 3. CROSSROADS OF CHINA & PORTUGAL

Take a stroll along this historic path and you will find the lifelong memories and emotions surrounding Portuguese settlement. Senado Square, St Augustine's Square and the churches of St Joseph's and St Lawrence's are visited along with the A-Ma Temple, the birthplace of Macao, and the Macao Maritime Museum.

### 4. A LEGACY OF ARTS AND CULTURE

A walk along the shoreline towards the main ferry terminal for service to and from Hong Kong and its international airport, will have you at Macau Fisherman's Wharf, the hands-on Macao Science Centre, the Macao Cultural Centre, Macao Museum of Art and the Handover Gifts Museum of Macao. Not forgetting the Kun lam Ecumenical Centre where a bronze statue of goddess Kun lam is a focal point of the Buddhist Centre.

### 6. THE MARRIAGE OF EAST AND WEST IN ST ANTHONY'S

Here's a walk which is much sought-after and includes the iconic Ruins of St Paul's, perhaps Macao's most photographed site, a section of the old city wall, the nearby Na Tcha Temple, and beautiful Travesse da Paixao with its colourful buildings leading to the church ruins. Of interest to westerners is the Protestant Cemetery, close to Casa Garden, for its chapel and the marked graves. Of note is the grave of Robert Morrison, the first Christian Protestant missionary who translated the bible into the Chinese language.

### 7. AN EXPERIMENT OF CREATIVITY

On this walking route, you can explore stories from a bygone era in fascinating neighbourhoods near the very heart of the city. You can visit Kun lam Temple and take the world's shortest cable car ride to Guia Hill and its historic lighthouse for a spectacular bird's eye view of the city. The Tap Seac Gallery, Tap Seac Square and St Lazarus Church are among other highlights on the walk.

"Ruins of St Paul's"



"Through Fortress"

FOR MORE INFO AND THE LATEST SPECIALS TO MACAO

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## Australia

### New wine trail

Ultimate Winery Experiences Australia has released a new Victorian Wine Trail.

The five day, four night self-drive itinerary connects five of Victoria's wine regions – Yarra Valley, King Valley, Strathbogie Ranges, Nagambie Lakes and Mornington Peninsula. It includes the two new Victorian wineries in the 'ultimate' collection – Pizzini Wines and Brown Brothers Milawa.



### Independent lounge opens at BNE

Plaza Premium Lounge has 'soft' opened on Level 4 of Brisbane International Airport's International Terminal.

It's the first independent airport lounge in Australia that belongs to a brand of the global airport lounge network.

The lounge offers the brand's signature honeycomb seating for maximum privacy, wifi and plenty of electrical outlets.

A separate spa facility is being built adjacent to Plaza Premium Lounge that is scheduled to open Q3 2016.

### Gold Coast hotel's new look

Gold Coast resort Oaks Calypso Plaza, located in the seaside suburb of Coolangatta has had a \$1.5 million refurbishment.

Oaks Calypso Plaza was first developed in 1999 and acquired by Oaks Hotels & Resorts in 2002.

Now, 17 years after it first opened to guests, the resort has unveiled its fresh new look, having undergone refurbishments to its accommodation, including one and two bedroom apartments, plus the hotel reception, mezzanine level and other common areas.

The resort is favoured by families, couples, singles and groups seeking a laidback Gold Coast beachside escape.

Apartments have full kitchen facilities and expansive balconies – some with scenic ocean views – and deluxe onsite leisure facilities, including a heated lagoon-style swimming pool complete with waterslides, dedicated children's wading pool, fully-equipped gymnasium, spa, sauna and games room.

Oaks Calypso Plaza is currently priced at A\$234 per night (minimum two night stay – check other conditions), in a refurbished one bedroom apartment.

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

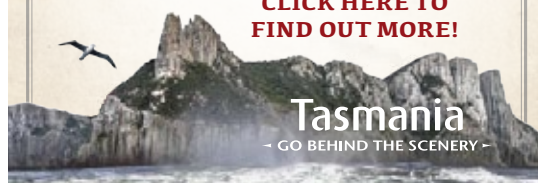


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## Cruising

### Silversea launches new digital brochure

Silversea has released its new 2017 Voyages and Expeditions digital brochure.

The picture book has over 260 itineraries exploring seven continents and more than 800 destinations aboard its fleet of nine ocean and expedition ships.

Highlights include ocean voyages on Silver MuseSM. Launching in April 2017, Silver Muse has room for 596 guests. During her inaugural year, she will visit 34 countries and more than 130 ports, offering the chance to visit 52 UNESCO World Heritage Sites, from Greek temples through to Caribbean fortresses.

Departing 6 January 2017, Silver Whisper's 116-day World Cruise will sail from San Francisco Bay for the isles of Hawaii and cross the International Date Line to the South Pacific, New Zealand, and Australia. Then, weaving her way through Bali and Sandakan, she will arrive at Shanghai, Hong Kong, and Singapore, before setting a course for the temples of India, Arabia's desert dunes, and the capitals of the Mediterranean.

Grand Voyages 2017 include a 63-day Silver Spirit cruise departing on 16 January, and a

66-day cruise aboard Silver Muse, departing on 13 October 2017.

In other highlights, Silver Spirit will overnight in Monte Carlo on 27 May, 2017, during the city's Grand Prix Formula One racing event.

Silver Spirit will overnight in Venice July 15 and 16, during the celebrations of the Festa del Redentore, offering the opportunity to experience the display of fireworks and other festivities. Small ship privileges will be at the fore on nine cruises when Silver Cloud and Silver Wind sail the Thames River to dock near (or depart from) Tower Bridge in London, and on three voyages when Silver Cloud and Silver Wind transit the Mediterranean's narrow Corinth Canal.

And Silver Shadow returns to explore Alaska on 16 seven-day voyages between Seward and Vancouver.

Also, Silversea's luxury expedition fleet will expand to four ships in November 2017 when Silver Cloud joins Silver Explorer, Silver Discoverer, and Silver Galapagos.

[Silversea.com/brochures](http://Silversea.com/brochures)

### APT's 2017 Europe river cruising highlights

Small group discoveries, new 'Signature Experiences' and special interest cruises are featured in APT's Europe River Cruising 2017 brochure.

APT executive general manager, global sales and marketing, Debra Fox says next year marks 90 years since founder Bill McGeary brought his first bus, thus sowing the seeds of APT today. 'This brochure showcases our achievements, and in particular our extensive award winning European river cruise programme. It features an evolved look and feel for our brand, lots of exciting new additions to our cruise portfolio and a new touring concept.'

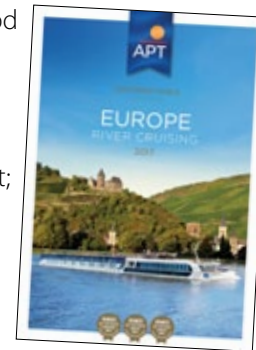
The operator has redesigned the brochure to make it easier for travel agents and their clients to navigate the extensive range of APT collection cruises, grand rail journeys and luxury land journeys. The latest addition is its new Small Group Discoveries, seven luxury land journeys for 20 guests. Destinations include Croatia & Montenegro, France, Great Britain, Greece, Italy, Sicily and Spain.

Guests who choose these exceptional tours will have signature experiences ranging from a special cooking class with a Michelin star chef at their private apartment in Lyon; to the chance

to assist with a live seafood auction in the Spanish port of Palamós; learning about Sicily's Mount Etna accompanied by a professional volcanologist; and taking an after hours private visit, followed by dinner at the Museum of Cycladic Art in Athens, featuring magnificent works of the 3rd Millennium BC.

APT will continue to offer SuperDeals in 2017, including fly from \$995 across all APT Collection cruise itineraries and business class deals from \$5995 per person. In addition, APT is offering its early payment discount whereby guests will save \$150pp on holidays of 8 to 14 days and \$300pp on holidays of 15 days or more when they book and pay 10 months prior to departure.

APT is also continuing its Travel with Friends & Save offer – guests who travel with five friends on the same date will save \$300pp on cruises of 15 days or more. Both offers are combinable with all APT SuperDeals, which are valid until 31 August 2016. [apttouring.co.nz](http://apttouring.co.nz)



### New Arabian island stop for MSC Cruises

MSC Cruises has released the first details of an exclusive island destination, Sir Bani Yas Island beach oasis, just off the southwest coast of Abu Dhabi.

From December 2016, MSC Fantasia will add this to its itineraries in the region. MSC Cruises has been working on perfecting this destination together with the Abu Dhabi Ports Authority for the past two years. MSC Cruises guests

will have exclusive access to the location – with hundreds of palm trees, shaded cabanas and more than 2000 sunbeds across 36,000sqm of fine golden sand. Other key facilities include:

- cabanas and a private restaurant;
- MSC Aurea Spa area offering relaxing Bali, shiatsu and bamboo massages, sports facilities, including beach volleyball and tennis, snorkelling,

paddleboard, sea kayaking and more;

- a family and kids-dedicated area, with a parents' pergola;
- a Bedouin tent offering arts and crafts created by local Arabian communities;
- a lounge with bar and music.

For guests looking for a little more action, a 4x4 expedition experience or a mountain biking session can be booked to enjoy on the connecting main part of

the island. The island is one of region's largest wildlife reserves due to decades of intensive conservation work and ecological investment to restore and maintain its biodiversity. The Arabian Wildlife Park is home to more than 13,000 indigenous and endangered animals, as well as millions of trees and plants.

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



## Europe

## Catching Caroline

Visitors to Belfast, Northern Ireland, can now step onboard HMS Caroline, a survivor from what is reputed by many to be the greatest naval battle ever fought – The Battle of Jutland.

Visitors can explore the light cruiser, the only ship remaining from the Grand and High Seas Fleet. The encounter starts with a film, which shows the drama and devastation a battle of this scale can bring.

Visitors can listen in on the everyday chatter in the captain's and senior officers' cabins, which have been restored to state as if the crew had just left the ship. There are other opportunities to soak up the ship's atmosphere, from the compasses and telegraphs on the bridge, to the living quarters and engine rooms.

Clients will learn about the battle of the Atlantic, where Caroline played an active role in World War II and have the chance to eat and drink in the first rates mess café onboard.  
[www.hmscaroline.co.uk](http://www.hmscaroline.co.uk)



## View Northern Ireland by drone

Tourism Ireland has made a new video using drone footage to capture 10 iconic and scenic locations around Northern Ireland.

It takes in places such as the Mourne Mountains, the Giant's Causeway and *Game of Thrones* filming locations.

The footage contains coastal and mountain vistas, castles and volcanic landscapes, using music to underscore the views.

The new video is just over one minute long, is now on YouTube and available to share online and across social media.



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## APT delivers HoT philosophy

House of Travel's Stephen Parsons has heaped praise on APT's Gallipoli programme delivered to 103 of his clients earlier this year.

'The experience I had with my customers still lives with me today,' says Parsons from Palmerston North. 'APT delivered 110% with an unbelievable level of service.'

Parsons caught up with APT's Anne Waterhouse at last week's launch of House of Travel's new marketing campaign.

'Our new television campaign reflects what we do with our clients all day everyday. It's the experience that clients talk about – the emotion and the family time.'

'Our post-trip survey feedback had comments like "The time I got to spend with my dad on his trip of a lifetime is irreplaceable... you can't leave Gallipoli unchanged."'

'The trip was such a huge success,' says Waterhouse from APT. 'I have since seen the video that Steve filmed and it is incredibly moving. The experience has changed the lives of all that travelled with him.'

Waterhouse and Parsons started working on the project in 2009. 'Steve came to us with his ideas about what he wanted to put together. We were impressed with his enthusiasm and his tenacity. He did so much



Stephen Parsons, House of Travel Stephen Parsons in Palmerston North and Anne Waterhouse, APT at HoT's campaign launch in Auckland last week

research prior to make sure he was offering what New Zealanders were wanting for such a memorial event.'

'APT put together the package and handled all of the ground arrangements in Europe, Turkey in particular,' says Parsons. 'On the Gallipoli Peninsula we chose to stay at Assos because of its history with Aristotle.'

'We had 21 APT staff travel with us, and clients who did post tour cruising were delighted when they discovered some of the same APT people were on the cruises with them.'

## London's pride – the filter is off

The Pride in London Festival 2016 is being held from 10 to 26 June.

The festival, celebrating London's lesbian, gay, bisexual, trans community) includes theatre, dance, art, talks, parties, cinema, events and activities across the city.

The 2016 theme #nofilter encourages people to be and accept themselves and to share their inspiring stories. The culmination of the festival is the Pride in London Parade and Pride in Trafalgar 2016.

## Scandinavia for less

Rail Europe GSA bookings are showing a steady rise in the number of travellers visiting Scandinavia.

According to distributor Rail Europe, the biggest highlight of rail travel in Scandinavia over the past few years has been the Northern Lights. However, booking records show that this year, the launch of the Scandinavia Pass has encouraged travellers to spend more time exploring the region.

Manager Australasia of Rail Europe, Ingrid Kocijan, says while Scandinavia hasn't traditionally been the top destination for many rail travellers from Australia and New Zealand, the introduction of the Scandinavia Pass has encouraged the surge in numbers.

'Denmark, Norway, Sweden and Finland are not the most affordable countries to visit when one is deciding on a European holiday, especially an extended one,' says Kocijan.

'The new Scandinavia Pass was introduced earlier this year in a bid to encourage more travellers to visit Northern Europe. Since its launch, we have experienced almost a 30% increase in bookings.'

Agents should note that the Scandinavia Pass gives travellers unlimited access to all of the four countries' national rail networks at a



Stockholm's old town is more accessible with Rail Europe's Scandinavia Rail Pass

fixed price with only seat reservations required on premium high-speed and night trains. However, agents should advise their clients that regional trains also operate routes serviced by premium trains and seat reservations are not required for most of the time.

'Not only does this hassle free Pass provide travellers with unlimited rail travel from the German border right up to the Arctic Circle, it also offers a host of discounts for selected hotels, museums, tour activities, restaurants and other experiences,' she adds. 'It's all about the value-adds that agents can pass on to their clients making their travels more cost efficient and fun.'

The Scandinavia Pass offers a choice of three, four, five and eight days within a one-month period. Prices start at \$287 and children under 11 years of age travel for free with an accompanying guardian using the pass. Adults also usually get a 15% discount with a Saver Pass for groups of up to five people.



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## The date is set for Cathay's A350

Cathay Pacific says its new A350 aircraft will start flying on the Auckland-Hong Kong route from 31 October, 2016.

The all new A350-900XWB will service the daily CX198 flight departing at 2:30 pm between 31 October - 1 December 2016 and then the daily CX118 flight, departing at 9am between 2 December - 1 March 2017.

Cathay Pacific's specified model of the extra wide aircraft has new Business Class lie flat beds that are now three inches longer than current seats.

In economy class, a seat configuration of 3-3-3 provides passengers with more space. In both economy and premium economy a dedicated mobile/tablet dock designed at eye level makes it easy to enjoy entertainment from a passenger's own device.

New technologies aboard the A350 include wifi internet for passengers on their personal devices that can be purchased for US\$19.95

on flights longer than six hours. Some websites are also provided free including Cathay Pacific and partners' sites as well as destination guides. All passengers also have free access to the BBC, CNN, and Euronews live satellite television channels from their entertainment system.

The A350 has 50% quieter noise levels due to the new Rolls Royce Trent XWB engines. A higher cabin pressure supplies more oxygen to lower the effective cabin cruising altitude from 8000ft on current aircraft types to 6000ft on the A350, thereby reducing passenger fatigue.

Mark Pirihi, Cathay Pacific country manager in New Zealand & Pacific Islands, says the A350 will be a major draw card for Kiwi travellers looking for a more comfortable long-haul flight experience.

'From 31 October Kiwis will have the option to travel to both Asia and Europe in the comfort of this all new aircraft featuring the latest in entertainment technology and cabin design.'

## IATA: Growth slows, Brussels attack impacts

Global passenger traffic data for April showing that demand (measured in total revenue passenger kilometers or RPKs) rose by 4.6% - the slowest pace since January 2015, according to The International Air Transport Association (IATA). April capacity (available seat kilometers or ASKs) increased by 4.9%, and load factor slipped 0.3 percentage points to 79.1%.

The disruptive impact of the Brussels Airport attack weighed on the April figures. IATA estimates that, without the impact of the attacks, demand growth would have been around 5%.

'The disruptive impacts of the Brussels terror attacks likely will be short-lived. There

are some longer-term clouds over the pace of demand growth. The stimulus from lower oil prices appears to be tapering off. And the global economic situation is subdued. Demand is still growing, but we may be shifting down a gear,' says Tony Tyler, IATA's director general and chief executive officer.

Asia-Pacific airlines fared above the global average, with April traffic increasing 6.4% compared to the year-ago period. Slower economic growth in many of the region's economies has been at least partly offset by an increase in direct airport connections that has helped to stimulate demand. Capacity rose 6.8% and load factor dipped 0.3 percentage points to 77.3%.

## 'Give us technology', say airline passengers

Airline passengers are now so comfortable with technology that they are choosing to use it rather than interacting with people. This is according to the 2016 SITA Passenger IT Trends Survey, a global survey released by IT provider SITA and co-sponsored by Air Transport World.

SITA's survey shows that 85% of passengers had a positive travel experience, up from 80% last year. Noticeably, passengers are happier at the steps of the journey where they have more choice and control in how they manage their trip. At booking, which they can do online, using a mobile or with an agent, 93% had a positive experience.

Passengers experience the most negative emotions during the security screening, passport control and baggage collection steps of the journey, peaking at nearly one third of passengers at security. These are also the steps with

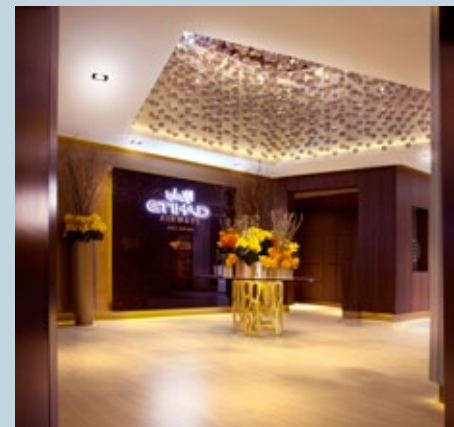
the least number of self-service technology options.

Francesco Violante, CEO, SITA, says knowing that passengers prefer using their own devices and self-service technology throughout the journey should encourage airlines, airports and government to examine how they can transform the experience at security, border control and baggage collection.

Once passengers are converted from person-to-person interaction to using self-service technology few want to go back. When it comes to check-in 91% using self-service technology will do so again and again.

Although 55% of travellers use some self-service tech on their journey, end-to-end self-service journey is not yet widespread.

Ninety two percent of passengers are happy during 'dwell time' at the airport but providing poor quality services like food, entertainment and shopping is worse than not providing any.



## Etihad's new lounge

Etihad Airways has opened its new flagship First Class Lounge & Spa at Abu Dhabi International Airport's Terminal 3.

It features 16 zones designed to ensure that guests can relax, re-energise and be entertained luxury before boarding their flight. An à la carte restaurant, showcase bar, fitness room, cigar lounge, Six Senses Spa, Style & Shave hairdresser, nail bar, TV room, secluded relaxation room, prayer room and children's play room are all features.

## New Zealand

### Eat, drink and be Welly

That's the catch cry for the eighth, and rebranded, Visa Wellington on Plate (Visa WOAP) foodie extravaganza, which for the first time will be promoted across Australia as well as in other New Zealand cities.

This week the Wellington Culinary Events Trust launched the programme for the largest ever Visa WOAP, due to kick off in August. On board are restaurants, bars, hotels, craft breweries, food trucks, artisan suppliers and prison chefs, even, from throughout the greater Wellington region. Moreish attractions include 136 Dine Wellington menus, 127 Festival Events, and 177 burgers in the hotly contested Garage Project presents Burger Wellington challenge.

'We've asked you to push the boundaries and boy have you delivered',



At the Visa WOAP launch, from left Fran Wilde, chair Wellington Culinary Events Trust; Sarah Meikle, Festival Director, Terry Cumiskey, Visa

says festival director, Sarah Meikle.

Terry Cumiskey, South Pacific marketing director for the event's key sponsor, said Visa would be launching significant campaigns in Auckland, Christchurch, and for the first time in Australia.

'The food and beverage industry is of critical importance to Visa and we want to support this continued partnership.'

### Online for free in Queenstown

Free wifi hotspots were launched in Queenstown yesterday.

Four downtown Queenstown areas 'turned on' the new service – The Village Green, Earnslaw Park, The Mall and Beach Street.

Downtown QT general manager Steve Wilde says free wifi in major towns and cities around the world is now an expectation amongst travellers, business people, and residents alike. 'Queenstown is now at the top of the game with this launch,' he says.

More public downtown areas will be rolled out over time. Visitors will be able to access 1GB of data each day when they log in to the service using their email or social media account details. The service is a joint venture between local Downtown QT and internet service provider HQ WiFi.

Queenstown Mayor Vanessa van Uden and Downtown QT's Steve Wilde at the launch of free wifi in The Village Green, right in the centre of Queenstown



### More room inventory opens in WLG

New, five star apartment-style accommodation, two cafes, plus conference space for up to 100 delegates has just opened in the Wellington CBD. Last month Boulcott Suites opened its new 'North Tower', on the corner of Boulcott and Willis Streets, adding to the 51 apartments which opened in an adjacent tower in 2008.

The new North Block encompasses 65 studio and one-bedroom apartments, each with full kitchen. The conference facilities include five rooms, some with outdoor balcony space, able to cater for 15 to 100 delegates. Dumpling's, a new dumpling restaurant, is the first of the two eateries under development at the Suites – details of the second are yet to be revealed.

Boulcott Suites is part of Wellington's Village Apartment Group.



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## Hotel awards – Penny Clark gets top honour



Penny Clark received the hotel industry achievement award

Seven individual awards were presented at the New Zealand Hotel Industry Awards, during a gala dinner in Auckland last night.

They ranged from housekeeper of the year to outstanding young executive, and there was also an award for a hotel showing innovation to help neutralise its impact on the environment.

'This year we expanded the awards to recognise many of the key roles that go into the running of a successful hotel. Our award winners are outstanding performers who reflect the depth of talent in New Zealand's hotel sector,' says Sally Attfield, hotel sector manager, Tourism Industry Aotearoa (TIA) which co-hosts the awards with Horwath HTL.

'These are New Zealand's premier hotel sector awards and competition was fierce. We are delighted to see the awards shared between several regions – Auckland, Wellington, Christchurch and Queenstown.'

For the fourth time only, this year also saw the presentation of a prestigious Hotel Industry Achievement Award. The sector's highest honour went to Penny Clark, general manager of the Goldridge Resort Queenstown.

Clark has made a significant impact at every hotel she has managed over a career spanning more than three decades, says Stephen Hamilton, director, Horwath HTL.

'Penny has worked in the hotel sector for more than 35 years, over 30 of those as a general manager. She is consistently referred to as an inspirational and influential leader, empowering colleagues while maintaining a strong focus on bottom line performance.'

Winners:

• **Hotel Industry Achievement Award:** Penny Clark, general manager, Goldridge Resort, Queenstown.

• **Administration Employee of the Year:** Kamlesh Kumar, financial controller, James Cook Hotel Grand Chancellor, Wellington.

• **Environmental Initiative of the Year:** The Langham, Auckland.

• **Front Office Services Employee of the Year:** Jenna Abramowitz, front office manager, InterContinental Wellington.

• **Housekeeper Employee of the Year:** Meripa Aiono, executive housekeeper, Novotel & Ibis Auckland Ellerslie.

• **Outstanding Young Hotel Executive, sponsored by ServiceIQ:** Brad Garnett, revenue and contact centre manager, SKYCITY Hotels Auckland.

• **Revenue Manager of the Year:** Deborah Kennedy, revenue manager, Crowne Plaza Auckland

• **Sales & Marketing Employee of the Year:** Elizabeth Burrett, marketing manager, SKYCITY Hotels Auckland.

• **Senior Hotel Executive, sponsored by AHS Hospitality:** Bruce Garrett, managing director, The George, Christchurch.

## Hoteliers get together

Yesterday's Hotel Industry Conference 2016 was a sell-out, with discussion at The Langham, Auckland covering everything from online travel agents (OTAs), to the cruise industry, bed taxes, visa policies and emerging markets. The day included an appearance by Prime Minister and Minister of Tourism John Key, plus a keynote by Karin Sheppard, chief operating officer Australasia and Japan with IHG. Platinum sponsor was AccorHotels. Of course, the conference also included plenty of time for networking...



Jenny Simpson, Air New Zealand; Chris Roberts, Tourism Industry Aotearoa; Malcolm Johns, Christchurch International Airport



Barry Sadlier, AA Tourism Publishing; Lesley Immink, Tourism Export Council; Moira Penman, AA Tourism Publishing

Dave Fordyce, House of Travel; Chris Clayton, Scenic Hotel Group



Paul Columbus, Novotel Auckland Airport, Hammond Cardon, Quality Hotel Lincoln Green; Michael Shah, The Langham, Auckland

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## Tempting members

SKAL Auckland is offering a \$10 discount on its next five lunch events which have been reduced to \$50 per person. There's also a free lunch up for grabs for any member who invites a guest who subsequently signs up.

We caught up with the Auckland SKAL chapter yesterday at the Royal NZ Yacht Squadron in Westhaven.



Richard Elliot, retired and Wendy D'Arcy, Abercrombie & Kent



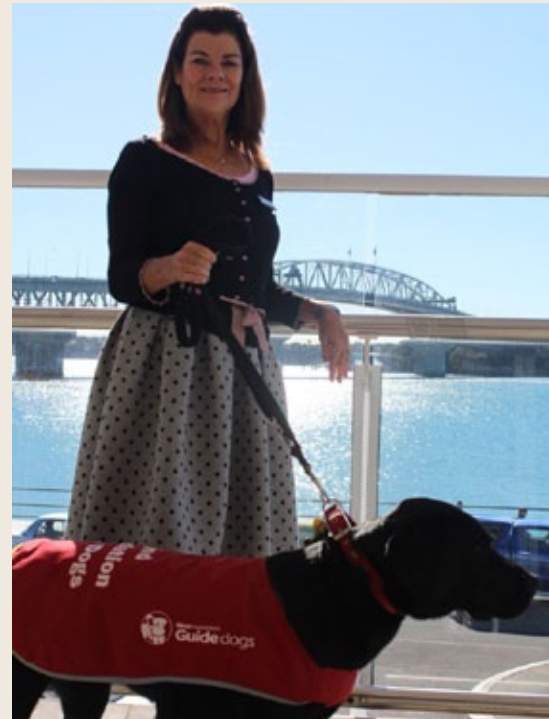
Scott Beadle, Tandem Travel and Gary Dickson, President SKAL Auckland



Lauren Chappell, NZ Travel Brokers and Margaret Holden, Tandem Travel



Jonas George, Air Vanuatu; Megan Singleton, Blogger at Large; Richard Elliot, retired



Helen Cambell, Top Dog with two year old working guide dog Leila

## National Travel Industry Awards – tickets sell fast

About 15 tables are still available for the TAANZ National Travel Industry Awards at SKYCITY Auckland on 10 September and they will sell out, says the association chief executive officer, Andrew Olsen.

'My advice for anyone who hasn't purchased a spot is to be in quick,' he says.

Meantime the organisation has also released its hash tag for the awards night and is encouraging the industry to get it out there - #TAANZNTIA.

To purchase tickets [CLICK HERE](#).

## TRAVELinc MEMO

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Editor: Lisa Bradley  
[editor@travelmemo.co.nz](mailto:editor@travelmemo.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 + 0274 842 863

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

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