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JUNE  
2015  
**ISSUE  
823**

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## Agents quick to 'adopt' a school

About 50 travel agents have already got in behind a Service IQ initiative that will see them 'adopt' a number of school students for a few hours on August 26.

The Travel Agents Association of New Zealand (TAANZ) is urging more agents to open their doors for the programme.

'This gives students interested in a career in travel the opportunity to meet owners and staff and understand how the travel agency operates,' says TAANZ boss Andrew Olsen. To register interest email [Emmy.Benitez@taanz.org.nz](mailto:Emmy.Benitez@taanz.org.nz)

## Feedback: Agents – alive or dead?

The travel industry has been quick to endorse comments made by leading travel retail figures in the TRAVELinc Memo on Tuesday (9 June).

Andrew Olsen, chief executive of the Travel Agents Association of New Zealand (TAANZ) says travel agents are very much alive in New Zealand. The complexity of choice and diversity of

offerings available to the customer on the internet has somewhat unexpectedly turned customers back to agents.

'Customers can use the 'net' to pre plan very effectively but they want comfort from a trained professional travel agent that they are not opening themselves up to hidden costs and problems,' says Olsen.

'A few years back the internet channel certainly created concern for agents – the disintermediation of the standard supply chain loomed over the traditional travel agency ground. Nowadays the agents are meeting customers' expectations by evolving service and product offerings and by

Continued on page 3



Andrew Olsen

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**Just cruising...**

At the 2014 New Zealand Cruise Industry Source Market report at The Langham, Auckland yesterday were Nicola Roe and Debbie Christian from Flight Centre; Tracey Brennan, Cruise Holidays and Mandy Veale, Mondo Travel. Full report on page 2.

**China Airlines – Returning to Christchurch with 3 x weekly  
flights to Sydney, Taipei & beyond from October 2015**



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## NZ online travel at crossroads, says TRAVELtech

Online travel marketing, distribution and technology will take centre stage at the first TRAVELtech New Zealand conference in Auckland on 25 June.

Conference director Martin Kelly, says he wants to test the Kiwi travel market with a challenging programme, featuring the latest in online thinking and practice.

Speakers include top executives from Expedia, Google, HomeAway, Trivago, Experian Hitwise, Trade Me, Sabre Pacific, Accor Pacific, Mantra Group, Online Republic, THL, Serko, Tourism New Zealand, Revinate, #whywellington and Mantra Group.

‘New Zealand is unique – it’s a very different market to any that I’ve seen and is full of opportunities for companies that want to take their chances,’ says Kelly.

‘With the shift to a multi-screen world, now is definitely the time for companies to upgrade their online presence.

‘There are some extremely innovative companies working in New Zealand while online adoption and usage rates by consumers are very high.

‘In fact, New Zealand’s online consumer is as savvy as any in the world,’ he continues.

‘But in the course of my research for this conference it’s clear there’s concern that many New Zealand travel companies do not have a clear online focus and are under-investing in their web and technology capabilities compared with other markets such as the US, Europe and

Australia.

‘This is commercial suicide – for some it may be a case of innovate or die.’

Register for TRAVELtech here - <http://www.traveltrends.biz/templates/event-traveltrends.jsp?code=traveltech-nz-auckland-2015>

## Ingram to LA



Chris Ingram will be joining Tourism Australia in LA as business events specialist.

Ingram joins the USA team from TA’s New Zealand team where he has been partnership manager, with responsibility for business events, the past few years.

Prior to that he held senior roles with Gold Coast Tourism, Aspire Apartments & Resorts, Cook Islands Tourism and AAT Kings Tours.

Ingram and his family will relocate to LA around the end of July.

## Cruising continues its upward trend

New Zealand is one of the world’s fastest growing cruise markets with a record 65,609 Kiwis taking a cruise in 2014 – up from 59,316 in 2013.

Delivering the 2014 New Zealand Cruise Industry Source Market report at The Langham, Auckland yesterday, Cruise Lines International Association (CLIA) Australasia general manager Brett Jardine says the 10.6% growth from 2013 is another record year and a testament to the hard work of the industry as a whole.

‘On the world stage, New Zealand has outplaced many of the established cruise markets and is third only to Australia at 20.4% growth and France, at 13.6%. Major markets such as Germany registered five per cent growth, North America 2.7% and UK/Ireland went into negative with -4.8%’, says Jardine.

New Zealanders are being lured to the cruise playground of the Caribbean with figures up 46% from 2013, says Jardine. ‘This result reflects that Kiwis are keen to experience the offerings of new ships cruising the regions.’

The report stated that although the New Zealand cruise market is still small by international standards, the equivalent of 1.4% of New Zealand’s population took a cruise last year (up 0.1% on 2013) giving the nation a greater market penetration rate than established cruise markets.

Tony Smith, Francis Travel Marketing says while the results were pleasing, the small growth margin taken from across the population was disappointing. ‘This

figure is possibly not reflective of the actual percentage of the population who travel. Perhaps there could be a comparison to the number of New Zealanders who travel per year and take the cruise percentage from there?’

Donal O’Sullivan from Cruise World says the figures are in keeping with the company’s growth. ‘We are tracking very well and one surprise from the report was the positive numbers cruising around the Caribbean. We are seeing an increase in the number of bookings to this region and it’s pleasing that our figures equate to notable growth across the board.’



Gary Westwood, Discover the World and Vaughan Kitchener, Scenic



Donal O’Sullivan and Cherryl Browne from Cruise World and Tony Smith, Francis Travel Marketing





## Feedback: Agents – alive or dead?

Continued from page 1

integrating with web based offerings.

‘The broker networks are also using the virtual office/work from ‘home base’ to tap into new customers, all of which means the future for travel agents working in all modes of distribution looks very positive,’ says Olsen.

Mark O'Donnell, chief executive officer of House of Travel, says the strong New Zealand economy coupled with increased capacity in both air and cruise supply, and high demand for more in-depth travel experiences is fuelling strong growth across the industry. ‘This combined with Kiwi's passion for travel has meant that we at House of Travel have had record turnover and profit over the last few years.

‘But the industry continues to evolve rapidly. Successful travel retail brands of the future will understand and adapt to customers' changing needs and redefine the retail experience to best meet the requirements of travellers

whose time is more precious and needs are more complex than ever. We are committed to being

at the forefront of these shifts and being aligned to our future customer requirements. It is an exciting time to be a travel retailer, that's for sure.’

Tuesday's Memo quoted John Willson, general manager United Travel as saying that his company has specialised agents in the ‘hard stuff’, which has put them in a good position.

Wendy van Lieshout, chief executive of World Travellers, said that her group focused on travel ‘experiences’ rather than product and price. Both, along with Chris Greive of Flight Centre, remain extremely positive about agents' future.



Mark O'Donnell

## New ‘Indian Mosaic’

Innovative Travel's Ancient Kingdoms Holidays Asia 2016 brochure features a new private tour, the 20 day ‘Indian Mosaic’.

Beginning and ending in Delhi, the tour takes in north India and looks for tigers in some of India's wildlife parks while paying visits to Varanasi, Khajuraho, Bandhavgarh National Park, Kanha National Park, Mumbai, Udaipur, Pushkar, Jaipur and Agra.

Priced from \$5490pp twin, the tour departs daily from 16 October 2015 to 15 June 2016 and includes all transfers, private air conditioned transport and English speaking driver, first class or deluxe accommodation, domestic flights, six game drives (shared jeep), sightseeing and entrance fees, English speaking guides, daily breakfast and some lunch and dinners.

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

## Air NZ new account manager

Air New Zealand has appointed Christopher Hughes to the newly created role of account manager group sales.

Hughes joined the airline in 2007 and has previously held a variety of roles, most recently as product executive in the commercial team for Ancillary Products.

Hughes holds a Bachelor of Commerce from the University of Auckland, specialising in management, innovation and entrepreneurship and has an extensive background in sales.



Christopher Hughe

## Scenic's Sound of Music

In 2016, Scenic guests travelling on the Rhine, Main, and Danube will experience one of the travel operator's newest Scenic Enrich events - the ‘Best of The Sound of Music and Salzburg Show’.

Launched in Scenic's 2016 Hidden Wonders of Europe River Cruising programme, the Best of The Sound of Music and Salzburg Show is an exclusive production of the timeless film of the same name performed in the rolling hills of Salzburg where some of the film was shot.

On a full day trip to Salzburg, guests will have a guided tour of the city, followed by traditional Austrian lunch and musical performance - created in partnership with Salzburg Orchestra and Classic Art Vienna exclusively for Scenic.

## Win a trip for two to Spain on Monday

Tourism Spain and Emirates remind agents of Monday's Auckland event.

Emirates Airline and key Spanish suppliers are offering the chance to win a trip to Spain for two people at this year's Tourism Spain roadshow in New Zealand.

The roadshow, sponsored by the Tourism Office of Spain, Emirates Airline, Galicia, the Basque country and Rail Plus, will be held in Auckland at Rydges Hotel on 15 June at 5.15pm.

Spaces are limited, register here <https://aucklandtospainevent.eventbrite.com.au>

## Le Lagoto joins WRD

World Resorts of Distinction has been awarded the sales representation contract for Le Lagoto Resort, Savaii, Samoa.

Fiona Wozney, managing director of World Resorts of Distinction says ‘we are thrilled to have this treasure from Savaii back in the WRD family.

‘Le Lagoto Resort adds yet another dimension to our portfolio of South Pacific Resorts, and is widely considered the best place to stay in Savaii.’

## New Zealand

## Meeting at MEETINGS

New Zealand's business events community has been mixing and mingling with meetings, conference and incentive buyers from domestic and overseas markets this week. MEETINGS 2015 was held at ASB Showgrounds on Wednesday and Thursday and organised by Conventions & Incentives New Zealand (CINZ).



Say cheese...Sophie Waldron, Celebrity Speakers Ltd is served a tasty dish by Andrew Whittaker, Kingsgate Hotel, Dunedin



Facing up to things on the expo floor.... Paula Hopkins, Rydges Rotorua; Clare Hitchin, Rydges Queenstown; Emma Sharplin, Rydges Auckland



At the Millennium Hotels and Resorts lunch during MEETINGS... Chris Ingram, Business Events Australia enjoys a Northland oyster under the watchful eye of Shane Lloyd, Copthorne Hotel & Resort Hokiang



Leonie Ashford, Michelle Allison, both Tourism New Zealand



On the Air New Zealand stand, Samantha Dick, cievnts; Chris McLean and Andrew Forbes-Faulkner, Air New Zealand; Sophie Nieuwenhuijsen, cievnts; Christopher Hughes, Air New Zealand

## New at TNZ

Edward Kwek joins Tourism New Zealand as the new business events manager South – Southeast Asia.

Kwek has held management positions in the airline and tourism industry, most recently as regional sales director for the Melbourne Convention Bureau where he looked after South Asia. Tourism New Zealand plans to up weight its business events activity across Southeast Asia in 2016 with a specific focus on using joint venture trade partnership activity to attract the high value incentive business.



Edward Kwek

## Langham's mid winter Christmas



Beginning 15 June, for three weeks The Langham, Auckland's Eight restaurant will be serving roast ham and turkey, duck fat roasted potatoes, Christmas puddings and mince pies.

Lunch, served between 12 and 2.30pm, Monday to Friday, is \$55 per adult and Saturday and Sunday is \$75 per adult.

[tlakl.eight@langhamhotels.com](mailto:tlakl.eight@langhamhotels.com).

## Giant fossil on display

A 28 million year old giant penguin fossil found at Kawhia in 2006 will be shown for the first time alongside its 3D scanned profile in a new exhibition opening at Waikato Museum on Saturday 13 June.

Waikato Museum collaborated with Massey University to develop the exhibition, Giant in the North, and put into context the fossil's relevance and significance in the scientific world. Massey University palaeontologist, Dr Daniel Thomas scanned the 3D profile of the fossil and hopes the resulting image can help researchers in the future formally identify the Kawhia penguin.

'This is the largest and most complete fossil bird from an important time in the history of the North Island.'



## New Zealand

## Christchurch: pent up demand evident

A pent up demand for business events in Christchurch and Canterbury has been evident at MEETINGS 2015.

Caroline Blanchfield, Christchurch and Canterbury Convention Bureau (CCCB) manager, says that even at the welcome cocktail function she was asked several times when the city would be back and ready to host large conferences of 1000 delegates or more.

Rob McIntyre, of the Christchurch Convention & Exhibition Centre, says he has been so busy at MEETINGS that not only did his entire appointment schedule fill but also he had about 38 more appointments he could not fit into the two days.

The official prediction for the opening of the Christchurch Convention Centre is the last quarter of 2018 and Blanchfield says that for many association buyers that can't come quick enough.

'We were always on the rotation (circuit), especially for medical conferences and we are hearing that the Christchurch rotation gap is really prominent now.'

She says the enthusiasm for Christchurch at MEETINGS has given the city and region confidence to go back into the Australian market in a more proactive way.

'We will be at the Associations Forum and then follow it up with the PCO Conference later in the year and AIME 2016. We will also be doing our own Christchurch updates in Australian cities.

She says a pre-MEETINGS famil has



On the Christchurch stand yesterday – Claire Hector-Taylor, CCCB; Becky Hare and Rachel Prebble, both CORE Education; Caroline Blanchfield, CCCB

lead to real business already. 'These are smaller, but good high end groups. They use both the city and the region and that is what we have always been good at.'

## QT brand for Museum Hotel

Wellington hotelier Chris Parkin has sold the Museum Hotel, located across the road from the Te Papa national museum, to ASX-listed Amalgamated Holdings for \$28.5 million, it will take on the QT brand.

The sale is expected to be completed in early August, and Amalgamated will refurbish the 163-room hotel and rebrand it as QT, the ASX-listed company said in a statement.

Amalgamated's other New Zealand operations include the Rydges Hotels and Event Cinemas. (source: NZ Herald)

## Auckland wins education bid

Auckland will host the Higher Education Technology Agenda (THETA) conference in 2017 after a successful joint bid spearheaded by an advocate involved with the Auckland Business Events Advocate Programme.

University of Auckland's ITS Director Liz Coulter championed on behalf of Auckland University of Technology, University of Auckland, Auckland Convention Bureau (ACB) – a division of Auckland Tourism, Events and Economic Development (ATEED) – and Tourism New

Zealand's Conference Assistance Programme (CAP) to secure hosting rights.

ACB manager Anna Hayward says THETA is the key technological conference in higher education aiming to promote the use of information technology in the tertiary sector.

'Around 600 practitioners and senior decision makers from Australia and New Zealand are expected to attend and this is estimated to be worth around \$826,000 to Auckland's regional GDP,' she says.

## INNOVATION & INSPIRATION at TRAVELtech NZ

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- Daniel Bridges, Head of Satellites, Trade Me
- Sydney Burdick, Global PR and Social Media, Trivago
- Keith Chilek, Chief Technology Officer, Tourism Holdings
- Andrew Fraser, Director of Marketing, Tourism NZ
- Darrin Grafton, Chief Executive Officer, Serko
- David Hamblin, Senior Director, Expedia
- Andrew Hodges, Head of Revenue NZ and Fiji, Accor
- Paula Maxwell, Director of Trade Sales, Mantra Group
- Dougal McKenzie, Industry Head – Travel, Google
- Fergus Park, Head of Product, Amadeus IT Pacific
- Jon Randles, Partner, Mosh Social Media
- Anton Stanish, Regional Director, HomeAway.com
- Nigel Taylor, Country Manager NZ, Sabre Pacific
- Nicole Wiener, Director of Sales Asia Pacific, Revinate
- Ben Woodward, Founder, #whywellington

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## Pacific

## FTE 2015 - encouraging local community involvement

Rise Beyond the Reef is working with Tourism Fiji to provide a platform for local women from remote communities to share their voice at this year's FTE.

Rise Beyond the Reef is a non-profit organisation that acts as a bridge between remote communities, government, private sector and aid organisations to increase their understanding of resource sharing and working together to help better the lives of women and children.

Communities, which are not often represented, will be able to showcase a range of traditional contemporary products – including jewellery and accessories, housewares, woven products and gift items – through the non-profit organisation at FTE 2015.

'Fijian culture offers connectivity in the way that many western cultures

do not. This is made possible through a totally different system of currencies in communities that do not all revolve around money, but more so on relationships, friendliness and genuine warmth of the Fijian people,' Rise Beyond the Reef director, Janet Lotawa says.

'So a few of our artisans will be in attendance who live in rural and remote communities. Our 'Community Made' products will represent artisans from districts in both Viti Levu and Vanua Levu.'

The Rise Beyond the Reef exhibition booth is sponsored by Westpac to give rural women a chance to promote their initiatives to international buyers attending FTE 2015, as well as develop opportunities for businesses.

<http://www.fjitourismexpo.com>.

## New beachfront bures at Treasure Island

Treasure Island's new room category has been announced - the 'Premium Beachfront Bure' will be available from 1 July 2015.

The 12 bures will be 25% larger in floor size than the existing bures on the island and designed to accommodate two adults, three children under twelve years of age and an infant but can also host four adults.



A look into the new Premium Beachfront Bure at Treasure Island

## Americas

## Trafalgar's most expansive Americas programme

Trafalgar has released its most comprehensive Americas programme so far, with the 2016 'The Americas' brochure consolidating USA, Canada, Central and South America into one brochure.

The brochure has been designed with time poor agents in mind.

Trafalgar is showcasing over 60 itineraries, more than 160 'Insider Experiences' and seven new guided holidays.

Trafalgar general manager Scott Cleaver says 'we believe that by combining our entire Americas product into the one brochure, not only will it simplify the process for our agent partners and enable them to confidently sell the real Americas, the significantly expanded product offering for next year means more opportunities to cross-sell and more commission to be generated.'

Supporting local communities in the destinations it visits, Trafalgar has highlighted these projects under the banner of #TrafalgarCares.

From supporting local artisans in Peru to working with not for profit organisations on conservation projects such as the Grizzly Bear and Discovery



Centre at Yellowstone National Park, guests can help out with Trafalgar.

Featured itineraries for 2016 The Americas programme include: The 14 day 'East Coast USA & Canada' guided holiday and the 10 day 'Tastes and Sounds of the South' guided holiday.

Also for 2016, Trafalgar has added four new 'Hidden Journeys' to its Americas portfolio following the successful launch of this trip

style into the market in 2015.

Dedicated to smaller groups of up to 26 guests and exploring lesser visited places, the new Hidden Journeys guided holidays include: The 10 day 'Secrets of Rockies and Glacier National Park', 12 day 'Secrets of Newfoundland and Labrador', Nine day 'Secrets of Ecuador', and the 16 day 'Secrets of Panama and Costa Rica'.

Clients can save up to 10% across Trafalgar's 2016 The Americas programme with early payment discounts of up to \$1217 per person available when booked and paid in full before 30 October, 2015. Past passenger discounts of 5% per person (land only) are also available for travellers who have previously travelled with The Travel Corporation's family of brands.

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

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## Cruising

### APT's new cruise market

Small ship cruising is seeing a growing number of clients as more and more Kiwis are becoming attracted to the cruise style, according to APT.

APT's new 'Small Ships – Exploring the World 2016' brochure showcases 24 all-inclusive small ship cruise holidays to a range of destinations, including the Mediterranean, Northern Europe, Asia, the Kimberley and Antarctica.

New features for 2016 include a new itinerary and three new extended cruise and land combinations.

In response to demand for cruising the Japanese coastline APT has added the 15 day 'Sailing the Japanese Isles', which is priced from \$10,445pp, twin share, and sails from Osaka to Manila.

APT has also introduced three new extended itineraries, adding land journeys to complement the small ship cruises offered in Europe.

These new itineraries are the 23 day

'Italian Sojourn with Adriatic & Aegean Odyssey', 34 day 'Ultimate Britain & Ireland Adventure', and the 20 day 'Scandinavian Wonders & Majestic Norwegian Fjords'

Three 'SuperDeals' are on offer in the new APT Small Ships 2016 brochure: A 'Fly Free – including Taxes', 'Companion Fly Free, and 'Airfare Credits'.

In addition, APT is introducing a new early payment discount, where guests will save \$1000 per couple when they book and pay for their cruise 10 months prior to departure.

APT is also offering a 'Travel with Friends & Save' offer – guests who travel with five friends on the same date will save an additional \$500 per person.

Both new offers are combinable with all APT SuperDeals, which are valid until 31 October 2015. [aptouring.co.nz](http://aptouring.co.nz)

### Travelmarvel new additions

Travelmarvel has expanded its European River Cruising programme in 2016, with the addition of nine new extended itineraries and early booking deals.

In its new Europe River Cruising 2016 brochure, available in travel agents now, Travelmarvel continues to showcase its 15 day 'European Gems' and 15 day



'Rhine and Rhône' itineraries as its core offering.

Responding to guest demand for longer and more immersive itineraries, Travelmarvel is adding different land extensions to the European Gems and Rhine and Rhône river cruises to create nine new itineraries. These include the 22 day 'Battlefields and European Gems River Cruise', 27 day 'Ultimate Britain & Splendours of the Rhine and Rhône River Cruise' and the 27 day 'The Baltic States & European Gems River Cruise'.

<http://www.travelmarvel.co.nz>

### P&O launches 'Biggest Ever Offer'



P&O Cruises has launched its 'Biggest Ever Offer' sale, including cruises from Auckland with special bonuses.

Offers include a free upgrade to an oceanview room, up to \$300 credit per room for spending onboard, and a free soft drink package.

Meanwhile holidaymakers need only pay half the regular deposit, and those who travel with friends are set to save up to \$1000 per room as part of the offer.

Exclusive to Kiwi travellers, the offer also includes \$200 P&O CruiseAir credit per person for up to two people per cabin towards return economy flights to Auckland from Napier, Dunedin, Christchurch and Wellington on selected cruises of eight nights or more.

Plus, P&O is offering a bonus mystery shore tour per person for all bookings made between 11 and 25 June on cruises of seven nights or more sailing from Auckland.

On sale now, the Biggest Ever Offer will feature a broad range of cruises from P&O Cruises' 2016 and 2017 programme.

The Biggest Ever Offer sale ends on 16 September 2015.

<http://www.pocruises.co.nz>

## FROM THE BRIDGE

CRUISE NEWS & VIEWS FROM BRETT JARDINE, CLIA GENERAL MANAGER

### Mind games

This week I am in Busan, South Korea – educating the Asian Travel Agent community on everything cruise as the retail sector prepares to soar to unprecedented highs.

As in other Asian markets I have previously visited, what is quite evident here is the misconception of cruise, and the stereotypical images the general public have about a cruise holiday. It actually reminds me of our own region 10 years ago when we were trying to explain to the public that yes, cruising is a great holiday for families! Today that seems silly to even try to contradict.

This brings me to a common skill set that we ALL are trying to impart to our "new to cruise" market; overcoming misconceptions. Research tells us that misconceptions can be corrected, but since they are individualised thought patterns (usually based on previous concepts brought about by TV, media, etc.), they must be corrected by their owners – or your customers; it is not by just telling them.

A once-misunderstood concept must be revisited and finally recognised as a discrepancy by the observer. These epiphanies, or "ah-ha" moments, occur in each of us when the conditions are right.

During qualifying you need to find out what is the picture in their minds and why. This gives you an opportunity for creating the right conditions / imagery for their re-valuation. Finally give your existing customers a voice.

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## Airlines

## Travelport - Jeju agreement

Travelport and Jeju Air, a Korean low cost carrier (LCC), now have a global content, merchandising and marketing agreement.

The new multi-year agreement will enable Travelport-connected travel agents worldwide to search and book Jeju Air's services via Travelport's travel commerce platform, including web fares and group fares. The content is already live and bookable to users of Galileo and will be extended to Worldspan-connected agents over the coming months.

Jeju Air will also leverage Travelport's range of partner marketing solutions which allow airlines to promote messages to



travel agents during the log-on and booking process – including Travelport Headlines, Sign-On Messages and Sponsored Flights – to increase brand awareness and grow its bookings on a global scale.

With this agreement Jeju Air will also become the latest airline to sign up for Travelport's Rich Content and Branding technology.

## New Unisys solution benefits passengers

Unisys Corporation has released three intelligent passenger recognition systems, designed to help airlines and airports improve the passenger experience in their VIP lounges while reducing expenses and providing opportunities to generate ancillary revenue.

The offering combines Unisys' systems integration and aviation industry domain experience with technology developed by Information Engineering Group

(IEG) called AIMS that can be delivered via cloud, software-as-a-service or on-premises.

The solutions enable airlines and airports to better service passengers based on their location, preferences and travel needs. The new lounge tracking solutions include: 'Scan and Go' automated passenger recognition; 'Customer Insight' which tracks traveller patterns and preferences and 'Ancillary Management', the revenue generation tool which offers value added services to travellers.

## EK sixth Pakistan destination

Emirates has plans to launch services to Multan, Pakistan, from 1 August, making Pakistan the airline's fourth most served country.

Service to Multan will commence with four weekly flights operated by a Boeing 777-300 in a two class configuration.

## Emirates and Flybe codeshare

Emirates has announced a new codeshare agreement with Exeter based Flybe, Europe's largest regional airline, which is set to open up new destinations for Flybe and Emirates passengers across the UK.

The agreement will see Emirates' code added to 25 Flybe routes across the UK, adding a total of 13 new destinations to the Emirates network and connecting customers to new points such as Edinburgh, Aberdeen, Guernsey, Isle of Man, Jersey and Newquay.

All Flybe flights will connect with Emirates flights to and from Dubai and beyond, including New Zealand services at Emirates' Manchester, Glasgow and Birmingham gateways.

The partnership will connect international passengers to regions across the UK on a single ticket.

Emirates and Flybe are targeting a July launch for the new codeshare.

## TN's 'ultimate short break'



Air Tahiti Nui is billing Tahiti as New Zealand's 'ultimate short break' in 2015, and is offering two four night packages starting from \$1499pp including flights and accommodation.

<http://www.airtahitinui.co.nz>

## Delta lounge

Delta Air Lines has completed a three-year terminal-wide refurbishment, including the airline's first private check-in lounge, Delta ONE at LAX.

The \$229-million Delta project was completed in partnership with Los Angeles World Airports (LAWA) and the City of Los Angeles.

Delta president Ed Bastian says the airline's investments in T5 offer a more premium airport experience, from check-in to take-off.

[www.lawa.aero/lax](http://www.lawa.aero/lax)

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## Australia

### Starwood to debut in South Australia

Starwood Hotels & Resorts will debut in South Australia with the signing of Aloft Adelaide in the state capital.

Slated to open in early 2018, the new-build hotel will form the centrepiece of New Mayfield, a mixed-use development set to reinvigorate inner-city Adelaide.

Sean Hunt, regional vice president, Starwood Hotels & Resorts, Pacific says 'Adelaide is set for major growth over the next few years and we foresee significant business and leisure demand for innovative and design-led hotel options, such as Aloft.'

Located just 20 minutes away from Adelaide Airport, Aloft Adelaide will feature 200 guestrooms.

The hotel will also feature an indoor glass bottom rooftop pool, 24 hour fitness centre with a rooftop running track, and 500 sqm of flexible meeting space.

Ideal for both large business and



intimate gatherings, the meeting space is complimented by a rooftop bar and lounge overlooking the city, underneath the glass bottom pool.

The signing of Aloft Adelaide follows the recent announcement of the Aloft Sydney Pitt Street, opening in October 2016, and last year's announcement of the Aloft Perth Rivervale, set to open early 2017.

[www.aloft-hotels.com/Adelaide](http://www.aloft-hotels.com/Adelaide).

### New walk and cruise tour

Waratah Adventure has commenced a new combination tour and cruise package in Sydney.

Sydney is rated as one of the most stunning harbour cities in the world, with world-class beaches, sandstone outcrops and headlands, lush bushland and prolific wildlife.

Visitors can escape the city on this four hour tour and connect with nature and ancient aboriginal culture in secluded bays and bushland on the northern foreshore.



The new tour gives a different perspective of Sydney

They then have an Enigma-X sunset cruise on Sydney Harbour, one of 16 Australian National Landscapes.

### Australian zoo plus events

Sunshine Coast Destination Ltd (SCDL) and Australia Zoo have a new joint venture.

A co-branded billboard will welcome 75,000 vehicles per day from Brisbane Airport and will be highly visible for New Zealand visitors travelling up to the Sunshine Coast.

With a media value of \$390,000, for one year the billboard will combine the promotion of Australia Zoo with 13 different events in the Sunshine Coast region.

SCDL chief executive officer Simon Ambrose says 'events and attractions bring the region to life and play a vital role in attracting visitors and supporting the region's A\$2.5 billion tourism industry.'



Terri Irwin and Simon Ambrose with one of Australia Zoo's white rhinos, DJ (Photo by Ben Beaden / Australia Zoo)

Terri Irwin, owner of Australia Zoo says it is important to work together to showcase the Sunshine Coast and the many exciting events visitors can experience there.

### A body of art

The Australian Body Art Festival (ABAF) relaunches in October 2015 with an expanded arts programme and guest artist line up. It is a three-day creative collaboration of body painting, fashion, street art, music, photography, beauty and street culture designed to draw international attention.

It will take place in Queensland's Sunshine Coast hinterland arts hub of Eumundi from Friday 16 – Sunday 18 October with a programme including workshops, competitions, exhibitions and a Saturday evening arts jam in the style of the 'Warhol Factory'.

The 2015 theme is POP Trashion.

A wide variety of creative guises fall under the ABAF umbrella, from face painting and special FX, through to



airbrushing, surf and skate graphic art and wearable art made from recycled materials. Visitors and artists will witness body art in surprising new ways and can get hands-on at workshops, showcase their creativity in competitions or simply be spectators.



## Asia - Arabia

## Travel to India on the rise

The latest figures from Flight Centre NZ have shown an increase in bookings to India in 2015 compared to 2014.

With Air New Zealand's announcement of a new codeshare partnership with Air India this growth is expected to continue.

Sean Berenson, Flight Centre NZ general manager product says, 'India has been growing in popularity with our customers in recent years and the new codeshare will certainly mean further good things for the destination.'

Danny Bodger, brand leader for Student Flights, says the new codeshare will be appealing to younger travellers.

'In particular I think we'll see this new codeshare provide a really interesting stopover destination for a lot of young Kiwis heading over to London and Europe for working holidays. Young New Zealanders love an adventure and India is a destination that has intrigued and excited for decades, it's the perfect destination to kick start an OE.'

## Malaysia celebrates it's satay

The fourth annual Satay Carnival took place in Malaysia's Kajang last weekend, drawing crowds of around 30,000 to 50,000 people.

The highlight of the carnival was the grilling of 50,000 satay skewers in a 1,220m line.

About 200 people took part in the record breaking 'Longest Satay Line'.

In celebration of the Satay Carnival, the team at Tourism Malaysia New Zealand have shared their secret recipe for making authentic Malaysian satay sauce:

### Ingredients:

- 8-9 dried chillies, soaked in water
- 2 stalks lemon grass, lightly bruised
- 1 thumb sized piece galangal, crushed
- 3 candlenuts
- Blend all the above and combine with
- 2 tsp belacan granules
- 1 cup roasted peanuts, crushed to breadcrumbs
- 1/2 cup tamarind juice, made with



soaking assam/ tamarind in warm water and sieved

- 1 cups water
- 1/2 cup coconut milk
- Salt to taste 1 tbsp sugar or to taste

### Method:

Fry the blended spices and belacan granules until fragrant (probably about 10-12 minutes).

Add the tamarind juice and coconut milk. Add the crushed peanuts. Simmer until the sauce thickens and season to taste. If it is too dry, add a bit more water.

Once complete, use as an accompaniment for chicken or beef skewers, or as a salad dressing.

## Dubai's popularity continues to rise

Dubai's efforts to position itself as a leisure and business hub have resulted in growing visitor numbers to the city, as well as higher rankings on various global traveller and meeting indexes.

This week, MasterCard announced that Dubai has risen to fourth position out of 132 top destinations for international travellers in the MasterCard Global Destination Cities Index, behind London, Paris and Bangkok.

A one place rise since 2014 figures, Dubai has risen from the eighth position in 2012 and MasterCard predicts that the emirate will welcome almost 14.3 million international visitors in 2015, a ratio of 5.7 international overnight

visitors per city resident.

MasterCard's announcement came after Dubai retained its top ranking in the Middle East region for international association meetings, and climbed 19 places globally to 44th position in the 2014 International Congress & Convention Association (ICCA) World Rankings - up from 63rd place in 2013.

The Union of International Association (UIA) announced in a recently published report that Dubai made large improvements in the number of international meetings hosted.

Hosting 146 international meetings in 2014, compared to 80 in 2013, Dubai jumped from 21st position to 14th globally.

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## Europe

## Magaluf frolics – authorities ready

Spanish authorities are gearing up for party-loving tourists heading to a raucous holiday in Magaluf, known for its non-stop party atmosphere.

After previous episodes of naked visitors prancing around in the streets, the government of Magaluf is sending out a warning that tourists may be fined from £500 to £2,200 for such acts, including public urination, skinny dipping, and offenses that lead to violence and criminal damage.

Tourism bosses on the island are also augmenting CCTV and police patrols, and have banned drinking in the streets between 10pm and 8am. Shops will stop selling alcohol after midnight.

Last summer, a video surfaced

of a young Brit girl performing sex acts on 24 strangers in a bar for free cocktails. Other videos showed girls being encouraged by club promoters and DJs to strip and perform acts of a sexual nature.

This prompted the effort to clean up the destination with Britain's ambassador to Spain, Simon Manley, saying they want British visitors to Magaluf to enjoy themselves, as they do elsewhere in Spain, but to also be safe and show respect for Spain's laws and customs.

On the island of Mallorca, Magaluf is located in the Calvia district, around 15 kilometers from Palma and the Son Sant Joan Airport.

(Source: eTN)

## Trafalgar's Italy

Trafalgar has seen increased interest in late summer Italy bookings following the offers available on 14 different Trafalgar Italy holidays as a result of additional late summer capacity.

Many of these savings are still currently available.

Trafalgar general manager Scott Cleaver says 'demand for Italy is always strong, being our best-selling destination, so to be able to offer our travel agent partners

the chance to sell 14 different Trafalgar Italy holidays to consumers still planning a trip to Europe in August, September and October has proven a winner.'

Savings of up to \$1,014 per couple are available on Trafalgar's 'Best of Italy', with departure dates of 1, 6, 22 September 2015, priced from \$3,718pp.

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

## Africa

## New expeditions launched

AndBeyond has launched six new expeditions in Botswana, available for travel from February 2016.

The expedition style safaris combine rustic, untamed wilderness with comfortable mobile camping accommodation and exclusive game viewing.

The six to eight night safaris cover Botswana's Chobe National Park, Savute, the Okavango Delta and the dramatic Nxai Pans.

The six new expeditions are:

- Classic Explorer Safari, eight nights in Chobe, Savute and Okavango Delta – all mobile camping.
- Superior Explorer Safari, eight nights in Chobe, Savute and Okavango Delta – mobile camping and luxury lodge.
- Mini Explorer Safari, six nights in Chobe, Savute and Okavango Delta – all mobile camping.
- Botswana Highlights Safari, eight

## Borneo earthquake

World Journeys report that Friday's earthquake in Borneo that claimed the lives of climbers on Mt Kinabalu has resulted in all activities on the mountain and in Kinabalu Park being suspended for at least three weeks in the interests of safety.

All other travel and activities in Borneo are running as usual, and all clients booked through World Journeys have been contacted.



nights in Chobe, Savute, Okavango Delta and Nxai Pan National Park – all mobile camping.

- Scenic Highlights Safari, six nights in the Okavango Delta and Nxai Pan National Park – shortened mobile camping safari.
- Superior Delta Safari, six nights in the Okavango Delta - mobile camping and luxury lodges. [info@worldjourneys.co.nz](mailto:info@worldjourneys.co.nz)

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## News

## AAT Kings celebrates top tour directors

AAT Kings held its annual Tour Director Conference in Sydney this month, bringing the brand's frontline Australia and New Zealand staff together for a Personal Development Program (PDP) as well as celebrating the brand's top Tour Directors.

'Our Tour Directors and Driver Guides bring our amazing Australia and New Zealand holidays to life every day on the road sharing their destination knowledge and local expertise with guests, so our annual meeting is a great opportunity to further enhance our experiences,' says AAT Kings managing director Anthony Hayes.

The week long conference included conference days as well as several days on the road in and around Sydney, Coffs Harbour and the Hunter Valley.

'It was a chance for each TD to share information as well as brush up on presentation styles and learn how to include more multi-media into our



AAT Kings NZ general manager Bruce Gentry and tour director Liz Burgstaller soak up the Sydney sun

informative and entertaining commentary. Staff have come away with new techniques for a sharper delivery to our guests, while still showcasing the cheeky personalities that we Aussies and Kiwis are famous for,' adds Hayes.

Top Tour Director for AAT Kings in NZ was Kevin Pilbrow (for the second year running) and the top Australian Tour Director was Carolyn Tipper from Tasmania.

## New travel designer at World Journeys

World Journeys has appointed Joel Hiini-Nelson to its team of travel designers, working in her specialist area of Canada and Alaska product.

Hiini-Nelson has travelled extensively to Argentina, Chile, South Africa, Botswana, Namibia, Zimbabwe, Antarctica, China, Hawaii, and Canada/USA, and previous roles in her travel industry career have included time at Walshes World in the Land and Air departments, Frontier Travel and HOT Product's USA and Canada team.



Joel Hiini-Nelson

## Reading TRAVELinc



Lisa Anthony, BDM NZ Wendy Wu and Paul Dymond, general manager NZ, Wendy Wu were spotted reading the April-May edition of TRAVELinc Magazine in Hong Kong this week.

Congratulations Lisa and Paul, a bottle of wine from the TRAVELinc cellars will be on its way to you shortly.

## Wendy Wu celebrates

To mark its 21st year in business, Wendy Wu Tours is rewarding all new bookings deposited between 2 June and 30 June with a \$20 shopping voucher and a chance to win a team dinner at a local Asian restaurant.

Every booking made with Wendy Wu Tours will be in to win, with the dinner prize drawn on 3 July.

Wendy Wu is also offering a free upgrade to an overnight Halong Bay cruise on all departures of Vietnam Impressions for departures up to and including 19 September 2015.

A free pre or post night's accommodation with a private transfer is also being offered on Vietnam Panorama, Angkor to the Bay, Vietnam Highlights, Vietnam at a Glance, Vietnam Trails and Vietnam Escape for departures up to and including 19 September 2015.

A four page flyer has been distributed to agencies and is also available to download from the Wendy Wu website. [info@wendywutours.co.nz](mailto:info@wendywutours.co.nz).

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