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TUE
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ISSUE
927

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Rattled travellers turn to agents for safety assurance

Economic uncertainty and increased violence on the world stage is returning the travelling public back into the security of travel agency offices.

A report by SureSave in Australia claims there has been a 15% leap in the number of travellers using agents to book travel and buy insurance in the last three years.

Events such as last week's shootings in Munich, the heavily publicised massacres in Paris and Nice and financial wobble following Brexit appear to be denting the confidence of do-it-yourself travellers.

The survey, involving 1000 travellers, reveals people are feeling increasingly reassured using agents – a trend the Kiwi trade agree seems to be happening in New Zealand.

House of Travel marketing director Ken Freer says global events have demonstrated the value of using an agent.

'While the events have been terrible for all involved, they have absolutely given agents an opportunity to step up and

Continued on page 2

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CHINA AIRLINES

Rattled travellers turn to agents for safety assurance

Continued from page 1

show their worth at a time when their client needs them the most,' Freer says.

He adds that agents are going to need to adapt to stay relevant in the future.

'As technology continues to evolve, the real value of a travel agent is utilising technology to help deliver a personalised service to customers, particularly when things go wrong.

'Our first priority is our customers, so in the event of a terrorist attack or natural disaster it is all hands on deck to make sure clients are safe and actively supported,' Freer says.

'In this day and age, who wouldn't want a team of people behind them to take care of things if something goes wrong?'

Ellen Lee, from helloworld in Waipukurau, and Fiona Johnson, who is presently working for Travel Managers, both believe there is a shift in travellers back to agents.

Lee says clients are looking to enlist the help of professionals.

'You need to be very good at what you do today to impress clients and offer them something special,' she says.

Lee adds she is noticing an increasing number of younger clients – travellers aged 30 to 40 years old – who seek adventure, but they want to

ensure their safety is protected.

Johnson believes the complexities of travel and the busy lives people lead are also turning DIY travellers away from the novelty of the internet.

She adds although agents are lifting the game to meet the needs of today's market, further effort needs to move the focus from price to value and peace of mind.

Meanwhile, TAANZ CEO Andrew Olsen agrees international attacks

illustrate safety is a big issue for people who travel overseas.

Olsen says these days there is a fast turnaround in identifying where Kiwis are following tragic events, adding this

illustrates New Zealanders are taking safety seriously and registering their whereabouts on the government Safe Travel site.

He recommends agents encourage their clients to register, a link for which can also be found on the TAANZ website.

'You simply can't think it won't happen, because it is clearly happening,' Olsen says.

'The uptick in being known to the government while you are travelling is substantial – it's a small step that may end up saving lives.'

'In this day and age, who wouldn't want a team of people behind them to take care of things if something goes wrong?'

– House of Travel marketing director Ken Freer

Lindblad appoints Adventure World

Lindblad Expeditions has appointed Adventure World as its exclusive general sales agent in Australia, New Zealand and Asia.

'Building upon our success in the Australasian market, Adventure World gives us immediate scope to rapidly expand our business by accessing its extensive preferred consortia agreements, diverse aligned land product portfolios, wholesale airfare agreements, and expert sales, marketing and reservations teams,' says Lindblad's global business development director Jeremy Lindblad.

The partnership will enable Lindblad to extend its reservations opening hours.

Reaching Ekka by train

Visitors travelling to Brisbane for the 139th Annual Royal Queensland Show (Ekka) in August can take advantage of a special discount on airport transfers with Airtrain. The Airtrain promo code (ekka2016) provides savings of up to \$13, with a single return ticket from the Airport to Brisbane city costing just \$20 (\$10 one-way).

This is substantially less than the cost of the \$45 one-way average taxi fare equivalent during peak and off peak times. The code will also give savings on a single adult one way ticket costing only \$13.50.

Children 14 and under travel free to any Airtrain city station when accompanied by a paying adult.

www.airtrain.com.au

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www.sabreredworkspace.com

Sabre

MoaTrek wants to WOW you

Small group tour company MoaTrek New Zealand is celebrating its 45-year anniversary by giving agents a shot of winning free tickets to the World of Wearable Arts Awards Show (WOW) in Wellington.

WOW is MoaTrek's signature tour. The family business is this year running four tours to the shows, all of which have sold out.

WOW tour highlights include premium seats at the show, dinner beforehand at Dockside Restaurant and accommodation at the five-star Bolton Hotel.

The tour group also stays at Chateau Tongariro and spends two nights in Napier exploring the Hawke's Bay wine and food region.

Get on board airline survey

TAANZ is promoting is an IATA Global Passenger Survey on its website.

The survey has been designed to get an independent and objective snapshot of what passengers from around the world want, how they behave, why they make the choices they do and what they spend their money on.

The survey will help identify passenger preferences – from browsing for flights to bag collection at the final destination.

It also will also help airlines and the industry understand consumer priorities and preferences when travelling by air.

TAANZ is encouraging the trade to take part in the survey and to share it with customers. The survey can be found at www.taanz.org.nz



Prepared to be WOWed in Wellington

MoaTrek is giving agents chances to win two tickets, valued at \$280, to WOW on Sunday, 2 October, by emailing info@moatrek.co.nz

The competition closes on 1 August.

Awards: need a place to stay?

SKYCITY is offering special rates for those travelling to Auckland to attend the TAANZ National Travel Industry Awards.

For premium rooms at \$229 including GST, go to bookings.ihotelier.com/bookings.jsp?hotelid=10736&rateplanid=2058171 and for premium luxury rooms at \$259 including GST, visit bookings.ihotelier.com/bookings.jsp?hotelid=10924&rateplanid=2058170

Rates are net and commission free.

Email Bradley Garnett with any enquiries – Bradley.Garnett@skycity.co.nz

LETTERS TO THE EDITOR

New Caledonia and New Zealand – how times have really changed

Dear Editor,

I very much enjoyed reading your article about New Caledonia in the June-July edition of TRAVELinc Magazine (Shock and Ore, www.travelinc.co.nz/content/images/stories/digital-edition/ti-june-july-2016/#26)

In August 1987, Air Caledonie International started a new weekly service NOU/AKL/NOU; I was employed as the general manager NZ. It was not very long after the bombing of the Rainbow Warrior in Auckland Harbour, so trying to sell a French destination was quite a hard sell. The tour operators would include some New Cal product in their brochures, but it was very much a token gesture.

Because Club Med had a much higher profile in this country than it has now, often we would fill a whole 737 with Club Med tourists, as well as 3.5 tonnes of NZ chilled lamb for the New Cal food market. The 737-300 aircraft that SB introduced made quite an impact, as it was the only 300 series operating in this country.

There were three carriers operating AKL NOU every week: UTA, Air NZ, and Air Calin. There was a move by the Territorial Government in NOU to progress tourism numbers to New Cal, by opening up a new tourism office in Fort Street. However, their job was pretty difficult with the issues that existed between NZ and France. A NZ passport

holder needed a visa to visit New Cal at that time.

At the time, the tag line of New Cal Tourism was “Vive la Difference”! However, hardly anybody was going there from NZ, except to Club Med, and nobody really knew, or even cared, what the difference was? Difference from what?

I made numerous visits, not just to Noumea, but all over La Grande Terre, Ile des Pins and The Loyalty Islands, to talk with hoteliers about the NZ outbound market. I often got a nice smile from them, but their rates were very high, and very much aimed at local domestic, and metropolitan French business. All quite frustrating.

So... nearly 30 years on, it's so good to see the destination getting good exposure, both to the trade and to the public, and now seeing the benefit of the NZ outbound market.

For me, it's a brilliant destination, which is still a little unknown to Kiwis, compared to The Cook Islands or Fiji for example.

Kind regards,

Peter J Ashford

Business trainer and industry partnerships
Quantum Education Group

Editor's note: *Meanwhile, New Caledonia tourism continues to become a growing presence in the New Zealand. Turn to page 4 to see who attended last night's New Caledonia event.*

New Caledonia says bonjour to Kiwi trade

One hundred agents headed to The Wharf in Auckland last night for the New Caledonia Workshop.

The workshop was made up of representatives from New Caledonian hotels, activities, destination management companies and the North provinces.

Agents went head to head for prizes during a quiz and were also invited to download a virtual tool to use for sales.

New Caledonia Tourism also entertained 15 people at MICE event held in Newmarket earlier in the day.

The occasion allowed the tourism body and its partner representatives from Chateau Royal, GLP hotels, Grands Hotels of New Caledonia, New Cal Events, Starwood, Aircalin and Air New Zealand to mingle with conference organisers while enjoying French food and wine.

New Zealand continues to be a growing market for New Caledonia, which reports a more than 5% hike in Kiwi traveller numbers year to date to the end of May compared to the same period last year.



This group, from A Walker's World, were at the workshop to learn about the walking and cycling opportunities for their clients (from left): Jill Grant, Therese Brooking, Lisa Mead and Adrienne Reid



Corporate Traveller's Brooke Mattock and Nathan Marston had an eye out for new contacts



A Flight Centre trio (from left): Kylie Holmes, Tracey Gray and Sarah Brittenden



New Caledonia trip winner Gloria Yehia from cievvents with Air New Zealand's James Leslie from Air New Zealand and New Caledonia representative Sally Pepermans



Jackie Coyne, S2N Events, won a trip to New Caledonia, she's pictured with Angela Hallett from Aircalin



CWT's Tayen Tucker, Stephen Benfell from APX and CWT's Bradford Jacobsen and Laura Fenton







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Asia – Africa

India – and the mane event

Adventure World's 15-day Treasures of Gujarat itinerary allows travellers to not only take in India's cities and culture, but view its wildlife at the Sasan Gir Wildlife Sanctuary.

Other highlights of the trip, which runs from Mumbai to Ahmedabad, include the holy Buddhist caves in Porbandar, visiting the Dhobi ghats of Mumbai and chilling by the beach in Dwarka. The trip is priced from \$5135 per person twin share, including 14 nights accommodation, activities and entrance fees, many meals, the services of a private



car and driver, first class trains, internal flights and local English-speaking guides. Departs daily. [CLICK HERE](#) for details.

The Jewel of the Nile

Sanctuary Zein Nile Chateau – a dahabiya (traditional sailing boat) – is setting sail on intimate four-day journeys down the Nile.

The Sanctuary Retreat cruise, which can accommodate 12 guests, is ideal for small groups of friends, couples and families.

A four-night charter costs US\$12,000.

The dahabiya features an Arabian-themed sundeck, four cabins and two suites. The extended open spaces and sliding glass doors offer an indoor/outdoor lounge experience on the Nile.

Egyptologists are on hand to provide historic information and guests can visit off the beaten track sites such as the self-contained former village called the Valley of the Workers.

Contact Mary Morton, iD Collective, on +61 418 369 636.

Clamp down on fees

Visitors will incur no additional fees when using their credit cards for purchases across Abu Dhabi.

The Abu Dhabi Department of Economic Development has issued a circular to all businesses across the emirate warning against collecting any extra fees when consumers opt to pay through credit cards.

Last chance sale

Active Asia small group tours are on sale until 29 July with \$250 saving per person.

This includes the Ultimate Vietnam, Discover Vietnam, Mekong & Cambodia Explorer and Experience Vietnam & Cambodia. Guaranteed departures with 2 people travelling.

<http://activeasia.co.nz>

EXPERIENCE MACAO

Your Own Style

Festivals & Events

Your Travel Tips ...

1. A-MA FESTIVAL

Each year, homage is paid to Macao's most popular deity, the Goddess of Seafarers, from whom Macao is said to derive its name.

The maiden A-Ma (also known as Tin Hau) ordered the elements to calm down when a storm threatened a boat. The winds abated, and on the spot where the boat reached land, the grateful mariners built the A-Ma Temple. It's a day when seafarers and their families visit the ancient temple in the Inner Harbour.

2. DRAGON BOAT FESTIVAL

The Dragon Boat Festival originally commemorated the ancient patriotic Chinese poet Qu Yuan, who protested corruption by drowning himself.

Today, the celebrations revolve around the hugely popular Macao International Dragon Boat Races in late May or June on Nam Van Lake. Local and foreign teams participate in various men's and women's divisions, making the medal haul wide and diverse in what has become one of the international sporting community's favourite outdoor parties in Macao.



3. MACAO GRAND PRIX

Recognised as the most internationally prestigious event on the local calendar, the legendary Macao Grand Prix - now edging into its sixth decade - pits the best motorcycle, WTCC and Formula 3 racers in the world against each other and the clock in dedicated competitions along the narrow, twisting Guia street circuit of Macao city.

The high-pitched whine of racing engines, the roar of the crowd, and the adrenalin-charged atmosphere make for a colourful four days of non-stop, head-turning excitement

"Macao Grand Prix"



4. INTERNATIONAL FIREWORKS DISPLAY CONTEST

The annual Macao International Fireworks Display Contest - universally acclaimed as one of the best of its kind - takes place on the Macao Tower shorefront from mid-September to 1st October every year. Over the years, more than 100 international teams compete. Many visitors choose this time of year to come to Macao to enjoy a holiday illuminated by spectacular displays.

5. MACAO INTERNATIONAL MARATHON

This international marathon, first hosted by Macao in 1981, attracts large numbers of local and international long distance runners. The full course marathon includes the Peninsula, Taipa and Coloane, while the Half-Marathon and Mini-Marathon are designed to attract not only professional athletes but amateurs seeking to test their endurance.

6. INTERNATIONAL MUSIC FESTIVAL

The Macao International Music Festival - a major annual event attracting hundreds of thousands to the city in October and November - assembles internationally renowned artists from all over the world in a feast of the senses. The program typically features opera, orchestral and chamber music, Chinese folk music, jazz, Broadway numbers and a dynamic mix of all things musical from every corner of the globe. Several World Heritage sites such as Dom Pedro V Theatre, Mount Fortress and St. Dominic's Church serve as inspiring settings for various concerts and performances.



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Cruising



Ship sails from Seattle to Sydney

Royal Caribbean will cruise from Seattle to Sydney via Hawaii and the Pacific over 24 nights.

The trans-Pacific voyage onboard Explorer of the Seas is priced from just \$94 a day or \$2239 per person in total.

As the cruise season in Alaska ends, Explorer of the Seas will make her way to Australia.

Departing Seattle, Washington, on

8 October 2016, the ship will stop at Honolulu and Maui in Hawaii before crossing the Pacific Ocean.

The megaliner will then call at Suva and Lautoka in Fiji – including an overnight stay in Suva, Mystery Island in Vanuatu, Lifou in the Loyalty Islands and Maré in New Caledonia, before arriving in her summer home of Sydney.

www.royalcaribbean.com

Kiwis on crest of a South Pacific cruising wave

Kiwi demand has prompted a decision by Royal Caribbean to up the presence of twin megaliners Explorer of the Seas and Voyager of the Seas in the South Pacific.

The ships will more than double the amount of Fiji calls year on year. There are to be 34 visits across the season to Suva and Lautoka, and two Fiji overnight calls when Explorer of the Seas stops at Suva during its repositioning voyages between Australia and Seattle.

Royal Caribbean is positioning the two ships for family groups, and has adapted its facilities to cater to the growing trend of intergenerational travel.

NZ sales manager Mark Kinchley says Explorer and Voyager offer the resort-style

experience that Kiwi families visit the South Pacific for but with the advantage of a new destination each day.

'Fiji and the South Pacific Islands are big destinations amongst Kiwis. This season there is going to be more choice than ever of itineraries, activities, and staterooms with Royal Caribbean sending some of its largest ships.'

Fares for a seven-night round-trip sailing on Voyager of the Seas start from \$1279 for the first guest and \$639.50 for the second, when booked before 30 July. The cruise departs Sydney on 1 November and calls into Noumea and the Isle of Pines in New Caledonia.

www.royalcaribbean.com

Kid-friendly cruising with MSC

MSC Cruises, the Swiss-based cruise line, has introduced a sports programme and interactive cooking classes for children.

The company already offers daily entertainment for children, family-dining options and on-board facilities such as aqua parks and pools, bowling alleys and 4D cinemas.

Meanwhile, MSC Cruises' newest ship, MSC Meraviglia, is set for a Cruise the Mediterranean voyage. The trip will cost a family of two adults and two children under 12 years of age \$3036.

Cruises depart October 2017.

marketing@msccruises.com.au



Carnival Cruises sailing from Los Angeles

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Cruising

Cruise includes free Santiago stay

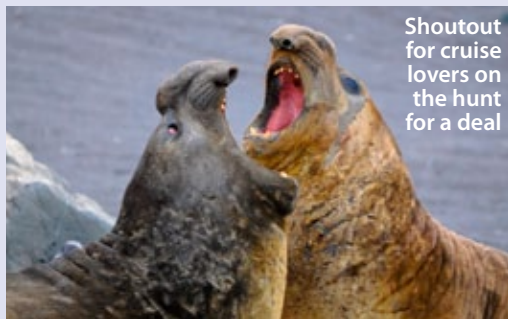
Adventure World is offering clients two free nights in Santiago when they book the Antarctica Classic Air-Cruise for bookings before 31 October and travel between 29 November, 2017, and 18 February, 2018.

Adventure World marketing manager Louise Levesque says the air-cruise option is popular as there is only two hours of flying from Punta Arenas to King George Island to get to the gates of the white continent before guests then enjoy their six-day cruise.

'Guests avoid the stormy seas of the Drake Passage and experience only the best Antarctica has to offer from its ice-filled fjords and spectacular icebergs to the company of penguins, seals and whales,' she says.

The ANTARCTICA XXI vessels offer a boutique-style adventure accessing areas where larger ships can't and there are twelve polar guides onboard to share their passion and experience of the destination. The eight-day package is priced from \$18,586 per person twin share including five nights cruise accommodation, meals, guided shore excursions, transfers in Punta Arenas and return flights from Punta Arenas.

[CLICK HERE](#) for details.



Shoutout for cruise lovers on the hunt for a deal



Norwegian Jewel – another choice for the Kiwi cruiser

Jewel set to shine in Australasia

Norwegian Cruise Line (NCL) has just released pricing for Norwegian Jewel's inaugural Australasian season, comprising 15 sailings from October 2017 to March 2018.

Pricing on Jewel's inaugural Australian five-day Tasmanian Sampler cruise ranges from A\$1147 per person for an inside stateroom to A\$2825 per person for a courtyard penthouse.

Senior vice president and managing director Asia Pacific for Norwegian Cruise Line Holdings, Steve Odell, says the carrier is already a top choice for Australasians cruising Hawaii and Europe, adding he expects the Norwegian Jewel to be well received also.

Jewel's inaugural season will commence with a 39-night combination cruise departing from Vancouver on 3 October, 2017, and disembarking in Sydney on

12 November, 2017, visiting Hawaii and the South Pacific, which is also available as three sectional sailings ranging from 10 to 17 days.

The season includes seven round-trips from Sydney taking in Southeast Australia, Tasmania and New Zealand, and concludes with a 40-day combination cruise sailing Sydney to Yokohama (also available in three segments).

A discount will apply for combination voyages, and all bookings made by 31 August will be eligible for NCL's Free at Sea special offer in which guests can choose five free offers: beverage package; specialty dining; shore excursions credit; 250 minutes wifi or family and friends sail at a reduced rate.

The itineraries are now available for booking through NCL's dedicated agent portal – Norwegian Central.

Carnival gets all cute and cuddly

Carnival Dream has just kicked off a Build-A-Bear Workshop At Sea – a kid's activity that will be rolled out across the liner's 25 ships.

Carnival Cruise Line, which hosts 700,000 kids a year, will give children of all ages the opportunity to make cuddly bear that can be customised with a variety of outfits and accessories.

Each bear has a 'birth certificate' and its own 'voice' via a recordable sound chip with kids recording their special messages.

Prices for the bears start at US\$20 with outfits and accessories starting at US\$5.



Bare bear – a chance for a child to use their imagination

Seabourn specials

Seabourn has just released details of its two-week sale.

The sale includes complimentary verandah suite upgrades and US\$1000 per suite shipboard credit for penthouse and premium suites.

The discounts apply to select itineraries worldwide for 2016 and 2017 departures.

Among them is the seven-day Yachtsman's Mediterranean, Monte Carlo Return cruise on Seabourn Sojourn. Leaving on 27 October, the trip costs from US\$3099 per person.

Meanwhile, the 35-day Seas of Sinbad II, Singapore to Athens (Piraeus) on new ship Seabourn Encore leaves on 1 April, 2017.

The verandah special is from US\$11,099 per person. info@cruiseworld.co.nz or www.cruiseworld.co.nz

Europe

Kildare fashion jockeys for position

Kildare Village – in the heart of Ireland's horse-racing country – is pitching itself as a thoroughbred in the fashion stakes too.

The village, 50 minutes from Dublin, is promoting itself as a hub of 80 boutiques offering reductions of up to 60% year round.

Anya Hindmarch, Lulu Guinness, Molton Brown and Hackett feature among the leading European fashion brands on offer to designer-seeking shoppers, while celebrated Irish designer Louise Kennedy and So Collective are also available. Other fashion stablemates include Coach, DKNY and Hugo Boss.

The village now also features top dining establishments and coffee houses.

Irish Rail operates a daily train service from Dublin Heuston station, and the Kildare Village Shopping Express runs daily departures from Dublin airport and Dublin city centre.

www.KildareVillage.com



Kildare Village is getting a name for itself for its designer clothing



Gengenbach Town Hall – the world's largest advent calendar

All bound for Germany

Albatross Tours is calling for bookings on a six-night Christmas tour in the Black Forest.

The trip starts in Frankfurt, travels through the Black Forest and winds up in Luzern, Switzerland.

Excursions include a visit to the Christmas markets in Baden Baden, Hohenzollern Castle, the medieval towns of Heidelberg and Freiburg, the world's largest advent calendar in Gengenbach and Lake Titisee.

Fully escorted by an experienced tour

manager the tour includes transport in a first class touring coach, seven-nights accommodation, breakfast daily, dinner each evening including a traditional Christmas Eve dinner and farewell medieval banquet, guides, sightseeing, excursions and entrances.

There is more than \$800 worth of included extras. The tour costs \$2984 per person twin share and departs Frankfurt on 21 December. The tour is 100% guaranteed to depart.

www.albatrosstours.co.nz

The French connection

Abercrombie & Kent is offering up to A\$3060 savings per couple on an eight-day private journey in France.

The trip starts in Paris and takes in the city's sights and gourmet delights before moving to Versailles to tour the palace and grounds. The journey continues by rail to Avignon.

Twin share per person costs from A\$10,315 (includes savings of A\$1530 per person), while solo travellers pay from \$19,415 (savings of A\$2885)

The prices are based on travel from 25 August to 18 October. Special pricing applies for different travel dates.

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www.learnnewcal.co.nz

Americas

Let the games begin...

The New Zealand Olympic Travel (NZOT) team is taking a short break to catch their breath before heading to Rio de Janeiro this week for Rio2016.

The team, lead by managing director David Williams, will spend more than a month in Rio, concluding with the Paralympics Games in September.

NZOT has supported about 400 top Kiwi athletes and more than 1300 Olympic-hungry New Zealand supporters who are going to the Games.

Williams says Rio2016 has been three years in the planning for NZOT and has involved more than six visits to Brazil

during the last 18 months.

'The challenges we have faced are very different to what we normally encounter with our events. I am so proud of the team who has been outstanding working through these challenges.'

NZOT is not only New Zealand's authorised ticket reseller and booked the team's travel from bases throughout the world, it also arranged travel packages for friends and family of the athletes as well as set up sponsor events.

While in Rio, the team will assist Kiwi supporters in the New Zealand ticketing office as well as run the New Zealand



Team NZOT (from left): Danielle Jelley, David Williams, Victoria Wales, Louise Stephens and Lynne Phillips along with the Rio2016 mascots

Club, based at the Sheraton Grand Rio Hotel and Resort, where Kiwis can mix with the Olympic team and celebrate their wins along the way.

Rio or bust!

Cheapflights.co.nz is reporting a 58% surge in Kiwi-based flight searches to Rio de Janeiro for travel between 5 and 21 August as sports fans look to get in on the Olympic Games action.

The company notes there is an 83% spike in flight searches departing from Auckland, followed by a 21% hike from Wellington.

Nathan Graham, regional sales manager ANZ at Cheapflights, says Rio2016 provides an opportunity for travellers to visit South America.

'Kiwis are planning to take full advantage of a trip across the South Pacific, staying 18 days on average.'

Through Brazil at the right Tempo

Tempo offers an expedition along the diverse coast of Brazil.

The mix of friendly people, samba music, culture, nature and interesting lectures make this adventure alluring for clients, the company claims. Landings and excursions to landmarks and the Amazon Rainforest are an added bonus.

Clients travel on a Hurtigruten vessel, mixing cruising with visits to tropical beaches and the iconic and Rio de Janeiro.

This journey takes guests through to Salvador.

Another adventure is in Parangua, with excursions into mountainside terrain, a trip into the rain forest for a bath in the streams, before sailing for another day to Rio Grande do Sul.



Brazil – Tempo has the hotspots covered

This voyage departs on 12 October as well as 9 October, 2017. Prices start from \$2340 per person, twin share for the 15-day voyage. For a limited time there is no single supplement on the 12 October departure where clients will save up to \$1755 per person with prices starting from \$2340 for a single traveller in their own cabin. www.tempoholidays.co.nz

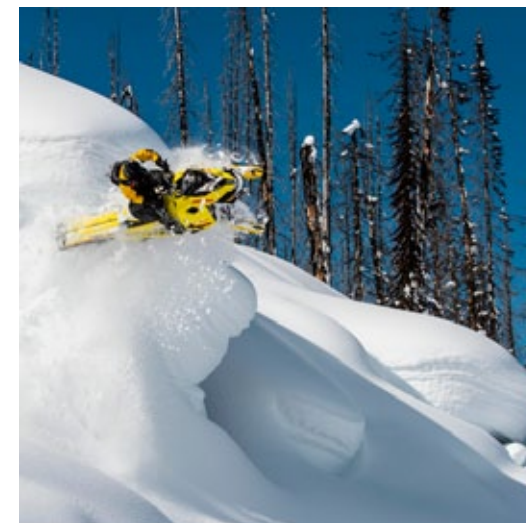
Head to the snow for some go, go, go

Snowmobiles – what's not to love?

Adventure World is offering people a chance to experience what the fuss is all about with a five-day Monashee Snowmobile Adventure.

The trip mixes the excitement of deep-powder snow in Revelstoke, Canada, with the comfort of a four-star Glacier House Resort.

Priced from \$3940 per person twin share, the package includes accommodation, many meals and four guided snowmobile trips with one an evening BBQ by snowmobile in a private cabin at 1890 metres and three others on Boulder, Turtle and Frisby Ridge.



Snowmobile power meets deep-powder snow

The journey departs on Sundays between 15 November, 2016, and 17 April, 2017.

[CLICK HERE](#) for details.

SQ's Mayo to manage WLG and South Island



Kate Mayo

Singapore Airlines' manager South Island will add Wellington to her job description when she takes up a new role of manager Wellington and South Island on Monday, 1 August.

She starts 51 days ahead of the arrival of the inaugural 'Capital Express' Wellington – Canberra – Singapore service.

Mayo has come through SQ's Auckland ranks since starting as a management trainee in 2012, followed by a promotion to manager South Island in 2014.

In addition to maintaining her responsibilities for operations in the South Island, Mayo will manage the new Wellington operation, which will consist of a total of 11 staff, covering operations and sales. Mayo will relocate to Wellington to take up the new role.

'It is an exciting time for Singapore Airlines in New Zealand. We recently celebrated our fortieth anniversary in Auckland, in September we'll welcome the new service to Wellington and in October we'll celebrate our thirtieth anniversary in Christchurch,' says Mayo.

SQ puts Manchester on flight path

Singapore Airlines will fly non-stop between Singapore and Manchester from 30 October as well as increase its services to Adelaide and Kolkata.

The non-stop Singapore-Manchester flights will be operated five times weekly and will continue on to Houston, which is currently served via Moscow.

Existing Moscow-Houston and Munich-Manchester services will be suspended.

Safety a hit for Air NZ

The latest Air New Zealand's inflight video, Safety in Hollywood, was viewed more than 1.5 million times in the first 24 hours after it premiered to audiences globally last week.

The video has also been featured in global news media outlets including CNN and the Daily Mail.

Starring New Zealand comedian Rhys Darby and Hollywood actress Anna Faris, the video was filmed at Warner Bros Studios in Los Angeles.

Collectively, Air New Zealand's safety videos have been viewed online more than 84 million times.

Double commission

Malaysia Airlines has announced double commission on ex New Zealand fares for sales and ticketing until mid August.

The new commission level from 16 July was placed at 5%, and this will double until 15 August. Agents are asked to contact their consolidation units for additional information.

Services to Adelaide will increase from 7 to 10 times weekly between 1 December and 31 January, 2017. Services to Kolkata will increase to four times weekly in December, up from the current three weekly flights.

Singapore Airlines will also operate seasonal services to Sapporo from 1 December to 5 January, 2017. A total of 24 round-trip Sapporo flights will be operated during this period.

SQ adds more to CHC over summer

Singapore Airlines will add a further five flights to its supplementary services to Christchurch for the peak summer season.

A total of 35 round trip supplementary flights will operate between Christchurch and Singapore from 13 November, 2016 to 5 February, 2017, adding 9,485 extra seats and creating a new record for Singapore Airlines in the South Island.

For the first time in its nearly 30 years of flying to Christchurch, SQ will operate 401 flights to and from the South Island in the 12-month period from 1 April 2016 to 30 March 2017.

The additional Christchurch flights will operate as SQ296/SQ295 and will be serviced by the airline's refitted 777-200ER aircraft offering 26 business class and 245 economy class seats each.

Surfing in the clouds

Virgin Australia will next year give passengers on its domestic and international flights the ability to stay connected above the clouds.

Virgin's domestic Boeing 737-800 and Airbus A330 jets, as well as its international Boeing 777-300ERs, will be equipped with satellite internet from mid-2017.

The fleet-wide upgrade is expected to take 'a couple of years', Virgin Australia CEO John Borghetti says.

The airline has not revealed how much passengers will pay for the service.

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Tourism: Navigating the future

The theme of the Tourism Export Council Conference 2016 next month is navigating the future.

Chief executive Lesley Immink says the event has a great line up of speakers who will enlighten delegates on subjects as diverse as futuristic lifestyle technology, transport infrastructure of the future, leadership and social change.

Speakers include business futurist Morris Miselowski, Chris Flynn from PATA, Grant McBeath from SPARK and Sam Johnson, the 2012 Young New Zealander of the Year.

The conference will include a panel session on infrastructure with views from tourism experts and workshops on understanding virtual technology as a marketing tool, and how to work with inbound tour operators in today's changing environment. Auckland International Airport will provide a summary of current and new airline connectivity into New Zealand.

The conference is 17 and 18 August and will be held at Wairakei Resort, Taupo. Registrations close Friday, 12 August.



How's the weather up there? Cardrona is pulling top international skiers to its Big Air event

Cardrona jumps for Jossi

Winter Commonwealth Games gold medallist Jossi Wells is holding an invitational Big Air event for the world's best skiers and snowboarders at Cardrona Alpine Resort next month.

Kiwi skiers and snowboarders will go head to head against a stacked field of international heavy hitters, with finals scheduled for Saturday, 13 August.

The event will run over two days, with qualifiers and finals for men's and women's ski and snowboard events. It will take place on Cardrona's Big Air Jump, which will be especially built for

the competition.

The event celebrates Wells' recent success in winning Ski Slopestyle gold at the most recent Winter X Games at Aspen, Colorado.

'I'm really honoured to be given the opportunity to collaborate on an event with Cardrona. Cardrona is my home mountain – I learnt how to ski here and have spent every winter riding at Cardrona since I could walk,' says the Wanaka-born athlete.

Skiers are competing for a US\$20,000 cash purse.

Taupo's travel trade executive

Destination Great Lake Taupo has appointed Casey Brunsdon to the new role of sales executive in the travel trade and business-to-business portfolios.

Brunsdon brings with him a wealth of knowledge and experience from the backpack and youth travel industry having previously held sales roles at THL and Stray, and more recently expanded his knowledge into the accommodation sector in the central North Island's National Park.

His core role will be working with travel trade both on and offshore to showcase and promote 'Nature's Ultimate Playground – Great Lake Taupo'.



Casey Brunsdon

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Australia

Travel agent skills lead to food success

Sunshine Coast-based Danielle Gjestland feels that gaining experience as a travel agent and tour guide was what helped put her on track to be one of the most successful restaurateurs in the region.

'If you derive some sense of happiness from making other people happy you can apply that anywhere. I think my early career working at an independent travel agency really did help with that.'

Gjestland owns and runs Wasabi on the banks of the Noosa River and these days also manages a farm (Honeysuckle Hill) that supplies her own restaurants with herbs, spices and fresh vegetables. She is also in the process of launching a cooking school adjacent to the restaurant.

The decision to be her own supplier and producer came mainly out of necessity, but it also fits nicely into the 'farm to plate' philosophy that is



Danielle Gjestland at Honeysuckle Hill farm pours a mandarin, ginger, tumeric, sake and sparkling water 'spritzer'

embracing the Sunshine Coast right now (and was showcased to incentive operators from New Zealand and Australia during the pre Convene Queensland faml tour over the weekend).

'We just couldn't get the ingredients we wanted. Either they were not available in the country at all or we had to source them from Sydney, so they would not be in good enough condition when they got here.'

'Now what we do is labour intensive, but we grow a big variety of things and nothing on a massive scale.'

Fin-tastic news for Port Stephens

Destination Port Stephens is delighting in the return of Migaloo – a rare, all-white humpback whale.

The whale was last weekend photographed by Lisa Skelton from Imagine Cruises. Meanwhile, sightings have been reported from nearby shores of Birubi Beach and Boat Harbour in Port Stephens.

Migaloo paired with another northbound humpback, and is estimated to be in his late 20s. The last sighting in NSW was in June 2014.

There is a 500-metre exclusion zone around



Migaloo is back

Migaloo or any white whale. All photos are taken with a large telephoto lens and heavily cropped.

Meanwhile, The Fraser Coast in Queensland is also reporting another bumper season of humpback whale watching.

Perth goes udder mad

Perth will be part of the world's biggest public art programme when it hosts 40 life-size designer cows and a cheese festival in November.

CowParade Perth 2016 is a six-week exhibition featuring fibreglass cows painted and styled by local artists and designers.

CowParades have been held in cities such as New York, London, Tokyo and Paris.

WA's South West hosted a colourful herd in 2010.

Coinciding with the Perth event is the inaugural Festival Fromage, a picnic-style cheese celebration at the Town Hall from 11 to 14 November.

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Australia – Pacific



At Eumundi Markets: Alison Smyth, Extra Mile Company; Peter Wolfe, The Free Ranging Chef and Winnie Fong, GO Conference & Incentive



Kalena Flinlayson, Momento Travel; Tricia McKendry, David Reid Homes at Sofitel Noosa Pacific Resort

Coast's famil shines on food experiences

A champagne cruise with Noosa River & Canal Cruises, followed by a long lunch at Noosa Boathouse, set the scene for incentive operators and other business event organisers in the Sunshine Coast over the weekend.

The 12-person famil (a fifty-fifty split of New Zealanders and Australians) had lunch on the deck at the Boathouse, a floating venue in Noosaville that hosts close to 100 weddings and 50 other events each year.

The group also had site visits around key venues and accommodation providers before heading out of Noosa to get a wider view of the Sunshine Coast. Highlights included a Hinterland Food Trail Experience with Beyond Experiences; a progressive dinner at Novotel Twin Waters Resort; breakfast at Aussie World; a site inspection of the Ginger Factory and (last but not least) lunch at Spirit House Restaurant and Cooking School.

Tiffany Bower, Business Events Sunshine Coast says the famil's focus on food with particular emphasise on farm to plate, fitted in with the region's key branding pillars.

'We are showcasing the Sunshine Coast as a lot more than a beach and the food is a big part of that. Our producers and suppliers are being encouraged to embrace food tourism, and that gives them two streams of revenue as well as adding to our visitors' experiences.'

In keeping with that objective, the second day of the famil was spent in markets and on farms and plantations rather than traditional restaurants. First stop, for example, was the Eumundi Markets.

Danny Mackay, of Beyond Experiences, says the markets started in 1979 with three stall holders. 'Eight people turned up and the market made about \$30. Now it has 600 stalls and about 1.6 million visitors a year.'

Fiji figures

New Zealand arrivals in Fiji are up 14.4% for the month of June according to just released (provisional) figures.

From all markets, the 12 months calendar year June 2016 shows an increase of 6.9%.

Agent wins CI trip

New Zealand short-haul reservations consultant, Felicity Alquist of GO Holidays in Auckland has won an eight-night trip to the Cook Islands for completing the South Pacific Specialist programme.

The South Pacific Specialist programme, which is implemented by the South Pacific Tourism Organisation (SPTO), teamed up with the Cook Islands Tourism Marketing Corporation (CITMC) to entice travel agents to complete the programme and increase knowledge of Pacific Island destinations.

New location and service

South Sea Cruises has opened a new office at the fully refurbished Fiji International Airport.

It is located around the corner from where the old office was.

When clients have collected their luggage, cleared customs and are exiting, they will be able to find the location easily.

South Sea Cruises also has a new courtesy coach pick up and drop off for all full day trippers staying at the Double Tree Resort by Hilton - Sonaisali Island.

For vessel transfers to the Mamanuca region, there is still a coach pick up option for F\$40 per person (adult or child), one-way.

All inclusive F&B offer at Treasure

Treasure Island Resort has launched an all-inclusive food and beverage package.

There are two options available – standard and premium.

Both plans offer all meals (breakfast, lunch and dinner) and beverages during specified hours (midday to 2pm and 7pm to 10pm) ranging from Fiji's local beers, local spirits, house red or white wines and soft drinks.

The premium package (only available to those staying in the premium beach front bures) in addition to the above, offers a 30%

discount on imported spirits and premium wines, chilled sparkling wine and a snack in the guest bure on the day of arrival, upgraded toiletries and foot massages.

The packages can be purchased with the best current market rate for accommodation with no minimum stay required.

When purchasing the premium package and staying for five consecutive nights or more in a premium beachfront bure, guests will also receive a free gift to take home and choices in dining experiences.

Anti-aging and hair transplants drive demand in medical travel

Medical tourism out of New Zealand continues to generate plenty of interest, with a marked increase in demand for anti-aging, non-surgical procedures according to Paul McGowan, director of Stunning Makeovers.

'Some clients are travelling specifically for these treatments while others are taking advantage of stopping over in Bangkok for a few days on their way to or from Europe,' McGowan says.

He adds that medical advances in this area, such as the CO² fractional laser treatment, stimulate collagen production to remove wrinkles. 'Non-surgical face lift with Thermage Laser Technology has been a perfect option for clients that aren't ready for a surgical face lift just yet or may be apprehensive about having surgery.'

'There has been an exciting new development with the use of lasers for intimate rejuvenation following the damaging effects of childbirth.'

McGowan says the up and coming treatments are antioxidants delivered topically or intravenously. 'We're not up with this in New Zealand yet but it's huge in USA and our hospitals in Thailand are on the cutting edge of this as well.'

'Because these are all non-invasive and there is virtually no downtime clients can still enjoy their holiday and go swimming and do adventurous activities too.'

McGowan says that apart from 'the usual demand' for breast surgery, tummy



Paul McGowan, centre, on a recent visit to Vejthani Hospital and the anti-aging, dermatology and hair transplant doctors

tucks and surgical face lifts etc, Stunning Makeovers has had a significant increase in hair transplant surgery clients. 'This is male and female. It's very intricate work with a team of technicians under the supervision of the surgeon painstakingly separating each follicle that has been harvested from a donor site on the patient's head. Since it is their own hair, there are no rejection issues. It is amazing stuff.'

He says Stunning Makeovers is firmly entrenched in Thailand after about 10 years in business. 'Thailand is still the leader in medical tourism in the region not only in terms of expertise and medical facilities but also service and hospitality. We are always looking at opportunities in other markets too but the standards must meet our strict criteria for us to be confident in referring patients.'

Trafalgar's new weekly specials

Trafalgar and CostSaver are now offering deals to agents each week as part of their new weekly specials.

The Trafalgar-operated operations introduced the specials in recognition of a growing trend towards last-minute holiday bookings.

The specials last six days, 23 hours and 59 minutes. It is designed as a sales tool for agents whose clients are departing soon but who don't want to miss out on a deal.

Trafalgar and CostSaver's websites will be updated every Wednesday morning with a selection of 10 to 15 specials, each offering savings of between 10 to 15%.

Specials will be themed to make it easier for agents to assess their relevancy. There will be a focus on destinations such as Iberia Specials, USA & Canada Specials or events including Christmas Market Specials.

[CLICK HERE](#) for details.

Shrek the Musical in Macao

Shrek the Musical has opened in Macao. The season will run for 21 performances at The Venetian Theatre of The Venetian Macao until 7 August.

A highlight for the Macao season is the inclusion of three local young stars, who were chosen to play the role of a young Shrek.

Shrek the Musical is based on the Oscar-winning DreamWorks Animation film.

TAANZ annual meeting

TAANZ is to hold its annual general meeting on Friday, 9 September, in Auckland commencing from 3pm. TAANZ is to announce the venue and distribute the relevant documentation in due course.

TRAVELinc MEMO

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PEARL's PEARLER

'I can race around for days to get 'him' a birthday present, but it always ends in a tie...'

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