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Travel Intelligence

Best Broker Brand
2014 & 2015



Website seeks agents who walk the talk

By Stu Freeman

New Zealand agents are being urged to register on a new travel platform that matches consumers seeking specific destination advice with consultants who have actually been there.

Going.Expert has just been launched in Australia with around 78 countries covered by travel agents there.

Sydney-based Going.Expert chief executive and founder Rogan Carroll says he has made efforts to get enough critical mass in New Zealand to launch on this side of the Tasman, adding he definitely has this market in his sights.

Carroll says he does not concentrate on the number of agents as much as on the countries they have been to. However, in an exclusive interview with TRAVELinc Memo, he says he feels 50 agents will definitely be enough of a start to launch a similar website here.

Continued on page 2

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CHINA AIRLINES

Website seeks agents who walk the talk

Continued from page 1

‘That many agents would have the destination experience required between them.’

He says the website is designed to be a hub for travellers searching for local knowledge they can only get from booking through a travel agent who has actually been to the destination. It is a ‘no brainer’ for agents, Carroll says.

‘The message from us is to use a travel agent because they know what they are doing, and use a travel agent who has actually been there (to the destination being booked) because they will have local knowledge.’

‘This should deliver clients who are at the business end of their planning, the ones who have looked at TripAdvisor and done their online research and who are ready to book with an expert,’ says Carroll.

He says agents can register for free and payment is on a ‘by referral’ basis.

‘Agents upload a profile on the platform and they detail what destinations they have been to.’

He says any registered travel seller can sign on to the website. This includes agents attached to a chain or brand, independents or brokers.

Carroll says some people have written off travel agents, saying online travel agents (OTAs) are taking over.

‘That couldn’t be further from the truth. Travellers are spending way too long researching their holiday travel online – sometimes it takes days or weeks and ends up costing more than having a travel agent do it for them.’

‘The traveller is shifting back to a travel agent at about 5% per year, given the issues that can occur by booking with an online travel agent such as missing out on the unique features of a destination, poor timing on connecting flights, sub-standard



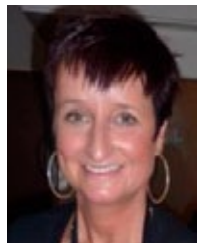
hotels, lack of travel insurance, incorrect or no visa and so-on,’ says Carroll.

‘The OTAs are aggregating available flight, hotel and packaged holiday data from multiple sources – they aren’t planning for the individual.’

[CLICK HERE](#) for details.

Holbrook Orbits Wellington

Sarah Holbrook recently joined the team at Orbit World Travel Wellington. As conference and event manager, Holbrook will be focused on further growing Orbit Wellington’s specialised department, Orbit Groups and Events.



Sarah Holbrook

Orbit had previously worked with Holbrook who was part of the team delivering a large scale international conference in Samoa in August 2014.

She brings with her extensive experience in the conference, incentive and event management industry.

Saving on US tour with Adventure World

Adventure World is offering a \$735 per person saving on its 12 September departure of the Western Dream tour.

The 12-night small group tour, priced from \$2945 when booked by 31 August, travels from Las Vegas to San Francisco while experiencing the varied wilderness of America’s western states along the way.

Monument Valley, Grand Canyon National Park, Lake Powell and Yosemite National Park all feature on the tour, which includes 10 camping nights and two nights in three-star twin share accommodation, all transportation, a tour leader, some meals and a maximum of 12 other travellers.

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Award made me 're-assess' says travel broker winner

Reassessing your business practices and looking at where you can improve for your clients is a key benefit of taking part in the National Travel Industry Awards (NTIA), according to last year's winner of the Best Broker category.

Cromwell based Debbie Bradford, of NZ Travel brokers, says it is difficult to gauge whether winning the award actually drives business, although she proudly uses the winner's symbol in her advertising.

'You just don't know really, but it was definitely a worthwhile process. It puts you in check and makes you really think about what you are doing and how you can do things better.

'It takes you out of your comfort zone because you have to talk about yourself and not many people like to do that.'

Bradford says the fact that NZ Travel Brokers has also won the Best Broker Brand title for the last two years has been a great thing for the company.

'I have worked with Steve (Lee) and Guy (Flynn) for the past seven years and before that I was a broker in Auckland for nine years. I have never really been a traditional bricks and mortar agent because I don't like being tied to a desk. 'Being a broker means you have

flexibility to work the hours that suit you, but it also means you can work the hours that suit your clients, and that's important.'

Bradford is heading off to Barcelona today and will join the Regent Seven Seas Explorer on a cruise from that city to Lisbon – a trip she was invited by Regent Seven Seas to take.



Debbie Bradford

NZ Travel Brokers director Guy Flynn says Debbie Bradford encapsulates all of the qualities that a travel broker needs to possess to be successful. 'She is extremely passionate in her career and driven to ensure her clients have the very best experience

they possibly could have, before, during and after their trip. She also enjoys a massive dose of likeability amongst her clients, colleagues and suppliers – a quality that is so often underestimated by many, that can unlock opportunities not realised by others.'

This year's Travel Agents Association of New Zealand (TAANZ) National Travel Industry Awards will be held on Saturday 10 September. TRAVELinc Memo is the official media sponsor of NTIA and is also sponsoring the wholesalers' category for the second year.

Tourism NZ to close its Thailand office

Tourism New Zealand is consolidating its focus in the South and Southeast Asia region and will close its Thailand office by the end of the year.

The organisation's two fixed-term employees based in Bangkok, will finish by the end of the December 2016.

Outgoing chief executive Kevin Bowler says that over the coming months, staff will continue to deliver activity and plan ahead to ensure continuity is achieved over the full financial year.

'With this decision we will place particular emphasis on generating value from the India market. We will continue to support Thai Airways but again, with greater focus on its connection into India.'

Visitor arrivals from Thailand remain modest, having grown from 17,000 in 2006 to 24,000 in June 2016. Thailand's share of Asian visitors is also shrinking from 3.6% (2014) to 2.8% (2016).

Last days to have your say in TAANZ survey

The Travel Agents Association of New Zealand (TAANZ) is reminding members that they have until this Thursday 18 August to complete the association's membership engagement survey.

Chief executive Andrew Olsen says the results will help TAANZ understand members' views on its services and what can be done to improve engagement.

Air New Zealand has provided two economy tickets on its aircraft to Sydney, Melbourne or Brisbane to a lucky drawn winner. Terms and conditions apply.

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Pacific Islands



Rachael Rowe and Moana McKeen from Tahiti Tourisme

Agent wins trip to Tahiti

Rachael Rowe from NZ Travel Brokers won the big prize at the South Pacific Association of National Tourism Offices (SPANTO) evening in Palmerston North recently.

The prize included two Air New Zealand tickets to Papeete, and five nights accommodation on Tahiti, Bora Bora and Tikehau staying at Manava Suites, Bora Bora Pearl Beach Resort and Tikehau Pearl Beach Resort. Rowe has been in the travel industry for a number of years and hasn't yet experienced the Islands of Tahiti.

NTOs from Cook Islands, Fiji, New Caledonia, Samoa, Tahiti and Vanuatu were at the event, which attracted 26 agents in attendance.

The agents got a brief run-down on each destination in the form of 'speed dating'.

Samoa shows strong growth from NZ, US

Samoa Tourism Authority has released data for April showing continued confidence by overseas visitors for Samoa.

Official figures show an increase of 21.2% for the month, with 11,206 visitors (up from 9243 in 2015) clearing customs.

Top source markets recording huge arrival figures are New Zealand (16.5% increase) and USA (45.7%), with Asia and Europe also clocking in with an increase in figures compared

to the same month last year. Australia recorded steady figures with an 8% increase.

All markets and purpose of travel recorded solid increases with holiday and VFR segments, which make up 69% of total arrivals, recording net growth of 16.9% and 13.9% respectively.

Sonja Hunter, CEO of Samoa Tourism Authority says that the figures herald an exciting stage in Samoa, with emerging markets discovering the islands.



Matangi Island

Matangi Private Island Resort special

Matangi Private Island Resort in Fiji has released a stay-seven-pay-four deal on meal exclusive rates.

The offer is valid for sales through to 30 September, 2016, travel until 31 March. The minimum stay is seven nights and the offer is valid in all room categories.

Potential in small boats

Small boat sailing is an untapped market in Fiji, says Tourism Fiji CEO Matthew Stoeckel.

He says a marine industry day for New Zealand and Fijian yachting companies last week provided a great opportunity to raise awareness on the market.

'We have fantastic cruising grounds and know working with other ports and marinas around the world, and NZ being close, is a great sign' the Fiji Times reported Stoeckel as saying.

Port Denarau Marina managing director Nigel Skeggs says working as a cohesive unit to move yachts through the South Pacific is a step that will produce real benefit for super yacht and tourism industries within the region.

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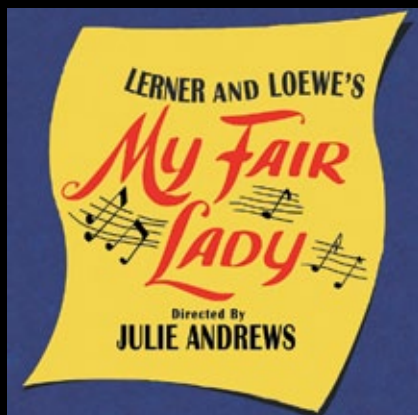


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Please note that events are subject to change or cancellation (check relevant website for further details prior to the event). Destination NSW acknowledges and appreciates all photographic images supplied by each event owner for use in this advertisement.

Australia – New Zealand

St Kilda to airport

SkyBus has launched a new St Kilda Express service between the Port Phillip suburb and Melbourne Airport. The new SkyBus service will collect passengers from convenient St Kilda destinations every 30 minutes during the week, from 6.30am until 7pm. On weekends the service will run hourly and finish later, starting at 6.30am and finishing at 7.30pm. Customers travelling on this route can access free Wi-Fi, online ticket purchasing, smartphone ticketing and the 'Kids Travel Free' policy.

Join the gang

A new family-operated tour company, Gang Gang Tours, offers outdoor, active nature-based tours throughout the Snowy Mountains and Sapphire Coast.

Participants explore national parks, mountain ranges and seascapes while sampling the local wine, cheese and seafood.

Booklet helps trade sell Melbourne

Tourism Victoria has a new travel booklet, 'Experience Melbourne and Beyond', now available for agents to order.

The 36 page booklet contains information on bookable tourism experiences, sample itineraries and travel tips from locals for Melbourne and regional Victoria.

Tourism experiences included in the booklet are all Melbourne and Victorian attractions and tours. 'This is a great tool for agents to help them up sell, increase commission, and these experiences and tours can really enhance a trip to Melbourne and beyond,' says Joanna Garrie, regional manager New Zealand with Tourism Victoria.



'It is also a great booklet to include in clients travel wallets.'

The booklet can be ordered via Brochure Net www.brochure.net.co.nz or by emailing joanna.garrie@visitvictoria.com.au.

Big roads 'not answer' to tourism's needs

Forget new roads and long road trips. 'Slow tourism', or destination-based nature experiences are likely to be far more beneficial to tourists, tourist operators, small communities and the environment than 'mechanised tourism', says Wilderness Lodges founder Gerry McSweeney.

Speaking at the Wild Places Conference, in Auckland last week, McSweeney said many small communities are persuaded that large scale road development is the key to tourism riches.

'(This) conveniently ignores the major economic challenges we already have to maintain existing highways, bridges and services. Our own Westland

District Council has spent hundreds of thousands of dollars championing the cause of a new Haast-Hollyford wilderness road. Ironically, this council is struggling to fund keeping open the small existing road to Jackson's Bay to service ratepayers and the tourist and fishing centre there. It is also struggling to find a further \$6.2 million to build a desperately needed sewage treatment plant for Franz Josef.'

McSweeney said tourist and recreation operations using helicopters, jetboats, 4WD vehicles and quad bikes are all pushing for more opening up of wild places.

One example he quoted was tourist helicopter landings on the Ngapunatoru

Plateau, on the edge of the Fiordland's Pembroke Wilderness Area, responding to intense demand to land tourists on snow. 'The previously permitted 10 landings per day in the Park Management Plan will be increased to allow up to 80 landings per day under the guise of a research trial.'

McSweeney says DOC and local authorities have a huge responsibility in this field but they are often conflicted by their dual mandate to protect wild places and promote recreation, tourism and regional development.

'Management of that access pressure is absolutely vital and fundamental to saving our wild lands.'

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Asia

Wendy Wu Tours extends sale

Wendy Wu Tours is extending its Big Asia Sale until 26 August.

General manager of Wendy Wu Tours New Zealand Paul Dymon says the company has seen sales skyrocket over the last few months while the Big Asia Sale campaign has been running.

'We are still seeing great interest in our tours departing in 2016 so we have decided to keep the Big Asia Sale running. Agents need to get in quick though as tours are filling up fast.'

There are more than 50 departures for 2016 on sale across the Wendy Wu Tours range. Clients can save up to \$800 per person on selected fully inclusive tours departing in 2016.

Included in the sale is one of Wendy Wu Tours' most popular tours The Grand Tour of China. Over 27 days clients experience the historical and cultural aspects of China, and discover less known treasures. Highlights include seeing the Terracotta Army in Xian, a four-night



Hanging Temple Datong

voyage on the Yangtze to see the Three Gorges, visiting the Panda Conservation Centre in Chengdu, experiencing the Stone Forest in Kunming and seeing Dali's sentinel Three Pagodas.

The fully inclusive tour that includes return international flights on Cathay Pacific, all sightseeing, transport, meals and visa is now priced from \$7180 per person, a saving of \$800 per person. info@wendywutours.co.nz

VAT refunds in Guangdong

Guangdong Province (excluding Shenzhen City) now issues VAT refunds to overseas tourists in order to maintain the ongoing growth in Chinese tourism.

VAT refunds can be obtained for goods purchased in tax-free shops within designated departure ports.

An overseas tourist refers to either a foreign tourist or a visitor from Macau, Hong Kong or Taiwan who stays in China for less than 183 days. Tourists can verify their overseas status with a passport, exit-entry permit or Mainland Travel permit.

Exotic highlights Hoi An

Exotic Holidays is promoting Hoi An as a highlight of any trip to Vietnam.

'It's a town dripping with charm and history as it used to be a bustling seaport until the 19th century,' says Rahul Sharma, Exotic's managing director.

'It was once a sleepy little village but now it's a tourist town with hotels, bars, restaurants, souvenir shops, art galleries and tailors where clients can get everything and anything made in breath-taking speed.'

Sharma points out Hoi An is closed to cars and so is pedestrian-friendly and a great place to bike ride.

'If you are lucky enough to be in Hoi An on the full moon, the Old Town is transformed into a wonderland of

lanterns, song and dance, traditional food and games in the streets.'

He says there is a beautiful white sand beach and cooking schools are another attraction. The latter usually include a trip to the markets in order to buy produce before learning how to cook it. 'Most hotels and restaurants do offer classes. However, there are expert operations in the old town delivering an amazing experience.'

Sharma says attractions include colourful pagodas and the famous Japanese Covered Bridge, while the Marble Mountains are not far away. Clients can also explore the Am Phu Cave, or just stroll through the Old Town.

info@exoticholidays.co.nz



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Asia

Hills and tea gardens

Exotic Holidays is offering a five night/ – six day Hills & Tea Gardens Tour in Sri Lanka. This is a private tour, from \$1052 per person share twin which starts in Colombo with a personal greeting at the airport and hotel transfer.

The next day it visits the Cinnamon Gardens, the Fort (the former British administrative centre and military garrison), Sea Street - the Goldsmith's quarters in the heart of Pettah, the bazaar area and the Dutch Church of Wolfendhal dating back to 1749.

Then the tour travels to Kandy visiting a spice garden enroute. It has an afternoon city tour of Kandy including Upper Lake Drive, Market Square, Gem Museum and Temple of the Sacred Tooth Relic.

On day four clients visit Peradeniya botanical gardens which were started in 1374, before travelling on to Nuwara Eliya which is also known affectionately as 'Little England' of Sri Lanka with lots of country cottages and Queen Ann style mansions.

On the way back to Colombo, the tour visits Kithulgala - famous for its rubber plantations, waterfalls, lush vegetation and a variety of birds and butterflies.



Exploring Sri Lanka with Exotic Holidays

The final night is in Colombo. Included in the tour are accommodation, five breakfasts, transfers & sightseeing using air-conditioned private car with English speaking driver/guide, entrance fees at monuments, current taxes, 24-hours local contact number for emergencies.

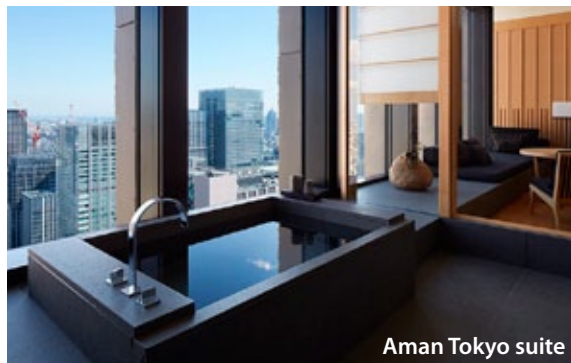
The quoted cost is indicative and based on low season and subject to change due to currency fluctuation.
info@exoticholidays.co.nz

Aman Tokyo

World Journeys has direct contract rates for all Aman properties, which now include the Aman Tokyo.

Aman Tokyo features traditional Japanese architecture, views, excellent cuisine and a spa focus within a contemporary city hotel environment.

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Aman Tokyo suite

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2017

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Cruising

Half price Galapagos

World Journeys has a two-for-one deal on the 31 October, 2016, departure of the Isabela II on its five-day Central Islands Galapagos itinerary, a saving of \$5400.

The four-star Isabela II was designed for expedition-style adventure, and accommodates 40 passengers. Days are spent exploring the different islands in small groups accompanied by a team of naturalist guides who introduce guests to the wildlife, geology and exploration of the Galapagos Marine Reserve.

Now priced from \$5400 for two people share twin, the tour includes a personal meet and greet on arrival in the Galapagos, transfers and transport, island excursions with specialist guides, all meals on board, and the Galapagos Transit Control Card. Flights and a national park fee are additional, and the offer is subject to availability. info@worldjourneys.co.nz



Uniworld extends early payment offer

Uniworld Boutique River Cruises has extended its early full payment offer for 2017 cruises through Vietnam and Cambodia, China, Egypt and India.

Clients explore ancient treasures by day in small groups and enjoy luxury at night aboard all-suite ships and onshore at hotels. A per-couple saving of up to \$2000 applies to Exotics Collection cruises booked and paid in full by 31 August, 2016.

Uniworld's 15-day Timeless Wonders of Vietnam, Cambodia & the Mekong cruise between Ho Chi Minh City and Hanoi Navigator is priced from \$8999 per person twin share.

In India, the 13-day Golden Triangle & The Sacred Ganges itinerary between New Delhi and Kolkata aboard the Ganges Voyager II is priced from \$13,449 per person twin share.

Egypt's heritage is highlighted on the 12-day Splendours of Egypt & The Nile itinerary to and from Cairo aboard the



Cambodia is one of the destinations where Uniworld's full payment offer applies

River Tosca. It is priced from \$8209 per person twin share.

The 18-day Grand China & The Yangtze itinerary travels between Beijing and Hong Kong aboard the Century Legend. The ship has a swimming pool, spa, restaurant, bar and cinema, with cruises priced from \$12,599 per person twin share.

An early booking discount for the collection of luxury Asian cruises of \$850 per couple is still available when booked and deposited by 31 October. uniworld.com/nz

A&K's 2017 – Antarctica on sale

Abercrombie & Kent's 2017-18 Antarctic cruise season is now on sale and travellers can save up to US\$6000 per couple on voyages aboard 'Le Lyrial'.

A&K has been operating expeditionary cruises to Antarctica for more than 25 years and for the 2017-2018 Antarctic season offers four expeditions. There are two 11-night journeys to the Antarctic Peninsula, one themed around understanding climate change and the other a family New Year adventure.

Two longer expeditions, each of 16-nights' duration, explore the Antarctic Peninsula plus South Georgia and the Falkland Islands – one is specially tailored for families and travels over Christmas and the other is a dedicated photographic expedition.

On board Le Lyrial, passenger numbers are capped by A&K at 199. www.abercrombiekent.com.au

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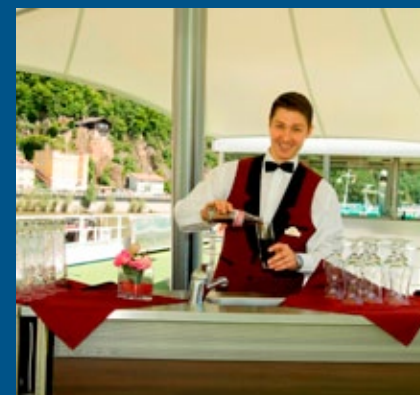
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*Price shown is NZD, per stateroom, share twin, C-4 Haydn deck. Includes taxes & govt fees. Gratuities additional. Subject to availability. Single occupancy not included in this offer. Terms & Conditions apply.



[Click here for flyer](#)

Europe



Hilton Edinburgh Carlton

New Hilton open in Edinburgh

Hilton Edinburgh Carlton has just opened.

It is the 16th property in the Hilton Worldwide portfolio of brands in Scotland and the eighth Hilton Hotels & Resorts hotel in the country.

More than four million tourists visit Edinburgh yearly. The hotel showcases the

history of Edinburgh and is within walking distance of myriad attractions, from the famous Royal Mile, which it overlooks, to the beautiful St. Giles' Cathedral.

The hotel is owned and operated by Amaris Hospitality and is part of its 73-hotel portfolio across the UK and Ireland.

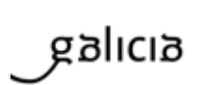


Staying at Lofoten

Norway's Lofoten Links, one of the world's most northerly golf courses, is now offering its visitors luxury accommodation for the first time.

Guests staying at the Troon-managed property can now stay in comfort and enjoy the Northern Lights and/or the Midnight Sun.

Guests can also access golf on the Lofoten Links, horse riding, kayaking, skiing and hiking, Viking historic sites, wilderness and striking scenery ideal for photographers.

Living room
at Lofoten
Links Lodge



Victoria Falls

Fall on your feet with World Journeys

World Journeys has launched three new packages that highlight the Victoria Falls.

Botswana with Victoria Falls is a 10-day package starting with a stay at the Victoria Falls Hotel and touring the cascades, before moving on to safaris in a choice of Chobe National Park, Savute National Park and the Okavango Delta in Botswana. Priced from \$7889 per person (twin) the tour includes nine nights hotels/luxury safari camps and lodges, all transport and inter-camp flights, most meals, national park fees, safari activities and laundry while on safari.

The Cape, Kruger & Victoria Falls is an introduction to Southern Africa, with Cape Town, a private lodge safari in Kruger National Park, and three nights at Victoria Falls. The 10-day package is priced from \$3925 per person (twin) including sightseeing, entrance fees, safari activities, all breakfasts, two lunches and three dinners, but excluding flights between locations. Extensions are available to add on

Chobe National Park, a Rovos Rail journey, or a stay at andBeyond Bengueria Island, Mozambique.

Victoria Falls & The Lower Zambezi is a seven-day package based first at the five-star Royal Zambezi Lodge on the banks of Zambezi River opposite the Mana Pools World Heritage Site. Here safari activities include canoeing, boating and fishing, with game drives and bush walks also offered. The tour ends with two nights at The Victoria Falls Hotel with a tour of the falls on the Zambian side, and time to explore on the Zimbabwe side. Priced from \$4695 per person (twin), this includes all five-star accommodation, sightseeing, light aircraft flights, all breakfasts, three lunches and four dinners. Park fees are additional.

Pricing varies seasonally on all packages. Each package is eligible for the World Journeys Epic Africa Sales Incentive.

[CLICK HERE](#) for details.

New face at Brand USA

Brand USA has appointed Matt Fletcher as director for Australia and New Zealand (effective 7 September).

He has more than 10 years of experience in sales and marketing within the travel industry, having worked across tour operations, retail as well as wholesale. Fletcher has previously held the role of sales and marketing director at Contiki, and was most recently the global commercial development director for the youth

tour operator.

US visitation from the Australia and New Zealand market is at a record-breaking high and generating repeat visitation is a key objective of Brand USA's local marketing strategy. More than 300,000 New Zealanders now visit the USA every year, and with new flights into the USA those numbers are expected to grow. In the past 10 years visitation to the US from New Zealand has increased two fold.



Grouse Mountain James Bond-style

Vancouver's Grouse Mountain has launched a new way of riding the gondola to the top. With Skyride Surf Adventure, thrill-seekers can channel their inner James Bond by travelling on top of the gondola – (thankfully, Bond's tram-top fight sequence is not included).



Lufthansa

Over 120 European destinations ... now that's Wunderbar!

Airlines

Emirates: new Asia services

Emirates has launched a new daily linked service from Dubai to Yangon (RGN) in Myanmar, and onwards to Hanoi (HAN) in Vietnam.

This new service, operated with a Boeing 777-300ER, expands the airline's network in Southeast Asia to 12 cities in seven countries.

Yangon, the first destination within Myanmar to be served by Emirates, is one of the fastest growing economies in Southeast Asia.

Vietnam's capital, Hanoi, becomes Emirates' second gateway within the country following the launch of services to Ho Chi Minh City in 2012.

Flights to Yangon and Hanoi will depart daily from Dubai as EK388 at 03:30hrs arriving at Yangon International Airport at 11:40hrs. The service will then depart from Yangon at 13:00hrs and arrive at Hanoi's Noi Bai International Airport at 15:30hrs. The return flight, EK389 will depart Hanoi at 22:50hrs, arriving at Yangon at 00:20hrs the next day. The service will then depart from Yangon at 01:50hrs and arrive at Dubai International Airport at 05:05hrs.

www.emirates.com/nz

More info in Frankfurt

New displays in German and English at Frankfurt Airport allow passengers and visitors to get the information they need for their onward journey at a glance. The display includes departures from the airport's railway stations, bus schedules, the latest highway traffic information, and available car and bike-sharing options.

In addition to real-time information on possible delays, the bus and rail displays also show the walking time to the nearest station. Car users can get information about congestion and traffic jams, the routes affected and the resulting additional travel time.

SAA appoints new account executive

Suzette du Bois has joined The Walshe Group as account executive dedicated to the South African Airways account.

She has previously worked as a Travel Broker for six years (specialising in travel to Africa) and has 14 years industry experience, so has an excellent knowledge of SAA fares and services as well as a good understanding of the challenges involved with selling retail travel.

As a native South African, du Bois also has strong destination knowledge and insight to the exciting options that exist for travellers heading to Africa. suzette.dubois@walshegroup.com



Suzette du Bis

NZ advises

Air New Zealand's Agency Group sales team will be closed for an internal conference day from 12.30pm on Thursday.

The team will be back in the office and available from 8.30am on Friday.

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TreadRight puts India in the trunk

The TreadRight Foundation, a not-for-profit joint initiative between The Travel Corporation's (TTC) family of brands, has named Wildlife SOS – India as its newest Wildlife Initiative partner.

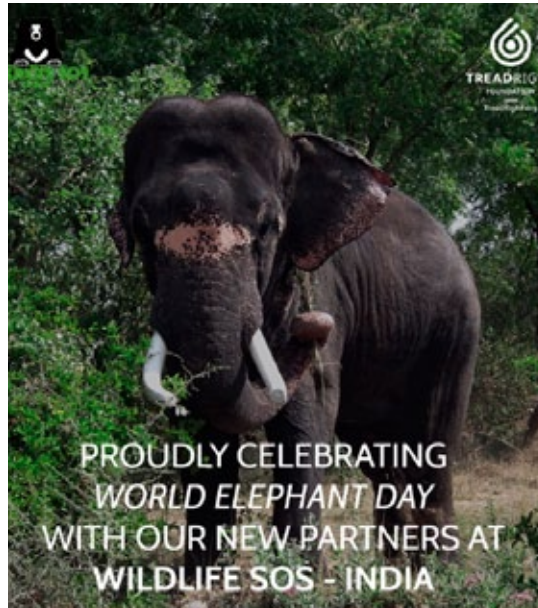
TTC's announcement marks the fifth annual World Elephant Day, which encourages people to experience elephants in non-exploitative and sustainable environments where elephants can thrive under care and protection.

Wildlife SOS – India is TreadRight's third Wildlife Initiative partner, joining leading organisations WildAid and the Wilderness Foundation – Africa in their shared goal of helping to ensure the planet's most at risk wildlife populations are protected.

TreadRight is helping to support Wildlife SOS – India's 'Captive Elephants Welfare Project', which specifically addresses the problem of injured and sick elephants made to work in stressful and oppressive conditions.

Wildlife SOS – India works closely with law enforcement officers, forest departments, and other enforcement agencies in order to help captive elephants.

Locally through AAT Kings, TreadRight supports the conservation of New Zealand's native kiwi by contributing to the Rainbow Springs breeding programme in Rotorua. The programme includes hatching and raising



kiwi chicks, performing health checks and daily monitoring, as well as researching kiwi incubation and rearing.

Across the Tasman, TreadRight and AAT Kings partner with Australia Zoo's Wildlife Warriors programme, which supports the medical treatment and rehabilitation of koalas at the zoo. Guests on AAT Kings' Queensland guided holidays also visit the Australia Zoo Wildlife Hospital to see the incredible work the team does first hand.

The Travel Corporation's family of brands include Trafalgar, Contiki, Insight Vacations, AAT Kings, Uniworld Boutique River Cruises and Adventure World.

New face in Destination Marlborough

Business Events Marlborough, a business unit of Destination Marlborough, has appointed Nikki Roche in the newly established role of business development manager.

Roche has recently moved to Marlborough with her family from the West Coast. She is originally from Scotland, has an honours degree in marketing, operated her own events company and started and ran her own marketing company which specialised in strategic marketing, business and networking events as well as business training on the Coast for the last five years.

The establishment of a full time business development manager was made possible

with new funding from Marlborough District Council to invest directly into targeting business events into the region.

Tracy Johnston, general manager of Destination Marlborough, says the timing is perfect for Marlborough to increase investment in targeting business events into the region. 'Marlborough's conference and incentive offering has significantly increased recently with the opening of the new 700 seat ASB Theatre adjacent to the Marlborough Convention

Centre, the doubling of rooms at Chateau Marlborough and the offsite dining and function space in the new WWII exhibition at Omaka Aviation Heritage Centre.'



Nikki Roche

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Medical tourism event

The largest medical tourism event in the world – the 9th World Medical Tourism and Global Healthcare Congress – will attract up to 3000 attendees from around the world in Washington DC from 25 to 28 September, 2016.

MYSTERY SHOP



The latest mystery

As usual, we obviously don't need a brand name but do you know where this shop is located?

Send the answer to:

competitions@promag.co.nz.

Remember to put Mystery Shop in the subject line and you will be in the draw to win books from Lonely Planet.

Last week's winner was **Karlene Lee** of helloworld in Henderson. She correctly identified another 'westie' shop last week – Flight Centre Lynn Mall. Congratulations – a glossy book is on its way.



Annette Nicholls and Komal Krishna from ATS Pacific were keen to see what Patsy and Eddie have in store



Wayne and Sam Harris, GO Conference & Incentive

'Sweetie darling'

It was 'sweeties and champers' all round from the Heritage team as it hosted a VIP screening of *Absolutely Fabulous: The Movie* last week.

Some guests were absolute fans of the TV series and a few were new to the duo, but it was deemed a good night out as Eddie and Patsy brought their faux pas fashion statements and non-PC approach on life to the big screen.

Chimu Collections webinars

Chimu Collections is running webinars on its handpicked experiences in Latin America and Antarctica tomorrow.

They will be run for New Zealand agents at 11:30am [REGISTER HERE](#) and 1.30pm [REGISTER HERE](#).

New GM for Silversea



Amber Wilson

Amber Wilson is Silversea Cruises' new general manager for Asia Pacific.

Based in the Sydney office, Wilson will be responsible for the Asia Pacific markets, revenue and the direction of sales and marketing

management with the Sydney and Singapore teams reporting directly to her.

With over 17 years' experience in the travel and cruise industries and a strong commercial background, Wilson has worked across a range of senior management roles in Australia and the United Kingdom. Previous cruise experience includes Star Cruises and Norwegian Cruise Line, where Wilson quickly rose from sales coordinator to meetings, incentives, conference and exhibition (MICE) sales manager.

Most recently, Wilson held the position of general manager, sales and marketing at Cruiseco, a tenure of 12 years that saw her team quadruple in size.

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