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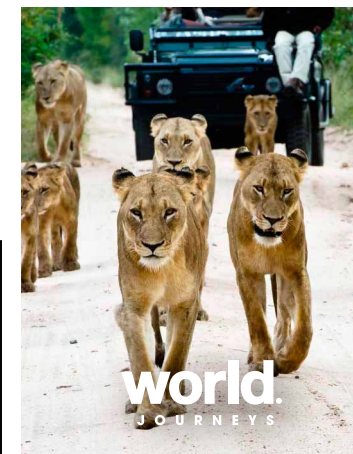
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15 years in the business



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Industry to enjoy 'growth on growth'

The growing trend for Kiwis to take short overseas trips and then still want a 'real holiday' is one of the factors that will drive 'growth on growth' in the outbound travel sector this year, according to Brent Thomas, House of Travel commercial director.

Thomas says the company is feeling extremely confident in the year ahead and expects some 5% to 7% growth across the board in leisure travel. This comes on top of the 7% to 8% in 2015.

Continued on page 2

Retail success 'comes down to service'



Glen Armstrong

Finding a niche to supplement general travel enquiries, being innovative and servicing the client well are all among the keys to success for Glen Armstrong, owner / operator at House of Travel Ellerslie.

Armstrong has built a loyal following of art enthusiasts, offering art tours around the world – he is doing one to Huston and New York this year, as well as one to 'hot' destination Japan, another to Sydney and even a domestic excursion to New Plymouth and Whanganui. For the domestic trip, Armstrong is not only tour agent, but also driver and guide as well.

Continued on page 2



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Retail success comes down to service

Continued from page 1

‘Having a niche helps carry you through and it supplements the retail business – they overlap at times. In saying that, general enquiries have been quite strong – there is no shortage of demand.’

Armstrong says the ability to grow a travel retail business comes down to the quality of that business.

‘A lot of people come in, it’s just a matter of providing the best service and adding value where you know you can.’

Armstrong says his art tours are going from strength to strength and sees potential in domestic trips.

‘I have a tour to New Plymouth and Wanganui and both of those are strong art destinations. The Len Lye Gallery is definitely putting New Plymouth on the map, both from a domestic and international point of view. It is a fine example of destination architecture.’

He says Japan is an extremely popular destination – both for general travel and art tours.

‘We are taking a tour up there this year and it sold out 12 months ago. It’s a hot destination now – it’s different, it is considered to be pretty safe, English is more widely spoken and it’s really quite reasonably priced. The meals are affordable, there are good value hotel and rail passes and the airfares to Japan also offer better value than to some other destinations right now.’

Industry to enjoy ‘growth on growth’

Continued from page 1

‘We expect 2016’s growth to be smaller but it will still be significant. A lot of this is around capacity, including new destinations. So we expect the fastest growing areas to be Southeast Asia.’

He says these services are obviously driven by the huge inbound markets of China and other Asian destinations, but Kiwis often get the benefits of ‘fantastic fares’ for their own holidays.

He says Kiwis will start taking shorter breaks to Southeast Asia and expects places like Vietnam and the Philippines to ‘explode in popularity’.

‘But they won’t be taking travellers away from the tried and true destinations like Australia and Fiji or even from other more familiar parts of Asia. We are not seeing a switch, we are seeing growth. There is really nowhere in the Pacific rim we can see going backwards.’

Thomas expects growth through Hawaii and mainland USA, as well as into Central and South America, again driven largely by extra capacity and new routes.

He also feels that new destinations drive business to travel agents because

travellers may not feel as confident booking on line.

‘When people are going into the unknown, with different cultures, they want to know what to expect.’

Further afield, Thomas is anticipating growth into Europe but at lower levels. ‘Obviously the Paris tragedy had an impact on booking patterns. We will still see growth into Europe but it won’t be 5% to 7%.’

Thomas says there is ‘definitely no doom and gloom’ but when pressed he can see some possible challenges.

‘Competition is good but if an airline chooses to come here it has to be sustainable. We understand introductory fares and specials but we don’t want an airline to come here and then go again – that doesn’t do anyone any good.’

He says there is also potential for economic pressure with factors such as the China economy slowing down, the New Zealand dollar being volatile and some industries not performing as well as they have. ‘So at the moment it’s a ‘watch out’ but it’s not curtailing bookings.’



Shannell Christmas

Christmas change

Harvey World Travel Whangarei has welcomed Shannell Christmas and Sali Marinkovich to its team following the closure of the duo’s Small World Travel & Cruise travel agency. Christmas has been employed as senior travel consultant while Marinkovich is brokering for the office.

shannell.christmas@harveyworld.co.nz and sali.marinkovich@harveyworld.co.nz



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We are a high performing travel broker for Executive Travel based on the North Shore comprising corporate and leisure travel and early in 2016 we have an opportunity for an experienced travel consultant to join us.

This is a senior travel consultant position and candidates will have sound product and fares knowledge, excellent communication and relationship skills, knowledge of Microsoft applications along with a high degree of honesty and strong time management skills. They will also have a minimum 5 years travel industry experience and an understanding of Sabre and back office processes will be an advantage.

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We now have an opportunity for a travel consultant to join us doing corporate and leisure shorthaul and domestic.

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All enquiries and applications to:
carmel@cstravel.co.nz

Agents lash out at 'awful' advert

Webjet's controversial television advert denouncing travel agents has raised the ire of TRAVELinc Memo's readers.

Travel Directions' Tim Butcher described the advert as interesting, wondering if a resurgence in travel agents has Webjet 'running scared'.

'There are a lot less agents now, but they are of a better quality,' he says.

Butcher adds in an email to TRAVELinc Memo that Webjet did agents a favour by clearing out the deadwood: 'I am 40% up on last year, and last year was a GOOD YEAR – so what does that say?'

Meanwhile, Carole Garnham from Go4it in New Plymouth says the advert is insulting and hugely offensive.

'It's plain awful and I can't see how they can get away with it.'

The criticisms come on the back of an industry call to 'go social over the cheap shot'.

Wendy van Lieshout, chief executive officer at World Travellers, says people should vent their displeasure on YouTube and Facebook.

'Come on Webjet... the only way you can think of promoting yourselves is to put down the knowledge and integrity of travel agents,' van Lieshout posted.

'Incidentally travel agents are once again in growth mode due to the prevalence of products such as yours. Plenty of travellers want to connect with knowledgeable professionals to make their bookings and to know they have the back-up and peace of mind of having someone personally managing their arrangements. Cheap shot really.'

TAANZ CEO Andrew Olsen, earlier this



Andrew Olsen, CEO TAANZ and Wendy van Lieshout, CEO World Travellers



week said it has been encouraging that support had come flooding in for agents following the advertisement launch.

'We've seen an outpouring of positive stories from consumers who favour booking their holidays and business trips with a travel agent. Members of the public have been quick to take to social media to share their stories,' he says.

'The positive responses from consumers who are championing the benefits of travel agents proves the value a travel agent brings to planning and booking the perfect trip.'

Sales & Marketing Manager – The Walshe Group

The WALSHE GROUP.

The Walshe Group is seeking a dynamic individual with great Sales, Marketing & analytical skills to fill a crucial position of overseeing Sales efforts for the Walshe Group New Zealand Airline Portfolio.

Key Responsibilities will include;

- Identify key areas of growth and Revenue opportunity for all carriers in the Portfolio
- Managing relationships with key customers and Agency stakeholders
- Development and implementation of marketing plans for each carrier and submitting Market reports identifying opportunities, Sales Activities and reporting on Competitor activities
- Overseeing & managing the performance of the TWG NZ Airline Sales Team
- Developing a professional and informative sales message aligned to the airlines key objectives
- Seek ongoing market intelligence and monitor market trends and competitor product developments
- Build and maintain relationships with key customers and stakeholders

Applicants must possess the following attributes;

- Previous Airline or Travel Industry Sales & Marketing Experience at Management level (note, applicants without previous relevant experience will not be considered)
- The ability to multi-task and handle demands from several principals simultaneously
- A thorough understanding of airline terminology, airfare structure and travel industry distribution channels and processes
- Excellent verbal, written and interpersonal communication skills
- Exceptional presentation skills, along with sound time management and organizational ability
- Thorough knowledge of MS office, including PowerPoint
- Flexibility with a willingness to adapt to the various requirements of the role including some after hours work and out of town travel
- Applicants must have a current drivers license and own car

Applications should be forwarded by 5 February,
via email to, stephen.tanner@walshegroup.com

Event calendar heats up for Auckland's summer

Everything from a pop-up Globe theatre to Auckland's first large Maori festival will add to Auckland appeal for international and domestic visitors along with locals this summer.

A media conference at Auckland Tourism, Events and Economic Development yesterday focused on large sporting, musical and cultural festivals such as the Tamaki Herenga Waka Festival, the Downer NRL Auckland Nines, the upcoming New Zealand v Australia cricket matches, the inaugural Auckland City Limits Music Festival at Western Springs, and the 2016 edition of the Auckland Lantern Festival, which has moved from Albert Park to the Domain.

However, a number other events were given at least a passing mention – including the Pasifika Festival, Auckland Pride Parade, and the start of the Super Rugby season.

The Tamaki Herenga Waka Festival

is billed as a free, family friendly event and takes place at The Cloud, Queen's Wharf and over water from Saturday 30 January to Monday 1 February.

Auckland Tourism, Events and Economic Development (ATEED) general manager destination, Vivian Bridgwater, says the festival will give many people the chance to experience waka for the first time.

'This is a great opportunity for people of all backgrounds to have a go at paddling a waka, and see the excitement of the tribal teams fighting it out on the water.'

Bridgwater says the Chinese Lantern Festival's move to the Domain gives the event 25% more space.

'The Auckland Domain is a spectacular location and moving the festival there keeps it in the heart of Auckland in a heritage park setting.'

Hamilton roars into 1920s



Visitors to Hamilton Gardens can take a trip back in time and revel in The Great Gatsby era at next month's Mansfield Garden Party. The Rogers Rose Garden will host the free 1920s-themed activities and a vintage car show on Sunday, 7

February. The event, in its second year, has been organised by the Friends of Hamilton Gardens. Participants are encouraged to take picnics, wear 1920s clothing and to sit back and enjoy the music or take part in some dancing lessons.

Vegan Valentine's

A vegan four-course dinner is being prepared at Heritage Auckland's Hector's restaurant by multi-award-winning executive chef Jinu Abraham for Valentine's Day 2016 on Sunday 14 February.

The entire meal is dairy and animal protein free. Price per person is \$79 GST incl. with a glass of wine on arrival and coffee or tea to finish. www.heritagehotels.co.nz/auckland

Executive chef springs into Hanmer



Dean Robinson is executive chef at Heritage Hanmer Springs.

The New Zealand born chef trained in the SPHC hotel group in the South Island before moving to Auckland. After three years as head chef at Non Solo Pizza in Parnell he moved to Chile to take part in the opening of the Akarana Restaurant in Santiago where he was based for three years.

Most recently he has held the executive chef role at Peppers Bluewater Resort and joins the Heritage Hanmer Springs from Braided Rivers Restaurant and Bar.

Heritage Hanmer Springs set in an historic 1930s lodge specialises in conferences and weddings for up to 150 people and has accommodation ranging from hotel rooms, to garden rooms and three bedroom self-contained villas.



Shangri-La's Fijian Resort is one of the many resorts in Fiji with beachside chapels

Wedding expo gives agents opportunity

More than 30 exhibitors have signed up to present their wares at the Fiji Wedding Expo on 19 to 20 March and interest is building from source markets such as New Zealand, Australia and North America, says Tourism Fiji's director of events Sally Cooper.

'We will have specialist travel agents and bridal media here as well as people interested in getting married in Fiji.'

Cooper adds that New Zealand travel agents have a compelling case to present to clients who are looking for an offshore wedding and want to get all their arrangements done with confidence.

'Weddings are such an important part of people's lives and often involve such a big budget that having a weekend in Fiji to meet all the service providers at once is a worthwhile investment.'

She says the expo will involve live hair and make-up demonstrations, food (including cake) tastings, displays of wedding photos, flower arrangements and more. Resorts will be offering shuttles to and from the expo venue so that people can check their facilities.

The expo is being held at Shangri-la's Fijian Resort.

<http://www.fijiconventionbureau.travel/fiji-wedding-expo>



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- ◆ Reinforce high standards pertaining to performance, safety, customer service and adherence to company values.
- ◆ Continuously ensuring the safety of all people, assets, systems and procedures engaged in, or associated with your area of responsibility, or under your control or influence.
- ◆ Comply with all applicable business and industry specific legislative/regulatory requirements.
- ◆ Compile and collate station shift reports for key action groups and management requirements.

To be successful in the role you must have:

- ◆ A minimum of five years' experience in ramp operations, airline ticketing or airline passenger service.
- ◆ Functional knowledge of relevant airline automated applications/systems.
- ◆ Have excellent written and verbal communication skills.
- ◆ Basic Microsoft Office applications with strong analytical skills.
- ◆ Customer service orientated, have strong organizational and problem solving skills.
- ◆ Possess leadership and team management skills.

Applications close on Saturday 23rd January 2016



If you think you have what it takes and want to be part of our world, send in your applications with curriculum vitae detailing qualifications, relevant experience with referee details. This should be forwarded no later than the date mentioned. All applications should be clearly marked stating the role you are applying for and forward to: Human Resources, Fiji Airways, Private Mail Bag, NADI AIRPORT.

Or alternatively email with the subject 'Position Apply For' to: vacancy@fijiairways.com Fiji Airways thanks all applicants, however, only those qualifying will be screened and only those selected for an interview will be contacted.

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From Raffles to Raffe

The Raffles Group of Hotels & Resorts, which manages three Fijian Resorts, has rebranded to Raffe Hotels & Resorts.

Founded by the late Reginald Raffé, the hotel group has been trading in Fiji for more than 40 years and is led by its flagship property, Plantation Island Resort.

Reg Raffé was one of the pioneers of

the tourism industry in Fiji, opening Plantation Island Resort in 1969 and then running key properties such as the Tradewinds Hotel in Suva and the Raffles Gateway Hotel across the road from Nadi International Airport.

His children also opened one of Fiji's leading boutique resorts, Lomani Island Resort, in 2004.

Boom time for Fiji tourism

Collaboration among industry stakeholders and an 'enabling' economic environment are the reasons behind Fiji's record number of visitors, says the country's tourism board.

Latest figures show 754,835 visitors went to the islands last year – up 9% on 2014. The final result shows Fiji exceeded its 2015 target of 714,000 visitors.

Tourism Fiji executive chairman Truman Bradley described 2015 as a 'milestone year' for the country's tourism industry.

'The growth of the industry is unparalleled. We have well and truly surpassed all expectations and we should all be proud of it,' he says.

'Tourism Fiji is ardently supporting the industry to continue to raise the bar.'

Bradley acknowledges the efforts of

the Fijian Government and industry stakeholders, stressing the drive to lure more visitors to the country will continue.

'Tourism Fiji will continue to strategically market and brand destination Fiji by working with industry partners to maintain this positive trend,' he says.

'The increase of existing routes' seat capacity to our short-haul markets and the inclusion of new routes by Fiji Airways such as Singapore and San Francisco provides us the much needed boost to contribute significantly to our 2016 visitor arrival targets.'

Australia retained its position as Fiji's most significant international market, contributing 367,273 visitors which made up 48.7% of total arrivals. New Zealand followed with 138,537, accounting for 18.4%.



Last year's tourism figures have given Fijians something to smile about

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Chris.united@oneworldtravel.co.nz

REWARD

There's more to do in Vanuatu



Kiwi upswing for Mango Bay

A new approach and positioning as 'upmarket budget accommodation' has seen a Coral Coast Fiji resort make big strides in the New Zealand market.

Monika Pal, sales and marketing manager of Mango Bay Resort says Kiwis like to spend money on adventure activities, excursions and food and beverage. 'Our accommodation rates suit them – they have plenty of money left for other things.'

Pal says the resort made a conscious decision a couple of years ago to remove its backpacking – dormitory facilities. It now has 10 beachfront bures and 10 two bedroom garden burés.

'This has made it more conducive to the wholesale market and made it easier for agents to sell to their clients.'

Our visitors from New Zealand reached



43% of our total last year, so it is really growing.'

Pal says the resort recently opened a small conference room, making it attractive to corporates looking for a getaway meeting or retreat without

a five star budget. It is also making improvements and changes to its public areas, revamping the pool bar, adding outdoor dining options and changing its nightclub into a boutique and lounge area.

New area for rental cars at Nadi airport

The brand new rental car area at Nadi International arrivals opened early this year, making it easier for visitors to access a full range of operators.

'Previously rental car operators were situated in different locations at arrivals but now our visitors will find rental car services in a convenient central location,' says Airports Fiji executive chairman Faiz Khan.

Budget, Avis, Europcar, Bula Car Rentals, Hertz Rentals, Satellite Rentals

and Carpenters Rentals are all operating from new rental car booths.

The new area is part of the Nadi Airport Terminal Modernisation Project (NATMP) and is a further stage in the development.

Late last year (2015) the new departures lounge was opened to the public and four new speciality retail outlets – Jewellery Galleria, WH Smith, Nike and Rip Curl – have also opened earlier this month.



The new Budget counter at Nadi International Airport

Hilton names new Fiji GM

Martin Rogers is Fiji cluster general manager Hilton Fiji Beach Resort & Spa and DoubleTree Resort by Hilton Fiji - Sonaisali Island.

Rogers was most recently cluster general manager for Hainan North, China, which included five openings for Hilton Hotels & Resorts and DoubleTree by Hilton hotels. He has almost 20 years of experience in the hospitality industry.



Martin Rogers

Rogers opened Hilton Marsa Alam Nubian Resort in Egypt and has held a number of positions as cluster general manager and general manager in Egypt and the United Kingdom. Before joining the hospitality industry, he gained diverse experience in the military, manufacturing and accounting industries.

In his new role, Rogers will oversee Hilton Fiji Beach Resort & Spa that will open its second stage in 2016, encompassing 120 villas, a spacious event space and new concept restaurant. This year will also see the opening of the flagship DoubleTree Resort by Hilton Fiji - Sonaisali Island, a 120-room resort property on Sonaisali Island.

Marrakesh leads the world

Marrakesh in Morocco has been named the world's top destination by TripAdvisor users.

The medieval North African city, with its desert landscape and bustling souks, won the website's annual Travellers' Choice Awards – the first time it has featured in the list, which is now in its 14th year.

Siem Reap in Cambodia was placed second, followed by and Istanbul in Turkey.

Meanwhile, Tulum in Mexico, got the thumbs up from millions of travellers as the new place to be seen.

The beachside village, situated about 130 km south of Cancún, was named



top Worldwide Destination on the Rise.

Cartagena, an historic fishing village on Columbia's Caribbean coast, came in as the second top traveller pick in this category and Porto in Portugal was placed third.



Focus on Kenya

Adams & Butler is organising two trips to Kenya led by wildlife film-maker Reinhard Radke (left) and his field adviser, Kasao Learat in October.

Radke and Learat have worked together on wildlife documentaries for National Geographic. Reinhard has also produced the award-winning feature-length film Serengeti. Under their guidance, guests are assured top photo opportunities and wildlife encounters.

The 12-day trips are scheduled for 5 and 17 October. Tailor-made itineraries can also be arranged. The itinerary costs about \$26,000 per person sharing, staying at Ol Jogi and \$17,000 for an Lewa and Samburu option.

Caesars gambles on kiosks

Punters will have less time waiting to check-in and more time at the roulette wheel when they stay at Caesars Entertainment Las Vegas Resorts.

The chain has set up self check-in kiosks at The LINQ Hotel and Casino, Flamingo Las Vegas and Caesars Palace.

The kiosk programme is in line with the company's move to fully automate the check-in process and eliminate wait times. It was created in response to guest criticism about long lines at the front desks.

Caesars guests can also book and start their check-in process from home.

Waikiki Valentine's

Outrigger Waikiki Beach Resort and Outrigger Reef Waikiki Beach Resort are offering couples a complimentary beachfront vow renewal ceremony on Valentine's Day.

It is available exclusively to couples staying at either of the two Oahu resorts.

The cultural ceremony opens with a traditional Hawaiian chant to cleanse the past, present and future so that love may reign. Couples then exchange vows in the Hawaiian language and a gentle sprinkling of seawater preserves their love everlasting. Guests who wish to participate in this ceremony must register at 7:30 a.m. on Feb. 14, 2016.

L.A. Launches arts promo

Discover L.A. has launched a new performing arts programme, L.A. Performs, which runs from 1 Feb until 13t March and offers travellers over NZD\$2,000 in ticket savings when they purchase a two-night hotel stay.

In its inaugural year, L.A. Performs is designed to grow awareness and appreciation of the city as one of the world's premier cultural destinations. The programme is sponsored by Discover Los Angeles, which is run by the Los Angeles Tourism & Convention Board (L.A. Tourism).

Highlights include:

- Geffen Playhouse, Thom Pain (based on nothing), featuring Rainn Wilson (known for his role as Dwight Schrute, The Office), 8 January – 14h February
- Los Angeles Ballet, Don Quixote (world premiere), 27 February and 26 March
- L.A. Opera, The Magic Flute, Conducted by James Conlon, 13 February till 6 March
- Los Angeles Philharmonic, CITY OF LIGHT series, 12 February to 12 March

Europe

Starwood moves on Madrid

Starwood will expand its hotel portfolio in Spain with the opening of W Madrid in 2018 at Plaza de Canalejas – the city's restaurant and entertainment district.

Housed in a 19th century building, which will be converted by the hotel will feature 141 guestrooms, including 20 suites and a presidential suite.

W Amsterdam became the seventh W Hotel in Europe when it opened in October 2015. It came after W Hotels in Istanbul, Barcelona, St. Petersburg, London, Paris and Verbier.

W Hotels is aiming to increase its international portfolio of 46 properties to 75 hotels by 2020.

Hats off to LUX

LUX Resorts and Hotels is now offering its guests Panama hats to ward off the sun when they venture outside.

The chain's Panama Hat Stations will house a collection of Ecuadorian-made house, allowing guests to select the perfect size, style and colour to suit their outings and outfits.

Meanwhile, LUX has also signed an agreement with Turkey's MYC Partners for a mixed-use property in Bodrum, as well as yachting venture in the country.

The property is made up of a 60 room 5-star hotel and 75 high-end residences, 25 of which will be branded and operated by LUX. It is due to open in May 2017.



New Zealanders are showing plenty of interest in Russia – prompting the Russian Travel Centre to hold a roadshow here

Ongoing interest out of New Zealand, including in niche products such as river cruising epic rail journeys, has prompted a visit to these shores by the Russian Travel Centre late next month, early March.

The company's general sales agent since 1998, Robyn Galloway of Innovative Travel Company, says the four centre roadshow is open to travel agents, who are welcome to bring clients.

Galloway concedes some people may be surprised at the amount of interest New Zealanders are currently showing in Russia.

'But actually Russia is going well. Places like St Petersburg are on a lot of people's bucket lists, and we continue

to see interest in deluxe river cruising and the Trans Siberian and Mongolian rail journeys.

She says Russian Travel Centre has 30 years experience in the destination and is owned by Sydney based Jayne Thomas, who is fluent in Russian. The company offers the full gambit of travel options, including group tours, coach tours, and independent arrangements.

Russian Travel Centre will visit Auckland, Rose Park Hotel, 29 February; Mt Maunganui, Club Mt Maunganui, 1 March; Wellington, Petone Ale House, 2 March; and Christchurch, RSA, 3 March. Each event will be from 6pm to 7.15pm. info@innovative-travel.com

Get cracking on England

Be confident and book UK and Europe holidays – that's the message from Trafalgar to Kiwi travel agents.

Trafalgar general manager Scott Cleaver says more than 72% of its brochure Europe and Britain products are fully confirmed in spite of being three months out from April's summer departure dates.

Six of Trafalgar's 116 guided holidays are new. There are also 27 new insider experiences, including a Secrets of Westminster Abbey tour in London, an excursion to the UNESCO World Heritage Tivoli Gardens just outside of Rome and, in Ireland, the chance to learn about writer James Joyce at a new Be My Guest dining experience.

Savings of up to 7.5% are available for bookings and payments prior to 25 February. www.trafalgar.com




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*7.5% Early Payment Discounts are available on the following 2016 Trafalgar brochures: Europe & Britain and Americas when paid in full by 29 Feb '16. Not available on all itineraries or departure dates and subject to availability at time of booking. See our brochures for full conditions. TT4579

Makeover gives more dining and bar choices

The 2052-passenger Carnival Inspiration will undergo a multi-million-dollar makeover this month, adding dining and bar innovations.

The new features will be incorporated during a three-week dry dock taking place in Portland, Oregon, from now to 5 February 2016. Following the renovation, the ship will resume its year-round schedule of three- and four-day Baja cruises from Long Beach, California.

New dining options include:

- Guy's Burger Joint, poolside
- Blue Iguana Cantina, poolside Mexican eatery offering burritos, tacos and salsa bar
- Red Frog Rum Bar, a poolside bar with Carnival's own private label draught brew, Thirsty Frog Red

- Alchemy Bar, a 'cocktail pharmacy'
- Blue Iguana Tequila Bar, a laidback Mexican-themed outdoor bar
- Cherry On Top, with bins of bulk candy, gifts and novelties.

Carnival Inspiration also has a massive WaterWorks aqua park featuring a 91 metre long Twister slide and a kiddie splash zone, a 24-hour pizzeria, full casino gambling, a 12,000sq ft Spa Carnival health and wellness centre and the Serenity adults-only retreat.

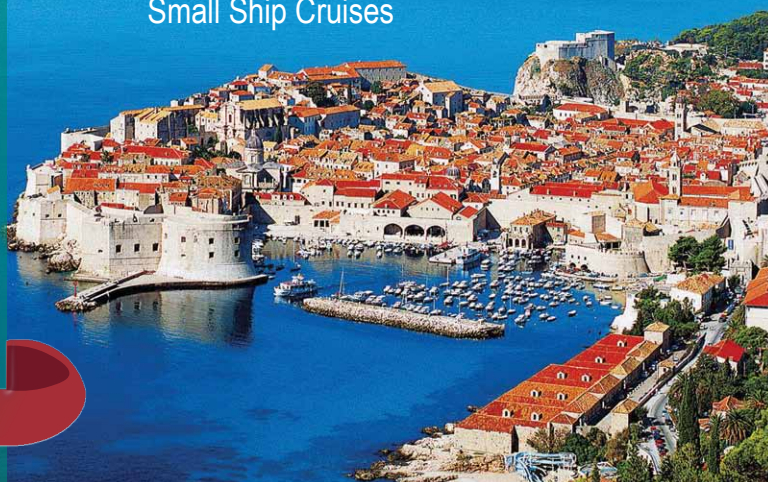
On its year-round short cruise programme from Long Beach, Carnival Inspiration departs each Friday on three-day cruises to Ensenada and each Monday on four-day cruises to Ensenada and Catalina Island.

www.francistravelmarketing.co.nz



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BEYOND
TRAVEL

Grown on-board

Holland America Line is partnering with microgreen specialist Koppert Cress to grow fresh ingredients onboard the line's newbuild, ms Koningsdam.

This will enable guests to eat fresh microgreens grown in the Culinary Arts Center as part of a farm-to-table-style menu for dinner.

The ingredients will be on display in a glass-enclosed growing area.

The microgreens have distinct flavours such as garlic, mustard and licorice and will be used as integral ingredients in the recipes, says Michael Smith, senior vice president, guest experience and product development.

www.francistravelmarketing.co.nz

MSC Cruises new message

MSC Cruises has adopted a new brand positioning – 'Not just any cruise.'

The move comes as the company prepares to expand with seven new 'next generation' ships.

MSC is also conducting a full review of 'key experience' moments for guests, from before embarkation to after disembarkation.

This new positioning follows a year-long consumer research study global conducted in Germany, France, Italy, Spain, UK and the US.

Cruising



Last-minute deal on Croatian cruises

Clients can save \$1000 per couple on Croatia Cruises, specialist agents rates available too

The Croatian specialist Beyond Travel is offering a saving of \$1000 per couple on selected small ship sailings around the Dalmatian Islands of Croatia, departing in May and June this year. This is only available to book until the end of January.

Savings are valid on six different itineraries on a range of modern motorised cruisers that average around 18 air conditioned cabins with private facilities. The vessels are large enough to have spacious social areas yet small enough for an intimate and relaxed atmosphere and to be able to dock at smaller ports.

One of the most popular cruises is the eight-day 'Adriatic Classic' cruise, the round trip departing Dubrovnik is perfect for first time visitors as it visits the most popular Dalmatian Islands including Mljet, Pucisca, Omis, Split,

Brac, Hvar, Korcula.

Now priced from NZ\$2,455 per person twin share, it includes a deluxe seven night small ship cruise with daily breakfast and lunch (dinner is at leisure ashore), sightseeing, return transfers, port charges and tourist tax.

The \$1000 saving is also available cruising Dubrovnik to Zadar or reserve and on a 12-day extended Dubrovnik to Venice first class cruise-tour, which is now priced from \$3115 per person twin share with all accommodation, sightseeing and transportation included.

For agents looking to book their own winter get away, Beyond Travel offers agent and companion rates on small ship cruises through Croatia & the Greek islands.

<http://www.beyondtravel.com.au/2016-croatia-greece-cruise-deals/>

Cruise from Argentina – with a friend!



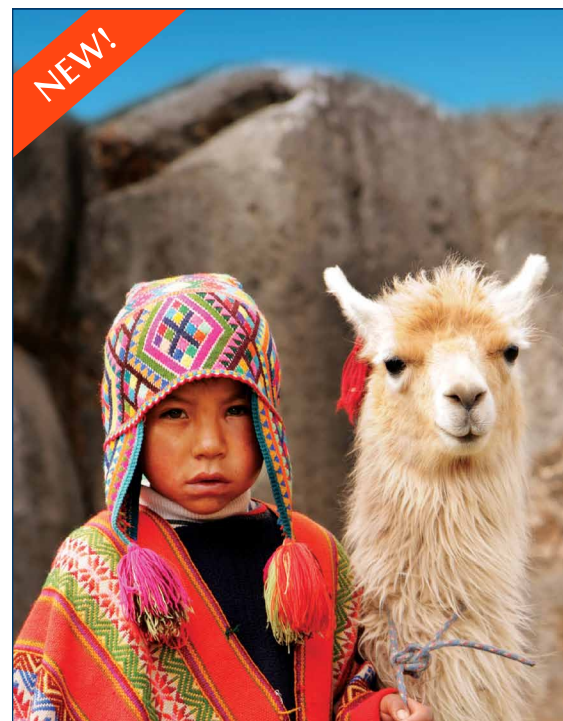
Viva Expeditions has announced a two-for-one deal on its 4 March End of World tour aboard expedition ship MV Via Australia.

The three-day round-trip tour leaves

from Ushuaia in Argentina and takes in Tierra del Fuego and Patagonia.

The trip, in an A cabin, costs \$3935 for two people, all inclusive.

www.vivaexpeditions.com



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VIEW SPECIAL

ADVENTURE WORLD

November air traffic above average

The International Air Transport Association (IATA)'s November results reveal global passenger traffic is continuing above the 10-year average rate of 5.6%.

However, the figure sits below the October rate of 7.1%. IATA says the drop came after Transaero (Russia's second largest carrier) shut down its operation and labour strikes struck Lufthansa.

The overall healthy demand continues in spite of a softening in economic growth caused by falling fares, the organisation adds. Data for the first 10 months of the year show a 5% decline in average fares (currency-adjusted).

November capacity (available seat kms or ASKs) increased by 4.2%, and load factor rose 1.3% to 78%.

Meanwhile, Asia-Pacific airlines had a 7.9% hike in November traffic compared with the same period a year ago. Capacity increased 5.7% and load factor rose 1.6% points to 76.2%.

Got some shoes to fill?



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Contact Cherie on 09 818 7807 Extn 7
or cherie@promag.co.nz

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Canada's new entry requirement

Visa-exempt foreign nationals flying to or transiting through Canada will need an Electronic Travel Authorisation (eTA) from 15 March.

This affects all citizens from countries who do not need a visa to enter Canada including New Zealand, Australia, UK and France. US and Canadian citizens and travellers with a valid visa are exempt.

The cost of an eTA is C\$7 per person. It is electronically linked to a passport and valid for five years or until passport expiry.

Travellers will need to travel with the same passport they used when they applied for and obtained their eTA.

www.canada.ca/et

Ethihad creates Rabat service

Ethihad Airways has launched flights from Abu Dhabi to its second Moroccan destination with scheduled services to Rabat.

The inaugural flight touched down at Rabat-Sale International Airport to a water cannon salute and an arrival ceremony.

The twice-weekly service, operated by a three-class Airbus A340-500, is the only direct commercial air link between the two capital cities.

With existing daily services on the

Abu Dhabi-Casablanca route, Etihad Airways has boosted its Morocco frequency to nine flights each week.

And, combined with Casablanca, the Rabat route brings the total number of seats on Etihad Airways' services between the UAE and Morocco to almost 4200 a week.

James Hogan, Etihad Airways president and chief executive officer says the service is proof of the airline's commitment to the region.



THE TRAVEL AGENTS

Holland Clarke & Beatson is a Christchurch owned and operated Travel Agency. Our team is passionate about travelling and arranging travel for our clients, we make the booking process seamless. Combined, we have a wealth of worldwide travel experiences and we understand that each client has different needs, expectations and goals.

We are seeking an experienced travel agent to join the team in early 2016.

If you have strong product knowledge, are totally customer focussed and enjoy working with fun and supportive people, maybe you should board the HCB travel team.

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SYDNEY GAY & LESBIAN MARDI GRAS

19 Feb – 6 Mar, 2016

The world's loudest and proudest celebration of gay and lesbian diversity. The parade and party will be held on Saturday 5th March.

Various locations across Sydney



HANDA OPERA ON SYDNEY HARBOUR: TURANDOT

24 Mar – 24 Apr, 2016

Enjoy world-class opera as Turandot's story of true love and sacrifice is told on a giant harbour stage.

Mrs Macquaries Point, Sydney



VIVID SYDNEY

27 May – 13 June, 2016

Vivid Sydney is a unique annual event of light, music and ideas, featuring an outdoor 'gallery' of extraordinary lighting sculptures.

Various locations across Sydney



HOLDEN STATE OF ORIGIN - GAME 1

1 June

Rugby League's greatest rivals in action: the NSW Blues vs the QLD Maroons.

**ANZ Stadium, Sydney
Olympic Park**



COLLEGE FOOTBALL SYDNEY CUP

27 August

University of California Berkley vs University of Hawaii in the opening round of the NCAA College Football Championships.

**ANZ Stadium, Sydney Olympic
Park**

Australia

Seville's barber back to Sydney

Opera Australia's production of Rossini's *The Barber of Seville* is returning to the Sydney Opera House this summer.

With original direction by Elijah Moshinsky, this production will be revived by Hugh Halliday and star Paolo Bordogna in the role of Figaro.

The Barber of Seville is the return of the Elijah Moshinsky production.

US tenor Kenneth Tarver will make his Opera Australia debut in the role of Count Almaviva until 20 February, when fellow US tenor Juan José de León will take over the role.

Australian mezzo-soprano Anna Dowsley, a graduate of Opera Australia's Young Artist Programme, will debut in the role of Rosina. Other Australian talent includes Warwick Fyfe (Dr Bartolo), Andrew Moran (Dr Bartolo), Jane Ede (Berta), David Parkin (Don Basilio), and Samuel Dundas (performing Fiorello /



Ambrogio/Notary). Figaro is the friendly neighbourhood barber in Seville, with wits and tricks as sharp as his razors.

Set amid a world inspired by 1920s silent films, this Rossini comedy is playful and energetic, featuring many famous tunes as Figaro sets to work uniting two young lovers in an evening of disguises and duplicity.

Best Western revisits loyalty scheme

Best Western Hotels and Resorts has introduced two new membership tiers and removed point expiry dates, becoming the only major hotel chain to offer points with a lifetime spend.

Head of commercial Steve Richards says Best Western Reward's more than 25 million members can now keep accumulated points and redeem them

for holidays for gift cards for as long as they want.

The company now has five membership tiers: blue (standard); Gold (for guests who stay with Best Western at least 10 nights a year); Platinum (for those stay 15 times a year); Diamond (30 nights a year) and Diamond Select (50-plus nights a year).

Sydney lights up for Year of Monkey

Sydney Harbour Bridge, Sydney Opera House, Circular Quay Station, Sydney Town Hall and the Capitol Theatre will be illuminated red to mark the 2016 Chinese New Year and welcoming the Year of the Monkey.

The City of Sydney says Westpac is principal partner of Sydney's Chinese New Year Festival for the next two years and together they are painting the town red.

The world-famous iconic structures including the sails of the Opera House will glow the lucky colour for three nights from the festival launch on Saturday, 6 February, through to Chinese New Year's Eve on Sunday, 7 February, and Chinese New Year's Day on Monday 8 February.

'Bathing the Sydney Opera House and the Harbour Bridge in red light welcomes good fortune for the Year of the Monkey and is the perfect way to launch one of the biggest Lunar New Year celebrations outside of China,' Lord Mayor Clover Moore says.

The harbourside Sydney Town Hall along with the Capitol Theatre will be illuminated for the entire festival and visitors to the city will be invited to step into another world beneath a swaying ceiling of glowing lanterns in Martin Place. The red light projections times and dates are:

Sydney Harbour Bridge, Sydney Opera

Australian briefs

On the trail

Active travellers will delight in a new South Australian walking trail taking in 500km of beaches, mangroves, samphire flats, secluded coves and seaside towns on the Yorke Peninsula. Walk the Yorke links a collection of existing coastal walking trails. Visitors can choose short walks of up to 90 minutes, day walks, multi-day walks and cycle options.

Flamin' Galah!

The Official Home and Away Tour has got off to an good start, receiving positive media and participant feedback. Although it is not guaranteed, tour operators say many customers have witnessed the soap being filmed at iconic Palm Beach. Giveaways are now included on the tour.

www.officialhomeandawaytour.com.au

House and Circular Quay station – Saturday 6 to Monday 8 February, from 8pm until midnight.

Sydney Town Hall – Saturday 6 to Sunday 21 February, from 8pm until midnight.

Capitol Theatre, courtesy of The Sound of Music – Saturday 6 to Sunday 21 February, from 8pm until midnight.

Westpac Lunar Lantern Hub, Martin Place – Saturday 6 to Sunday 14, from 8pm until midnight.



Forum delegates were ushered into the mood of the ATF by traditional Filipino dancers

ASEAN – united we stand

The 10 nations under the Association of South East Asian Nations (ASEAN) banner will continue to be promoted as one.

That was the clear message from Philippines president H.E Benigno Simeon Aquino III when he opened the 35th annual ASEAN Tourism Forum (ATF) in Manila on Wednesday.

Aquino told forum delegates that South East Asian nations are partners in the pursuit of sustainable growth, and should move forward with the goal of progressing as one region.

In 2014, tourist arrivals in ASEAN



Philippines president
H E Benigno Simeon
Aquino III

reached 105.1 million, a staggering 42.4% increase from 73.8 million in 2010.

‘ASEAN integration is making our countries more attractive for visitors from other parts of the world, and the entire region should capitalise on this,’ the president says.

‘Would it not be a more attractive value back proposition to present tours that cover more if not all ASEAN countries in one sweep?’

This year’s ATF features the largest and most diverse collection of ASEAN suppliers, with 1000 exhibitors connecting with 457 buyers from around the world during the three-day event.

People on the move

LUX appoints Kiwi

New Zealander Glenn Daniels has been appointed general manager of LUX South Ari Atoll in the Maldives. Daniels has about 26 years of experience in all aspects of operations in the hospitality industry, with a career that has taken him across the Indian and Pacific Oceans to New Zealand, Australia, Fiji and the Maldives.

Asia appointment for Mantra

Mantra Group has appointed hotel industry executive, Andrew Turner to the newly created position of vice president acquisitions Asia.

Turner, to be based in Singapore from next month, will drive the group’s expansion into new Asian markets. Turner was previously executive vice president of business development for SilverNeedle Hospitality and chief executive officer at Mirvac Hotels and Resorts. The group last year opened a record 15 hotel, adding 4400 rooms to its portfolio of 126 hotels and resorts.



Andrew Turner

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Out and about with the All Blacks



Andrew Laing, HOT Howick, with TJ Perenara



Charlie Faumuina and TJ with Ilona Szymanska from Travel Associates and Flight Centre's Kim Payne



Leanne Erceg, Travel Broker with Luke Romano



Joanne Bowley, HOT Ponsonby with Luke Romano



Nicola Thomas from Accent on Travel Auckland went home with a signed All Black shirt when she met Sam Whitelock



Charlie with the director of New Zealand Pacific Discovery, Francis Mortimer

Match of the day – agents meet the ABs



Charlie and TJ with Donna Hill, from Quay Travel North Harbour, and Karen Kidd, Limited Travel Whangarei

Getting to an All Black game is all well and good, but it hardly compares to the excitement of meeting the sporting greats.

So thought 120 travel agents who attended an All Blacks Tours breakfast function at Rydges Hotel in Auckland on Tuesday to meet 2015 World Cup heroes Sam Whitelock, TJ Perenara, Luke Romano, Charlie Faumuina and Victor Vito.

'This is unreal,' says Joanne Bowley from

HOT Ponsonby, as agents queued to take selfies with the boys.

'The All Blacks are so well received and respected,' adds Karen Kidd from Limited Travel in Whangarei. 'You feel like a bit of a teenager being here and meeting them.'

All Blacks Tours general manager David Caldwell says the event was a thank-you gift for agents, who give the company 30 to 40 per cent of its business and have shown it 'fabulous support' in the last three years.

Caldwell then reveals the company has been listening to agents' concerns, and will wipe its present pay structure in favour of a 10% commission across all its products – an announcement that was met with a cheer.

He also gave agents a taste of its 2016 products, revealing there has been a phenomenal early interest in bookings, adding enquiries about 2017 'were going crazy too'.

'We've even been fielding approaches from people asking about 2019 Japan.'

All Black Tours helps about 2500 fans get to the games each year – a figure that jumped to around 4500 during last year's cup year. Sam Whitelock says the team is very aware of its strong support, revealing in Ireland he often hears a lone drunken Kiwi shout-out as the ground falls quiet during critical moments.

'Then he's hushed by the crowd,' he says.



Rocking in Coachella

For those who like to rock!

Rock Around the World – Contiki Holidays incentive rewarding travel agents with famils to top international music gigs – is about to take centre stage!

Contiki says agents will today email a rock-themed quiz to agents. Once completed by 200 people, the destination of the 2016 famil will be revealed in an e-newsletter.

‘This is the sixth year New Zealand has been involved in this epic famil, and for 2016 we wanted to announce the destination in a really fun way and earlier than ever,’ says Contiki’s regional director (sales and marketing) New Zealand and Asia Tony Laskey says.

The famil will be rewarded to five Kiwi travel agents. Previous winners have gone to Osheaga, Lollapalooza, Coachella and V Festival.

contiki.com/agents

Roll up for industry bowls

The SKAL Auckland Bowls tournament is filling fast, but there are still a few team spots left for teams of four. The tournament is open to anyone in the travel and tourism industry – it is not compulsory to be a SKAL member.

Being held at Epsom Bowling Club (a new venue) on Friday 4 March, the \$60 per head (\$240 per team) entry includes

tea and coffee on arrival, buffet lunch, afternoon nibbles and four coupons per person for drinks (beer, wine, soft drinks).

The main sponsor is again Air Vanuatu and there will be a ‘closest to the pin’ competition with a trip to Vanuatu up for grabs.

Email stu@promag.co.nz

Sign of TAANZ to come

Travel Agents Association New Zealand (TAANZ) has released its new logo to the industry.

The modernised grey and blue-coloured logo, featuring an over-arching stroke designed to represent travel from a starting point to a destination, puts an emphasis on the TAA component of the association.

The logo is in line with TAANZ’s website which launches in May with a new focus on the traveller as well as benefit of using the organisation’s members.

TAANZ members can access the logo options in the existing website.

Members are encouraged to update their websites and promotional material with the new logo by the end of the year.

TAANZ says the logo should be used anywhere members want to promote their association with the organisation to customers and stakeholders.



It strongly encourages members to use it on public website so travellers can link to the TAANZ site to fully understand what differentiates brokers aligned with agency and those who are not.

Maldives special

Tempo Holidays is offering 45% discount on last minute travel to Maldives. Sheraton Maldives Full Moon Resort & Spa is offering a 45% discount on all hotel room rates (bed & breakfast) on bookings and travel by the 31s March 2016.

A 25% discount is also being offered in a range of accommodation styles at the following properties; Holiday Island, Paradise Island, Royal Island and Sun Island. Bookings must be made by 29 February 2016 and for travel from 21 April 2016 – 30 September 2016.

Sheraton Full Moon Resort has got you covered whether you are after relaxation or adrenaline. The luxurious resort is nestled on its own private island, and the lagoon plays host to exciting water sports, and 40 nearby dive sites offer you endless exploration.

Save up to \$1700 a night for two people at the Sheraton Maldives with Tempo Holidays. www.tempoholidays.co.nz



editor@travelmemo.co.nz

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