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## Air NZ happy to 'fight for every customer'

By Stu Freeman

Air New Zealand has reiterated that it is up for the challenge of increased competition, both domestically and internationally.

Speaking at the New Zealand Aviation & Corporate Travel Summit at The Langham in Auckland yesterday, the airline's chief sales and commercial officer, Cam Wallace, pointed out that some of the competition actually came 'later than expected'.

He says there are many reasons to be positive about flying to, from and within New Zealand and these have prompted the competitive situation.

'New Zealand's tourism proposition is strong and enduring and there is a structural change in demand as more and more people get healthier and live longer. The reduction in fuel price means New Zealand is effectively closer to the world and our (Air New Zealand's) own financial performance has acted as a lightning rod.'

Wallace, a keynote speaker at the conference, says Air New Zealand is a 'true believer' in the spirit of competition and the opportunities it provides. 'It makes Air New Zealand stronger and more responsive; we know we have to fight for every customer, every day.'

'That's the best scenario for Air New Zealand – we are up for the

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Continued on page 2



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## Air NZ happy to 'fight'

*Continued from page 1*

fight and we are determined to win.'

The summit was organised by the Association of Corporate Travel Executives (ACTE) and CAPA – Centre for Aviation. Jetstar's increased regional domestic presence and its initiatives to attract small to medium enterprise business travellers was referred to by a number of speakers, as was the increased competition from Gulf carriers, and on the China and North America scene.

'When we look at our regional and main trunk business for the corporate market we are in a strong position with programmes like Above & Beyond, Airpoints for Business and our general Airpoints.

'We made changes to our fare strictures 18 months ago and added more flexibility and capacity. We know that what corporate clients want is frequency, good scheduling and reliability.'

He says competitors who aggressively use 'price levers' are a challenge, but says Grab A Seat is one mechanism for combating that.

'Our challenge is to make sure we compete aggressively for every passenger, corporate, leisure or government.'

*Full conference coverage on page 3*

## TripAdvisor ends promotion of cruel animal attractions

TripAdvisor this week announced it will stop selling tickets to attractions that fail to meet animal welfare guidelines.

The website says it will no longer promote activities involving physical contact with captive wild animals or endangered species. These interactions include elephant rides, tiger petting and swimming with dolphins.

This decision comes after more than 558,000 supporters signed a World Animal Protection petition asking TripAdvisor to stop profiting from the sale of tickets to cruel wildlife tourist attractions.

World Animal Protection will now join other animal welfare, conservation and tourism industry experts to work with TripAdvisor as it launches an education portal linked to every animal attraction

listing on TripAdvisor. The portal will educate tourists about the cruelties wild animals face for tourism entertainment.

Nicola Beynon, campaigns manager New Zealand at World Animal Protection, congratulates TripAdvisor on the decision, which will also impact on its Viator brand,

'We're happy to be a part of their new initiative to help raise awareness among TripAdvisor users about these abuses and we will work with and continue to steer the company until all sales of cruel wildlife entertainment has been removed and their users know about every cruel wildlife attraction.'

The move will not apply to all attractions using animals and will not impact on aquariums.

## Three new TAANZ awards for 2017

Three new categories added to the Travel Agents Association of New Zealand (TAANZ) National Travel Industry Awards (NTA) have generated early approval from trade.

A Young Executive of the Year category has been added to the programme, as have Best Niche Wholesaler and Best River Cruise Operator (in addition to the Best Cruise Operator category).

Andrew Dale, chief executive officer of apx travel management, supports the addition of the young executive category. 'It is a valuable method of recognising and endorsing the future leaders of the industry,' he adds.

Joe O'Sullivan, of Cruise World, feels it is appropriate to add river cruising as it is a significantly different category to ocean

cruising. 'Having the two categories will be a fairer reflection of who is performing.'

He also supports having a niche category. 'Niche travel is becoming increasingly popular amongst New Zealand travellers and the new award will be a nice reward for these operators who work incredibly hard to bring wonderful niche product to agents and their clients.'

Tony Smith, Francis Travel Marketing, was a finalist in the existing wholesaler category this year (eventually won by Go Holidays) and he also welcomes the niche addition.

'It's a good thing as it opens it up to a few more companies to put their names forward.' Smith feels it would be worth considering a GSA (general sales agent) category in the awards.

## Small the new big


Adventure World has released a new four-page Small Ships, Big Adventures catalogue that showcases its range of cruising adventures.

The catalogue is aimed at meeting a demand for different cruise trips, particularly on small vessels that allow clients to get to places not normally accessible by roads or bigger ships.

'Over the last couple of months we have received an overwhelming number of enquiries about Star Clippers' new Asia programme,' Adventure World marketing manager Louise Levesque says.


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# Australia next airfare hotspot

Australia is likely to be the next 'war zone' when it comes to airfare pricing, helloworld chief executive officer Simon McKearney told a business travel conference in Auckland yesterday.

The New Zealand Aviation & Corporate Travel Summit was staged at The Langham Auckland by CAPA Centre for Aviation and Association for Corporate Travel Executives (ACTE) Travel Summit. About 100 delegates heard speakers and panellists give their outlook for the year ahead and articulate what they see as challenges and opportunities.

McKearney says Kiwi travellers tend to 'follow the war zones' created by the airline



sector. 'Los Angeles is the latest one and we have seen it happen to Hawaii in the last two years. Australia used to be that war zone three or four years ago and I expect that to roar back in terms of really amazing prices.'

He says this will be driven by factors like capacity on Emirates and the Jetstar – Qantas connections now available.

## Fuel costs have an 'up and down side'

Continuing low fuel costs are both good and bad news for airlines, according to Peter Harbison, executive chairman of CAPA – Centre for Aviation.

Speaking at the New Zealand Aviation & Corporate Travel Summit in Auckland, Harbison pointed out airlines have been under pressure in recent times to really tighten up their operations and get back to profitability.

'To do that, airlines need their employees believing they need to cut costs. It is hard to do that when you are announcing big profit.'

Harbison says the problem for airlines is that there is 'always bad news just around

the corner' – be it terrorism, volcanoes, a health epidemic or the economy in general.

'We are in this bubble of low fuel prices, but airlines have still got to get their costs down.'

He says fuel, which can amount to 40 to 50% of a carrier's total costs, obviously has a huge influence on current operations.

'There is a lot of old capacity staying in the air that otherwise might not have and there are plenty of new routes being opened up.'



## AA: Perception the challenge

Getting New Zealanders to change their perception on United States carriers is one of the challenges facing American Airlines in this market, according to Mario Santander,

country manager New Zealand. 'We have had a \$3 billion investment in our aircraft and we are not the old American. Our service on board has changed.'



Rebecca McCabe, Corporate Travel Management; Courtney-Jane McCarthy, Air New Zealand



Andrew Dale, apx travel management; Jacques Lionnet, AirPlus International



Garrick Loft, apx travel management; Karl Bradford, Tandem Travel



Kim Walsh, Orbit World Travel; Amber Beattie, Air New Zealand

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## Beating the feet in Patagonia

A group of Kiwi agents are on the ground in South America, getting the lowdown on Patagonia.

The agents are on a Viva Expeditions & Chimu Adventures and Air New Zealand-supported Patagonia famil.

As part of the journey, the 10-strong group visited the districts of Buenos Aires and enjoyed a dinner and tango show. They then set south into the Patagonian wilderness to take in the scenery, including Los Glaciers National Park.

Viva Expeditions managing director Rachel Williams says the agents are getting an indepth – and active – taste of the destination that will include trekking in El Chalten Argentinas, hiking on the top of Viedma Glacier and Perito Moreno Glacier in El Calafate plus Torres



Pictured (from left to right): Robert Numans, helloworld Milford; Jo Saunderson, Viva Expeditions; Lee Smyth, Kirsten Edgeworth Travel; Ros Chapman, YOU Travel Fielding; Magdalen Ling, Sunshine Travel; Stephen Sievwright, YOU Travel Taupo; Yvette Park, Adventure Travel Wellington; Cindy Jones, Travel Smart New Plymouth; Gabby Clark - World Travellers Christchurch

Del Paine.

Accordingly the group has been in training for the trip, which runs its course on 28 October.

The famil was also supported by Aerolineas Argentinas, which provided the internal flights within South America.

## School's out and travel is in

School leavers are gaining strength as a new travel market.

Cheapflights.co.nz says many school leavers are looking to the year ahead as the school year comes to a close, and have decided to work and travel abroad before commencing their tertiary study.

Company data shows there has been a 36% spike in year-on-year searches for one-way tickets and trips of six months or more, departing just after graduation.

Cheapflights found Asia-Pacific destinations including India, Bangkok, Bali and Shanghai are the most popular places to kick-off extended travel, with London rounding out the top five.

Nathan Graham, regional sales manager at Cheapflights ANZ, says taking a gap year between school and university is almost a rite of passage for Kiwis.

'While classic Asian destinations and the 'mother country' remain popular with these travellers this year, we're also seeing new countries emerge as jumping off points for adventure. For example, searches to Kuala Lumpur, Amsterdam, Sri Lanka, Norway and Canada all increased by more than 100% year-on-year.'

Cheapflight research shows students are thinking about travel while they are studying, and they are particularly busy during August searching for travel deals.

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or [www.krisport.co.nz](http://www.krisport.co.nz)

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## Cruise month winners

Cruise Lines International Association (CLIA) Australasia has revealed the first round of winners in its inaugural Plan A Cruise Month promotion.

Bon Voyage Cruises and Travel has won the first of four cruise giveaways, with cruise specialist Tonia Timmins choosing to join a voyage to Tasmania onboard Carnival Cruise Line's Carnival Legend as her prize.

The agency was awarded the first top prize for its nationwide promotion of Plan A Cruise Month including a 16-page 'What's in Port' guide to the Kiwi summer cruise season.

Mobile travel agent Sarah Fenton has received \$1000 in marketing co-op funds following her Plan A Cruise Month social media campaign. Since the start of the month, Sarah has been promoting CLIA member cruise line deals and offerings on Twitter and Facebook using #cruisemonth.

Meanwhile, Andy Thompson from House of Travel Takapuna is toasting the company's Plan A Cruise Month efforts with a bottle of champagne.

[www.cruising.org.nz](http://www.cruising.org.nz)



Gerard Murphy and Tonia Timmins from Bon Voyage Cruises and Travel

## CLIA welcomes biosecurity scheme

Cruise Lines International Association (CLIA) Australasia, has welcomed the New Zealand Government's trial of a new biosecurity accreditation scheme for cruise lines.

The trial, announced by the New Zealand Ministry for Primary Industries this week, will reduce the current biosecurity inspections undertaken by NZ Border Clearance Services for accredited cruise lines from November. To become accredited, cruise lines must demonstrate that they have appropriate systems in place to reduce biosecurity risk.

CLIA Australasia Chairman Steve Odell says the organisation is pleased to have worked with the New Zealand Government on the initiative.

'The trial means cruise passengers will benefit from more efficient disembarkations and a more positive cruise experience – which will give them more time to enjoy all that New Zealand has to offer,' Odell says.

Odell says the government is right to

take a risk-based approach to applying biosecurity checks.

'Our cruise line members recognise New Zealand's unique flora and fauna and follow strict procedures to ensure they are protected. CLIA welcomes the opportunity to demonstrate that its members' procedures minimise the level of biosecurity risk for New Zealand.'

Odell says CLIA hopes a positive outcome from the trial will be taken into account in the next government review of the border clearance levy, which was introduced earlier this year.

The trial coincides with the start of a record New Zealand cruise season, he says.

'Eighteen CLIA member cruise lines will have a record 33 ships cruising New Zealand waters over the coming months. Between them, the ships will make more than 600 calls to New Zealand ports, so we are looking forward to delivering the economic benefits of cruise tourism to communities around the country.'

## Invercargill to Ushuaia

Eclipse Travel is offering a \$15,156 per person saving on its 32-day Ultimate Antarctica Discovery journey aboard Ortelius.

The trip, which departs every second year, costs \$28,250 per person quad share or \$31,750 per person twin share.

The discount fare, available until 21 October for travel on 15 February, 2017, includes meals, shore excursions and activities throughout the voyage by Zodiac, lectures by noted naturalists, leadership by experienced staff,

miscellaneous service taxes and port charges, and comprehensive pre-departure material.

Passengers meet in Invercargill and then board at Port of Bluff before heading to Campbell Island, the Ross Sea and Amundsen Sea regions, Fish Islands, and the Antarctic Peninsula. The cruise will disembark in Ushuaia, Argentina.

Eclipse Travel is an Australia and New Zealand-owned destination specialist with a Christchurch branch.

[www.eclipsetravel.co.nz/antarctica](http://www.eclipsetravel.co.nz/antarctica)



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## Australia

## Daintree's 10-year high

The Port Douglas and Daintree region has for the first time in 10 years reached more than 2.4 million visitor room nights in the year to June.

The figure, an 8% hike on 2015's growth, helped pump \$485 million into the local economy, says Tara Bennett, executive officer of Tourism Port Douglas and Daintree.

Speaking at the tourism body's annual general meeting, Bennett says domestic and international visitor numbers have reached the height of growth achieved in the early 2000s

'The strongest market continued to be domestic with 359,000 visitors and 1.9 million room nights. This compares to the previous year's figures of 329,000 visitors and 1.7 million room nights.'

Visitor surveys also found most people visiting Port Douglas and Daintree were couples, averaging 43.7% on an annual basis.

## A fine 50 for Wentworth

Sofitel Sydney Wentworth and Qantas Airways launched a public exhibition to commemorate and conclude the original Wentworth hotel's year-long 50th anniversary celebration.

The exhibition runs from now until 31 December 2016, and features a selection of heritage artefacts and imagery stretching from 1966 when the hotel was originally owned and built by Qantas Airways. The display will feature a photo exhibition of the Wentworth Hotel, from its first days of construction through to fashion highlights and famous celebrities and royal visits.

To demonstrate its intertwined history, guests of Sofitel Sydney Wentworth are invited to explore the hotel's beginnings as the Qantas Wentworth Hotel via a display of restored objects and mementos, including a Miniature Hotel Model, which was sent around the world to promote the hotel and convention facilities, a fabulous display of Qantas' original 1960's uniforms, and business



The 50th anniversary at Wentworth includes a photo exhibition

class lounge.

This free exhibition will be on display in the hotel lobby and on level three of the Sofitel Sydney Wentworth located at 61-101 Phillip Street, Sydney.

Guests are invited to stay overnight with the hotel's 50th Anniversary Luxury Leisure Escape.

This luxurious package, priced from \$400 per night, is inclusive of anniversary themed mini high tea selection upon arrival, including Ronnefeldt tea, breakfast served in-room every morning, and a late check-out until 4 pm.

[www.sofitelsydney.com.au/50years](http://www.sofitelsydney.com.au/50years)



## HoT promo for Brisbane

House of Travel Dunedin is promoting CMC Rock's 10th anniversary in Brisbane, with a special tour hosted by Kiwi singer Cam Scott, who has played at the event for the last few years.

Packages are out of Dunedin on Virgin Australia's direct service. This year's festival sees the return to Australia of the Dixie Chicks and a full line up in March next year.

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

John Harley, Orbit, House Of Travel Dunedin; Cam Scott, musician; Sally Holyer, Tourism and Events Queensland; Terry Wakefield, Virgin Australia



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## Australia – Americas

### Kiwi trade sings along with Opera Australia

An opera specifically geared towards the tour market and people who may be reluctant to commit to a traditional performance will be staged in May, June and October at the Sydney Opera House next year.

John Quertermous, marketing manager of Opera Australia, was in New Zealand this week talking to trade, and the new *Two Weddings One Bride* opera was among the key 2017 events he highlighted.

'The Joan Sutherland Theatre (Opera Theatre) will be closed for internal renovations from May to October next year and we will be utilising the Play House, a smaller theatre in the Sydney Opera House,' says Quertermous. 'We will be putting *Two Weddings One Bride* on there and it will appeal to people who may not normally be attracted to opera. It is (only) 80 minutes, all in English (featuring English operetta songs) and is half the ticket price of usual opera. In May and June it will also coincide with Vivid.'

Quertermous was promoting two other operas with a difference while he was here – the sixth Opera on Sydney Harbour, which will be *Carmen* and will be performed for four weeks from 24 March to 23 April, and



John Quertermous, Opera Australia;  
Sam Cameron, Destination New South Wales

the second Opera on The Beach, *Aida*, on the Gold Coast from September 21 to 30.

He says the Sydney Harbour event has been extremely popular out of New Zealand and well supported by the trade here. 'It's all the things Sydney does best – people can grab a wine, get great entertainment, see fireworks and enjoy the harbour views.'

Opera on the Beach is even more relaxed, Quertermous points out, and again it appeals to people who may not normally be in the audience at an opera. 'People can bring a bottle of wine, get up and go to the loo, and check their phones. The premium and A reserved seating is on a beach chair and in B and C reserved you bring a beach towel to sit on.'

### Two-for-one Galapagos Cruises

World Journeys is offering a two-for-one deal on its remaining 2016 Galapagos sailings.

The offer applies to bookings made by 20 December aboard Yacht La Pinta, Isabela II and the new Santa Cruz II.

Cruises range from four to eight days.

All cruises offer shore explorations with naturalist guides. Prices start from \$4645 per person for a four-day Eastern Islands cruise aboard Yacht La Pinta.

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

### Five reasons to visit South America

Chimu Adventures & Viva Expeditions has launched a Big 5 Campaign, which puts the focus on South America's leading destinations and attractions.

The big five are: Machu Picchu, the Galapagos Islands, Iguazu Falls, the Amazon Jungle and Rio de Janeiro.

These highlights can be visited on one tour. The South America BIG 5 Explorer 27-day tour is available from \$12,995 per person, including

accommodation, transfers and sightseeing, some meals, a Galapagos Islands cruise, and internal flights.

Agent sales resources are available and Chimu Adventures & Viva Expeditions will be hosting a webinar so agents can learn more about these destinations and how best to promote them to their clients.

[CLICK HERE](#) for details



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Taj Mahal



## Face lift to Taj Mahal Dome

For the first time in the history of the Taj Mahal, mud-pack therapy is being applied to its main dome to maintain the white marble, says Exotic Holidays.

This process is expected to take about a year to complete, giving a new sheen to the monument.

Cleaning of the main dome is part of a conservation plan expected to start by April next year.

The mud-pack treatment is non-abrasive, non-corrosive and effective in the removal of adherent accretionary deposits.

This method has been successfully used in UK and Italy for conservation purposes.

Exotic Holidays offers many tours to India that include a visit to the Taj Mahal. One of these is The Best of North India, a nine day tour priced from \$1998 per person.

[CLICK HERE](#) for details



Artist impression of the Hong Kong Disneyland Hotel

## New Hotel for Hong Kong Disneyland

Hong Kong Disneyland new hotel, Explorers Lodge, will feature four distinct gardens based on exotic cultures, along with new themed restaurants, a boutique

and an outdoor swimming pool. The 750-room hotel is scheduled to open in 2017 and will be the third hotel to open at Hong Kong Disneyland.

## New hotel for Maldives

Park Hotel Group will manage Grand Park Kodhipparu, Maldives, scheduled to open in the 2nd quarter of 2017.

The hotel is located on the North Malé Atoll, and a 15-minute speedboat ride from the Malé International Airport.

Designed by Hirsch Bedner Associates, the luxury resort features 120 villas comprising a range of beach-front pool villas, overwater villas with direct access to the crystal-clear turquoise waters and overwater pool villas.

## Mart in Macao

PATA Travel Mart 2017 (PTM 2017) will be held in Macao SAR from 13 to 15 September.

The 40th edition of the mart will be hosted by the Macao Government Tourism Office (MGTO).

Macao, located on the western bank of the Pearl River Delta in southern Guangdong Province, China, is positioning itself as the 'World Centre of Tourism and Leisure' as it develops into a quality international tourist destination.

## Music in Myanmar

The Strand Cruise will have eight classical musicians, including artists from the famous Opéra de Paris and Orchestre de Paris, on board for a four-night musical cruise on the Ayeyarwady River over St Valentine's Day in February next year.

Marking the start of what will be a regular roster of cruises hosted by experts in music, cuisine and photography, a maximum of 42 passengers will hear scores from some of history's most famous composers, including Mozart and Puccini.

The Strand's musical voyage through Myanmar begins on Monday 13 February, when The Strand Cruise departs Bagan for a four-night journey to Mandalay.

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## Another route for Bangkok Airways

Bangkok Airways will increase its tally of international gateways to 15 when it starts services to Canton, China, from Koh Samui in December.

'This is in addition to our services to Hong Kong, Kuala Lumpur, Singapore, Myanmar, India, Maldives and our extensive Indochina network to Laos, Vietnam, Cambodia,' says Julie Rice, New Zealand representative for Bangkok Airways.

Speaking at a Thailand agent training event at Auckland's Grasshopper restaurant this week, Rice also reminded agents about the airline's Discovery Airpass – a system of coupons that allows passengers to fly between Bangkok Airways 20 domestic destinations within Thailand, Lao Airlines domestic routes in Laos and selected international routes.

'It is flexible, easy to use and there is no minimum or maximum stay,' she says. 'It also earns agents 3% commission on published fares.'

Bangkok Airways has just won the 2016 Skytrax awards for not only Best Regional Airline in Asia, but also the World's Best Regional Airline.

'We are a boutique airline that specialises in niche markets,' says Rice who encourages the trade to try the airline for themselves. 'If you are heading to Thailand, take advantage of our industry promotional fares.'

Bangkok Airways offers all customers the use of a lounge with free snacks, beverages and internet. At Bangkok's Suvarnabhumi Airport there is a kids area as well. In Chiang Rai and other smaller airports where there is no lounge service, the airline provides a courtesy corner with free refreshments.

## All go for Thailand online training

The Tourism Authority of Thailand's agent training programme is now up and running for Kiwi agents, reports the authority's Marieanne Ouwehand.

The programme comes in six modules – an introduction, beaches, action and adventure, romance, food and shopping, and Asean connectivity.

'Agents who complete the course

receive certificates of completion and those with high scores will go into a draw for a chance to join a TAT famil next year,' says Ouwehand. 'There are three quizzes in each module and only when each is completed can agents move onto the next module.'

Ouwehand advises downloading the fact sheets before starting each module.

'All the questions are multiple choice, and speed is important. The faster each question is answered, the more points that are collected.'

Tourism Authority of Thailand joined Bangkok Airways to co-host an agent update at Auckland's Grasshopper restaurant this week. [www.thailandtraining.com.au](http://www.thailandtraining.com.au)



Mark D'Audney, helloworld and Steve Rice, Bangkok Airways



Marieanne Ouwehand and Sanchia Stott, both Tourism Authority of Thailand



Sheree Clements, Our Asia (centre) with Wasawadee Sanpradith and Nanthansin Phakphiankoon from Tourism Authority of Thailand's Sydney office



Peter Blundell and Gina McCarthy, YOU Travel Takapuna with Julie Rice Bangkok Airways



Jacquii Wilson, Medi-Cation and Chulin Kocharoen, Bangkok Airways



House of Travel Product's Laura Hill and Jon Gwin with Rebecca Goodin, Flight Centre

## New plane for Air Vanuatu

Air Vanuatu took delivery of a new addition to its domestic aircraft fleet recently.

Chief executive officer Joseph Laloyer says the aircraft will be on long-term lease from Capstone Aviation PTE Ltd.

'The Twin Otter will be a welcome addition to our domestic fleet and we plan to lease or purchase more of these aircraft before the end of the year,' Laloyer says.

'They are known as the workhorse of the regional market, particularly popular in the Pacific and other island nations,' he says.

It is intended that the twin otter will be based in Santo to service the northern islands, resulting in better schedules and a tourism boost to those islands.

## Finnair: more to Asia

Finnair will add capacity and frequencies to the Tokyo and Hong Kong routes with the A350 for the summer 2017 season.

Finnair will increase its current flight schedule between Helsinki and Tokyo with four additional weekly flights to Narita airport. Finnair currently operates daily to Narita with the A330. Finnair will also add A350 frequencies to its Hong Kong route with three additional weekly flights between June 6 and October 28.

## Emirates' 11th US route

Emirates will launch a daily service between Dubai and Fort Lauderdale from 15 December, serving the South Florida area including Fort Lauderdale, Miami, and West Palm Beach.

This will be Emirates' 11th passenger route in the United States.

The airline will operate a GE-powered US-built Boeing 777-200LR aircraft in a three-class configuration on the route, offering eight First Class suites, 42 Business Class lie-flat beds and 216 Economy Class seats for travellers, and up to 15 tonnes of bellyhold cargo.



Emirates – going daily to Fort Lauderdale

## Qantas wings its way back to Beijing from January

Qantas will launch daily flights between Sydney and Beijing from 25 January, 2017.

Services to the Chinese capital are the next step in the airline group's strategy to tap into the exceptional growth of the Australia-China travel market.

The new service will operate into Beijing Capital International Airport, using an Airbus A330-200 aircraft, with return flights timed to connect with Qantas' domestic and trans-Tasman network.

It marks Qantas' return to the route for the first time since 2009 and makes Beijing the carrier's third destination in Greater China, including its existing daily return services to Shanghai and 28 return services a week to Hong Kong.

The new Beijing-Sydney service is part of the expansion of Qantas' joint venture partnership with China Eastern which will also see three international codeshare routes between Australia and China being added under their strengthened agreement: Sydney-Hangzhou, Sydney-Kunming

## Airlines link arms

oneworld members Cathay Pacific Airways and LATAM Airlines Brasil have entered into a codeshare agreement, offering passengers additional connections when travelling between Asia and South America through their gateways in Europe and the United States.

Under the agreement, Cathay Pacific's CX code will be placed on flights operated by LATAM Airlines Brasil between London and Paris to Sao Paulo and New York to Sao Paulo and Rio de Janeiro.

LATAM Airlines Brasil will place its JJ flight code on all flights operated by Cathay Pacific between New York and Hong Kong.

Tickets are available from 21 October.

and Brisbane-Shanghai. China Eastern will codeshare on Qantas' new Beijing service.

Qantas Group chief executive Alan Joyce says the new route – which equated to an additional 3300 seats a week between Australia and China – will help the airline take advantage of surging travel demand. 'The tourism industry in Australia is very excited about what the Chinese market will deliver over the next few years, especially given it's already become our second biggest source of visitors after New Zealand,' says Joyce.

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## Kiwi tourism alive with job opportunities

Tourism, hospitality and aviation will serve up some of the biggest opportunities for jobs and careers in the country in the years ahead.

ServiceIQ say 35% of all job openings in New Zealand between 2017 and 2020 will be in these sectors.

Retail will claim 89,286 of these jobs, while 49,786 will go to hospitality and 43,211 to tourism. A further 3889 jobs will be found in aviation, 1755 in travel and 626 in museums.

ServiceIQ CEO Dean Minchington says the industry that is critical to daily life and the economy is a fundamental driver of employment on a huge scale.

‘These are growing sectors that in addition to providing towns, cities and smaller communities with essential services, offer talented people jobs and real opportunities to upskill, qualify and advance an exciting and rewarding career,’ says Minchington.

He says the service industry is ideal for people who learn better on the job rather than in a lecture theatre: ‘By training on the job and learning from experts, people gain real practical skills, knowledge and qualifications for life and career. They also earn as they learn without being hampered by a student loan.’

The direct approach of developing skills relevant to the workplace also works well



ServiceIQ infographic of job openings by sector

for employers.

Every year, thousands of Kiwis upskill using ServiceIQ workplace training programmes and apprenticeships in the retail, hospitality, tourism, travel, aviation and museum sectors.

This variety of roles includes: chefs, caterers, baristas, travel agents, tour guides and operators, museum front of house, hotel managers, aircraft engineers, flight attendants, airline customer service staff and ramp operators, retail supervisors, merchandisers and managers, restaurant maître d's, food and beverage café bar and restaurant managers, and more.

## Let's get clear on water: tourism leaders

New Zealand needs a clear vision and a long-term strategy for management of freshwater that reflects the values of Kiwis, says tourism industry leaders.

And they say the importance of quality freshwater to the tourism industry is often overlooked.

Tourism Industry Aotearoa chief executive Chris Roberts says clean freshwater is vital to the growth and sustainability of New Zealand's \$30 billion tourism industry.

‘Healthy freshwater ecosystems are fundamental to supporting the natural landscapes that are the primary reason visitors travel to New Zealand. They are also integral to many tourism activities such as rafting, jetboating, swimming and fishing.

Lesley Immink, chief executive of the Tourism Export Council NZ (TEC), says a national freshwater policy statement that only aspires to ‘wadeable’ water equates to a marketing disaster for New Zealand.

‘Many of New Zealand's largest and high profile export industries, including tourism, agriculture and viticulture, trade on the country's natural environment.

‘We need to demonstrate that the aspiration of all New Zealanders, led by the Government, is at the minimum swimmable freshwater, and where we can, it should be drinkable. This must be one of New Zealand's highest priorities – for our communities, the economy and the health and wellbeing of our lakes, rivers and streams.’

Earlier this year TEC championed the freshwater discussion on behalf of the tourism industry, supporting the Choose Clean Water campaign, members of which appeared before the Local Government and Environment Select Committee yesterday to recommend the National Policy Statement for Freshwater Management sets the acceptable swimmable standard as the bottom line for New Zealand.

## Four reasons to stay at Jet Park Hotel

Jet Park Hotel Rotorua has been awarded a Qualmark 4-Star rating.

‘It means a lot to the team to achieve the rating after all the hard work over the last year to bring the property up to standard,’ says manager Hammond Cardon.

‘It also gives guests the knowledge that our hotel is now rated against the nationally recognised standards backed by Tourism New Zealand.’



## New Zealand – Pacific Islands



### Tekapo Springs reaches for the stars

Enjoying the night sky is being taken to a heavenly level by Tekapo Springs in New Zealand's Mackenzie country.

The South Island tourism attraction is launching Tekapo Star Gazing, which will put the focus on Tekapo's 4144sq km sky reserve – the largest in the world.

Tekapo Springs owner Karl Burtscher says the star-gazing tours will enable guests to navigate the Southern night sky's bright stars and constellations from the comfort of hot pools.

Guests can enjoy the after-hours soak (from 9.30pm), watching the moon and stars.

Tekapo Star Gazing will be an audio-visual experience, with relaxing star-

inspired 'astro music' playing in the background as qualified 'Star Guides' point out the brightest features.

Once guests have enjoyed the pools, they're invited to get 'closer to the stars and planets' by looking through two 9.25 aperture Celestron telescopes sitting on the patio outside the complex's Tahr Bar & Café.

Tours are scheduled to start early 2017.

Tekapo Springs is a year-round attraction nestled on the shores of Lake Tekapo. This year it was a winner of the 2016 South Canterbury Chamber of Commerce Business Excellence Awards and a finalist in the Champion Canterbury Business Awards 2016.



In the new Nadi Airport office...  
Nitisha Tikaram, Julia Madden, Sonam Devi

## Solomons webinars

The Solomon Islands Visitors Bureau is offering industry staffers the opportunity to win an A\$50 iTunes card by registering for the tourist office's Solomon Islands Update Webinars taking place on Tuesday, 18 October, 2016.

Sessions are timed from 1030 and 1130 New Zealand summer time.

The webinars run for approximately 20 minutes and also include a Q&A session.

Interested agents do need to register.

[CLICK HERE](#) for details

## Capital Express on the environmental path

The new 'Capital Express' service going from Wellington to Singapore is the newest addition to the Asia South Pacific Initiative to Reduce Emissions (ASPIRE) programme.

Airways New Zealand, Singapore Airlines, the Civil Aviation Authority Singapore (CAAS), and Airservices Australia yesterday announced all SQ291 and SQ292 flights will be as environmentally friendly as possible through the utilisation of a range of ASPIRE practices, including making use of favourable winds, enabling efficient 'continuous descent' arrivals and reducing taxi times.

Under the ASPIRE programme, the inaugural 'Capital Express' flights on 20 and 21 September saved almost 7000kg of fuel across the four sectors, which equates to an approximate saving of around 22,000kg of carbon emissions.

## New Fiji Airways office

Fiji Airways has opened a new sales and ticketing office at Nadi airport to assist and support passengers buying new tickets, making reissues and solving any other travel issues they may have.

This sales office is open from Monday to Friday, 8am to 7pm, and Saturday, 8.30am to 12.30pm. After office customers can reach Fiji Airways at the call centre on 0800 800 178, which operations 24 hours a day, seven days a week.

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## Exodus adds e-bikes to 2017/18 cycling itineraries

Exodus has released its 2017/18 Cycling Adventures brochure, showcasing new tours and introducing electronic bike upgrades on selected European itineraries.

It is also offering 15% savings on trips booked by 31 October, Adventure World advises.

Exodus has reported its best year of cycling sales, which were up 22% year-on-year, making it the fastest growing area of the business.

'New Zealand is going crazy for cycling at all levels, from more people buying bikes and commuting to work to the huge crowds that turn out to cycle races and events. Exodus' growth in this market will continue to soar in 2017,' Adventure World general manager Dave

Nicholson says.

Electric bikes will be offered as an upgrade on 25 of Exodus' European trips next year, including the majority of its self-guided range as well as several small group journeys. E-bikes have a small electric motor to provide extra power when needed.

Exodus has also introduced 15 new cycling tours around Europe and Asia, including the 15-day Italy Coast to Coast Ride from Puglia to Sorrento. There is also Exodus' new Fat Biking in Finland adventure between

February and March 2017.

Contact Adventure World on 0508 496 753 or see your Adventure World sales manager.



## Music in the mountains

Exotic Holidays, which represents Fez in the New Zealand market, is able to package the music festival Meadows In The Mountains, Bulgaria, for clients. It is next being staged from 9 to 11 June, 2017.

Meadows in the Mountains allows travellers to enjoy music along with Bulgaria's scenery. The event gives festival goers a softer alternative on the

European festival scene.

The cultural heritage of the surrounding region makes this event more than a quick festival weekend.

Fez Travel has many tours to the Balkans that include Bulgaria such as The Balkan Escape Tour, 11 nights, starting from \$1889.

[CLICK HERE](#) for details

## The eagle has landed for top-end travellers

The Golden Eagle train plans to offer four newly built Superior Deluxe Cabins on its 2017 Danube Express departures, World Journeys advises.

The cabins, ideal for higher-end clients, feature large double beds and in-built wifi, along with increased cabin space and storage.

New Golden Eagle itineraries for 2017 include a 26-day Grand Tour of Russia, a 12-day Tibet & China Rail Discovery, a 12-day Land of the Midnight Sun journey in Russia and Norway, a 12-day Sicilian Odyssey between Taormina and Venice, and an 11-day



Golden Eagle on track for 2017

Hellenic Treasures journey between Budapest and Athens.

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Visit to a tea plantation, Kandy (from left to right) Darlene Pierson, BCD Travel Wellington; Amanda Clarke, Flight Centre Wanaka; Fiona Garde, World Travellers Frankton; Janna Meek, Flight Centre Dunedin; Gale Papworth, Helloworld Featherston; Chriss Kavanagh, The Travel Brokers Warkworth; Jacqui Williamson, The Travel Brokers Auckland; Rachel Candy, Singapore Airlines; Katrina Clark, Flight Centre Riccarton; Christine Elston, Flight Centre Te Anau; Thelma Lockery, Adventure World; Kevin Crequer, World Travellers Ashburton



Made it! On top of Sigiriya (from left to right): Kevin Crequer, World Travellers Ashburton; Jacqui Williamson, The Travel Brokers Auckland; Gale Papworth, Helloworld Featherston; Christine Elston, Flight Centre Te Anau; Chriss Kavanagh, The Travel Brokers Warkworth; Amanda Clarke, Flight Centre Wanaka; Thelma Lockery, Adventure World; Rachel Candy, Singapore Airlines; Fiona Garde, World Travellers Frankton. Front (left to right): Jana Meek, Flight Centre Dunedin; Katrina Clark, Flight Centre Riccarton; Darlene Pierson, BCD Travel Wellington

## Agents on a high in Sri Lanka

Adventure World destination expert Thelma Lockery has recently returned from hosting a nine-day agent famil to Sri Lanka and Singapore.

The famil travelled on Singapore Airlines to Colombo with a one-night stopover in Singapore.

On arrival in Colombo the agents took in a city tour and later headed to Sigiriya to climb the ancient rock fortress, which Lockery says was a trip highlight for all. The fortress, built by King Kashypa between 477 and 495 AD, is located in the central Matale District near the town of Dambulla and is classed as a world heritage site.

The group then ventured to

Kandalama, Nanuoya, Kandy, Matale, Galle and Negombo to view elephants, caves, temples, spice gardens, cultural shows and more.

'Sri Lanka is such a fantastic destination and it really does have so much to offer,' Singapore Airlines sales executive Rachel Candy says.

'I have been raving about it ever since I returned, and there is huge potential to sell this often-forgotten destination.'

One of its bestselling itineraries is the nine-day Best of Sri Lanka adventure, priced from \$2305 per person including accommodation, transport and some meals.

[adventureworld.com](http://adventureworld.com)

## Explore launches 28 new trips

Explore has launched a collection of 28 new adventures – and is offering 15% discount on new trips booked by 7 November.

New 2017 destinations include Haiti, Reunion and Sumatra.

The 12-day Highlights of Haiti trip takes in Bassin Bleu, Port au Prince and a Vodou ceremony. Travellers also visit the UNESCO site of La Citadelle. Trips depart October to November, 2017, and cost from \$3546 per person, land only. This price includes 10 nights accommodation, transport and the services of an Explore Leader, local guides and driver.

Explores' 16-day Reunion and Mauritius' trip includes a walk around the crater rim of Piton Maldo and across the Cirque de Salazie.

In Mauritius, Guests stargaze with an astronomer, visit the Mahebourg markets and learn how to cook creole food in Port Louis. Trips depart in June, August, September and October,



Mauritius is covered in Explore's new itinerary

2017, and costs from \$4886 per person, land only. This price includes 13 nights accommodation, some meals, transport and the services of an Explore Leader, driver and local guides.

Other trips include a 10-day Highlights of Sumatra which departs March to April and July to October, 2017, and costs \$1279 per person, as well as Explore's new 15-day Undiscovered Burma trip departing January to April and November to December, 2017, costing from \$4531 per person, land only.

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

## Global sales winner

Mandy Bester from Travelworld (Gilpin Travel) won two return economy class tickets to Asia and a \$200 prezy voucher from the Qantas Global Sale Incentive.

Others drawn to win a \$200 prezy voucher included: Michael Denning-Kemp, Calder and Lawson; Antonette Dy, Planet Earth; Michelle Sanders, Inspire Travel; Simone Paoli, Flight Centre Albany; Stephanie Flitton, Flight Centre Parliament; Alison Goosen, Gilpin Travel; Maridel Garcia-Panlilio, Target Travel; Amelia Grub, APX Christchurch; and Victoria Vital, Planet Earth.



Mandy Bester, Travelworld; with Felina Wright, Qantas



## MYSTERY PERSON



## The latest mystery

We need your help to identify the Memo's latest mystery person. We recognise Stephen Tanner of the Walshe Group on the left but who is the gentleman on the right of him? If you know, send the answer to [competitions@promag.co.nz](mailto:competitions@promag.co.nz) with the words Mystery Man in the subject line. One lucky reader will be sent a *National Geographic Traveller* magazine, courtesy of Adventure World.

And congratulations to Julia Bozich (nee Paley) from House of Travel Product, you were not wrong, Kate Wright of Tourism Western Australia was the mystery woman last week. A bottle of wine is on its way to you.

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## Starwood updates market

Starwood Hotels and Resorts had its first official foray into New Zealand this week since the much touted merger with Marriott Hotels & Resorts. Representatives from properties around Australia and the Pacific hosted incentive and group travel personnel to a cocktail party and presentation at the Viaduct in Auckland.

Karryn Cutcheon, director Starwood sales organisation, highlighted the recent opening of Sheraton Samoa Aggie Grey's Hotel & Bungalows as well as the February 2017 planned reopening of Sheraton Resort & Spa Tokoriki Island in Fiji.

Cutcheon also updated attendees on future opening in Australia, including the Four Points by Sheraton Melbourne (at Docklands) and The Aloft Perth.



Bonnie Lynch, Kate Blewett, Catherine Matthews, all Gilpin Travel and Karryn Cutcheon, Starwood



Premium Incentive & Conference; Jennifer Lee, Starwood Hotels and Resorts, New Caledonia



Anne-Sophie Pouzin, Four Points by Sheraton, Darling Harbour; Jess Ogg, GO Conference & Incentive; Kerri Hamilton, Sheraton Grand Mirage Resort, Gold Coast



Sonja Betham, GO Holidays; Sherrilyn Charles, Sheraton Samoa; Leann Martin, GO Holidays

## The gift of travel

Abercrombie & Kent now have gift vouchers on offer.

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Each voucher is redeemable on journeys of four days or more.

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