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## The true cost of the South Africa visa debacle

The South African visa situation has already caused leading incentive operator Dragonfly Africa to lose a big booking out of the New Zealand market, and the effects are ongoing.

Yolanda Woeke-Jacobs, director sales and marketing with Dragonfly, says the company lost a booking of 400 people through an incentive company in New Zealand because the extra cost and time involved in fronting up at an office for a visa made the trip uneconomic and impractical. The trip was worth about 10 million rand (more than NZ\$1million) to the South African economy, not counting airfares.



Yolanda Woeke-Jacobs

'So that is a concrete example that we have already seen.'

The situation has been causing industry angst in New Zealand since it was ruled last year travellers need to visit Wellington to secure visas. Last month, The South African High Commission announced a second centre was opening in Auckland.

Nonetheless, Travel Agents Association of New Zealand (TAANZ) chief executive officer Andrew Olsen then said the new centre wasn't enough, and applications need to go online.

*Continued on page 2*

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## Kiwi and Aussie airlines ditch rivalry to join forces under new alliance

Australia and New Zealand's major airlines have put competition to one side to set up an industry group to spearhead reform on public policy.

The members of the group, Airlines for Australia and New Zealand (A4ANZ), are Air New Zealand, Qantas, Regional Express (Rex), Tigerair Australia and Virgin Australia.

A4ANZ will enable Air New Zealand, the Qantas Group, Regional Express Holdings and the Virgin Australia Group to contribute to the policy debate on issues that affect Australian and New Zealand travellers, including those

relating to airports, taxation and fees, access to efficient infrastructure, and broader regulatory reform.

Professor Graeme Samuel AC, the former chairman of the Australian Competition and Consumer Commission, has been appointed the independent chair of A4ANZ.

A4ANZ will be governed by a board made up of a representative from each member airline, in addition to the independent chair, to oversee the management of the industry group. The CEO will be appointed in coming months.

The group will be funded by its

members.

Air New Zealand chief executive Christopher Luxon says Australia and New Zealand must compete for visitors on the world stage against many other attractive destinations.

'To be competitive we must continue to improve cost and quality in all parts of the travel experience but we are constrained by a legacy of under investment and over recovery at key airports. A4ANZ will add its voice to that ambition,' Luxon says.

Meanwhile, Qantas Group chief executive officer Alan Joyce comments



Air New Zealand links arms with Qantas and other Australian airlines

airport fees and charges continue to increase while airlines are offering fares at levels significantly cheaper than they were over a decade ago.

'A4ANZ's goal is to achieve regulatory reform that will promote a competitive and sustainable airline industry in the interests of Australian and New Zealand travellers.'

## Exotic Holidays expands into Australia

Exotic Holidays is launching operations in Australia, with the company to be known as Exotic Tours on that side of the Tasman.

Managing director Rahul Sharma says the expansion follows Exotic's success in the New Zealand market.

'We are working with trade and media to promote Exotic Tours in Australia,' Sharma says.

'A local sales and marketing travel company will represent us in major Australian cities and we intend to open our own fully staffed offices in the near future.'

Exotic Holidays is a wholesale tour operator established in 2010 in New Zealand. It specialises in private FIT (free and independent travel), coach and escorted group tours, and programmes that include cultural and



TRAVELinc Memo caught up with Exotic Holidays in Melbourne recently when Rahul Sharma was finalising details of this Exotic Tours launch in Australia. At the India stand: Sandeep Jain, Special Holiday Travel; Anna Wrothy, ICP Group SA and Rahul Sharma, Exotic Holidays

off the beaten track experiences. It also represents Fez Travel in New Zealand and Australia.

## The true cost of the SA visa debacle

*Continued from page 1*

And Woeke-Jacobs, at the Destination Marketing Services DMS Connect roadshow in Auckland yesterday, says damage continues to be done, adding she found that all of the New Zealand buyers at the event were talking about the visas.

'Basically South Africa is off the table for New Zealand groups, it is not even being considered. It is very disappointing for us after so many years of investing in this market.'

Woeke-Jacobs says she understands the requirement for visas. 'But make it simple, put it online, don't make people physically travel to an office to obtain the visa.'

— Stu Freeman

*London: falling prices, rising potential, roadshow prize winners*  
page 12

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## Great Scott: the innovative Kiwi who's got the ear of the industry

Emprendedor, intraprendente, giat... in any language, enterprising is the word to use when describing Kiwi Scott Cardwell's bid to tear down the language barrier for travellers.

The 28 year old is developing a virtual reality, language-learning app called ImmerseMe, which has caught the eye of NZ Travel Brokers.

Dunedinite Cardwell recently returned from two months of travelling around 10 countries in Europe, Japan, China and Indonesia, where he and videographer Tim Armstrong filmed scenarios such as ordering off a menu for the app that can be downloaded on to phones, computers and, eventually, virtual-reality headsets.

Cardwell presented the concept, which he has so far spent \$100,000 to get up and running, at the NZ Travel Brokers conference held late last year in Queenstown, making such an impression with the body its 150 members plan to take it on board once beta testing is complete.

Director Guy Flynn says Cardwell's enthusiasm and commitment to his product are commendable.

'He really demonstrates the Kiwi can-do spirit, and he has the integrity to go with it. We are more than happy to work alongside ImmerseMe and help them bring the product to life,' Flynn says.

'We see this product as innovative, and something we can offer our customers as a different type of value add-on. It obviously only fits certain markets, but the bonus is ImmerseMe will provide brokers with a chance to increase the bottom line.'

Cardwell says the app costs \$120 for travellers, but it will be sold to agents for half price so they can make \$60 each time they sell it on to clients.

'It is risk free, and there is nothing like this for agents to sell on – at the moment they tell clients to visit Google sites. It should be easy to sell,' he says.

Cardwell is presently editing videos for the app, which will be launched in April. There are 500 scenarios in 10 languages for students, holidaymakers and business travellers to draw on.

A co-founder of online learning tool Language Perfect, Cardwell says he started his 12-month labour of love after realising



Photo: Scott Cardwell, left, and videographer Tim Armstrong (far right) have travelled the world to give travellers a language-learning tool, which has caught the attention of Kiwi brokers

when he was travelling there was lack of such a virtual-reality tool in the market.

But he admits seeing a gap in the market is not the reason behind the product, adding ImmerseMe is part of his 'grander vision' of helping to make the world a better place.

'It's a small step toward peace. If you can

speak part of a language then you have a more positive view of the culture and there's a shift in perceptions and barriers of ignorance get broken down,' Cardwell says.

Those who wish to beta test the product before its launch are welcomed to do so.

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

– Lisa Bradley

### Argentina famil – calling interested agents

Agents are invited to get on board with a 4 to 13 June famil to Argentina.

The Best of Buenos Aires and Iguazu famil is being run by Viva Expeditions and Chimu Adventures in conjunction with Air New Zealand and Aerolineas Argentinas.

The famil will discover the renowned districts of Buenos Aires by bike and

enjoy a dinner and tango show before heading north to the falls.

Viva Expeditions managing director Rachel Williams says, 'Given 2016 saw a 206% increase in travel to Argentina from New Zealand, it is important agents are familiar with these key destinations.'

**[REGISTER HERE.](#)**

# Would you like to find out more about Fiji?





**Click here >**



## Adventure World roadshow



At the Auckland event in Heritage Auckland: Lisa Watson, YOU Travel, and Rachael Scott, Travel Managers



In Auckland: Eboni Lowe and Russell McCormick, both Flight Centre Ponsonby



Angela Mount, Jules Gerrard, Nic Harris, all Adventure World, attend the Auckland event

## To Africa with love – and a whole lot of demand

Exceptional demand for Africa has resulted in the largest ever Africa Collection of itineraries produced by Adventure World, says the company's head of sales, Matt Endycott.

'Africa for us is one of the fastest growing product lines. We have seen exceptional growth out of New Zealand and Australia and our 2017 Africa Collection, totaling 140 pages, is the largest collection in our 36 year history as a company.'

Speaking in Wellington as part of this week's nationwide Adventure World National Roadshow, Endycott says popular new African itineraries include the Pioneer Safari, which offers 'exceptional wildlife

viewing' in the famous Masai Mara and Lewa Wildlife Conservancy in Kenya.

'We work under the umbrella of the Travel Corporation family, which gives us access to the ground operations it owns in Africa,' he adds.

Adventure World's USA Collection is also breaking new ground, says Endycott. 'There wasn't any product or line in New Zealand or Australia really focusing on unique American places and attractions outside of the main centres, and we had a lot of travel agents asking us for cross (state) border travel.

'Our new USA Collection offers new options such as self-drive itineraries in

the southern states, stays on cowboy ranches in Texas, a big focus on national parks, and tailor-made itineraries, along the Pacific Northwest for example through three states along the Pacific Coast Highway. These are definitely filling a big gap and the response from New Zealand has been extraordinary.'

Endycott added they had a great response to the roadshow.

'We had a huge turnout in Auckland, nearly 50 in Tauranga, up to 80 agents in Wellington and 80 in Christchurch.'

*AW reveals details of its African famil, page 5.*

***More roadshow photographs here***



Roger Condon, Star Clippers; Christine Gardiner, Lindblad Expeditions; Kevin Dennerly-Minturn, Adventure World and Anna Guy, Willimants attended the Wellington event



Capital times: Brydie Hargadon, Harbour City Travel; Mona Tannous, Oman Tourism; Sandra Cahill, Pandaw Expeditions and Cruises and Barbro Scott, Harbour City Travel



Wellington outing: Jasmine Mnijel, Karia Omar, Lendl Oosthuizen, Flight Centre Lambton Quay; Tom Pullan, Flight Centre Chews lane and Rona McCreanor, Flight Centre Lambton Quay

## WIN A TANNA PRIZE PACK

Vanuatu Tourism Organisation is offering a gift-pack prize to a number of agents who can answer two questions about the island of Tanna after they have viewed this video.

[click here](#)

The questions are:

1. What three products are produced at Tanna Farms?
2. What is the name of the world's most accessible active volcano found on Tanna?

*The prize includes items such as coffee, coconut oil, soap and peanut butter plus a copy of the much-acclaimed movie, Tanna, on DVD to give away to the industry.*

Email the answer to [j.carson@extra.co.nz](mailto:j.carson@extra.co.nz) with Tanna Giveaway in the subject line.



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## Who fancies a famil to Africa?

Adventure World is inviting agents to sign up for its May famil to Zambia, Zimbabwe and South Africa.

The 10-day trip leaves Auckland on 4 May for Johannesburg on Cathay Pacific via Hong Kong. An internal flight then takes the group to Victoria Falls, where they will spend two nights at the Victoria Falls Safari Lodge.

The itinerary also includes two nights each at the Royal Zambezi Lodge and the Camelthorn Lodge and the newly-opened five-star & Beyond Matetsi River Lodge in Zimbabwe, and one night in Johannesburg.

Priced at \$3500 per person share twin, the famil includes return international airfares flying Cathay Pacific economy class including taxes, regional flights and transfers within Africa, nine nights' accommodation, most meals, sightseeing and activities.

[www.adventureworld.co.nz/zimbabwe-zambia-agent-famil](http://www.adventureworld.co.nz/zimbabwe-zambia-agent-famil)



The famil group visits Victoria Falls

## Tourists returning to a more secular Egypt

Egypt tourism is steadily on the way up. So believes long-term Egypt operator, Innovative Travel's managing director Robyn Galloway, who says the positivity is in line with Egypt's move to embrace a more secular constitution.

'Egypt is deliberately taking a very different pathway to many of its neighbours,' Galloway says.

'The updated constitution has a quota system for younger people, some of whom helped lead the Tahrir Square revolution, to hold a 25% allocation placement on city and town councils, along with a similar 25% quota system for women on councils.'

Galloway adds even though progress is being made in Egypt, it is still too easy for Kiwis to put the destination in the same basket as the rest of the Middle East.

Instead, she encourages New Zealand travellers to acknowledge the changes, and visit the destination before the tourism numbers grow too large and queues return.

Innovative Travel last month released its Ancient Kingdoms brochure, which covers itineraries to Egypt. To celebrate, it is holding a series of launches next week. The events, being held in association with The Safari Company, will be held in Hamilton on 13 March; Auckland, 14



Innovative Travel's Robyn Galloway enjoys a local welcome as tourism returns to Egypt

March; Wellington, 15 March; Palmerston North 16 March and Christchurch on 21 March. **CLICK HERE** for details.

## New Morocco, Spain adventure

Exotic Holidays is promoting a 19-day Adventure in Morocco & Spain, escorted from New Zealand by Rosann Connolly-George.

The tour explores Casablanca, Fes and Morocco's capital city Rabat.

Highlights of Spain include Seville, Granada, Madrid and Barcelona.

'Whether clients are looking for an adventure, luxury retreat, cultural experience or an amazing shopping experience, this programme has been designed to show them all of that,' says Rahul Sharma, managing director of Exotic Holidays.

The tour departs 4 November and is priced from \$8600 per person twin



Exotic adventure in Morocco

share. For more information download the flyer.

[www.exoticholidays.co.nz/pages/flyers](http://www.exoticholidays.co.nz/pages/flyers)

## Norway: Bentours lights the way

Bentours is discounting its escorted small-group trip Follow The Lights by \$545 per couple until 31 March.

The 15-day tour departs from Bergen in Norway and has been designed to offer the best possible chance to experience the Northern Lights.

An overnight stay in a heated glass igloo is included in the package. Spaces are limited.

[www.bentours.co.nz/follow-the-lights/](http://www.bentours.co.nz/follow-the-lights/)



## Cruising

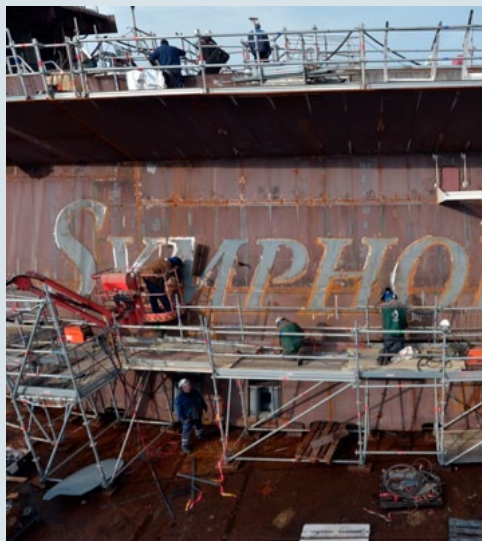
### Symphony – welcome to Miami

Royal Caribbean's new PortMiami Terminal A will from late 2018 be home to the fourth Oasis-class ship, Symphony of the Seas, along with sister Allure of the Seas.

It will be the first time Oasis-class vessels sail from Miami.

Symphony of the Seas, which will be the world's largest cruise ship once built, is to be delivered in April 2018. It will spend its inaugural season in the Mediterranean, sailing from Barcelona with calls at Palma de Mallorca, Marseille, La Spezia, Rome and Naples.

It will arrive to at the new terminal from where it will embark on seven-night eastern and western Caribbean itineraries.



Symphony of the Seas will be the 26th ship in the Royal Caribbean fleet

### Halong Bay – meet the new kid in town

Paradise Group Vietnam has launched the first of two new cruise ships earmarked for Halong Bay, Vietnam.

The Paradise Elegance ship is 61-metres long and comprises 31 cabins, a piano bar and four-room spa. It is the largest overnight-accommodation vessel in the bay.

The boat offers excursions to various caves, islands and fishing villages

during off-peak times.

The group plans to launch a second Paradise Elegance ship in June, bringing its total number of cruising vessels to 11.

Established in 2008, Paradise Group Vietnam currently owns and operates four other fleets as well as the 156-room Paradise Suites and Paradise Trend hotels and three restaurants.



Paradise Elegance – one of two new vessels for the Paradise Group

### Book away for a free Fiji cruise

Captain Cook Cruises Fiji is offering agents and their partners a free cruise holiday aboard the 130-passenger ship, MV Reef Endeavour.

To qualify, agents need to make bookings on three, four, seven or 11-night Fiji cruises. Doing so unlocks a one-free-night-per-adult booked deal for the agent or their partner.

Agents can accumulate credits, and have until 31 March, 2019, to go on the cruise holiday. Additional nights not yet earned can be booked at a rate of F\$160 per person per night.

The deal is valid on Captain Cook Cruises Fiji's Three Nights Free Sail, a promotion offering three nights free for bookings on any 11-night Lau and Kadavu Discovery Cruise, seven-night Mamanuca and Yasawa Islands cruise and seven-night 4 Cultures or Colonial Discovery cruise.

Three Nights Free Sail offers savings of up to F\$2300 per person, twin share and is on sale until 31 March with travel up to 31 March, 2018.

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

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## NEWS IN BRIEF

## Self-famil fare

Singapore Airlines has released a Wellington to Canberra agent self-famil fare for sales until 15 April and travel to 31 May. The economy return all-in fare is \$292 per person, while the business all-in fare is \$688 per person. Conditions apply, and the blackout dates are 7 to 19 April.



## Turtle takes to the air

Japanese airline ANA has selected Hawaiian sea turtle Flying Honu as the theme for its limited-edition livery to be used on the carrier's Airbus A380, which will be introduced on the Tokyo-Honolulu service from 2019. The route marks ANA's first introduction of the Airbus A380.

## Biometric scanning

Brisbane Airport, in partnership with SITA and Air New Zealand, has launched Australia's first trial of facial recognition technology. The new SITA Smart Path uses biometric scanning equipment to allow passengers to present their details at a self-service kiosk at check-in, and then use an automated boarding gate with facial recognition to access the aircraft. Passengers will therefore be able to complete the boarding process without presenting a boarding pass, passport or other documents.

## Qatar raises the bar in business class

Qatar Airways has revealed its new business class seat, Qsuite, which the airline believes will bring new luxury to air travel.

The suites were unveiled by the airline's chief executive officer, Akbar Al Baker, at the ITB Travel Expo in Berlin.

The patented seat – the industry's first double bed – has been two years in the making. It features privacy panels that allow passengers in adjoining seats to create a private room.

Al Baker says the design is a world first. 'Qatar Airways has revolutionised the way we serve our business class travellers, enabling our passengers to enjoy a first-class experience in business class,' Al Baker says.

And to compliment the airline's dine-on-demand service, it will be offering new meal options such as a selection of sharing dishes. It has also launched a next-generation user interface of its inflight entertainment platform Oryx



QSuite, a new travelling experience

One, which has 3000 entertainment options.

QSuite will be installed in new model 777s and A350s as they start to enter the fleet. It will begin operating between Doha and London by June and rolled out across existing Boeing 777 and Airbus A350 planes.

The airline kicked off its Auckland to Doha route in February, and Qsuite is expected to be available here by mid-2018.

## Rapid transfers in Guangzhou

China Southern Airlines (CZ) has set up a rapid transfer service at its Baiyun International Airport Guangzhou home base.

Passengers travelling on the airline's international flights will no longer need to claim their checked baggage and pass through China customs when transferring in Guangzhou. China Southern's pink-coated ground staff will be on hand to offer assistance.

Luggage will be checked through to the passenger's final destination. A customs declaration may still be required.



## Mix &amp; Match survey puts Emirates ahead of the game

Kiwis who travelled to Australia in the last 12 months have crowned Emirates as the preferred airline for trans-Tasman travel, according to a survey carried out by House of Travel's Mix & Match

Of the 7335 customers surveyed by the online travel agency, 98% of those who travelled to Australia said they would recommend Emirates to a friend.

China Airlines and LATAM came

second and third place, respectively. National carrier Air New Zealand ranked fourth for customer satisfaction for New Zealand to Australian routes.

Mix & Match Ecommerce director Dave Fordyce says it's no surprise the highest-ranking airlines are all full-service carriers.

'With more seats available from Australia to New Zealand and therefore more competition for airlines, the

difference between low cost and full service airlines can be marginal,' he says.

Fordyce says its likely airfares will continue to drop, but customers' expectations will remain high.

'In this new era where travel is more accessible than ever before, savvy consumers expect more for less – they want the full experience without the additional cost.'



## Luxon paves way for smoother flight path



Christopher Luxon

Air New Zealand's head was in the US this week, bolstering travel relations between the two nations.

Airline chief executive officer Christopher Luxon met with United States Secretary of Transport Elaine

Chao in Washington DC as well as Transport Security Administration and the Department of Homeland Security officials.

Luxon used the meetings to improve the travelling experience for its transit passengers. In particular, Air New Zealand is seeking a streamlined process for its travellers transiting Los Angeles to London.

'Air New Zealand is one of only a very few airlines that have an international transit in the United States such as NZ1,' says Luxon.

'We think there's room for an improved process that would benefit customers without compromising security, and would also reflect well on LAX as a major hub airport.'

United States visitors to New Zealand are up 19.8%, with almost 300,000 visitors arriving in the year to January 2017.

Air New Zealand's new Houston service, easing travel for visitors from the mid-west, east and south of the United States, has been held up as a key factor in the growth.

## Exhibition celebrates Lonesome George

The Charles Darwin Research Station in the Galapagos Islands has finished its remodeling project and has reopened to the public, says World Journeys.

Renovated areas of the attraction include walkways through the small tortoises' breeding areas and the Symbol of Hope exhibition room built to house the embalmed remains of well-known Galapagos giant tortoise, Lonesome George.

The tortoise, until his death in 2012, was the last of his Pinta Island subspecies, and his story highlighted the importance of environment conservation in the Galapagos Islands.

World Journeys' director Chris Lyons says, 'It's nice to know Lonesome George has been returned to his old



Lonesome George, last of his Pinta Island subspecies

stomping ground to be honoured in this way.'

The station is included in many of World Journeys' Galapagos cruises. **CLICK HERE** for details.

## Agents: win a trip to California

New Zealand agents are invited to sign up to Visit California's STAR Search programme, which is a video competition focused on finding agents to feature in training modules and become an ambassador for the organisation.

STAR Search was launched in February and has already had 90 agents submit entries.

To sign up, agents must submit a 15-second video revealing their top

California travel tip before 31 March.

Once the submissions window closes, finalists will be shortlisted and put to vote in the industry from 10 to 21 April. The five agents with the most votes will then become 'California Super STARS' and win a place on a VIP famil to Caliornia where they must record their trip to promote the destination.

Winners will be announced 24 April.

## Backstreet's back, all right!

The best-selling boy band of all time, the Backstreet Boys, performed their first Las Vegas show called Backstreet Boys: Larger Than Life this week.

This marks the beginning of the group's Las Vegas headlining residency at The AXIS at Planet Hollywood Resort & Casino.

Nick Carter, Howie Dorough, Brian Littrell, AJ McLean and Kevin Richardson take the stage with a one-of-a-kind production made exclusively for Vegas.

Promoted by Live Nation and Caesars Entertainment, Backstreet Boys: Larger Than Life is one of the fastest-selling shows in Las Vegas history.

General ticket prices begin at US\$55, plus applicable tax and fees, and VIP packages and Meet & Greets are also available.

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## Asia

## Laos famil

## Agents on the path to promote a new destination in Asia

Take an airline keen to promote its new route and a tour operator wanting to do the same with an up-and-coming destination, and there's a good reason to put a famil together.

A group of five travel agents headed to Singapore earlier this week on a Wendy Wu Tours trip to Vientiane and Luang Prabang in Laos.

SilkAir, a subsidiary of Singapore Airlines, launched a service to Laos last October, and Wendy Wu's business development manager Lisa Anthony says this creates an opportunity for agents to sell a new destination in Asia.

'Laos is considered to be "the new Cambodia" and I'm looking forward to visiting one of the few Asian countries that I've not been to before,' she says.

'I'm a foodie, and I'm told the food is a



The group stayed at Royal Queens Hotel in Singapore last night – in the centre of the bustling Bugis St shopping precinct. From left, Gina Courtier, NZ Travel Brokers; Heather Blackburn, helloworld Howick; Lisa Anthony, Wendy Wu Tours; Andrew Kemp, House of Travel Timaru; Danielle Caldwell, House of Travel Napier and Davey Chen, Flight Centre Mt Eden

delicious mix of Vietnamese and Thai.'

SilkAir's circular route from Singapore will allow the group to fly into the capital Vientiane, and out from Luang Prabang.

The agents will visit Vientiane's oldest surviving monastery and experience French colonial history when they'll climb to the top

of Patuxai – the city's own 'Arc de Triomphe'.

A three-day itinerary in Luang Prabang explores the old town and Wat Xieng Thong dating back to the 16th Century, the Pat Ou Caves and a village where traditional weaving and rice wine distillation are part of the daily activities.

## Hemis Festival – lively in Ladakh

Hemis Gompa, the largest and richest Buddhist monastery in Ladakh, Northern India, plays host to the popular yearly festival day called Hemis.

Exotic Holidays advises agents it can provide options for clients wishing to attend the festival, which this year is being held from 3 to 4 July.

Exotic has worked with local operators to provide a tour from 1 to 15 July, incorporating the event.

This festival is celebrated on the 10th day of the Tibetan lunar month and remembered as the birth of Padmasambhava, the founder of Tibetan Buddhism. During the festival, locals dress in traditional clothes.

The Lamas perform a sacred masked dance, known as Chaam, while musical drums, long horns and cymbals accompany them.

The itinerary also travels to Delhi, Leh, Nubra, Lamayuru, Leh and Srinagar.

**CLICK HERE** for details.



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## Adelaide Airport embraces futuristic operating system

Adelaide Airport is to replace its key operational IT systems with a suite of cloud-based data management programmes – the first in Australasia to do so.

The airport is adopting Amadeus' Airport Operational Database, Airport Fixed Resource Management Solution and Flight Information Display System.

The technology will manage daily and future operations and provide access to flight, gate and baggage belt information. It will also help airlines meet targets through the management of resources such as boarding desk as well as provide access to flight, gate and baggage belt information.

Airport executive general manager customer service David Blackwell says the airport, which receives eight million passengers annually, needs the technology to support its growth, which includes a terminal expansion as well as a new hotel and check-in kiosk and as automated baggage systems.

## Half price offer at Le Lagoto

Le Lagoto Resort & Spa in Savaii, Samoa, is offering guests up to 50% off their stay.

The resort offers nightly rates of US\$150, including breakfast, for travel before 31 March. There is also a 25% discount on offer for stays of seven or more nights after that date (subject to availability and block out periods apply).

The offer coincides with the recent opening of the resort's seaside spa fale. Le Lagoto comprises of 10 Samoan style bungalows and two family rooms.

[sales@wrd.com.au](mailto:sales@wrd.com.au)



Le Lagoto's seaside spa

## Holiday Inn to open in Sydney

InterContinental Hotels Group (IHG) is to open a new Holiday Inn in Sydney's CBD.

Holiday Inn Sydney Central, which will add 305 rooms into Sydney by 2020, will feature a design-led restaurant, terrace bar and 120-seat meeting space.

The hotel will be part of a mixed use development that will include a 1000sq m private art gallery and a retail concourse.

It will be located in a Pitt Street development, towering 17 storeys, with easy access to George Street light rail, Central Station and Sydney's new Convention Centre.

## Brochure to appeal to freestyling visitors

Awesome Adventures Fiji, part of South Sea Cruises Limited, Fiji, has released its 2017-18 brochure.

The brochure, appealing to independent travellers is a build-your-own island hopping cruise experience incorporating Yasawa Islands stays.

It features a streamlined selection of resort product dedicated to offering its signature 1 and 2 Coconut-rated dorm and bure-style options.

Kiwi agents can order Awesome Adventure Fiji 2017-18 brochures through BrochureNet.



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*There's more to do in Vanuatu*



*Air Vanuatu*



## New Zealand

## Grounds ready for entertaining autumn

The Waitangi Treaty Grounds has released an autumn events programme, which will run until 18 May.

Events will be held at Te Kōngahu Museum of Waitangi and in Te Whare Rūnanga (the carved meeting house).

They include the Waitangi Wahine Exhibition and a talk by artist Suzanne Tamaki as well as a lecture by Professor James Renwick on climate change.

A treasure dig will celebrate Archaeology Week for Kids as well as a lecture by Otago University archaeologist Dr Ian Smith.

Meanwhile, SolOthello, an interpretation of Shakespeare's Othello set in Te Ao Māori, is lined up for 5 April as part of the Upsurge Festival.

And an exhibition featuring New Zealand landscapes and imagery will go on show on 16 April, while an Easter egg hunt is timetabled for children on 17 April.

SoloOthello will come alive at The Waitangi Treaty Grounds



## Cadrona gets a 'lift'

More than \$15 million has been spent on developing Cardrona's infrastructure and facilities for the 2017 winter season.

The investment includes a new high speed cabin lift as well as improvements to the terrain, carparks and snowmaking facilities.

The biggest development is the new McDougall's Express Chondola. The Doppelmayr lift of eight-person gondola cabins and six-seater chairs replace the McDougall's Quad Chair.

The Chondola will increase the lift's capacity by 150%, allowing 2550 skiers, snowboarders and sightseers to be uplifted each hour.

Meanwhile, more than \$1 million was



Cardrona is geared for the 2017 season

spent on the expansion and redesign of Cardrona's Ski Kindy. The Kids' Snow Sports School will be moving into the same building, Snow Sports HQ, giving parents a central location for their children's on-mountain education and care.

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

## SH1 brochure designed to help trade

The Top of the South regional tourism cluster has released a new 2017 itinerary brochure, following route changes north of Kaikoura.

Julia Hunt, international trade marketing manager at Christchurch and Canterbury Tourism, says the resource will help travel trade identify other itinerary solutions while State Highway 1 is closed for rebuild after the November 2016



Top of the South 2017 brochure

Kaikoura earthquake. It covers options from Christchurch, Hanmer Springs, Kaikoura, Marlborough, Nelson Tasman and the West Coast.

The booklet will be valid for 12 months, until the highway north of Kaikoura reopens. It is available in English and Chinese.

The booklets will be mailed to trade and available online.

## Jazz great heads to Christchurch

Nine-time Grammy nominee Kenny Barron and his trio will headline the Cavell Leitch 2017 New Zealand Jazz and Blues Festival in Christchurch.

Barron's one only New Zealand appearance show will be on 27 May at The Piano.

American jazz legend Barron, who started out playing with Dizzy Gillespie, was inducted into the American Jazz Hall of Fame and won a Lifetime Achievement Award in 2005.

Festival director Jodi Wright says Kenny Barron is recognised the world over as a master of performance and composition.

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## DMS roadshow

## Price drop ups London's appeal on the international incentive circuit

Post Brexit devaluation and new hotels adding to the bed bank have combined to reduce the cost of a visit to London and the rest of the United Kingdom by 30% compared to a year ago.

Frances Wyatt, London based director of sales and marketing with Spectra, says the company's First Class London five night incentive programme cost the equivalent of NZ\$4180 last year but is now priced at \$3325 – a tangible example of the value to be had.

Wyatt was one of about 26 exhibitors at the Destination Marketing Services (DMS) roadshow at the Maritime Room in Auckland yesterday. She was promoting both the extra value and a number of new options in London



Frances Wyatt of Spectra at yesterday's DMS Connect Roadshow

and beyond.

'A lot of people don't realise the potential London has when we are there to guide them. For example, incentive groups can have dinner on a Tower Bridge Walkway or record a song at Abbey Road Studios. We've had incentive groups record With A Little Help From My Friends and automobile groups record Drive My Car. We've had people almost cry when they have had the opportunity to do that.'

She points out that London has 140,000 hotel rooms across the city, a crucial factor helping to keep accommodation prices affordable.

'We are seeing new hotels as well as established places going through refurbishment and rebranding. For example the 900-room Cumberland will become a Hard Rock in 2018 and The Lancaster is going through a £75 million revamp.

'The Four Seasons at Trinity Square, opposite the Tower of London, will open soon with 100 rooms and The Great Scotland Yard Hotel opens with 236 rooms in 2018. Then we've got The Ned, in the former Midland Bank Building, opening with 252 rooms in May, so there continues to be more choice than ever.'

– Stu Freeman



Look what I've won... Jim Doherty of Global Sports and Events gets three nights at Sofitel Resort & Spa in Denarau and two nights at Shangri La's Fijian Resort, a Sigatoka River safari and transfers with Pacific Destinations while attending the Destination Marketing Roadshow in Auckland yesterday. Doherty gave the thumbs up when he was presented the prize by James Sowane, Pacific Destinations



Diana McIlwrick, Dinamics (centre) won a business class return ticket to Manila and on to Cebu with Philippine Airlines, one night at New World Manila Bay, two nights Movenpick Resort and Spa, Cebu and ground arrangements and transfers with Pacific World. McIlwrick received the prize from Divinagracia 'Didi' Virata, Philippine Airlines and Erica Hegarty, Pacific World

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## MYSTERY PERSON



## Mystery person

This week our roving journalist dropped her pen overboard while on the Azamara Journey and only managed to write down Tracey-Lee Ridderhoff from HoT Cruise. If you can tell us who is next to her, that would really help us out.

Send the answer to [competitions@promag.co.nz](mailto:competitions@promag.co.nz) and remember to put Mystery Person in the subject line.

Last week the mystery person was Lynn Earl from The Travel Brokers. We drew Rachel Thompson, Travel Managers Group from the correct entries. Well done and a copy of National Geographic Traveller, courtesy of Adventure World is on its way.

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## New faces

## New managers at Back-Roads

Back-Roads Touring has appointed Daryl Raven as its new global general manager and Clare Taylor as the company's first ever marketing manager – Asia Pacific.

New Zealand-born Raven started his role last month, and has since been travelling worldwide immersing himself in the Global Touring team.

Raven joins the brand after previous roles including general manager, New Zealand sales, service and retail and commercial operations manager at Tourism Holdings Limited and ICEF marketing and communications manager.

Meanwhile, Taylor's previous roles include marketing manager at Infinity Holidays, direct marketing and brand manager (NZ Wine Society) for Woolworths Liquor Group and marketing manager of global accounts at Etihad Airways.



Daryl Raven



Clare Taylor

## Mark Richardson joins DriveAway team

DriveAway Holidays has appointed Mark Richardson as its new business development manager for the South Island.

Richardson joins the DriveAway team with 22 years of travel industry experience behind him. He has visited 85 countries and been on self-drive adventures in Scandinavia, the US Europe, Australia and New Zealand.

He will be based in Christchurch and has already commenced his new role.



Mark Richardson



Nicola McLaren takes the grand prize

## New wheels for Nicola

Nicola McLaren from World Travellers New Plymouth won a Vespa under The Travel Corporation's February La Dolce Vita incentive.

Two runner-up prizes of a \$500 Prezzy card were awarded to Maxine Agnew of House of Travel Balclutha and Melissa Dodson of Coastlands Flight Centre.

All new bookings across Contiki, Trafalgar, Insight Vacations, Uniworld and AAT Kings made between February 10 and 28 gained agents an entry into the draw.

## Off to the flicks

Three agents who clicked into CTS Tours website to find links for China, Vietnam/Cambodia and Japan were rewarded.

Samantha Johnston, YOU Travel Taupo; Josephine Perera, House of Travel on Hunter Wellington and Aslam Bhojani, Travelsmart Papakura won tickets to the movies for taking part in the incentive.

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## PEARL's PEARLER

'You never truly understand something until you can explain it to your grandmother.' – Albert Einstein

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