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Listening to partners key to success, says industry rep

Forget about a 'one-size-fits-all' approach if you're an industry rep in the travel sector, it just doesn't work.

That's the advice from Reece Scott, one of three finalists in the Best Industry Representative category of the Travel Agents Association of New Zealand (TAANZ) National Travel Industry Awards (NTIA).

'Listening to our trade partners before providing a solution or opportunity is essential,' says Scott, sales manager with The Travel Corporation. 'It is about adding value to their business through education, innovation, development and growth helps us all achieve our goals, creating a win-win for everyone.'

Scott says the biggest challenges in the industry are customer acquisition and staying relevant in a dynamic, ever changing industry.

'Luckily for me, The Travel Corporation is always looking for what the modern traveller wants in a holiday. We keep developing our trips to appeal to a broader market segment, which in turn addresses those concerns. Guided holidays these days are simply an effortless, authentic and fun way to travel.'



Reece Scott

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'Best technology,' excites finalist

Looking at the best technology on offer from the big providers is an aspect of working in travel that excites Grant Avis, a finalist in the Best Travel Agency Manager – Corporate category of the TAANZ NTIA.

'I am excited for the opportunities it offers staff and customers into the future. Consultants will become even more expert and efficient and their jobs will be even more fulfilling,' says Auckland based Avis of Gilpin Travel.

'We've just been through a GDS renewal, so right now the challenge is to train staff and maintain service as normal.'

Avis says the pace of change is what he likes most about



Grant Avis

being with a travel management company (TMC).

Everything happens in real time with travel and when you can solve problems for customers you know you've done something for them they really appreciate.'

Avis has worked for a TMC for over 20 years. 'The basics of the job haven't changed but the big thing for me that makes a TMC successful is the ongoing investment the owners make in their technology and their people. Staying at

the front of the pack is essential and second is nowhere.'

• *Earlier stories in this series appeared in the Memo on Tuesday 12 Sept and Friday 15 Sept. Watch out for more later this week.*

Katarina Line educational on a three-night cruise

Croatia Times Travel and Katarina Line have announced an exclusive invitation for selected travel agents to participate in their Katarina Line Educational three-night cruise to experience Croatia.

Agents will be accompanied by team members to find out about the cruise and land tours Croatia Times Travel can offer clients. This event is by invitation and for agents/travel professionals/travel journalists who have not travelled with Katarina Line cruises in the past.

The cruise is a mini version of the regular seven-nights cruise along the Southern Dalmatia coast, starting and ending in Dubrovnik. Being a study trip, it will have a lot of extras to give agents the best opportunity to see what's available for their clients on sea and land, and to get as much first-hand experience on the destination.

The Category A+ cruise sits in the middle of the Small Ship range on the Adriatic. MS Dionis is a twin mast, premium vessel with 19 air conditioned cabins with ensuite (11 on deck, 8 below deck), sun deck, indoor dining area and outdoor shaded lounge.

Thecruise is from 7 to 10 October 2017 on A+ category vessel Dionis: 7 October to Dubrovnik; 8 October to Dubrovnik-Korcula; 9 October to Korcula – NP Mljet – Sipan; 10 October to Sipan-Dubrovnik.

To apply for this trip or request further info email info@cttravel.co.nz. One agent is FOC, additional agents EUR190, single cabins are limited. Due to high interest and limited capacity on board, Katarina Line may be forced to decline applications. Space is limited (19 cabins total) on first come first served basis.

Dionis, Katarina Line



Call for Fiji mega famil

Both first timers to Fiji and those looking to expand their knowledge in unfamiliar regions will be among the 46 travel agents taking part in the destination's mega famil later this year.

Being held from 5 to 12 November, the famil has five different itineraries – Viti Levu Adventure, Yasawa Islands, Mamanuca Islands, Coral Coast, and Savusavu & Taveuni.

Tourism Fiji's business development executive, Cameron Taylor, says participants need to be Matai agents (of which there are 1600). [CLICK HERE](#) for details.




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Get clients to AKL early – and keep checking with airlines

Auckland Airport chief executive Adrian Littlewood says the airport is working closely with airlines and other airport stakeholders, including the Board of Airlines Representatives New Zealand (BARNZ), to monitor the impact of the temporary disruption on airlines and their operations from the damaged aviation fuel pipeline north of Auckland.

A particular focus is on helping passengers manage through this period of disruption.

‘We will have additional staff in the

terminals supporting passengers and addressing any questions or concerns they may have. We strongly recommend that any passengers travelling over the coming days plan ahead and check with their airline for the latest information.’

Justin Tighe-Umbers, the executive director of the Board of Airline Representatives of New Zealand (BARNZ), says its 28-member airlines that fly to this country are looking at ways to mitigate the fuel shortage.

Airlines are putting options into effect including:

- Bringing extra fuel on inbound flights to cover outbound flights.

- Diverting some flights to Australian or Pacific Island airports to refuel.

- Cancelling some flights.

- Problems airlines face include trying to reach all passengers to keep them informed of the status of their flights.

‘Airlines are working hard to minimise rescheduling and the knock-on effect this will have with travellers’ connections to other flights,’ Tighe-Umbers says.

BARNZ says its members are being kept informed by their fuel suppliers and

responding collectively to manage the situation as efficiently as possible.

‘Logistically this is a significant challenge and it will require travellers to not only check their flights, but to have patience while NZ Refinery works to repair the pipeline and restore the flow of jet fuel to the Wiri terminal and Auckland Airport.’

• *Airlines are currently constantly advising of changes to their schedules from AKL. Agents are advised to check with airline websites and offices direct for the latest information.*

Fuel shortage: Insurance update

Allianz advises clients may be able to claim for cancellation or rearrangement of their journey if pre-booked travel arrangements are cancelled, delayed or rescheduled as a result of this aviation fuel shortage. If clients purchased a policy prior to 10am on Sunday 17 September 2017 and their pre-paid plans have been impacted by the aviation fuel shortage at Auckland Airport, there may be cover if they have to alter plans. Clients may

be able to claim for actual and reasonable additional alteration costs or unused, prepaid costs (whichever is the lesser).

If clients purchased a policy on or after 10am on Sunday 17 September 2017 Allianz says it will assess all claims in accordance with the Policy Wording and Certificate of Insurance. Allianz Global Assistance Information Hotline on 0800 800 048 or + 09 486 0048.

Normal delivery a week away

Refining New Zealand says that ‘all going to plan’, it expects to deliver jet fuel into Wiri between midday Sunday 24 September and midday Tuesday 26 September.

‘From that point we estimate it will take another 30 hours for the jet fuel to settle, for recertification to be obtained, and to transport to Auckland International Airport’ says chief executive, Sjoerd Post.



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NOTE: Travel must be completed before December 10, 2017. International and domestic sectors must be booked on the same booking class and issued under one ticket. Offer not applicable from USA and Canada.





Seville, Spain... Great Iberian Cities is a new addition in Trafalgar's latest brochure

New tours 'meet the needs of trade partners'

The newest additions to Trafalgar's tour choices in Europe and Britain continue a legacy of providing product that meets the needs of travellers and trade partners, says Gavin Tollman, the company's chief executive.

'Italy remains the number one destination out of New Zealand. We have a vast Italian offering – it often looks like Trafalgar is sponsoring something there.'

'However we have managed to find a gap and we have introduced Wonders of Italy, which takes in more of the west of the country.'

The new tour is an 11 day round trip adventure from Rome that takes in Florence, Lucca, Cinque Terre, Verona, Venice and Assisi and is priced from \$3750pp twin share.

Tollman says the fastest growth in

terms of European countries is being seen in Spain, prompting Trafalgar to introduce a Great Iberian Cities itinerary.

'This is open jaw so we see it as ideal for adding on to other parts of Europe, or a cruise. But of course it can also be stand alone.'

The nine day programme visits Lisbon (Portugal), Madrid and Barcelona among others. It is priced from \$2995pp twin share.

A third new addition is Best of Norway, a nine day journey through one of the current travel hotspots that takes in wildlife and wilderness, including Geiranger Fjord, priced from \$4125pp.

'We are seeing huge demand for Scandinavia,' says Tollman. 'And there is no doubt it is all about Norway.'

Walking the Channel Islands

Odyssey Traveller has added an 18 day walking tour exploring the Channel islands. The tour commences in May, finishes early June, and links with the Roaming Rural Britain tour.

This fully escorted, small group walking tour, takes the active senior on a journey of discovery through the fascinating small Channel Islands of Jersey, Guernsey, Alderney, Sark and Herm. This tour gives travellers the chance to walk the islands while learning about their history, unique culture, landscapes and wildlife.

www.odysseytraveller.com/tours/the-channel-islands-a-small-group-walking-tour-for-seniors/

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TRAFALGAR

contiki

INSIGHT VACATIONS
The Art of Travelling in Style

'Bleisure' travellers key audience for slow tourism

Travellers mixing business travel and leisure are one of the growing markets for Trafalgar's expanding Explorer series, says Gavin Tollman, the operator's chief executive.

'It works well for that 'bleisure' market, which is something we are hearing more and more about – people who live like a local and see more of a city pre or post a business trip.'

He says across the board the Explorer series, which focuses on one city indepth, has been one of the greatest recent successes for Trafalgar.

'More and more travellers today are looking for 'slow tourism'. They are wanting to slow the pace down and get a feel for the real thing.'

He says the 2018 advance sales for the Explorer Series are already outstanding.

Two new cities, Berlin and Madrid, have added to the selection.



Trafalgar chief executive Gavin Tollman, Marija Tolj and Scott Cleaver, the Travel Corporation



Dine at home, farm to table with Insight

Insight Vacations has launched its 2018 Europe Premium Escorted Journeys collection featuring 70 Insight Experiences, 100 guided vacations, and four styles of journeys.

Included are eight new European Discovery Journeys as well as Regional Journeys, Country Roads and Easy Pace.

Clients can experience hand-picked hotels, providing exceptional service and located in desirable locations, such as the Splendid Venice-Starhotels Collezione boutique hotel in the heart of the island, a five-minute stroll to San Marco Square and the Rialto Bridge.

Authentic cuisine is featured on all of Insight's guided journeys with a varied menu of dining choices and

several new experiences including Dine-At-Home with local foodies, and Farm-to-Table meals showcasing the best regional produce.

Insight's new partnership with VizEat specializes in connecting travellers with local hosts.

Marking the new Premium Journeys collection, travellers can enjoy savings of up to 10% with the Early Payment Discount available for bookings and payments prior to 14 December, 2017 or choose from a flight credit of up to \$1600 for bookings and payments before 20 October, 2017.

The eight new 2018 European Discoveries range from nine to 19 days. insightvacations.com

KLM Flight Bundle in Dutch market

Early next month, KLM launches the KLM Flight Bundle for European flights. With this new product, KLM customers can purchase multiple tickets at once. Bundles are fully customizable to the needs of the customer based on different variables.

For all tickets in the Flight Bundle, customers can book until the last available seat. This applies to all flights, including weekends and school holidays. In addition to the destination, customers can also choose the number of tickets, the number of users of the bundle and the prebook period themselves. These factors also affect the price. KLM Flight Bundle is offered in collaboration with the American company Optiontown, specialist in innovative online sales models for Airlines. KLM Flight Bundle launches KLM and Optiontown for the first time.

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Cruising

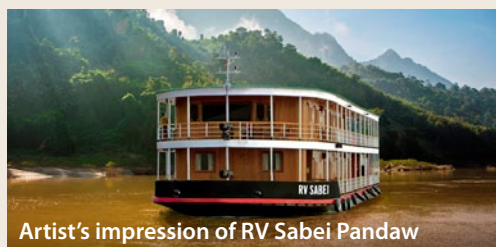
Another Pandaw ship for Laos

Pandaw is adding a third ship to its Laos Flotilla on the Mekong River in September 2019. This will be the 17th vessel in the fleet that plies the waterways of six Southeast Asian countries.

The double decked vessel, to be named RV Sabei Pandaw, will be 45 metres long and designed to meet the navigational challenges of shooting the rapids in the Laos gorges.

The Sabei will be deployed between Vientiane, the Laos capital, and Jinghong in China. Travellers on the four-country expedition will visit Laos, Thailand, Burma and China.

www.francistravelmarketing.co.nz



Artist's impression of RV Sabei Pandaw

Spice it up at Oceania Cruises' Red Ginger

The multi-award winning Oceania Cruises continues its reputation as a leading culinary and destination-focussed cruise line with sought-after dining experience at sea – modern Asian icon Red Ginger.

Representing a blend of the best of Vietnamese, Thai and Japanese cuisine, the chefs at Red Ginger, under the leadership of master chef and executive culinary director for Oceania Cruises Jacques Pépin, have developed techniques to present without compromising the Asian flavours, which are grounded in fresh, local ingredients.

www.oceaniacruises.com



Sea bass, Red Ginger

Last minute Croatia special

Last minute special departing 7 October 2017 onboard the new MS Equator (2017), seven nights cruising along Croatia's Dalmatian coastline.

MS Equator Vessel features capacity 36 passengers, cabins with private ensuites,

salon-restaurant & bar, LCD TV, PA system, sun deck with deck chairs, jacuzzi and more.

7 nights now from \$1235pp lower deck.

7 nights now from \$1725pp main deck.

info@cttravel.co.nz

Windstar's 2018 Voyage Collection

Windstar's 2018 Voyage Collection brochure features 49 new itineraries to new destinations and old favourites, it is a guide to experiences, cultures, and ports of call.

Windstar now offers travelers more shore excursions and longer back-to-back voyages, as well as immersive pre- and post-cruise local land tours that provide additional opportunities to customize and extend journeys.

CLICK HERE to view the 2018 brochure.

BLC's new scent

Blue Lagoon Cruises has partnered with Essence of Fiji to offer a Nama of Fiji white gingerlily and mint scent as a welcome gift to Orchid cabin guests.

BLC's Fiji Princess will also feature Nama of Fiji in onboard cabin amenities – shampoos, conditioner and shower gel – in each of its cabins.

PANDAW



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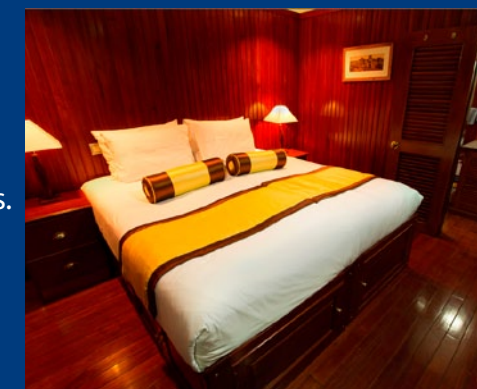
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Please note that events are subject to change or cancellation (check relevant website for further details prior to the event).

Destination NSW acknowledges and appreciates all photographic images supplied by each event owner for use in this advertisement. Image credit: Karel Dujardin Self-portrait 1622 (detail) Rijksmuseum.

Australia

Aquarium opens in Cairns

Cairns Aquarium & Reef Research Centre has just opened.

Developed at a cost of \$54 million, the 7800 square metre, three-level complex will enable people of all ages to be able to see, touch and learn about the inhabitants of the Great Barrier Reef.

As well as being the first aquarium built in Australia for 18 years, it is also the only one in the world to concentrate solely on showcasing the bio-diversity of the Far North Queensland region's rainforest and marine life.

It displays a number of critically endangered or rarely seen endemic species including the emerald tree monitors, freshwater sawfish, Jardine River painted turtles, ribboned pipefish and a school of scalloped hammerhead sharks.

Over 15,000 aquatic animals, fish, plants, and other organisms are housed within 71 live exhibits in the two-level facility.

It is in Cairns CBD with views of the Esplanade and Coral Sea.

One of the visitor highlights is the aquarium's 300,000 litre Deep Reef exhibit.

Specially designed Touch and Talk exhibits in the Rainforest and Great Barrier Reef galleries offer visitors of all ages the ability to touch, and in some cases, hold creatures in complete safety. These include blue sea stars, sea cucumbers, insects and lizards while under the supervision of a trained aquarist.

The aquarium's culinary offering, Aqualuna, is a 220-seat contemporary



Italian restaurant which features a 70,000 litre floor to ceiling Under the Pier themed marine tank inside the restaurant while outdoors there is a rainforest themed Daintree Deck.

Open 365 days a year, Cairns Aquarium is air-conditioned, wheel chair accessible, with free wifi access.

www.cairnsaquarium.com.au

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More Germany with Finnair

Finnair has increased its capacity to several existing destinations in Germany. As of 26 March 2018, Finnair is adding a fourth daily frequency between Helsinki and Berlin.

Additional capacity will also be added to the German capital for the upcoming winter season by flying the route with a larger aircraft.

In total, Finnair will add over 145,000 seats between both cities from now until the end of the summer 2018 season.

Finnair is also adding capacity on many of its existing routes in Germany.

FJ – IE codeshare

Fiji Airways and Solomon Airlines have signed a codeshare agreement for flights between Nadi and Honiara.

The codeshare, which comes into effect on 30 September 2017 will see both airlines place their respective FJ and IE codes on each other's flights between the two centres.

Guests of Solomon Airlines can expect convenient travel and transfer onto Fiji Airways' network through its Nadi hub to North America, Hong Kong, Singapore, Australia and New Zealand.

Fiji Airways operates between Nadi and Honiara on Saturday while Solomon Airlines operates between Honiara and Nadi on Mondays and Tuesdays.



Solomon Airlines CEO, Brett Gebers and Fiji Airways managing director and CEO, Andre Viljoen at the official signing of the new codeshare

Popular Munich lounge reopens

One of the popular lounges at Munich Airport has a new look. Following extensive renovations, the former Europa Lounge reopened under the name Airport Lounge Europe. The facility offers seating for 44, and guests have a buffet and bistro area to choose from, a range of TV viewing options, print media, and other amenities. Travellers departing for destinations in the Schengen zone can reach the redesigned relaxation facility via an entrance situated after the security screening checkpoints in Terminal 1 Module D. The new lounge is open to all passengers daily from 6am to 9pm. The EUR 29,75 charge for using the lounge can be paid by credit card.

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Another Four Points in China

Four Points by Sheraton Hefei, Baohe is now open. The new hotel is the second Four Points in the ancient city, which has a history that can be traced back to the second century BC Han dynasty.

The hotel has 271 guestrooms and suites equipped with simple, pared-back design equipped with modern comforts such as a 43-inch flat TV and wifi throughout the hotel.

The hotel also features three stylish restaurants and bars that serve a choice of local cuisine as well as international favorites. The Eatery, is an all-day dining venue that offers a sumptuous buffet, meanwhile authentic Cantonese cuisine can be enjoyed at China Spice which features 16 private dining rooms.

The Lobby Lounge showcases the brand's signature Best Brews™ programme with a wide selection of local beers.



Orangutans are among the highlights of the Sabah's Natures Delight tour being promoted by Exotic Holidays

Exotic promotes Sabah's Natures Delight

Exotic Holidays is promoting the nine day Sabah Nature Delight Tour as its 'pick of the week'.

Exotic's managing director Rahul Sharma says clients on the tour will visit the Malaysian state's valleys, rivers, wildlife reserves and animal sanctuaries.

'Travellers can witness the orang-utan being fed in the forest, sea turtles coming on the shore to lay their eggs,

proboscis monkeys gather by the riverbank every night, edible bird nest, limestone caves, the highest mountain in South East Asia and its collection of native orchids and rhododendrons and appreciate the tropical rainforest from a canopy walkway.'

The tour is priced from \$3074pp.

www.exoticholidays.co.nz/destination/packages_detail/NEW-Sabah-Natures-Delight-/445

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Pacific Islands

Sigatoka River Safari is one of Fiji's well known soft adventure options



Fiji shows its adventurous side

Tourism Fiji launched a new campaign yesterday showcasing the adventurous side of Fiji to attract the youth travel market and expand perceptions of Fiji as a holiday destination for young New Zealanders.

The campaign features Kiwi adventurer and social media influencer Logan Dodds embracing Fiji's high - energy, adventure tourist activities to highlight the appeal of experiences on offer in Fiji.

Tourism Fiji regional director New Zealand, Sonya Lawson, says the goal of the campaign is to extend the perceptions of what a Fiji holiday can be, particularly among those aged between 18 and 29.

'Whilst Fiji is an incredibly popular destination for Kiwi families, many of our youth products are often overlooked. Fiji is well known as a destination for the youth market out of the UK and Europe, however, it hasn't had the same level of uptake by young New Zealanders. Through this campaign we want to inspire youth travelers to consider a holiday to Fiji,' she says.

'New Zealanders collectively are travelling

more and youth have disposable income, a thirst for adventure and an attitude to do it all now. Through expanding the knowledge of the youth experiences available in Fiji, many of which Logan will showcase in the campaign, we are optimistic that Fiji can be a popular holiday destination for youth travelers as well.

'Fiji has a lot to offer this audience and we believe they will be 'blown away' by the experiences available,' Lawson says.

As part of the campaign Fiji is showcasing some of the range of high - energy activities available in its most popular regions, including adventure tours and others likely to appeal to that market of 18 to 29-year-olds.

The social media campaign will run across Tourism Fiji's channels as well as those of Logan Dodds and will include a variety of video and still images highlighting the best of Fiji for young adventure seekers and families with older children looking for a more active Fiji holiday.

Logan Dodds appears by arrangement with Outspoken by Odd.

It's in the blood

Radisson Blu Resort Fiji had a successful start to its Responsible Business Action Month with all staff actively engaging in their month long programme. Last week the Radisson Blu Resort Fiji hosted a blood drive and opened its premises to the staff and public as just one of the many efforts undertaken by the Resort for the month of September. Since 2013, Radisson Blu staff have been encouraged to work together and have collectively donated more than 100 pints of blood which have benefitted the local community.

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Africa

AW launches Africa, Egypt and Middle East

Adventure World has released its 2018/19 Africa, Egypt & Middle East brochure featuring new itineraries including the 28-day Grand Africa – a safari spanning seven African countries.

The African itinerary explores many locations, including Sabi Sabi Game Reserve, Cape Town, Sossusvlei, Victoria Falls, Chobe, the Okavango Delta, Nairobi, Masai Mara, Ngorongoro, the Serengeti, Kigali and Volcanoes National Park, staying at luxury lodges along the way.

‘Adventure World’s Africa tailor-made itineraries achieved significant year-on-year double digit growth. Our 2018 collection has been expanded to accommodate this increased demand,’ says Adventure World managing director Neil Rodgers. Healthy forward bookings to Egypt and Jordan are also reported as these destinations return to form.

Adventure World’s Africa, Egypt and Middle East brochure is now available to order through BrochureNet or online at adventureworld.co.nz/brochures



Serengeti, Tanzania

National Geographic Journeys adds eight new tours

National Geographic Expeditions and G Adventures continue to grow their joint travel line, National Geographic Journeys, with more itineraries and

ways to connect with the community programmes and fieldwork that each supports. Starting in 2018, the National Geographic Journeys collection of 83 tours will include destinations such as Borneo and Mongolia, as well as less-traveled wildlife parks in Tanzania and Botswana.

National Geographic Journeys’ African safaris now include lesser-known, parks of southern Tanzania, where guides will discuss wildlife conservation in areas including Ruaha National Park and Selous Game Reserve. In Botswana, travelers will get up close to one of National Geographic’s important initiatives on a visit to a field camp of the Okavango Wilderness Project.

The new and updated tours for 2018 include:

- Best of Borneo: 12 days from \$5019;
 - Discover Mongolia: 14 days from \$6059;
 - Southern Tanzania Safari: six days from \$4699;
 - Wildlife Parks of Tanzania: 12 days from \$8999;
 - Botswana & Zimbabwe Safari: 10 days from \$6879;
 - Southern Africa Safari Experience: 18 days from \$9899;
 - The Great Southern Africa Safari: 21 days from \$11,199;
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Ruaha National Park elephants
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New Zealand

New at Ziptrek

Ziptrek Ecotours has appointed Joe Di-Gesse as its first social media and digital guru.

Di-Gesse is working as a marketing executive for the company and has four years in digital marketing, specializing in social media.

Originating from the UK, his most recent role was working as the digital marketing manager for employee benefits company PES.

Previously he worked for social media agency Gumption alongside brands such as Cheddar Gorge and Longleat Safari Park. Working with Ziptrek is his first adventure tourism role.



Dorothy Riley and Renée Bennett-Shield, of the Nelson i-Site



How's this for a great walk...
Brad Taylor, Walking Legends



Maaik Clapcott, Four B

Cycling, walking stand out at Experience show

New options for cycling, walking and generally getting into the great outdoors were prominent at the first New Zealand Experience Travel Expo at Ellerslie Event Centre in Auckland over the weekend.

Both the Timber Trail Lodge, situated at the centre of the cycle track, and Four B which operates shuttle, bike hire and tours (plus accommodation) in the region are looking forward to their first full summer season.

Bruce Maunsell, director at Timber Trail lodge says the property has 50 beds in 20 rooms – half ensuite, the other half shared facilities.

'The average of our guests is 45 to

50 and we have a large number of more mature travellers. We are finding that the electric bikes are a great leveller so when a group of 12 or so do the trail, three or four may be on the electric bikes.

The trail runs between Pureora in the north and Ongarue in the south and last year attracted about 8000 riders. Those in the region are expecting that to grow by some 20% again in 2017 – 18.

Maaik and Jonny Clapcott who own Four B also see electric bikes as helping to open up the market. 'You may get a couple where one is a fitter, more experienced rider than the other. So having one on an electric bike and one a regular bike means

they can more easily ride together.'

Four B offers packaged mountain bike experiences, but also can personalise experiences.

Renee Bennett Shield and Dorothy Riley, of Nelson Regional Development Agency were also promoting cycling (among other things) and highlighting the Great Taste Trail. 'It is an easy family friendly trail that can take three to four days, or can be done in sections.'

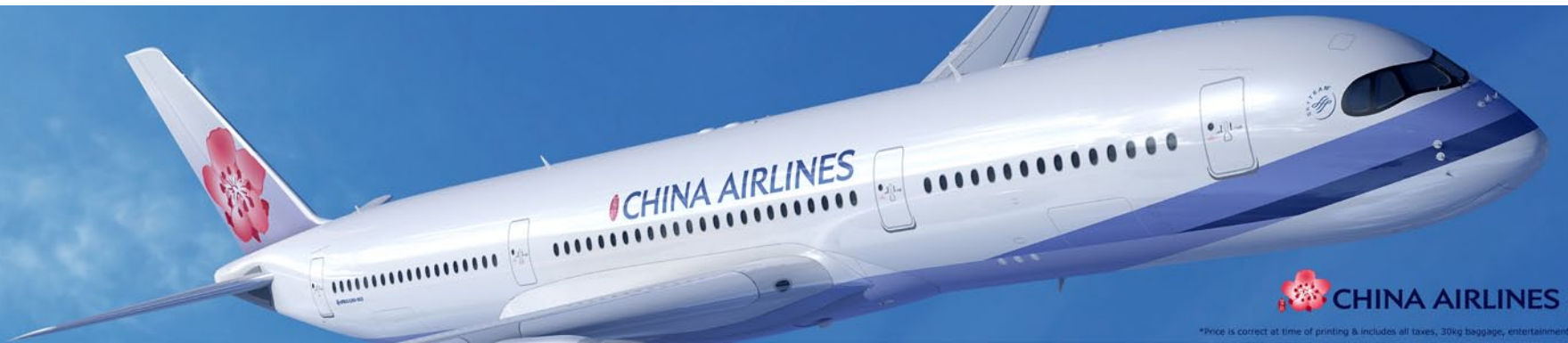
Meantime, back in the North Island, Walking Legends was promoting its newest option – four days tours on Great Barrier Island as well as Tongariro Crossing and other popular choices.

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Jeremy Yates, Rose Ennis, Wendy Rendell,
all Travel Designers



Tania Trombik, Liz Yeo, Louise Stubbing, Yumi Wang,
all Fortis Travel

Getting together on Eve of Test

All Blacks Tours and First Travel Group officially launched their previously announced partnership on Friday night.

Travel agents, brokers and other FTG members took part in an Eve of Test Experience (leading up to the weekend's

match against the Springboks) which included a chance to hear assistant coach Ian Foster's thoughts on the All Blacks and how the team is tracking.

The function was held at the Rydges Rooftop.



Welcome to the Eve of Test function say Sammy Bult
and Laura North, All Blacks Tours



Glenis Kneale, Kay McKirdy,
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Adventure World's Rocky Mountaineer incentive

Agents who book clients on a tailor-made Adventure World Rocky Mountaineer journey before 30 November will go in the draw to win two GoldLeaf Service tickets on a two-day Rocky Mountaineer journey for themselves and a friend.

Each booking made gives agents another entry into the draw to experience the Rocky Mountaineer for themselves in April next year, including overnight hotel accommodation in Kamloops.

Adventure World reminds agents Rocky Mountaineer is still running its Peaks & Perks offer for 2018 bookings made before 27 October 2017, which offers clients up to \$800 in added value to use towards an extra hotel night, dining, transfers, cruising and sightseeing, making converting those enquiries even easier.

Among numerous itineraries eligible for this incentive is the Coastal Passage Getaway Circle, a 12-day journey from the Pacific Northwest to the Rockies. Travel along the scenic Icefields Parkway, marvel at the natural wonders of Yoho National Park and explore Vancouver's spectacular North Shore on a sightseeing tour. Includes 11 nights' hotel accommodation, five days onboard the Rocky Mountaineer is SilverLeaf service, many meals, sightseeing, tours, transfers, luggage handling, from \$7346pp.

AW's Singapore and Cambodia famil

Adventure World's head of groups Angela Mount has recently returned from a famil in Singapore and Cambodia, hosted in conjunction with Singapore Airlines.

The group of agents flew to Singapore for one night followed by a day's sightseeing, then went on to Phnom Penh in Cambodia. Agents explored the city's palace and markets on a walking tour, before flying to Siem Reap to visit the temples and surrounding areas.

'The highlight for all of us was Angkor Wat without a doubt,' says Ange. 'When

it was built in the 12th Century, the complex surrounding the Angkor Wat temple was the biggest city in the world with over a million people living there.'

Another highlight was a full-day tour with Cambodia Vespa Adventures, where the group rode through the Angkor forest and on to Baray Lake and Wat Svai Romet Pagoda.

Visiting in September is ideal as it is low season in Cambodia but temperatures still reach 30 degrees, says Ange. 'Singapore Airlines operates multiple daily flights between Singapore and Phnom Penh



Angela Mount on the famil

and Siem Reap, so adding a night or two in Singapore is a fantastic option.'

For more information on Adventure World's itineraries in Cambodia visit **[CLICK HERE](#)** for details.

My Travel Group agents see Fiji

Members of Helloworld's My Travel Group have just returned from five days in Fiji. Flying Fiji Airways to Nadi, the agents explored some of the Mamanuca Islands, staying at Musket Cove and the Sheraton Tokoriki.

The group then had a Denarau experience, staying at both the Sofitel and the Sheraton Fiji. It included trying out the adults only area at Sofitel – Waitui Beach Club. The group were also met for dinner at Cardo's Steakhouse & Cocktail Bar at Port Denarau by a couple of My Travel Group's Fiji agents.

Helloworld hosts Brett Simon, My Travel Group national manager, Siwan Nadan, national operations manager Air Tickets and Rhiannon Grieve, airline account manager, escorted the five day famil.



At Waitui Beach Club... back row Phil Garratt, Team Travel; Mohammed Khan, Travel 2000; Rhiannon Grieve, Helloworld; Dahlia McCarthy, Corporate Travel Management, Tatum Johnson, GO Holidays; Bhav Narayan, Travel 2000; Rob Macready, Travel & Co; Cameron Dellow, Maher Travel / Travel Hub; Siwan Nadan, Air Tickets. Front row Brett Simon, My Travel Group; Sheree Macready, Travel & Co; Majitha Peramuna, Fly NZ

PAICE set to sell out

The Pacific Area Incentives and Conferences Expo (PAICE 2017) is set to sell out and is making a last call for exhibitors.

'As usual we have had a great response from suppliers wishing to take advantage of the only expo in New Zealand that specifically targets organisers of offshore incentives, conferences, weddings and other special occasions, and corporate travel agents,' says PAICE manager Ally Eastaugh.

'We are seeing both a strong returning exhibitor base and new companies trying the expo for the first time.'

Eastaugh says hoteliers, venue operators, attractions and activities keen to promote to Kiwi based business event organisers should register now.

[CLICK HERE](#) for details.

MYSTERY SPOT



Can you solve the latest mystery?

This week's Mystery Spot is famous for its skyscrapers but 40% of the territory is actually country park and nature reserves. Maybe you've explored this city of contrasts.

If you know the answer, email it to competitions@promag.co.nz with Mystery Spot in the subject line. And congratulations to Bridget Law, House of Travel who correctly identified last week's Mystery Spot Machu Picchu, Peru. A really special *National Geographic* is heading your way.

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New brochure from Globus

Favourites such as the nine-day Hidden Treasure of Southern Italy are expected to be popular in the latest Globus UK & Europe brochure.

This nine-day Italy tour, priced at \$2789, takes clients on a journey to discover world-renowned treasures in art, architecture, and history. The itinerary is from Naples to Sorrento.

Globus has added a number of new

itineraries and is highlighting Croatia in an 11-day itinerary priced from \$3539pp twin share, with an air credit offer of \$1000 per couple.

As well as a day with local guides through Plitvice national park, Globus Local favourites takes clients off the beaten track with a visit to the Postojna Caves – deep caverns carved out under the surface.

www.globustours.co.nz

THL to audit fleet

Tourism Holdings has stepped up its commitment to health & safety further by introducing independent and random safety inspections of its global commercial fleet. Inspections will be undertaken by Vehicle Inspection New Zealand Ltd (VINZ) across New Zealand, Australia, the United States of America and the United Kingdom. This safety audit is an additional step towards vehicle safety, beyond existing requirements.

TRAVELinc MEMO

Your personal magazine twice a week

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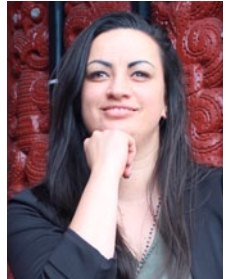
Backpacker's body appoints new chair

Mary Tolley is the new chairperson of the Backpacker Youth and Adventure Tourism Association (BYATA).

Tolley has a broad tourism background, which includes her current role as market manager – UK, Europe, Australia, FIT and backpacker at Te Puia in Rotorua.

She has spent two years on the BYATA board, including holding the role as vice-chairperson.

Key targets for Tolley include increasing membership in the association as well as building the communication and networking opportunities for BYATA members.



Mary Tolley

PEARL's PEARLER

'If I won the award for laziness, I would send somebody to pick it up for me.'

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