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No sub for face to face, say recent store entrants

Sue and Paul Robinson didn't take any heed of the naysayers when they first became travel agency store owners three years ago.

After a stint in insurance broking and then a successful property management come inbound tourism venture (especially around the Rugby World Cup in New Zealand), they looked for new opportunities.

'I looked at franchise for the first time; we have always started our own businesses until then,' says Sue Robinson. 'We like to travel and we think there are still opportunities that come with the level of service agents provide from a bricks and mortar point of view.'

'There is no 0800 number on the internet and we have done a lot of work in our local markets about that. A lot of our business comes from people who have booked on line and then need help.'

'There will also always be a demographic that likes a face-to-face proposition.'

The Robinsons were presented with best brand retail – multi location at the TAANZ National Travel Industry Awards last Saturday night.

The couple started with helloworld Blenheim, took over

Continued on page 2

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Big cruise prizes up for grabs

Carnival Cruise Line is holding two information evenings for travel agents this month, coinciding with a visit to New Zealand by the line's UK and international sales manager Iain Baillie.

They also follow the release of Carnival's 'hot off the press' 2018-19 brochure.

The functions will be held on Monday 16 October 2017 at the Royal New Zealand Yacht Squadron in Auckland and on Tuesday 17 October at Tauranga Yacht & Power Boat Club, Tauranga. Both events run from 5.30-8.30pm.

Beverages and canapes will be available from 5.30pm, with the presentation starting at 6.15pm.

Major door prizes are being offered at both evenings.

RSVP events@francistravelmarketing.co.nz

No sub for face to face

Continued from page 1

helloworld Rolleston nine months later, and are now operating helloworld Wanganui as well.

Robinson says a key to success is having staff who have a sense of local community – something that fits well with the helloworld philosophy.

'We are big on servicing the community, it goes a long way towards what our value proposition is all about.'

She says another tip is to never be complacent. 'We are constantly listening, watching and trying to do better.'



Sue and Paul Robinson happy with their TAANZ award

Sports tourism – Bathurst and beyond

In the wake of organising a tour to one of the most popular sporting events in Australia, Bathurst, Phil Mazey of Williment Travel explains what it takes to put together a successful sporting tour.

'Successful sports tourism revolves around 'money can't buy experiences' and bucket list events arranged by experienced tour operators and complimented with celebrity appearances,' says Mazey.

'The majority of travel agents in New Zealand have their favourite

supplier and therefore understand that those suppliers are experienced in creating and delivering reputable sporting tours.'

Mazey adds that when creating a sports event tour, booking as a group brings added benefits such as delayed time limits on airfares, accommodation and being assured guaranteed access to official event tickets.

'In a sector which is seeing an increase in companies attempting to run their own tours, there is a clear option in Williment Travel.'



At Bathurst: the tour team with a full bus, raring to go



SALES REPRESENTATIVE

An exciting opportunity has arisen to join one of the world's leading international airlines. Malaysia Airlines is looking for an outgoing confident professional to join the Auckland based Sales Team.

Responsibilities include establishing and maintaining relationships with assigned agents/accounts throughout New Zealand with a focus on developing new leisure, corporate and MICE business.

You will need excellent oral and written communication skills, computer literacy, have a team orientated attitude and a desire to succeed.

You should ideally possess:

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Sarah King
HR & Admin Executive
Email - sarah.king@malaysiaairlines.com

Applications close 16 October 2017
No applications will be received or discussed by telephone.

Call to use more data to understand trends

With all the data now available, do tourism and travel organisations actually measure the right stuff? That was the question asked by Dr Mario Hardy, chief executive officer of the Pacific Asia Travel Association at a conference in Auckland recently.

‘Do we have the right KPIs and measurements? We look at visitor arrival numbers and sometimes analyse spending data. But should we extend that?’

Hardy says things like cost, job creation and economic impact should all be accounted for in research and there is much more than can be done besides that.

‘Telecom data can show us how tourists are travelling around the country. Where have they come from and how are they behaving over a day, a week, a month?’

‘This sort of information can help countries that are suffering from over-tourism in peak periods. Can we share information on where tourists actually go and how they get there and try to flatten things out a bit?’

‘There is so much data out there but we are only using a small fraction of it – about .05% of it. Imagine if we could increase that to one, two, 10, 20%.’

Social media campaign a hit with youth

Tourism Fiji says its campaign to attract young and adventurous travellers to Fiji is off to a flying start.

In its first two weeks the social media-based campaign fronted by Kiwi adventurer and influencer Logan Dodds reached 1.3 million Kiwi 18-29 year olds, attracting plenty of positive engagement and reactions.

Tourism Fiji regional manager New Zealand Sonya Lawson says, ‘Logan’s YouTube video, The Fiji Dream, has been viewed more than 83,000 times. The video features Logan embracing a taste of Fiji’s adventure attractions and incredible scenery, in a bid to promote the country as a destination to young Kiwis, looking for high-energy holidays, who may not have previously considered Fiji.’



Social media star
Logan Dodds

Check out Logan’s The Fiji Dream here – www.youtube.com/watch?v=yAttnPkWUOE&t=12s

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Pacific Islands – Cruising

Catch the sea breeze in Samoa

Seabreeze Resort Samoa has extended its popular stay/pay deals, with deals now on sale until 30 November 2017 and travel valid until 30 April 2018.

Available only through travel agents and with savings of over \$1000 per couple, the deals include stay five nights, pay four nights; stay seven nights pay six nights or stay 10 nights and pay only eight nights.

Regular rate inclusions also include a la carte breakfast daily, nightly turndown service, complimentary mini bar replenished daily, use of new smart phones during guests' stay, complimentary food platter in room for arrivals after 9pm and before 7am and use of glass bottom kayaks and snorkeling equipment.

Dine with a view at Seabreeze Resort



The deck at Malamala Beach Club

New kid on the block

Malamala Beach Club is a relatively new kid on the block that lies 30 minutes from Port Denarau.

The club has partnered with Marriot Fiji Hotels and Resorts for a new groups offer.

Just book and deposit by 30 November 2017 for travel until 31 December 2018 and receive discounted group rates with return transfers from Port Denarau, use of The Deck space for the day, complimentary beverage package, and non-motorised water sports.

A cruise first for L'Occitane

Sanctuary Retreats has partnered with French skincare brand, L'Occitane en Provence, to offer a new spa experience aboard its river cruise ship Sanctuary Ananda in Myanmar.

L'Occitane's first cruise spa, Thambyadine Spa by L'Occitane, is located on the Yangon Deck, and offers a range of therapies from two treatment rooms for guests of the 21-suite river cruise ship.



L'Occitane to open first ever cruise spa

The christening of Emerald Liberté

Evergreen Cruises & Tours' sister brand Emerald Waterways held its final launch for 2017 with Emerald Liberté being officially christened.

The christening took place last Sunday in Lyon, where Australian travel industry veteran and cruise and tour director Maxine Collins took the honours as Godmother during the

official christening ceremony.

'Maxine has lead over 200 tours and around 5,000 Evergreen and Scenic guests around the world during her 28 years with the company and has been one of our most popular and highly regarded ambassadors,' says Angus Crichton, general manager Evergreen Cruises & Tours.

Vanuatu's Poppy's appoints NZ rep

Precise Travel Marketing (PTM) has been appointed marketing representative for both New Zealand and Australia by Poppy's on the Lagoon in Port Vila.

Poppy's general manager Sydney Grace says the property will also be introducing many new and exciting changes over the next 12 months.



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Plenty of adventure at Uprising

Located in Pacific Harbour, Uprising Beach Resort is the perfect base for Kiwis who want some adrenalin and excitement injected into their tropical getaway. Some of the adventures activities within easy reach of the resort include: the internationally acclaimed shark diving in Bega Lagoon, Rivers Fiji white water rafting and sea-kayaking and Terra Trek self-drive off-road buggy tours. The resort also offers to a range of accommodation options to recharge after a day of adventure, ranging from traditional beachfront bures and villas and affordable garden bungalows, to a fun treehouse dormitory, which sleeps 20 and smaller eight-bed mini dormitory. And the fun doesn't stop after all the high-energy adventures. Uprising is also famous for its Sounds on Sunday day club. The event which runs from 11am to 5pm every Sunday features DJs playing chilled out electronic music, while guests relax and enjoy a few cocktails at the beach. www.uprisingbeachresort.com



Check out Logan's Fiji adventure itinerary www.fiji.travel/nz/fiji-stories/logan-dodds-fiji-experience



Recline in an inflatable tube as the sun sets

Mantaray Island Resort offers guests a sunset cruise with a difference – the world famous Sunset Tube Cruise. Armed with some favourite beers, or even a bottle of bubbles, plop into an inflatable tube and bob around the ocean watching the sun sink below the horizon. The sunset tube cruise is just one of many activities offered on and off the water by Mantaray Island, including daily snorkelling trips, and at certain times of the year, the beautiful manta rays the resort is named for glide by. Wreck diving and shark diving are also available in the waters around Mantaray.

www.mantarayisland.com

Making the most of the serene Yasawa Islands

Fiji's Yasawa Islands offer some incredible activities, sights and adventures. Pulling together the perfect holiday package, which makes the most of all these islands has to offer, is simple thanks to the team at Awesome Adventures. The company offers a huge range of packages that cater to holidaymakers wanting to stay and explore one island from one resort, as well as those that want to see and do as much as possible over several different islands. Activities include everything from snorkelling and diving to cooking classes, village visits and even volunteering for an authentic slice of Fiji adventure, culture and tastes. The company also takes care of the basics such as airport collection, pre-departure accommodation, and island transfers via the legendary Yasawa Flyer. There are also "build your own adventure" options if none of the pre-arranged packages suit.

www.awesomefiji.com



New Zealand

Mover at IHG



Kelly Eichholtz

Kelly Eichholtz is now area director of sales and marketing New Zealand with IHG New Zealand.

Based at Crowne Plaza Auckland, Eichholtz is responsible for building and developing InterContinental Hotel Group's (IHG) New Zealand-based sales, marketing and revenue teams.

She has joined the Auckland team from her previous role as director of sales and marketing at InterContinental Wellington.

Historic tourist spot on the market

Te Aroha Holiday Park campground, one of the few Kiwi holiday parks to have its own thermal bore-spring pool facility, has been placed on the market.

The Holiday Park also has a smaller selection of calcium-based mineral spring bathing pools. The site has been operating as a campground for five decades – servicing a 'core' group of holidaymakers who regularly camp at the holiday park every Christmas/New Year break, as well as the short-stay 'free independent travellers' sector, and most recently by a growing number of recreational cyclists.



Te Aroha Holiday Park campground is up for sale

Get social in Auckland

M Social Auckland is a new lifestyle hotel opening in this October, with a prime position on Auckland's waterfront.

The opening marks the completed rebrand of the Copthorne Harbour City hotel into Millennium Hotels and Resorts' M Social hotel.

This is the second M Social opened worldwide, the first being Philippe Starck-designed M Social Singapore.

Room rates at M Social Auckland will start from \$249.00 per night, including breakfast and wifi.

Rainbow's End – keeping NZ tourism green



Rainbow's End scoops sustainable tourism prize

Rainbow's End has picked up the Qualmark Gold Sustainable Tourism Business Award.

The Auckland-based theme park was praised on its stringent reporting and notification procedures, emphasis on employee welfare and health and safety.

A commitment to the environment was also noted by assessors along with acknowledgement of the work Rainbow's End does with the community. The park has invested over \$16m in new developments and infrastructure over the past six years.

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Americas

How about Antarctica

Peregrine Adventures is offering 50% off select voyages to Antarctica in 2017/18.

One agent will also win a berth on the 14-day Crossing the Antarctic Circle from Ushuaia, departing on 2 March 2018.

Open to retail travel agents in Australia and New Zealand, the incentive is valid for all new confirmed and deposited bookings made on Peregrine or Intrepid Antarctica voyages during the Polar flash sale from 2-8 October 2017.



Each passenger (berth) booked on a Polar voyage adds another entry into the draw.

Venture South/Central with World Journeys

Agents can be in the draw for a trip to South America with World Journeys



Each South or Central America booking made with World Journeys by 30 November 2017 will give agents an entry in the prize draw to win a spot on a South America family next year.

Bookings of both tailor-made and small group journeys qualify, as long as the value is a minimum \$1000, for travel in 2018, and it is deposited by 30 November 2017.

No go in Rio

Sugar Loaf Mountain in Rio de Janeiro will be closed to visitors from 22 to 29 November this year.

Although the first cable car to Morro da Urca, where the café and souvenir stands are still be operating, the second cable car from there to the summit of Sugar Loaf will not be operating due to routine maintenance.

World Journeys advises agents to tell



Sugar Loaf Mountain closed for part of November 2018

clients heading to this region around this time to avoid disappointment.


American Airlines


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Australia

Big Western Australia prizes at roadshow

Agents who attend one of the Western Australia Roadshow events in Auckland, Hamilton, Wellington or Christchurch will go in the draw to win a WA travel prize including accommodation, sightseeing and tours in all five regions of WA.

There are three Western Australia travel prizes to be won at every event - 12 WA travel prizes in total.

An example is the Experience Extraordinary Western Australia Travel prize to Perth - two nights Sorrento Beach Resort, two nights Sorrento Beach Resort, Little Ferry Company tour of Perth and Elizabeth Quay, Rotorvation helicopter experience, Two Feet and a Heartbeat Walking tour.

The Australia's Golden Outback offers two nights Best Western Hospitality Inn Kalgoorlie, with Kalgoorlie Tours and Charters Super Pit Tour

Australia's Coral Coast prize gives two nights at RAC Monkey Mia, while Australia's North West offers two nights at Seashells Broome and a visit to Willie Creek Pearls

The Australia's South West prize includes a caves and lighthouse pass in Margaret River, and two nights at Abbey Beach Resort Busselton.

CLICK HERE to register.

Experiencing Aussie with APT

APT has released its new Outback Wilderness Adventures 2018 brochure, featuring a range of new itineraries paired with Superdeals for all journeys.

Tours range from the new eight-day Uncover Maralinga & the Eyre Peninsula 4WD Remote Journey starting at \$5695pp, twin share, to the 14-day Essence of The Outback Remote Journey, Cairns return trip, from \$8795pp, twin share.

Book before 15 December 2017 to take advantage of a range of offers. Superdeals are strictly limited and will sell out.



Head to the Outback with APT

Unearthing Aus

AAT Kings' has released its new Australia 2018/2019 brochure, featuring over 40 itineraries.

The company's Guided Holidays portfolio features itineraries with the bestselling destinations still being the Northern Territory, Tasmania and Western Australia.

An itinerary unearthing the wonders of Victoria has also been added to next year's Inspiring Journeys programme, AAT Kings' small group boutique portfolio.

Deals in Darwin

TFE Hotels is offering 'Darwin deals' that include Travelodge Resort Darwin from \$89 per night, Adina Apartment Hotel Darwin Waterfront at \$119 per night, or Vibe Hotel Darwin Waterfront from \$99 per night.

Travellers who book a Darwin deal will receive a bonus drink on arrival, two-for-one breakfast, complimentary unlimited wifi and a late check out of 1pm.

All of TFE's Darwin properties are located in the heart of the Northern Territory capital.

Adina and Vibe Darwin



You're invited to the Western Australia Roadshow



Fantastic WA travel prizes will be drawn at each event

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Please join us for a fun and informative workshop with Australia's Coral Coast, Australia's North West, Australia's Golden Outback, Australia's South West and Experience Perth

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Hamilton: 5.30-7.30 pm, Tues 14 Nov, Novotel Tainui
Wellington: 5.30-7.30 pm, Wed 15 Nov, James Cook Hotel
Christchurch: 12.00-1.30 pm, Thurs 16 Nov, The George

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Airlines

Growth for Emirates with flydubai

Emirates is expanding its network to 29 flydubai destinations across Europe, the Middle East and North Africa.

The new partner network, through the airlines' codeshare, will offer more frequency and ease of access to more

global destinations for New Zealand travellers.

Passengers can book from today on Emirates' website, through the Emirates contact centres or travel agents' networks for travel from 29 October.

Qatar Airways' charity spirit



Qatar Airways is offering special limited edition pink amenity kits to first and business class passengers, marking the airline's continuing support for Breast Cancer Awareness Month.

Each passenger flying long haul in first and business class will be presented with the amenity bags created exclusively for Qatar Airways by Italian luggage brand BRIC'S.

Air New Zealand goes organic

Air New Zealand is introducing organic, fair trade coffee to its menu.

The airline has signed a contract with Christchurch-based Hummingbird Coffee to serve its coffee onboard in its international Business Premier and Premium Economy cabins as well as in its airport lounges.

In another move to improve the sustainability of its inflight service, Air New Zealand has also introduced a new programme to recycle paper coffee cups used onboard domestic jet services, which is expected to divert 60 tonnes of cups from landfill yearly.



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Europe

Fresh take on Europe

Busabout, HAGGiS and Shamrock Adventures have launched a 2018-2019 Europe offering with a brand-new look.

Tina McIntosh, general manager of Busabout Australasia, says the change came about because the company wanted to entice its customers in a new way.

'Our new brochure is almost completely comprised of user generated photography, showcasing the real and amazing experiences of our travellers,' she says.

New for 2018-2019 is the expansion of Busabout's travel network, which includes some new stops through Portugal and Spain, a trip to the foodie capital of Bologna for the first time, an off-the-beaten-path exploration of Eastern Europe, as well as four new Europe Winter & Festive itineraries, nine new adventures, and a new Winter Music Festival itinerary.



The latest offering includes new stops through Portugal

Innovative sets guarantees for Turkey

Innovative Travel is guaranteeing all Ancient Kingdoms first class small group and coach tours 2018 departures in Turkey, with a minimum of two clients.

Managing director Robyn Galloway, who has recently visited Istanbul, says the city felt back to normal and tourism numbers are projected to increase significantly for 2018.

The recently released Innovative Travel Earlybird flyer features over 50 guaranteed departure dates for the Ancient Kingdoms small Group Authentic Turkey Tour and the 14-day coach tour of Turkey, both of which



Istanbul tourism numbers projected to increase for 2018

are popular sellers. 'Agents can be assured that when they book an Innovative Travel Turkey departure, there won't be issues with cancellations at a later date,' says Galloway.

Authentic Turkey departs from May until October. On the earlybird deal first

person pays \$2765 and a second person saves 50%, paying \$1385pp.

On the 14-day first class coach tour, the first person pays \$2620 and the second client saves 50% only paying \$1310pp. **CLICK HERE** for details.

The early bird gets the worm

Rail Europe is giving travel agents the opportunity to secure an earlybird deal for their customers.

The offer includes 20% discounts on selected Eurail passes that can be booked up to 11 months in advance until (27 December 2017).

Savings are available on the Eurail Global Pass, Eurail Select Two, Three and Four Country passes, and Eurail One Country Pass (including the Eurail Greek Islands Pass) and also on popular low-season rail passes for Britain and Germany.

There are no travel restrictions.

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Best of Bhutan

Exotic Holidays says its 'pick of the week' is Best of Bhutan, 10 days priced from \$4,267 per person, based on twin share.

Rahul Sharma, managing director of Exotic Holidays, says the trip offers amazing photographic opportunities at the Red Panda Habitat, colourful weekend markets and a tea stop in a Tibetan Village high in the Himalayas.

'Clients can savour the best Bhutan has to offer in this trip, which captures the essence of the Land of the Thunder Dragon,' says Sharma. 'They will be able to absorb the fascinating culture and heritage during city tours, visits to museums and temples with ancient symbols and paintings and a monastery perched high on a cliffside.'

Tour highlights include Taktsang Monastery, Dochula Pass, Punakha Dzong, Kurjey Lhakang and Thimpu City and Market tour.

CLICK HERE for details.



The Best of Bhutan...
Exotic Holidays' 'pick of the week'

New resort in Bali

Hotel Indigo Bali Seminyak Beach has just opened and includes Sava Spa – an escape from the colour and energy of the surrounding neighbourhood.

The resort is on the southern stretch of Mesari Beach, a 30-minute drive from Ngurah Rai International Airport. It has 270 rooms and suites as well as 19 villas with private pools, set out across 4.7 hectares of prime beachfront.

Treatments at Sava Spa are derived from the Balinese, Siamese and Oriental cultures. For example, the Eastern Rose Aromatic Body Massage alleviates muscle tension and is ideal for relaxation, while the Balinese Boreh body mask is an all-over body mask that increases circulation while exfoliating and softening the skin.



Hotel Indigo Bali Seminyak Beach is open and features Sava Spa

Stopover in Seoul

Seoul's Incheon Airport is offering free use of their SkyHub Lounge for a limited time.

Transit passengers travelling on Korean Air can enjoy wifi, alcoholic refreshments, television entertainment and other amenities at the lounge for up to three hours at both the East and West wings.

This is valid from now right through to 31 December 2017.

Transit time/stop-over in Korea must be no more than 24 hours. Passengers travelling to Korea as a final destination are not eligible.

Women's getaway in India

Total Holiday Options has added a Women's India Getaway to its latest brochure due to popular demand.

THO global managing director Amaan Khan says the tours are packed with culinary experiences, including cooking classes, women's spa and massage, shopping, free time and cultural experiences.

The 15 days / 14 nights include visits to Delhi, Varanasi, Agra, Jaipur, Deogarh Palace, Jodhpur and Mumbai.

'Varanasi is famous for its silk as well as its spiritual experience, while Jaipur – the Pink City – is known for its shopping as well as its colours and culture. Obviously the Taj Mahal and the Blue City of Jodhpur are other highlights.'



Total Holiday Options has added a Women's India Getaway

Khan says the Women's India getaway departs once a month from now through to April 2018 and again in the season through late 2018 to 2019.

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Africa – News



Adventure World to host two agent events in Auckland

Discover Southern Africa

Adventure World is hosting two Wilderness Safari events for Auckland trade and would like to invite agents to attend.

Agents will have the chance to learn more about product updates and Africa trends for 2018, a well as new packages the company has.

Both events will run from 7:45am – 8:45am. Adventure World advises to arrive at 7:30am and presentations will commence 15 minutes later.

CLICK HERE for details.

Wait a while

A new biometric scanning system at Hosea Kutako International Airport in Windhoek, Namibia has been causing major delays while staff undergo training.

Agents are encouraged to warn clients arriving into and flying out of Windhoek to expect delays until the system is running smoothly.

Tourism PR appointment

Boutique PR agency Purple Sherbet has appointed senior account manager Megan Horsburgh to their Auckland PR team. Purple Sherbet also has an office in Christchurch. Horsburgh has a wealth of experience across a wide range of sectors including tourism.

She began her career as a journalist before branching out into communications. Her previous experience includes a number of years working for Tourism New Zealand based in Los Angeles. She has also worked across corporate, sports and non profit organisations. Purple Sherbet's growing list of tourism clients includes The Loop Duty Free, Jetstar and Avis/Budget Rental Cars.



Megan Horsburgh

Polar regions webinar

Chimu Adventures is holding a Polar webinar on 10 October at 12pm.

Agents who register but are unable to tune in live will be able to access the webinar on demand to watch whenever.

Participants will learn about small ship expedition cruising in Antarctica and the Arctic, the destinations, what to expect from small ship cruising and more about Chimu's range of vessels and the itineraries available.

attendee.gotowebinar.com/register/3468188813620031746



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Langham return to Auckland?

Hints of a future Langham appearing in Auckland after the present hotel's rebrand to Cordis were given to 'skaliwags' at SKAL Auckland's October lunch gathering at the hotel yesterday.

'The Cordis reposition gives us the flexibility to expand and the option of getting a second brand in Auckland,' managing director, Franz Mascarenhas told lunch attendees. 'Auckland will have the world's third Cordis-branded

property from 1 November with floor by floor renovations well underway.'

The third of the new brand, Auckland's Cordis follows Hong Kong's Langham Place Mongkok rebrand, and a new build Cordis in Shanghai.

A dozen or so more are slated for the next few years including the soon to be opened Cordis Phuket.

The Auckland Cordis rebrand should be completed by December-January.



At the SKAL Auckland lunch Petra Correa, Auckland Whale & Dolphin Safari; Wendy D'Arcy, Abercrombie & Kent and new GM for House of Travel's personal travel managers, Mike Southcombe



Tony Regan, Parnell Partners International and Gary Dickson, SKAL Auckland president



Richard Froggat, Regency Tourism Marketing; Jonas George, Air Vanuatu; Chris Roberts, Tourism Industry Aotearoa and Gaye Wood, Regency Tourism Marketing



The Langham's Gabrielle Thornton and Isabel Stiehr are flanked by Drury and Andrea Stowers, Orbit World Travel

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MYSTERY PERSON



Who is this mystery person?

We recognise Ana Smith and Sarah Bedford, both of STA Travel. They were amongst the guests at the Singapore Airlines 70th Anniversary late last week. But who is the mystery man in the middle? We admit he looks vaguely familiar but we just can't quite place him.

If you know the answer send it to competitions@promag.co.nz and remember to put the words Mystery Person in the subject line.

And congratulations to Kelly Richards of YOU Travel Ponsonby who guessed last week's mystery man! A prize is on its way.

Call to reinvest GST take from tourism

A call for the single biggest beneficiary of tourism to reinvest in the product was made yesterday by Tourism Industry Aotearoa boss Chris Roberts.

Speaking at SKAL Auckland's monthly luncheon, Roberts said the government had increased its GST take by \$500m a year, from \$700m to \$1.2b, during the tourism boom that began around four years ago.

'They are the biggest winners,' says Roberts. 'We are selling New Zealand as a product so let's reinvest the GST take from the product.'

Like the rest of the country, TIA is waiting with baited breath for a post-



Chris Roberts

election government to be formed following the election. 'Labour and the Greens want a border tax, and National has talked about, but not really favoured, a national bed tax.

'(For a bed tax to work) we need to see it right across the accommodation sector, including AirBnB.'

As for the Auckland bed tax, Roberts hinted the matter might still end up in

the courts. He says TIA fought the tax and managed to get it down to almost 50% of the original amount. 'That 212 properties are asked to pay a quarter of ATEED's budget is just unfair.

'A worry is that other councils will copycat the Auckland tax.'

Cathay Dragon to expand fleet

Cathay Dragon has signed a memorandum of understanding for the acquisition of 32 Airbus A321 neo aircraft.

The MOU, signed between the Cathay Pacific Group and Airbus in Toulouse, France is valued at around HK\$31.7 billion at current list prices.

It is intended to see Cathay Dragon's single-aisle fleet replaced and expanded from 2020.

TRAVELinc MEMO

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Viator unveils new booking platform

TripAdvisor's Viator has announced its new Travel Agent Programme, a booking platform created specifically for travel agents.

Agents can now book directly through Viator, gaining direct access to the world's largest selection of more than 70,000 commissionable tours and attractions, including TripAdvisor and Viator's VIP, Exclusive and Skip the Line products.

Agents can now join the programme without any fees or restrictions to book as an individual, a host agency, or member of host agency and receive direct commission from Viator, without third-party payment distribution.

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