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Thursday 12 February 2015

Issue 3010

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Agents Key In Cruise Future, Says CLIA

The global cruise market is set to grow another 4% this year to a record 23 million passengers and travel agents will remain their key booking channel, shows the latest CLIA State of the Cruise Industry Report.

That's a million more passengers than last year's estimated 21.7 million, with 22 new ocean, river and specialty ships set to hit the water in 2015—and it's good news for agents, who will remain crucial to the industry, says CLIA. "Travel agents are key. While the internet and mobile devices have overtaken how consumers make purchases, travel agents continue to be the most popular and best way to book a cruise," says the CLIA in its report.

"The report is great news for travel agents in New Zealand as it underlines the continuing growth of the cruise sector and the important role that agents play in promoting cruise holidays to holidaymakers," says CLIA Australasia gm Brett Jardine.

... Size Doesn't Matter

Cruisers are increasingly focusing less on size and more on unique design and amenities, says CLIA in the report—and there's a continuing appetite for specialty cruise too, with the segment growing 21% annually from 2009 to 2014. They're more in control of what they want out of their cruise too, and the industry is responding with innovations like Wi-

Fi, themed cruises and 'foodcations'. With travel agents tipped to remain a 'major contender' in booking cruise, it's important they keep ahead of the game in knowing what's out there for clients, says past New Zealand CLIA rep Tony Smith.

"Everyone's not just going to want cruising, they want other bits and pieces too," he says. "A lot of people are also looking for specialty cruising, whether that be wine, golf, expedition—there's a whole range of new opportunities now for agents to purchase, and they need to be aware of what's out there, to be able to sell effectively."

... Destinations

CLIA has earmarked the Caribbean as remaining the top cruise destination globally, making up more than a third of global deployment capacity market share, and says other regions including the Mediterranean, Asia and Australia are set to grow. For Kiwis, Smith picks the Mediterranean and Alaska as continuing to be the big sellers, but says the Panama Canal, South America and Northern Europe are also increasing in popularity.

"The news that cruise passengers continue to expand their horizons is also key. Not only are more international cruise ships likely to be sailing New Zealand waters, we should see more New Zealanders taking cruise holidays both locally and overseas," says Jardine.



How well do you know the USA?

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The USA Discovery Program is an exciting agent training tool to give you all the information you need to sell the USA! USADiscoveryProgram.co.nz

Fiji Casino Plans

The Fiji Government is reportedly set to push through a casino, despite opposition party calls for a referendum on the matter. The government is reportedly saying that the nation's tourism industry is looking forward to a casino.

JQ CHC-AKL 'Incident'

Jetstar has confirmed that a passenger made 'some inappropriate remarks' on a flight from Christchurch-Auckland this morning—following media reports of a bomb scare on the flight. JQ says the aircraft landed without incident and that police met the passenger upon arrival at AKL.

7 Pages This Issue

News..... p1, p2, p4, p5, p6
Cruising Today..... p3
Adventure World p7

Mega Fam Final Days

Kiwi agents have until midnight Sun to be in to win a place on the Brand USA and Hawaiian Airlines mega famil—and the itineraries include plenty of free time and a little spending money thrown in, says Brand USA. "Every confirmed participant in the famil will receive \$100 loaded on a Mastercard Cash Passport, and we hear there's opportunities for a little shopping," says local Brand USA rep Wayne Mitcham. The tourism bodies involved in the famil have gone overboard in putting together great outdoors-themed itineraries to suit the market, says Mitcham.

Itineraries are to San Diego & LA; Sacramento & San Francisco; Portland & Seattle; New York, and Las Vegas. They all meet in Hawaii for two nights for the finale. Agents need to sell HA flights and complete the regional expert module of the Discover America online training programme. See usadiscoveryprogram.co.nz

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CHC Traffic Increase

Total passenger movements through Christchurch Airport increased by 3.2% in Dec compared to 2013, with international arrivals up 10.6% and departures up 11.1%.

Australians were the largest market for the airport, with numbers increasing 9.8% for the month to 50,847. They were followed by New Zealand residents, which increased 6.5% to 40,330.

Large increases were noted from Malaysia, up 27.0%; China, up 25.3%; and Korea, up 19.0%.

Hotel Jen For Agents

Hotel Jen (formerly the Traders hotel brand) has launched a new programme for agents which includes special offers and discounts. Agents who become 'ajents' will receive 30-50% off BAR, 20% off F&B and 10% off spa services for stays throughout this year in hotels in major cities in Asia Pacific. Hotel Jens are currently available in Brisbane, Hong Kong, Male Maldives, Manila, Penang and Singapore. Call 0800 442 179.

Flights To Build Whitsundays Demand

The Qantas Group yesterday announced plans to add capacity to the Whitsundays and locally Tourism Events Queensland is hoping the move will further stimulate Kiwi travel to the region.

"We absolutely welcome the new capacity, which means we will now have access to the Whitsundays over Brisbane, Sydney and Melbourne from across New Zealand," says TEQ New Zealand manager Sally Holyer. "We're seeing really good growth from this market—with Kiwi arrivals to the Whitsundays up 78% for the year ending in Sep."

In partnership with Tourism Australia, TEQ has this week launched a win-

ter campaign in New Zealand which includes the Whitsundays, Whitsundays Tourism has also flagged the Kiwi market as a key focus for the region's tourism operators moving forward.

"The Whitsundays is an ideal winter break for the New Zealand market, with a mix of island stay, the reef, the rainforest—and of course it's a haven for sailing," adds Holyer.

The STO will continue to work closely with the Whitsundays operators to continue the momentum from the Kiwi market, and Holyer says there is also the possibility of a Whitsundays roadshow later this year.

... QF/JQ Flights

Effective 27 Jun Qantas will commence a twice-weekly service between Melbourne and Hamilton Island, taking over the service from Jetstar. In addition, JQ will then start to operate a thrice-weekly service between Melbourne and the Whitsunday Coast Airport (Proserpine) from 25 Jun. The increase in capacity equates to more than an additional 15,000 seats a year, across the two QF Group brands.

HA Most On-Time In US

Hawaiian Airlines says it was the most on-time US carrier once again last year, as measured by Department of Transportation statistics. The carrier averaged a 91.9% on-time performance rating for the full year, earning the top rating for 11 out of the 12 months and exceeding the industry average for the year by 15.7 percentage points. HA was second in Dec with OTP of 87.9%. It's the 11th time in a row the carrier has been named the most on-time in the US.

Lower Ecuador Risk

The Ministry of Foreign Affairs and Trade has updated its travel advice for Ecuador and lowered the risk levels across a number of points. For the details of the reissued notice, see safetravel.govt/ecuador

LAN: Outlook's Rosy

LAN Cargo and its affiliates have been transporting more than 16 million bouquets or over 200 million flowers to ports around the world, including Sydney, during the four-week rush that leads up to Valentine's Day. The carrier says during the Valentine's season, when flower exports reach their peak, LA will transport around 30% of the total flower market in the region.

SURFERS PARADISE FESTIVAL ANOTHER REASON WHY KIWIS LOVE THE GOLD COAST

A celebration of Gold Coast music, art, food & culture, the festival entertains, intrigues, dazzles & delights. The festival occupies and defines Surfers Paradise with free community events from 3 - 18 April. [Click here](#) to download our offer template and promote the event to your clients today.



Carnival Australia Structural Changes

Carnival Australia has announced structural changes across the Tasman, which it says are designed to put the company in an even stronger position and align it more closely with the Holland America Group, which it is now part of.

The company is this year targeting a million passengers in Australia and New Zealand—five years ahead of its original forecast and plans to 'leverage cross-brand scale within its multi-brand structure'.

Under the changes Peter Little (pictured on left) has been promoted to the expanded senior vice president fleet operations role. In addition, Sture Myrmell (pictured far right) has been appointed as senior vice president which is now an expanded role in which hotel operations and commercial functions have been amalgamated.

This in turn means that former



hotel operations and commercial manager Tammy Marshall will 'depart the business' but 'will finalise a number of strategic projects over the coming weeks'.

Carnival Australia chief executive Ann Sherry has praised Marshall's contribution in repositioning the P&O Cruises brand and preparing the business for the arrival of the Pacific Aria and Pacific Eden in Nov. "Tammy made a significant contribution that has enhanced P&O Cruises' position as Australia's most-trusted cruise brand beginning with comprehensive analysis of its growth potential," says Sherry. P&O Cruises has expanded to five ships and now has the largest fleet of cruise ships home-ported year round in Australia.



Princess' Giant Heart

The Pacific Princess has been given special permission to play a horn rendition of the theme tune from the *Love Boat* as she passes the Sydney Opera House while sailing into the harbour on Sat (Valentine's Day).

She will also wear a 4.5m beating heart on her bow, while 300 heart flags will fly from her dressing line and a 4m high red heart will be painted on her funnel. The Princess is expected to sail through the heads at around 0600, under the Harbour Bridge around 0630 and dock at the White Bay Cruise Terminal around 0700.

Wild Earth Deals

Wild Earth Travel has released Valentine's Day deals. Clients can choose from 15% off Suites on board selected Arctic small ship cruises to Scotland, Iceland, Greenland and Spitsbergen in 2015. Or save US-D400pp on select cruises around Bali and beyond. Alternatively, those booking a selected Kimberley coast now will get one night's accommodation at the Cable Beach Club Resort & Spa with breakfast, airport transfer and half-day sightseeing tour. The deals are for sales to 28 Feb, on select voyages only. E-mail info@wildearth-travel.com

MSC Suitehearts Deal

MSC Cruises has Suitehearts and Sweethearts deals for sales this month only. The Suiteheart deal includes a free upgrade from an Aurea Suite to MSC Yacht Club on MSC Divina departures cruising the Caribbean Nov 2015-Apr 2016. The Sweethearts deal offers a selection of free romantic add-ons (romantic sunset/sunrise, deluxe bon voyage) on selected departures.

Perfect Score

Holland America Line's Eurodam has again scored 100% in the twice-yearly surprise health inspections carried out by the US Centers for Disease Control and Prevention. It's the eighth consecutive perfect score for the ship.

Seabourn Reminder

There's just a few days left for clients to secure deals in the Seabourn Signature Saving event, reminds Cruise World. The offers include promotional fares, complimentary verandah suite upgrades, and on-board credits. The deals are based on select sailings and suite grades, and are capacity controlled and can change at any time. The initiative expires 15 Feb, and Cruise World says it been advised that Seabourn will be increasing its cruise fares after this promotion. The company is urging agents with clients interested to book soon to take advantage of the best fares, and while there is still availability. For details, ph 0-9-917 4440.



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Millbrook Expansion?

Public consultation has started on Millbrook Resort's proposed expansion plans in Queenstown. The resort is hoping to develop 66 hectares of adjacent land including a 36-hole golf course. The plan is still in draft form and include a new 'landscape protection activity area' to ensure significant areas remain undeveloped and are retained as open space. It could take up to three years for the plans to be approved, adds the resort.

Updated Aussie Website

Tourism Australia has re-launched its Australia.com website. The improved website is said to offer international travellers content that is personalised to their interests as well as the ability to connect with tourism operators, share travel stories, find information, get inspired and plan travel experiences. The new-look site works across all devices, adds Tourism Australia.



New Bora Bora Overwater Villas

Hilton Bora Bora Nui Resort and Spa will introduce new sunset pool overwater villas from 01 May, advises Tahiti Vacations. The villas will feature private swimming pools, bed and bathroom facing the lagoon, larger terrace and sundeck, and a catamaran-style net over the water. Maximum occupancy is two adults and one child aged under 15. Tahiti Vacations has details.

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Please refer to GDS for most updated fare

virgin atlantic

Apr Surfers Festival



Gold Coast Tourism is encouraging Kiwi visitors to head along to the Surfers Paradise Festival for a three-week celebration of food, art and entertainment—and it's free.

The festival, on 03-18 Apr, will feature firm favourites as well as some new events, says GCT.

Clients will be entertained as the country's best street entertainers battle it out over the Easter long weekend for the Australian Street Entertainment Championships, experience the 'non-stop programme of fun' at the Festival Pavilion filled with stacks of performances and kids workshops, pull up a beanbag and enjoy a night of film at SIPFest, and finish it all off with the most popular festival event,

Seafire, as they light up the sky with a spectacular fireworks competition. It's on throughout Surfers Paradise, for details see surfersparadise.com/whats-on/free-events/surfers-paradise-festival

New Starwood In Bali

Starwood Hotels and Resorts has expanded its Bali portfolio with the signing of the Four Points By Sheraton Bali. Located in Kuta, the new-build hotel is scheduled to open in May.

The 186-room property will offer an all-day dining venue, a rooftop club, lobby bar and beer garden café. There will also be a fitness centre, meeting space, and a kids' club. In addition there will be free internet access in all public spaces, adds Starwood.

The hotel company says it will continue to ramp up its growth in Indonesia, with plans to open 12 additional hotels across the country over the next four years.

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Legoland's Death Star

Legoland California is the latest to join in the global Star Wars hype, announcing plans to open a new Lego Star Wars Miniland Death Star display next month.

The new attraction will open 05 Mar, and will be followed by a two day Star Wars Days event 07-08 Mar where park guests can spend the day participating in Star Wars-related activities. For more details on Legoland and other attractions in the Anaheim/OC area, see the booth at the upcoming Discover America shows. See industry diary for details.

Nigeria Warning

The ministry of Foreign Affairs and Trade has reissued its travel advisory to Nigeria due to the rescheduling of the upcoming elections there. However, there is no change to the risk levels. See safetravel.govt.nz/nigeria

News & Product

TAANZ NTIAs 2015 Launched

TAANZ last night released details of this year's National Travel Industry Awards at a function at a venue that has significance to many in the travel industry.

"We're on track to host a better event than the inaugural awards," said TAANZ chief executive Andrew Olsen at the official launch of TAANZ NTIA 2015 held at MOTAT's aircraft hangar. Olsen said TAANZ was delighted with the backing of returning sponsors and the venue gives a backdrop against which the formal awards ceremony can be held, followed by a more relaxed after party celebration.

Olsen added that the awards will always acknowledge excellence in the industry, but that there is a way to couple the formal with the informal and MOTAT is the perfect venue. "We are grateful that Air New Zealand has agreed to add its support to the after-party element," Olsen added. "But at this stage all details of the event are under wraps."

... Ticket Sales

Tickets will be on sale late Mar and TAANZ advises that the prices will be around the same price as last year. "The food, beverage and entertainment plans won't disappoint and we have budgeted to sell all tickets," says Olsen.

Travel Today is the official TAANZ NTIA 2015 media sponsor, and we will be publishing details about ticket sales, the event and the opening of awards nominations.



1 Chris Jones, Expedia; Steve Tanner, Walshes World; Wendy Stanton, Travelport; and Richard Baker, Singapore Airlines.

2 TAANZ CEO Andrew Olsen with Rebecca Slee, Qantas.

3 Karl Bradford, Air New Zealand, with Michael Frawley, MOTAT CEO, and Jeff Morris, MOTAT commercial manager.

4 TAANZ CEO Andrew Olsen with Rusty Willis, Hawaiian Airlines.



Senior Corporate Travel Consultant (Global) - Wellington



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All applications will be treated in the strictest confidence.



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A great opportunity has become available for someone with a passion for Asia and travel to join Wendy Wu Tours, representing the company nationwide. The role requires domestic and international travel. We are looking for someone who loves to present, is very organised and is able to share their knowledge easily. A generous salary and allowance package is on offer.

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- Proven record in driving sales figures and meeting targets

For more details or to apply, contact Paul on 021 0267 6083 or Paul.Dymond@wendywutours.co.nz

Applications close on 27 February 2015.



Bali Wellness Retreats

The Peppers Sentosa Seminyak is this year offering seven Wellness Retreats complete with a health and wellness coach.

A three-day retreat is from USD-1200pp or a seven-day retreat from USD2784pp (min. four people per booking a 4-bedroom villa). The cost includes the private villa accommodation; private healing, cleansing and balancing sessions; spa treatments; colon hydrotherapy sessions or natural cleansing; yoga (mat provided); breathing and meditation sessions; cooking classes and healthy meal plans. Plus there's also workshops on food and lifestyle options and beauty regimens.

The first retreat is 14-20 Mar (or 14-17 Mar for the three-day option) featuring the resort's resident health and wellness coach, Meli Denfer, said to be a master of both Usui Reiki and Tera-Mai. Other retreat dates are: 12-19 Apr; 17-24 May; 21-28 Jun; 16-23 Aug; 17-24 Oct; and 15-22 Nov. Mantra says the property, and its spa, made *CNN Travel's* Top 10 Wellness Resorts in Asia for 2015.

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AKL's Record Month

Auckland Airport saw its highest ever international passenger volumes for a single month in Dec, with a total of 780,925—up 11,000 on the previous record in Jan 2014.

The high numbers were driven by capacity increases on North Asian routes as well as Christmas and New Year holiday travel, says the airport. The week ending 21 Dec was the busiest ever for the airport, with 187,624 international passengers, but the record has already been eclipsed this year with a record 195,103 pass-

ing through the airport in the week ending 11 Jan.

International passenger numbers (excluding transits) reached 7.84 million for the full 2014 year, up 4.5% on 2013. Visitor numbers increased from China, Australia, India, Japan and the US, largely due to extra route capacity.

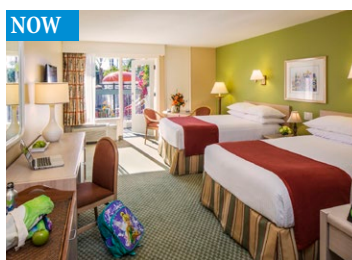
Domestic passenger numbers increased 1.4% to 7.02 million over the same period.



More ZQN Jet Boats

Queenstown's Thunder Jet has been granted consent by the Environment Court to operate four jet boats on the lower Shotover River, carrying up to 34 passengers each. "It's been a long two-year process to get to this point," says Thunder boss Neville Kelly. "We've proved to the court that we can safely operate in this area and are delighted we can now offer the Lower Shotover as an option."

The company will announce details 'soon' of new packages and experiences. See thunderjet.co.nz



Sierra Leone Risk

The Ministry of Foreign Affairs and Trade has reviewed its travel advice for Sierra Leone and continues to advise against all tourist and non-essential travel, due to the unpredictable security situation and current outbreak of Ebola. Cases of the virus disease continue to be reported in Sierra Leone, and the security situation in the country has deteriorated as a result, says MFAT. See safetravel.govt.nz

ADL Oval Refresh

The Adelaide Oval has recently completed a multi-million dollar redevelopment to become a world-class venue for conferences, entertainment and sporting events, says the South Australian Tourism Commission. Visitors can get a behind-the-scenes look as part of new tours, where experienced guides talk about how the ground has evolved since cricket was first played there in 1873. Visitors can also head to the Sir Donald Bradman Museum as part of the tour—and SATC regional manager New Zealand Stacey Can recommends the Hill of Grace Restaurant for fine dining. See adelaideoval.com.au

Cruise Gold Coast

A new cruise business has launched on the Gold Coast, says the Gold Coast Tourism Corporation. Cruise Gold Coast offers a 39ft catamaran which can carry up to 25 passengers on the broadwater and eight offshore. The fully-catered BYO cruises are available for three to six hours and can be tailor-made. Chances are pretty good clients will see marine life, including dolphins or whales, says the operator. The boat offers a dining area, phone and computer charging facilities, television, kitchen and freezer and room to move. See cruisegc.com

Howard Johnson Anaheim Turns 50

Kiwi favourite the Howard Johnson Hotel Anaheim is celebrating 50 years of retro fun this Jul—and to celebrate the property is undergoing an upgrade. By the end of this northern summer all of the rooms will have been refreshed, along with new corridors, elevators and common areas. For more details on the iconic Anaheim hotel, and its new neighbour the Courtyard Waterpark Hotel Park Entrance, see the booth at the upcoming Discover USA shows. See industry diary for details.

Industry Diary

FEBRUARY

Discover America Trade Seminars

Wellington: Mon 23, Inter Continental Hotel, 1700-2100.
Auckland: Tue 24, Sky City Convention Centre, 1700-2000.

Adventure World Canada Agent Update 2015

Hamilton: Mon 23 Feb, Kingsgate Hotel, 100 Garnett Ave, Te Rapa, 0730-0830. **Tauranga:** Tue 24, Alimenti Cafe Dining, 74 First Ave, 0730-0830. **Napier:** Wed 25, Crown Hotel, Cnr Bridge St & Hardinge Rd, Napier, 0730-0830. **Palmerston North:** Thu 26, Coachman Hotel, 140 Fitzherbert Avenue, 0730-0830. **New Plymouth:** Fri 27, Copthorne Hotel, 42 Powderham Street, 0730-0830.

APRIL

Asia Now

Auckland West: Tue 21. **Auckland Central:** Wed 22. **Wellington:** Thu 23. Venues/times tba.

MAY

Asia Now

Tauranga: Tue 05. **Hamilton:** Wed 06. Venues/times tba.

MARCH

Jaws 2015

Queenstown (new for 2015): Mon

02, Rydges Queenstown, 1700-2000.

Dunedin: Tue 03, Park Regis Hotel, 1700-2000. **Christchurch:** Wed 04, Rydges Latimer Hotel, 1700-2000. **Nelson:** Thu 05, Rutherford Hotel, 1700-2000. **Auckland** (new for 2015): Wed 11, Novotel Ellerslie, (new for 2015).

Whangarei: Thu 12, Forum North, 1700-2000. **Napier:** Mon 16, The Sailing Club, 1700-2000. **Wellington:** Tue 17, Amora Hotel, 1700-2000. **Palmerston North:** Wed 18, Distinction Hotel, 1700-2000. **New Plymouth:** Thu 19, Copthorne Grand Central, 1700-2000. **Tauranga:** Tue 24, Tauranga Yacht Club, 1700-2000. **Hamilton:** Wed 25, Hamilton City Oaks, 1700-2000.

Tourism Fiji's Mamanuca & Nadi Roadshow 2015

Tauranga: Mon 23, Trinity Wharf, 0700-0930. **Christchurch:** Mon 23, Peppers Clearwater, 1730-2030. **Wellington:** Tue 24, Inter Continental, 1730-2030. **Hamilton:** Wed 25, Novotel Tainui, 1730-2030. **Auckland:** Thu 26, Stamford Plaza, 1730-2045.

JULY

Hawaii Tourism MCI Roadshow Mon 27, Dates and venue TBA

Explore British Columbia's

Natural Wonders

A combination of factors make Canada's British Columbia so alluring to New Zealand travellers.

Marketing Manager of Adventure World NZ, Louise Levesque, says she who has noticed a spike in the number of travellers booking travel to the western coast of Canada over the past couple of years.

"The region of British Columbia is renowned for unmatched natural beauty. From cosmopolitan cities and spectacular resorts to unspoiled national and provincial parks and a wide range of attractions, wildlife viewing experiences and activities for all ages."

The Canadian Rockies

The Rockies rise dramatically from their deep valleys and lakes to breathtaking peaks. Travelling along the vast highways that wind between the feet of these giants enables travellers to view the awe-inspiring wilderness up-close. For those wanting experience this breath taking scenery, Adventure World suggests their 14 day **Western Canada by Rail** journey, priced from \$6,495* which allows clients to discover parts of Western Canada only accessible by rail and sea. Journey through coastal and mountain towns on VIA Rail's "Skeena" scenic train route before circling back around from the Rocky Mountains to Vancouver on-board Rocky Mountaineer.

"That variety and accessibility of British Columbia make the destination an ideal holiday spot for a wide range of clients," says Levesque. Much like the British Columbia itself,

Adventure World offers a wide array of trips to this stunning region, catering to a range of travel styles. Their range of trips can also be tailor-made to your clients unique travel style.



Johnstone Strait

British Columbia waters are home to around 250 resident orcas, which congregate in the Southern Queen Charlotte Sound and Johnstone Strait during the summer months. Possibly no other place on earth boasts such a large number of these beautiful animals. View orca whales in the wild from your sea kayak, whale watching boat or the pebbled beach of your camp with Adventure World's 6 day **Johnstone Strait Orca Camp** priced from \$2,309*.

Need more information?

Want to learn more about British Columbia? Adventure World's team of experts are more than happy to help you. For more information please feel free to contact them on 0508 496 753 or visit www.adventureworld.co.nz



Great Bear Rainforest

British Columbia's Central Coast is home to the rare, white-coated "Spirit" or Kermode Bear. Isolated yet authentic wilderness resorts afford adventurers all the comfort, while guided excursions offer intimate encounters with these forest lords in their natural habitat. Get there with the 6 day **Great Bear Lodge package** priced from \$3,669*. Located in the heart of Great Bear Rainforest, your client will stay in this floating lodge surrounded by spectacular scenery and have numerous opportunities for grizzly and spirit bear viewing throughout your stay with a wildlife biologist guide.



Haida Gwaii

Relatively unknown to the New Zealand market, Haida Gwaii, formerly known as the Queen Charlotte Islands, is just off the northwest coast of British Columbia and is becoming increasingly popular for those seeking a cultural experience whilst visiting Canada. Learn about the history and the culture of the Haida people, explore small villages, visit local Haida artists' home studios and enjoy a traditional Haida feast in renowned Haida chef Keenawii's home, with Adventure World's 7 day **Haida Gwaii Cultural Escape** priced from \$5,195*.

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