

Order your personal copy now from sam@promag.co.nz

Tourism Offices and much more







**BEST BROKER BRAND** 2014, 2015, 2016 & 2017!



FRI







# **Maher Escorted Tours'** agent portal a 'win-win'

The desire to work closer with the travel trade has led to the launch of a dedicated and brand new agents' portal by Maher Escorted Tours.

The company offers 10% commission on its entire twin share price (including tips, taxes, meals etc) and specialises in fully escorted tours for the 'mature traveller, young at heart'.

'We felt that we would like to work more closely with travel agents and grow our relationship with them,' says Emily Newrick, senior travel consultant at Maher Escorted Tours. 'We've already had brochure requests and enquiries from agents after we started officially promoting the portal this week. A number of agents have told us they have or have had clients on our tours and didn't realise they could offer the tours directly themselves. So this is seen as a mutually beneficial move.'

Maher Escorted Tours handles all the finer details for the agents and their clients, so all the consultant needs to do is recommend the company's product.

Maher has 30 tours spanning Africa, Asia, America, Europe and Australia and offers itineraries specifically designed for the mature traveller.

Continued on page 3



Our airline is all about you

Website: www.koreanair.com Email: aklsm@koreanair.com



# **TAANZ reminder: NTIA nominations open Monday**



Flashback to last year's awards... Mark O'Donnell, House of Travel, Leanne Geraghty Air New Zealand and Jayne Thornley, House of Travel

The NTIA 2018 self nominations open on 5 March so the industry is being reminded to watch out for communication in the form of a One Minute Memo on Monday morning.

TAANZ chief executive Andrew Olsen says there is really only one way for companies and people to be judged against their peers – and that is to get involved in the awards.

'NTIA remains open to everyone and naturally we would like to see all of the industry behind the event. Remember we are happy to receive self-nominations but others may nominate you.'

The event will culminate with the gala dinner to be held at SKYCITY Auckland Convention Centre on 8 September. Tickets go on sale on 23 April through Orbit.

Mark O'Donnell, House of Travel CEO says he is very much looking forward to the 2018 TAANZ National Travel Industry Awards.

'It is always a significant event in the calendar and one that celebrates all of the amazing talent that we have in this dynamic industry. It's also a great time to see industry friends and colleagues.'

TAANZ

**NATIONAL TRAVEL** 

**INDUSTRY AWARDS** 

2018

Companies keen to join as a sponsor can email darlya.redfern@taanz.org.nz CLICK HERE for the full list of sponsors.



Richard Doyle, Sealink Travel Group; Laura Wadsworth, Sunseeker Travel Marketing and Representation; Jackie Charlton, Captain Cook Cruises Fiji



Kate Wright, Tourism Western Australia; Sonya Lawson, Tourism Fiji; Sam Cameron, Destination New South Wales



Ann Radonich (centre) with Julia Keyes and Ruzanne Keresome, both Flight Centre

## Farewell Anne, welcome Laura

Product managers, NTOs and a few other Australian and Pacific based friends joined to catch up with Anne Radonich at her farewell from her New Zealand rep role with Sea Link Travel Group and with Captain Cook Cruises, Fiji.

**CALL NOW** 

It was also a chance to celebrate the 'handing of the baton' to new rep Laura Wadsworth.

Richard Doyle, general manager global sales and distribution with Sealink Travel Group, and Jackie Charlton, managing director Captain Cook Cruises Fiji, were both on hand for the occasion and gave a big thank you to Radonich while also welcoming her successor.

The function was held at The Culpeper, Princes Wharf, Auckland.

#### WHOLESALE CONSULTANT



# Do you want to be part of a fun team with plenty of career potential?

Lifestyle Holidays is growing, so we are looking for a full-time Wholesale Consultant to specialise in either Shorthaul or Longhaul.

Lifestyle Holidays is the boutique wholesale division for First Travel Group and are committed to offering high quality service.

#### The successful applicant will need to have:

- Excellent customer service attitude
- Product Knowledge to support Shorthaul or Longhaul destinations
- Experience within Wholesale or Retail
- Ability to work independently whilst enjoying a small team environment
- A fun and positive attitude

We are based in the heart of Newmarket and close to public transportation with plenty of car parking locally.

Send your application to: Sharon Martin - Manager Email: sharon@lifestyleholidays.co.nz or for a confidential chat phone 021 740 081 Applications close 09 March 2018







# Agents can win trip to Mauritius at JAWS

Attendees at the Joint Airline Workshop Seminars (JAWS) this year will have the opportunity to win a major prize of a holiday for two to Mauritius.

It includes flights with Air Mauritius and six nights of five-star accommodation at Lux Gran Gaube.

Along with return airfares from Auckland to Mauritius via an Air Mauritius gateway, the winner will receive air conditioned airport transfers. Entrants should check travel period and conditions.

JAWS starts on Monday (5 March) in Dunedin and then travels to Christchurch (6 March) and Nelson (7 March). The North island section of the JAWS tour kicks off in Whangarei (13 March) then goes to Auckland (14 March), New Plymouth (19 March), Wellington (20 March), Palmerston North (21 March), Napier (22 March), Tauranga (27 March), and Hamilton (28 March).

Register for JAWS at

walshegroup.com/event/jaws-2018



Iceland is one of the destinations highlighted on Maher Escorted Tours' 35-day Trans-Atlantic Crossing itinerary

# Agent portal a 'win-win'

Continued from page 1

The Australian itineraries tend to be shorter 'close to home' type tours for those travellers who want an easy pace. Longer haul tours include a 27-day Italy and the Adriatic Coach & Cruise programme departing August 2018.

Other examples are a 25-day USA and Canada National Parks itinerary,

25-day South American Adventure and 35-day Trans-Atlantic Crossing Greenland and Iceland tour.

www.mahertours.co.nz/agentportal

# Discovering USA's diversity – opportunity and challenge

Brand USA's annual sales roadshow Discover USA was held this past week, showcasing the country's diversity – something director Matt Fletcher says is both an opportunity and a challenge.

'The States means so many different things to so many different people. You may have been before, but there are many different experiences. Travellers can do the outdoors, or the city, and even try the culinary destinations,' he says.

'It's really just trying to show off how different everything is. You've got Anchorage in Alaska, compared to New York or to Vegas, to foodie spots like Sonoma County.

'We bring out all of our partners from the

USA, giving the agents a chance to learn something new.'

Brand USA's 2018 United States of Music campaign is also putting the country's diversity on show, with its 'America's Musical Journey' video out now and a mega fam heading to musically-famous states being announced very soon.



# **Inside Customer Sales Support Consultant**

Discover the World represents a variety of Clients including Airlines, Hotels, Online & Cruise Companies, and we have an opportunity for an experienced person to join our Team in Auckland, being responsible for inside customer sales support for the Airline and Online Clients we represent.

**Inside Customer Sales Support Consultant** Ideally, the person we are looking for will have the following skills;

- A minimum of 3 year's experience in the Tourism Industry, preferably in an Airline and/or sales capacity
- CRS trained in Amadeus
- Advanced level of customer service skills when interacting with both Consumer & Trade
- Someone who has flexibility, attitude, humour and maturity to join our Team

Hours & days of work are flexible and remuneration negotiable. Sound like you?

Then drop us a confidential note and your CV to chris@discovertheworld.co.nz Applications close Friday 09 March 2018



## Hello Hamilton Island, say incentive travel planners

A number of Kiwi incentive planners have landed in Australia this week, for an exclusive educational programme on Hamilton Island, courtesy of Business Events Australia in partnership with Air New Zealand and Hamilton Island, The Whitsundays.

Since 2004, more than A\$450 million dollars has been invested into upgrading the island's infrastructure, services and amenities.

Additions to the island include the luxury resort qualia, the Hamilton Island Yacht Club incorporating the development of the marina, and the 18-hole championship Hamilton Island Golf Club.

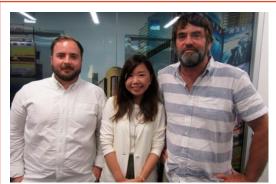
After arriving on the island on Tuesday afternoon, the group, escorted by Julie Ford, director business events sales, Hamilton Island Enterprises, made their way to the Reef View Hotel on their very own golf buggies to freshen up before enjoying a sunset cruise aboard Alani, complete with nibbles and bubbly.

Wednesday saw the group head out to the Great Barrier Reef courtesy of Cruise Whitsundays, and, after arriving at the Pontoon, the group took part in a range of activities including snorkelling, introductory dives, certified dives, Seabob experience, and the glass-bottom boat and underwater viewing chamber. Jenny Aitken, Business Events Australia country manager for New Zealand, says the Great Barrier Reef activity was a perfect option to show groups, as it offered something for everyone.

'Whether you have certified divers, or people who just love snorkelling, or people who don't necessarily enjoy getting in the water but don't want to miss out - there's something for everyone with this activity.'

After a full day out on the reef, the group headed back to the island and were treated to a beautiful dinner at Coca Chu restaurant, where one of the group was treated to his very own surprise birthday dessert.





At a GTN managers' meeting this week... Bryce Jamison, Travel Shack; Noriko Fujioka, HIS New Zealand: Gray Gibson, Mondo Takapuna



Richard Page, Tours Direct; Sonia Francis, GTN; Rodney Ng Shiu, Pacific & International Travel



Allen Bell, GTN; Anne Jayasunderan, Netra Bashyal, both Travel Corner

### **GTN conference to head to Gold Coast**

The announcement of its first offshore conference has been a highlight of Global Travel Network's (GTN's) managers' meetings this week.

The meetings skirted subjects from airline contracts and commissions through to credit card compliance, avoiding fraudulent scams, and advertising standards.

But they kicked off with the announcement that GTN's conference will be held at Crowne Plaza Surfers Paradise later this year.

'We are going offshore because the agents wanted us to,' says GTN director Rob Beecher. He adds that the conference will again aim to attract 25 suppliers, will be an educational experience and include a gala dinner.

Participants at the meetings also heard that GTN plans to hold a number of famils this year, including one to Asia, another to the USA and a third to the Pacific.

## **Oman visa change**

Exotic Holidays is passing onto agents advice regarding new visa rules announced by Oman Government.

All clients travelling from 21 March 2018 should have an approved e-visa in their hands prior to travel. There will be no more visas on arrival for any nationality.

Travellers to Oman will have to apply in advance for a Tourism Visa online. Previously, most travellers could obtain a visa on arrival, either at an airport or border post, though the e-visa system was launched last year. Until now, travellers could choose between the two types of application.

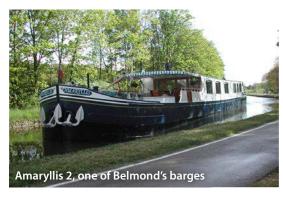
The Omani government has announced that applications for tourist visas, including express visas, can only be made online through http://evisa.rop.gov.om, 'and will not be received at the visa service desks'.

To obtain an e-visa, visitors must register with a username and password, and select their choice of payment.

### **Afloat in France**

Belmond Afloat in France offers a fleet of seven barges ranging from two to six bedrooms and World Journeys currently has a special offer for select 2018 departures.

This special is for three vessels which are usual reserved for charter only, and if booked by 15 March 2018 guests can enjoy a special rate of GBP\$6900 per person (share twin) aboard either Belmond Amaryllis in Burgundy (29 July or 19 August); Belmond Lilas in Alsace (15 July or 26 August) or Belmond Pivoine in the Champagne region (12 August).



The pricing of these six-night journeys includes all meals, regional wines and other beverages, and tailor-made excursions along the way.

info@worldjourneys.co.nz



Contiki's latest is an 'Extend Your Summer' sale, offering 20% off selected 2018 departures of its top 15 European trips.

The deal is available for bookings made before 9 March and paid in full by 15 March 2018.

Included in the offer is the seven-day European Adventurer which visits Europe's highlights including London, Paris, Barcelona, the French Riviera, Venice, Florence, Rome, Athens, Mykonos, Tirana, Dubrovnik, Zadar, Ljubljana, Vienna, Munich, Amsterdam and more, now priced from \$6522pp. The 16-day Great Britain & Ireland is also on offer, which explores the best of the United Kingdom including London, Liverpool, York, Edinburgh, Scottish Highlands, Glasgow, Dublin, Cork, Galway, Belfast and Dublin, now priced from \$2999pp.

For the island lovers, the 13-day Greek Island Hopping, gives travellers the chance to relax and explore Athens, Mykonos, Santorini and los, now priced from \$2892pp.

For more information, call 0800 CONTIKI or contact your local Contiki sales representative.



WWW.MAHERTOURS.CO.NZ | 0800 500 518

# FIRST CLASS FULLY ESCORTED TOURS FOR THE MATURE TRAVELLER, YOUNG AT HEART

#### INTRODUCING OUR NEW AGENT PORTAL

Hello Agents!

Here at Maher Escorted Tours we pride ourselves in providing excellent and inclusive service not only to our clients but also to our friends and colleagues in the Travel industry.

We appreciate how valuable your time is and while we would be delighted to visit you in person we thought providing an online resource with all the information you need to get started would be a great introduction.

#### You can find it here: www.mahertours.co.nz/agentportal

But here's the quickfire summary for you:

We offer a generous 10% commission on our entire twin-share price - this includes tips, taxes, meals, everything.

We handle all the finer details for you and your client, all you need do is recommend our product. Your client remains yours and all correspondence will go through you.

Our tours consistently receive glowing testimonials from our travellers, we offer a world class product you'll be proud to offer to your clients. The vast majority of our clients are repeat customers bringing you regular commission.

With 30 tours spanning Africa, Asia, America, Europe and Australia we are sure to have something to fit your clients needs. Our expertly crafted itineraries are specifically designed for the mature traveller ensuring high quality, unique experienced in complete comfort and friendly company.

So check out our portal or contact us on **0800 500 518** or sales@mahertours.co.nz we would love to connect with you!

Talk soon!

Andy, Emily, Sarah, Vivienne, Anne, Kerry and Angie.



## Wild dinners in Zimbabwe

Wild Horizons Lookout Café at Victoria Falls in Zimbabwe has recently opened up for dinner every night.

This Café is perched 120m above the

rapids of the Zambezi River, just down from the Victoria Falls Bridge which forms part of its backdrop. info@worldjourneys.co.nz

# **Royal Livingstone Express ups frequency**

Due to popular demand, the Royal Livingstone Express in Zambia is adding an additional 'run day' from 5 March 2018.

This will increase its frequency to three times a week on Mondays, Wednesdays and Saturdays.

The restored Royal Livingstone Express is a steam locomotive and carriages, offering an afternoon/ evening steam train expedition out of Livingstone, combining vintage luxury with a fine dining experience.

The Wednesday and Saturday departures feature the Victoria Falls Bridge, whereas Monday departures take the Mulobezi Line.

info@worldjourneys.co.nz





FIRST CLASS, FULLY
ESCORTED TOURS FOR
THE MATURE TRAVELLER,
YOUNG AT HEART



# ITALY & THE ADRIATIC COACH & CRUISE

Departing August, 2018
27 Days of basking under the Italian sun while soaking in rich culture and history in comfort.



#### USA & CANADA NATIONAL PARKS

Departing August, 2018
25 Days of exploring the raw and natural majesty of North America's
National Parks.



# SOUTH AMERICAN ADVENTURE

Departing August, 2018
25 Days of well paced adventure taking in the very best of this ancient and magnificent continent.



# TRANSATLANTIC CROSSING GREENLAND & ICELAND

Departing August, 2018
35 Days sailing to some of the most remote and stunning places on earth.
Including the 'must see' Iceland.

# More parklands for Patagonia

The handover of the largest private land donation in history has been finalised by Chilean president Michelle Bachelet.

This opens more than four million hectares of new national parklands for Chilean Patagonia, three times the size of Yellowstone and Yosemite combined.

It includes the creation of Patagonia National Park and Pumalin National Park which were both previously owned by Tompkins Conservation and already open to the public, but are now in the hands of the state.

Eventually the new agreement will see a network of five new national parks created, stretching from Northern Patagonia to the continent's southern tip, along with the expansion of parks already in place.





# **NYC: Dispersal and staying power**

Dispersal beyond Midtown is just one of the goals to grow New York City as a destination, as well as getting tourists to stay a bit longer in the normal hot spots.

'We're wanting to highlight all of New York's boroughs – Manhattan, Brooklyn and even Staten Island, says Kristin Hellmrich of NYC & Company.

While Times Square is one of the most

popular tourist spots, Hellmrich adds that the hardest part is getting people to hang around for a bit longer, instead of taking their photos and moving on.

'We have some amazing new attractions that have opened up in Times Square, including a 3D NFL Experience,' she says.

'It's about getting them to stay and explore a little, adding more depth to the experience.'

# Solar Eclipse of the heart

Eclipse Travel has announced a choice of two packages to experience the next Solar Eclipse in 2019 in South America.

The eclipse will take place on Monday 2 July 2019 and will be best visible from Chile and Argentina.

Eclipse Travel offers the choice of a nine-day itinerary in Chile, including

the Atacama Desert and escorted by a qualified astronomer, or an 11-day itinerary in Argentina.

This opportunity to witness the natural phenomenon combined with the man-made and natural sites of these destinations is not to be missed. eclipsetravel.co.nz/solar-eclipsetravel-packages/



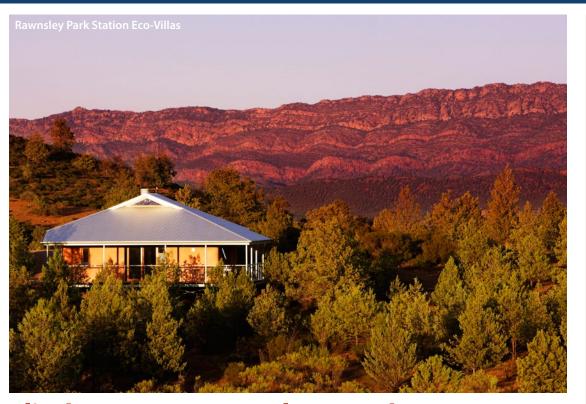
# **Education on the water**

Sub Sea Explorer has started operating 60 minute educational tours at Rottnest Island.

Running until 8 April 2018, the tours allow passengers to sit below the water line in an enclosed vessel and experience views of Rottnest Island's reef systems, see real shipwrecks and learn about the island's maritime history from a marine biologist.

subseaexplorer.com.au/





# Flinders Ranges reveals more departures

Flinders Ranges Odysseys' has released additional 2018 and 2019 departure dates for its four-day/three-night Flinders Ranges Outback Tour.

The tour explores Wilpena Pound and the Flinders Ranges, the largest mountain range in South Australia, with additional dates added to the existing fortnightly departures.

The four-day Flinders Ranges Outback Tour includes all meals, touring and accommodation and guests can explore the Flinders Ranges in air-conditioned Mercedes Benz vehicles, in small groups of up to eight people, accompanied by a personal local tour guide.

Accommodation on the tour is at Rawnsley Park Station in eco villas or one-bedroom holiday units and also at the famous Prairie Hotel at Parachilna.

Prices start from A\$3184pp and include all accommodation, meals, morning pick-up and evening set-down at selected Adelaide CBD hotels, personalised touring, expert commentary from a local driver/guide, all entrance fees and special permits and all activities.

www.flindersrangesodysseys.com.au

# Yarri, the new kid on the block

Yarri, a restaurant and bar that opened its doors in February, is located in the centre of Dunsborough in the Margaret River region.

It's been established by the cofounders of Snake + Herring Wines, Redmond Sweeny, Sal and Tony Davis and Aaron Carr.

Yarri is named after the indigenous Noongar's name for the blackbutt trees, and is chef Aaron Carr's first restaurant after 21 years at Vasse Felix Winery.

The menu uses ingredients sustainably sourced from the land and many of the small producers in the region, and is based on the six seasons of the Noongar people and country.

The wine list features all 20 of the Snake + Herring wines, bespoke beer from local Eagle Bay Brewing Co., local and Australian gins, cocktails and Seedlip – the world's first distilled non-alcoholic spirit.





### All aboard

World Journeys has half-price companion fares on a three-day Eastern & Oriental Express luxury rail journey in Asia, valid until 27 April 2018.

The Belmond Eastern & Oriental Express travels between Singapore and Bangkok with excursions including a cruise along the River Kwai (Thailand) and a guided tour of Kuala Kangsar (Malaysia).

Offer applies when one person pays full price, the second paying 50% in a sharetwin cabin, and is subject to availability.

This deal excludes the Presidential Cabin, and the longer Fables of the Peninsula journey.

The offer is also available on all journeys between September and December 2018, but only if booked by 15 March 2018. **CLICK HERE** for details.



#### **Exotic Holidays and** India Tourism Sydney

Would like to invite you for dinner and a brief presentation on India

#### In Auckland

Tues 20 March 2018 - India Gate Restaurant. 380 Manukau Road, Epsom

#### In Wellington

Wed 21 March 2018 - Tulsi Restaurant, 135 Cuba Street, Wellington

Time: 5.30pm for cocktail hour, mix & mingle, followed by a presentation and buffet dinner

dhan@exotic.net.nz



# **World Journeys' new India itineraries**

World Journeys has a range of new India itineraries, including tailor-made options for independent travellers, as well as 'guaranteed departure' small group locally-hosted journeys.

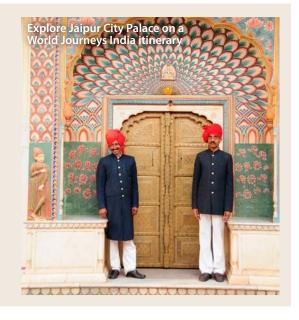
The small group journeys are all guaranteed departures, travel with a maximum of 15 guests, and are fully hosted by a professional Englishspeaking guide in India.

Each tour offers several date options, some timed in with India's most colourful festivals, including Holi, Diwali and the Pushkar Camel Fair.

Itineraries include, among many others, the eight day Glorious Golden Triangle from Delhi to Agra, Jaipur and Udaipur ideal for first-time visitors (also offering optional extensions to Varanasi, Shimla or Kerala.

There are also tailor-made Indian itineraries for clients, immersing them in local culture, accommodating them in outrageously opulent palaces or add in cooking classes, traditional dinners, pottery classes or tribal dancing.

worldjourneys.co.nz/destinations/ indian-subcontinent/india/



# Got some shoes to fill?



Advertise your job vacancy in The Memo. Two insertions qualify for a FREE listing on our website and facebook page.

#### Airlines



Air New Zealand's latest safety video is shining a spotlight on Antarctica, showcasing the important climate and environmental science underway there.

Building on NZ's long-standing partnership with Antarctica New 7ealand and the New Zealand Antarctic Research Institute, the video sees Hollywood actor, filmmaker and environmentalist Adrian Grenier, team up with Scott Base scientists to track penguin populations, study ice core samples and visit early explorer Ernest Shackleton's hut

and the vast Dry Valleys.

To minimise the environmental impact of filming, a total crew of just six travelled to Antarctica, with Scott Base scientists and staff doubling as supporting talent in the safety video.

The airline has also released television and online content, providing a more in-depth look at Antarctica and the work being done there.

The safety video is available to view online here and is now being rolled out across NZ's international and domestic fleet.

# Cathay unveils new lounge in HKIA

Cathay Pacific has just revealed its newest lounge at Hong Kong International Airport, The Deck

Located close to gate 16 in Terminal 1 and designed in the signature style of Cathay Pacific's lounges in Hong Kong and across its network, The Deck opens its doors to passengers on 22 March.

Cathay Pacific chief customer and commercial officer Paul Loo says The Deck builds on the formula that has made the airline's other new lounges around the world so popular with customers.

'Investing in experiences that our

customers value and consider important is at the heart of our product and service philosophy, and helps us differentiate ourselves from any other airline, he says.

'We look forward to welcoming the lounge's first passengers.'





#### **ACCOUNT MANAGER**

**Full Time Position** 

Following recent internal changes at Lufthansa New Zealand, a rare and exciting opportunity has become available for a sales superstar.

YOU IDEALLY WILL BE:

- □ Self-motivated and a great team player
- ☐ Commercially astute and sales driven
- ☐ Excellent in account management and relationship building
- ☐ Confident in meeting set KPI's, targets and reporting requirements
- ☐ Self-driven with strong spoken and written communication skills
- ☐ A problem solver with good presentation and time management skills
- ☐ Familiar with the Lufthansa Group fares and products

The role requires the management and development of important customer portfolios in the consolidator, retail and leisure areas of our business, mainly through sales visits and by representing the airline at public and trade events. Regular travel outside of Auckland is required.

We offer a great working environment, a central CBD Auckland office location and attractive company benefits with Europe's leading airlines.

Please send your CV to:

Anton Musin, GM New Zealand email: anton.musin@dlh.de

**Applications close:** 

Monday 12 March 2018

PLEASE NOTE THAT ONLY SHORT-LISTED CANDIDATES WILL BE CONTACTED













#### Pacific Islands



# Plantation launches day trip product

Plantation Island Resort has just launched a new day trip product, giving day visitors the opportunity to experience the resort for themselves.

The cost of a Plantation Island Resort Day Trip is F\$140 per adult / F\$70 per child, with guests departing Port Denarau at 10:30am and returning at 4:50pm.

The package will include return transfers on Malolo Cat, a two-course set menu lunch at Ol Copra Shed Restaurant, a can of soft drink or 500ml Fiji Water and complimentary use of the resort's facilities such as the inflatable water parks and non-motorised watersports.

'Plantation Island Resort has the ideal location for day trip guests, it is only 50 minutes by boat from Port Denarau and is blessed with some of the most beautiful beaches in the Mamanuca Islands,' says director of sales & marketing Akshay Singh.

Bookings can be made at the Malolo Cat counter at Port Denarau or through **reservations@malolocat.com** up until 10am on the day of the trip.

# **Golden restaurant back at Fijian Resort**

Shangri-La's Fijian Resort & Spa has re-launched its Golden Cowrie Coastal Italian Restaurant and Golden Cowrie Lounge.

Shangri-La's Fijian Resort & Spa general manager Francis Lee says they were both originally established when the resort was opened in 1967 and were known as the Golden Cowrie Restaurant and the Golden Cowrie Lounge was formerly known as the Black Marlin Bar.

The culinary team at Shangri-La's Fijian Resort & Spa is headed by executive chef Rudolf Kunkel whose international experience throughout

the Shangri-La group world-wide in South East Asia and Malaysia as well as Fiji, spearheaded the transformation of the Golden Cowrie Restaurant along with the director of the food and beverage team, Maurice Fahey.

The Golden Cowrie Coastal Italian Restaurant is headed by Italian Sous Chef Bruno Bettinazzi and a team of eight. Chef Bettinazzi worked in Singapore prior to Fiji and before that he worked in restaurants and hotels throughout Italy and Switzerland. Emmanuel Fonmanu is the service manager and heads the team in the restaurant.



Golden Cowrie Coastal Italian Restaurant



# Royal Caribbean farewells assoc VP A/NZ



Adam Armstrong

Royal Caribbean has announced the resignation of its associate vice president and managing director in Australia & New Zealand, Adam Armstrong.

Armstrong has been with the business since 2009, when Royal Caribbean opened its local office, and is leaving to pursue other interests, effective August 2018.

He will be replaced by Susan Bonner, currently based in Miami as vice president of Revenue Management and Onboard Revenue for Celebrity Cruises.

Bonner has been with the company for over 10 years, and brings considerable skills and expertise to the role to ensure the



Susan Bonner

continued success of Royal Caribbean in the region. Susan will transition to the Sydney office over the coming months.



# **Dunedin welcomes Queen Mary 2**

Queen Mary 2, made her maiden call to Dunedin earlier this week, as part of her 120-night world voyage.

Cunard's flagship 149,215-tonne liner carried close to 2600 guests, who spent the day exploring the Otago region on a range of tours of Dunedin and nearby attractions including Taieri Gorge and Nature's Wonders Reserve.

The New Zealand cruise forms part

of Queen Mary 2's 120-night world voyage itinerary, which started from Southampton in early January.

Her visit follows a significant 90 million pound (\$170 million) remastering two years ago, which has seen the addition of 50 new staterooms, including the liner's first single staterooms, as well as a stylish new space – the Carinthia Lounge – and Cunard's first wine cellar at sea.

### **Cruise Cuba with Carnival**

Carnival Cruise Line is offering 17 new sailings to Cuba aboard Carnival Sensation in 2019.

The five-day Cuba voyages will be the line's first to operate round-trip from Miami and will feature a day-long call in Havana as well as stops at popular Caribbean and Bahamian ports.

'Our inaugural cruises to Cuba aboard Carnival Paradise from Tampa were met with exceptional guest response and we're thrilled to expand upon the program with our first Cuba cruises from Miami featuring Havana and some of the most beautiful islands in the Caribbean and The Bahamas,' says Christine Duffy, president of Carnival Cruise Line.

'Cuba is a sought-after destination and we're giving our guests more opportunities to experience and explore this fascinating island'

**CLICK HERE** for details.

# Holland America's comprehensive South America

Holland America Line is offering a comprehensive South America deployment with four ships sailing in the region.

The Zaandam, Volendam,
Prinsendam and Amsterdam will
sail 12 voyages around the continent
— plus an additional South America
& Antarctica sailing over the
holidays — ranging in length from
14 to 35 days.

With departures from Seattle, San Diego, Ft. Lauderdale, and Vancouver, as well as sailings originating from within South America, these ships will explore more than 50 exotic and remote ports. Reservations will open next Monday, 5 March.

Clients can spend time among the scenery of the Antarctic Sound, Danco Coast and Palmer Archipelago, and learn about the delicate ecosystems from Holland America Line's team of scientists and wildlife experts.

On the Incan Empires itinerary clients can travel from the Mayan temples of Mexico and Guatemala, surrounded by dense jungle, to the terraces of Machu Picchu, all in one voyage.

Agents can also add one of HAL's all-inclusive pre/post overland packages on to their clients' cruises.

reservations@ftmcruise.co.nz

### Golden Oldies cricket takes Christchurch

Some of cricket's best mature athletes from Australia and New Zealand will bat it out during the 2018 Golden Oldies World Cricket Festival being held in Christchurch this April.

Leighton Johnston, long-term club cricketer and captain of local Christchurch team the Halswell Cricket Club says he's looking forward to giving the Australians a good run for their money on the cricket pitch.

'Any Australian cricketer is good to beat and we're looking forward to beating them in the game and in the after-match at the beer tent,' says Johnston.

Cricket week is one of the most popular sporting events of the 5,000 player-strong festival, tipped to attract around 600 local and international players and their supporters.

This year marks the first time in history all Golden Oldies sporting events are held in the same host city.





For the first time during the Auckland Lantern Festival, Vector Lights will light up the Auckland Harbour Bridge.

From now to Sunday, at 30 minute intervals from 8:30pm to midnight, there will be a three minute solar energy light and sound show on the Harbour Bridge to mark the festival.

To mark the Year of the Dog, a special animation of a dog has been created as part of the show, along with lighting effects – utilising 90,000 LED lights – pulsing across the bridge with reds and golds associated with the Chinese New Year.

Auckland Tourism, Events and Economic Development (ATEED) general manager destination, Steve Armitage, says Vector Lights has provided a new and innovative platform to mark the events taking place in the city.

'Visitors and Aucklanders have given Vector Lights glowing reviews since it was launched as part of Auckland's Anniversary Weekend celebrations, and with each new light show we've been able to showcase more and more of the creative capabilities this installation offers,' he says.

A large array of activies will take place throughout Auckland's Domain during the festival, including the illumination of hundreds of handmade Chinese lanterns, food stalls selling Asian delicacies, arts and crafts, live music, martial arts and performance.

# Inbound operators 'pleased' with new funding

The newly launched Provincial Growth Fund will be a real shot in the arm for the regions being targeted, according to The Tourism Export Council.

TECNZ CEO Judy Chen says her organisation is delighted that regional tourism product developments are among the first to benefit from initial round of the PGF.

She says the identified new tourism ventures will be attractive for international tourists and TECNZ members will work with providers to look at including them in future tourist itineraries.

The \$1 billion per annum fund was launched in Gisborne last week and aims to enhance economic development, create sustainable jobs and contribute to community well-being.

The first regional packages will support Northland, Tairāwhiti-East Coast, Hawke's Bay and Manawatū-Whanganui and the West Coast of the South Island.

Chen says these type of developments are in huge demand by international tourists and will help address the regional dispersal challenges the industry faces.

'Feedback from our members is that overseas tourists want authentic New Zealand experiences and will travel distances to the regions to experience them,' she says.

'Inbound tourism operators have a crucial role to play in supporting such tourism ventures and it's very exciting to see where the regional funding is going. We are very pleased.'





### Three i-SITEs sold

The three Auckland i-SITEs managed by Auckland Tourism, Events and Economic Development (ATEED) – located at Auckland Airport, SKYCITY and Princes Wharf – have been sold to AIS Tourism Limited (AIS).

AlS is a consortia of well-established, family-owned New Zealand tourism companies: Guthrey Tourism; Asset Management; and Freephones International Limited. Guthrey Tourism has successfully operated the Queenstown i-SITE for more than 20 years.

As part of the sales agreement, all i-SITE consultants and centre managers currently employed by ATEED have been extended the opportunity to retain their existing positions under the new ownership.

ATEED general manager destination, Steve Armitage, says over the past five years ATEED has been actively considering different options on how to service the visitor information needs for Auckland.

A full review of the entire i-SITE network, which at the time included 12 locations, was conducted in 2012, resulting in a report with a number of recommendations to improve the network and reduce costs to ratepayers.

This has seen the handover of a number of i-SITEs to regional tourism clusters which have been formed with support from ATEED, and resulted in the closure of others, where low visitor numbers and locations did not make them economically viable.

AIS will take over the i-SITES on 1 May 2018. ATEED will maintain a close relationship with AIS, as it does with i-SITEs operated by the regional tourism clusters.



Getting in the American spirit...Danni Jones and Bridget Fogarty, both House of Travel product

# **All things USA**

Brand USA held it's annual sales mission to New Zealand earlier this week in both Christchurch and Auckland.

Over 300 agents turned out for the Auckland leg of the Discover America roadshow held at the Cordis, with exciting prize draws and a show that kicked off after dinner, showcasing what's new in the US.



Bob Devereux and Lynn Earl, both Travel Brokers; Michael Fernandes, Beyond 2000 Travel



Jo Foster, Travel Managers Hamilton with Tasi Hill, Air NZ Holidays



Bringing Hollywood to Auckland... Angela and Peter Manase, Manase Travel Studio with Wayne Mitcham, Brand USA (middle)



Centre, Milford

# PLANNING YOUR EXIT FROM YOUR TRAVEL OR TOURISM BUSINESS - PART ONE

# HOW CAN YOU MAXIMISE YOUR RETURNS?

How should you go about exiting your Travel Business?

You could sell to staff, sell your business to an outsider, sell to family members or maybe just close up.

Whichever option you chose you need to plan for this, to not only maximise your return but also to enable a smooth transition to a new owner. This process could take **3 to 5 years** and is a big project in itself.

#### **CONSIDER YOUR OPTIONS**

- 1. Sale of Business
- 2. Family Succession
- Employee Buy Out
   Public Listing

Contact TA Accounting to help you achieve a valuable exit.

P. 09 524 6178 paul@taaccounting.co.nz



www.taaccounting.co.nz



Mohan Chandra (centre), Fiji Airways; with Simon McKearney and David Libeau, both Helloworld



Sarah Southcombe, Aspire Travel Group; Cynthia Schmitt, Citadel Outlets; Mike Southcombe, Travel Advocates

# Anaheim activity helps get Kiwi kids lunch

Social enterprise Eat My Lunch gained funds and some profile when Visit Anaheim held its annual travel industry get-together on Wednesday. Visit Anaheim donated directly to the

visit Ananemi donated directly to the

Ryan Alsup, Visit Anaheim; Stu Udy, Expedia TAAP

cause, and partners (both California and New Zealand based) donated prizes that were part of a silent auction for guests. The event was held at Bishop Selwyn Chapel in Parnell Auckland.



Tony Smith, Francis Travel Marketing; Alka Thapur, Hawaiian Airlines

# Agents can win trip to Abu Dhabi

TravelCube has a new sales incentive created in partnership with the Department of Culture and Tourism – Abu Dhabi.

It will reward eight consultants with return Etihad Airways flights to the UAE capital in May, along with four nights' luxury accommodation and an itinerary that highlights the destination's leisure, entertainment and cultural attractions.

Spots on the TravelCube famil will be awarded to the eight travel agencies across

New Zealand and Australia with the highest amount of booked room nights in Abu Dhabi between 15 February and 28 March 2018.

TravelCube marketing manager Jenny Dazeley says it will be up to each winning travel agency manager to decide which member of the team takes part in the famil, which also includes breakfast daily, airport transfers, day tours and selected meals.

marketing.travelcubepacific.com. au/2018familabudhabi-1

# **Following the Lights with Bentours**





Freelance journalist
Elanore Hughes
is experiencing a
magnificent Follow
the Lights Tour with
Bentours. Over the
next few issues of
TRAVELinc Memo,
Elanore will update
our readers on her
amazing experiences
in Scandinavia.

#### Day Two - Bergen

Come morning, I discover the Clarion Admiral Hotel is not close to the harbour, it's on it, with a view of colourful UNESCO World Heritage-listed, 14th Century wooden warehouses.

Surrounded by serene dark water and seven hills dotted with spear-like pine trees and snow, Bergen appears peaceful from the top of Mount Floyen. It's Sunday and rugged-up children play in the snow-covered playground while skiers head for open spaces.

I get lost in cobbled streets and sloping, winding alleyways of weatherboard, two-storeyed homes – mainly white but interspersed with mustard, rust-red and blue. It amuses me to see people walking the city's streets with skis on their shoulders.

So too, do the crabs swimming with price tags on their backs at the modern fish market. Kina, lobster and varieties of fish are also on sale – what you'd expect of a coastal town. The whale, moose and reindeer sausages aren't.

I look back at Bergen from the MS



Trollfjord. The sun sets, turning the hills pink. Picturesque.

#### Day Three - On Board

Finding Cabin 742 took a while. Narrow corridors, strange numbering and several corners later I eventually found it. I'd started on the wrong side of the boat. Day three aboard Hurtigruten MS Trollfjord and I'm still getting lost, although from the restaurant on deck 5 (well worth finding) to the cabin I'm all good.

The shop down from the restaurant sells clothing to make the cold bearable. Passengers stay warm in the hushed viewing lounges on decks 8 and 9 enjoying panoramic views of changing landscapes - isolated villages, barren land of brownishgreen, stark-white hills and mountains, passing vessels.

Outside on deck 9, the appropriately named Arctic Pool doesn't entice. A lap of the ship outside on deck 6 get me blown backwards when I round starboard to bow. I head back inside to the warmth and shed layers – once I find my cabin. Then I'll attempt to find the library.

www.bentours.co.nz/

## **MYSTERY PERSON**



# Who is this mystery person?

We recognise Anne Radonich in the middle of this group and we have a funny feeling the person on the right is Vicki Bell, of Supreme Tours and Travel.

But who is the mystery woman on the left? If you know, send the answer to competitions@promag. co.nz

Congratulations to Bryce Read, The Travel Co., who correctly guessed last week's mystery person Sarah Bedford from STA Travel. We have a special prize coming your way.



Discover Sicily is an eight-day coach tour and Tempo Holidays is currently offering 50% off for a second traveller if booked by 31 March 2018.

Highlights include exploring the city of Catania and its Roman amphitheatre, Piazza Armerina and the Villa Romana del Casale and seeing Selinunte archaeological park to check out the temples and acropolis.

Included in this package is

accommodation in four stars hotels, six breakfasts, four lunches, six dinners, bus or minivan with driver/quide, tour escort at disposal for the whole tour (except day seven), guided visits in Palermo, Syracuse, Piazza Armerina, Agrigento and much more.

Prices for this package start from \$2715 per couple. Travel dates are departures from 31 March to 27 October 2018.

tempoholidays.co.nz/specials

# **Helloworld agent** wins a laugh

Natalie Archer from Helloworld Howick was the lucky recipient of a voucher for her and eight friends to attend The Classic comedy club in Auckland - including a bottle of wine for them to share.

This was in conjunction with Excite's 'Million Reasons to Book' LA campaign.

Archer won the prize because she was Excite's top seller for LA in Auckland.



Excite's New Zealand business development manager, Suzanne Conradie, recently presented the prize to Natalie Archer

# **Dining out for New Year**

GTN and CX co-hosted a Chinese New Year dinner for GTN Auckland based Chinese agents at the Grand Park Chinese Seafood Restaurant at Alexandra Park Raceway. The whole group took time out for a photo during the evening.

# Your personal magazine twice a week

#### Editorial: editorial@promag.co.nz

Journalists: Stu Freeman, Sam Worthington, Shannon Williams and Patrea Robson **Graphics:** Andrew Denton

PO Box 60154 Titirangi, Auckland 0642 Ph: + 64 9 307 3782 Mob + 0274 842 863 www.travelinc.co.nz

Copyright: No part of this publication may be copied, reproduced or duplicated in whole or in part, without the prior written approval of the publisher.

#### **PEARL'S PEARLER**

'I'm not crazy; my reality is just different than yours.'

**CLICK HERE** to read TRAVELinc digital's latest supplement: Focus On Airlines



Keep up with us on social media:





Airlines