

Exclusive Christchurch Event AFRICA & SOUTH AMERICA IN STYLE

Grab your best clients and join us for Belmond's first event in the South Island. Places strictly limited!

Learn about some of the most spectacular places to stay on these two continents and how to get there.

> RSVP Now to secure your place: rosemary@eclipsetravel.co.nz







India with imagination? YES WE CAN DO!



TRAVELINC twice a week

The Grass TRAVEL **BROKERS Is Greener** Better Together

Make Travel Matter Pledge marks 2019 **World Tourism Day**

The Travel Corporation (TTC) has announced its new Make Travel Matter Pledge, in celebration of World Tourism Dav. Guided by The TreadRight Foundation, a joint initiative between The Travel Corporation's family of brands, including

Trafalgar, Uniworld, Insight Vacations, Contiki and Red Carnation Hotels, the pledge serves as the next step in a long standing commitment to sustainable tourism and conscious travel. Today, World Tourism Day, engaged citizens will examine the positive impact travel has on the globe and TreadRight is making its commitment public to Make Travel Matter.

Inspired by Palau's First Lady, Debbie Remengesau who introduced the Palau Pledge, every one of TTC's 10,000 team members and 42 sister companies worldwide are committing to make travel matter, with its new official pledge standing to help protect people, planet and wildlife. All members of TTC's family of brands will use the opportunity to commit to share TreadRight's ethos as travellers, as travel providers and as members of the global travel industry.

'Our Make Travel Matter Pledge further solidifies our commitment to helping protect the destinations we work

Continued on page 3

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2019

ISSUE

2038

TRAVELinc Memo 27 September 2019 1 All the contacts you need for 2019 The 2019 TAANZ Book is out now... The 2019 TAANZ Book If you haven't received a copy, and you'd like one, email Expedia TAAP is going places patrea@promag.co.nz with your postal address and we'll send you a copy.

Or, you can refer to the online

version HERE.





Ruapehu 'punches above weight' in regional tourism

Visit Ruapehu has won the Supreme Award at this year's Regional Tourism New Zealand Awards.

The award recognises the Regional Tourism Organisation (RTO) that achieved the most significant results in the last 12 months. Visit Ruapehu was the winner for its collaborative approach to tourism in their region.

'Visit Ruapehu has shown how a small, tourism rich region punches above its weight. With limited resources it recognised that engaging meaningfully with stakeholders, communities, and local and central government partners was essential to ensure sustainable sector growth and improve the visitor experience,' says

Regional Tourism New Zealand executive officer Charlie Ives.

'The Ruapehu Regional Visitor
Development Plan is an example of this
cooperation, being jointly developed
with DOC and MBIE on the Tongariro
National Park Spatial Plan, Visit
Ruapehu on marketing campaigns, sector
performance and new operating model,
and Ruapehu Alpine Lifts,' he says.

The Regional Tourism New Zealand Awards announced in Auckland last night celebrate the success of regional tourism organisations throughout the country and recognise their work within the tourism industry.

The full list of award winners is:

• Miles Partnership Digital Performance winner: Whanganui & Partners;

runners up: Destination Marlborough, Destination Rotorua;

- Christchurch Airport Best Marketing Performance with an Airport winner: Hamilton & Waikato Tourism, runners up: Tourism Waitaki, ATEED;
- The Great Journeys of New Zealand: Best Industry Supporter winner: Destination Marlborough, runners up: Enterprise Dunedin, Development West Coast Tourism;
- Qualmark Advocacy Award winner: Activate Tairawhiti, runners up: Tourism Bay of Plenty, Destination Fiordland;
- Tourism New Zealand Tiaki Engagement Award winner: Destination Queenstown (no runners up);
- RTNZ Supreme Award winner: Visit Ruapehu.



Ella Zhang, Destination Queenstown; with Paul Yeo, Tourism New Zealand



Sarah Alexander, Jo Kennedy, Warren Furner and Alex Pearce, all Visit Ruapehu



Make Travel Matter Pledge marks World Tourism Day

Continued from page 1

with, its communities and local wildlife,' says Brett Tollman, chief executive, The Travel Corporation and Founder, The TreadRight Foundation. 'As responsible travellers, TreadRight's ethos has become part of our company's DNA and what we stand for, and we share our pledge with our guests as well as partners in the hope they will join us.'

The Make Travel Matter Pledge:

I will make my travel matter – for our planet, for people and for wildlife.

When I explore this planet, I will do my best to tread right.

I will refuse single use plastics when I can and recycle what I cannot avoid.

When possible, I will offset my travels.

When I meet new people, I will honuor their home as I do my own and do so in the spirit of diversity and inclusion. I will purchase locally made items wherever possible and pay a fair price.

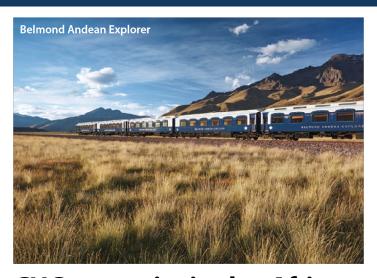
When I experience wildlife, I will do so in nature. I will not ride animals that ought not be ridden, or support animal cruelty in any way.

Together, we will tread right upon the earth – and we will make our travel matter.

www.treadright.org/pledge



The launch of The Travel Corporation's Make Travel Matter Pledge coincides with World Tourism Day today



CHC agents invited to Africa and South America in style

Eclipse Travel is partnering with Belmond and Air New Zealand to bring agents and clients an exclusive Christchurch event at Riccarton House on Thursday 17 October – Africa and South America in Style.

Rosemary McNoe from Eclipse Travel, Bri Rodden from Air New Zealand and Katie Metcalf from Belmond will be giving educational presentations regarding places to stay on these two continents and how to get there.

This is the first time in the South Island an event involving these presenting companies has been offered and numbers are strictly limited, so agents are advised to RSVP quickly to secure a place.

'We invite agents to bring their best clients along for an inspiring evening with drinks and canapés included,' says Rosemary McNoe. 'A stay in one of Belmond's properties or trains is a highlight of holidaying in Africa or South America and Eclipse Travel is experienced at tailor-making itineraries to ensure your clients have the adventure that suits them.'

Agents need to RSVP by Thursday 3 October with name, agency details and any clients they wish to have attend, via email to **rosemary@eclispetravel.co.nz**

Williment races with package

Williment Travel has released a four-night travel package for the 2020 Formula 1 Australian Grand Prix, priced from \$1895 per person. It includes four-star accommodation, grandstand ticket, Williment function and tour merchandise.

Next year marks the 25th year of the Formula 1 season opening event. It showcases both Formula 1 and Supercars racing throughout the weekend.

bit.ly/F1-AusGP-2020





TODAY MARKS WORLD TOURISM DAY. THE TREADRIGHT FOUNDATION, A JOINT INITIATIVE BY THE TRAVEL CORPORATION'S FAMILY OF BRANDS, IS MAKING A PUBLIC COMMITMENT TO MAKE TRAVEL MATTER FOR THE BETTER. THIS PLEDGE SERVES AS THE NEXT STEP IN A LONG STANDING COMMITMENT TO CONSCIOUS TRAVEL, FOR STAFF, PARTNERS & THE THOUSANDS OF NEW ZEALANDERS THAT CHOOSE TO TRAVEL WITH US EVERY YEAR.

I will make my travel matter - for our planet, for people and for wildlife.

When I explore this planet, I will do my best to tread right.

I will refuse single use plastics when I can and recycle what I cannot avoid.

When possible, I will offset my travels.

When I meet new people, I will honour their home as I do my own, and do so in the spirit of diversity and inclusion.

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When I experience wildlife, I will do so in nature.

I will not ride animals that ought not be ridden, nor support animal cruelty in any way.

Together, we will tread right upon the earth – and we will make our travel matter.





costsaver.



















#MAKETRAVELMATTER TREADRIGHT.ORG



World On A Plate reveals lunch destination

The Travel Corporation and Air New Zealand have revealed the lunch destination for the World On A Plate sales incentive – Singapore. Known as 'food heaven', the city-island-nation boasts a fusion of Chinese, Malay, Indian and Peranakan cultures that have created Singapore's local cuisine and food traditions.

The six top selling or lucky agents that will be invited to join the incentive trip in May 2020 will be treated to a diverse range of tastes, from local street foods to a Michelin Star experience. Through Little India, China Town, the Arab Quarter and drinks overlooking Singapore's skyline, the winning agents will gain a new appreciation for what is regarded as Singaporean's national pastime – dining.

(For Kiwi clients flying to Europe with

Air New Zealand, both Trafalgar and CostSaver offer a four-day Singapore itinerary as a solution to break up a long journey. Air New Zealand offers Singapore as a free stopover (taxes payable) and customers are able to fly from Singapore non-stop to 16 UK/ Europe destinations with Alliance partner Singapore Airlines as well as five other airline partners.

The World On A Plate incentive is a two-week long degustation around the globe. Six agents will travel with the TTC family of brands and fly with Air New Zealand to some of the most coveted foodie destinations around the world. Hundreds of agents have already registered their interest via the Facebook Group: www.facebook.com/groups/worldonaplate/ and are becoming



eligible as they book six passengers with each of Air New Zealand and The Travel Corporation. The three-month long incentive period also includes fortnightly spot prizes, each a significant sales incentive on its own. Starting with breakfast in Queenstown and lunch in Singapore, the May 2020 trip will land in the UK for dinner, have dessert in Europe, and a morning after brunch in South America.

www.worldonaplate.co.nz



WIN A 15 DAY JEWELS OF EUROPE RIVER CRUISE FOR YOU AND A COMPANION IN 2020

To go in the running to win a Scenic river cruise, the following must be completed:

- 1. Book a minimum of 6 clients on any Scenic 2020 Europe River Cruise or South East Asia River Cruising between 01 September 30 November 2019.
- 2. Submit your registration by naming a unique selling point for one of the featured destinations.

CLICK HERE >



See full terms & conditions at scenicnz.com/winacruise

TAANZ 'inundated' with calls on Tempo collapse

The Travel Agents Association of New Zealand says it has been 'inundated' with calls from agents looking for clarifications and assistance since it sent out an update on the failure of Tempo / Bentours early this week.

Andrew Olsen, chief executive of TAANZ says it appears that where Tempo and Bentours were not a preferred provider the exposure is relatively low. In these cases the attitude appears to be that the agent will 'front foot it with the client, make sure the right thing is done and then seek recourse (if any) later.'

He says in the preferred space the situation is more serious.

'In the cases we're aware of, payments to the supplier have occurred through direct credit. This means neither the customer or the agent have recourse to compensation when a supplier fails. It falls outside the parameters of credit or debit card charge back.'

He says that while direct credit arrangements may be 'costless and frictionless' they come with risk. 'We also know travel insurance isn't covering third party supply failure so all round these events really expose some gaps in the system.

'We have been trying to implement the same chargeback scheme that operates in Australia. It's ready to go but we have been unable to get a payment partner across the line. One bank is tentatively looking at the scheme but to get this moving we need more arms around this than simply TAANZ banging away at providers,' Olsen says. 'If we can get this in place it means agents and customers can use a card and know that in a collapse like this neither customer nor agent will miss out.

'These events always give you 20/20 hindsight and one suggestion from Kim Grafton at helloworld is for TAANZ to



consider a supplier register which can bring members up to speed with publicly available information on suppliers. If you look at the Tempo situation, a quick search will give you plenty of information that things were not good but who knew when and where to look? We want to try to do what we can to get ahead of that curve and will put some energy into getting that into place soon,' Olsen says.

'We can help,' say suppliers

A number of operators have assured the trade they are ready and equipped to fill gaps and support clients after the Tempo / Bentours failure late last week.

Exotic Holidays says it has been receiving many enquiries from the trade to assist with bookings across a range of destinations – Greece,

Croatia, Turkey, Italy and many more.

'We are working hard to find travel solutions for those that have approached us for help,' says managing director Rahul Sharma. 'Resolving these issues will continue to be our top priority over the coming days and weeks.'

Nordic specialist 50 Degrees North says its team is on hand to support clients

who have travel plans to Norway, Sweden, Finland, Iceland, Greenland and Russia in the upcoming months.

Sun Island Tours, which operates in many of the same destinations and works with similar suppliers as Tempo did, also says it is committed to helping affected agents and their clients with any fulfilment needs.



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- Have excellent communication skills, time management and attention to detail

We offer a generous salary package with support unrivalled in the retail travel environment.

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We are people centred offering travel opportunities + benefits.

APPLICATIONS CLOSE 5PM, 04 OCTOBER 2019

Send your CV and covering letter to:

Toni Leonard, People & Development Manager

Calder & Lawson House of Travel 07 856 9009 | tonil@hot.co.nz

The best holidays are created together.





Cruising

Quark savings

World Journeys is offering a US\$500 shipboard credit on select departures of Quark Expeditions' Antarctic Fly/Cruise or Antarctic Express: Crossing the Circle, when booked and deposited by 29 November 2019.

A Fly/Cruise means clients spend less time cruising the Drake Passage, and more time in the Antarctic. Qualifying Antarctic Fly/Cruise departures are 3, 8, 13 December 2019; 10, 15 January 2020. Qualifying Antarctic Express: Crossing the Circle departures are 18 December 2019 and 25 January 2020.

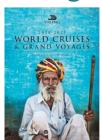


In addition, clients can save between 10-25% on select departures of the same two cruises when booked by 31 October 2019. **CLICK HERE** for details.

VIKING THINK VIKING

FLY & CRUISE SALE

Viking showcases ocean cruises, specials



Viking has released its new digital 2020-2021 World Cruises and Grand Voyages brochure, showcasing a collection of ocean voyages.

Ranging between 22 and 161 days in duration, each Viking World Cruise

and Grand Voyage is a fusion of two or more of Viking's cruise itineraries, an array of destinations during one seamless journey.

The new digital publication also features a selection of special offers, including free

business class flights for guests who book a Viking World Cruise.

'This very special collection of Viking voyages is a perfect tool for agents' next cruise booking,' says Erin Kramer, trade marketing manager at Viking Cruises.

Among the voyages included in the brochure is the 22-day European Highlights itinerary, sailing from Venice to London via Croatia, Greece, Italy, France and Spain. Clients who book before 30 November 2019 can take advantage of Viking's companion flight offer, allowing one traveller to fly free while the other can fly return to Europe from A\$1895pp. **vikingcruises.com.au**



A RANGE OF FLIGHT OFFERS AVAILABLE ON SELECT CRUISES

CLICK HERE

Lotus Cruises launches agent incentive

Francis Travel Marketing is highlighting a Lotus Cruises agent incentive, which gives agents a chance to earn Apple products.

Agents collect Lotus coins for each booking they make with the cruise line. For example, if an agent books one cabin on a seven-night cruise in the Prestige or Grande Suite the agent collects three Lotus coins. To receive an iPhone 8 they need six coins.

To apply for an award, agents need to download an incentive form from the agent hub on the FTM wesbite and send the completed form to Kelly Bates at

kelly@francistravelmarketing.co.nz

The Lotus incentive programme is for new bookings made between 15 September 2019 and 15 March 2020. Check for T&C's.

Attractions and events drive growth for lodge

Expanding attractions and new events are helping to drive growth for Waikato property, Lakeview Lodge.

Located between Matamata and Cambridge, the lodge is a convenient stop for FIT and small inbound groups visiting attractions such as Hobbiton, and The Red Barn that recently launched its Taste of Waikato degustation events.

Major events like the international Breast Cancer Paddlers Commission Festival (The Pink Paddlers) in 2022 are a boon for the region. Orbit World Travel is the travel and accommodation partner for the event that is expected to see 5000 participants and supporters.

'We are looking forward to working with Orbit on The Pink Paddlers event,' says co-owner of of the lodge, Joanne Leigh. Being on the shores of Lake Karapiro means plenty of options for outdoor activities and Leigh encourages her guests to stay two to three nights.

'A local operator takes people kayaking on the river and then they float back down at night through the glow worms,' she says. 'There's mountain biking on the Waikato River trails, and there's one-and-a-half-hour tours on nearby Sanctuary Mountain Maungatatari or a six-hour trek around it.' Leigh also offers a one-hour tour through the family farm.

Accommodation consists of adjoining lodges – The Huntington sleeps 12 (two bedrooms with split king beds, a cabin room that sleeps eight) and The Hamptons (five bedrooms – four with split kings and one twin). Both have three bathrooms and a separate toilet.



Joanne Leigh, Lakeview Lodge

Both The Huntington and The Hamptons have fully equipped kitchens, but for those who don't want to self cater, the lodge uses local caterer, Gourmet Delicious.

Lakeview Lodge has a five-star silver Qualmark rating, in the Boutique Lodges category, and has a helipad.



Love Catching up Love This place Love Taupō

Join us for the Love Taupō Showcase Auckland - 16th Oct 2019

FIND OUT MORE & RSVP »

Heritage promotion

Heritage Hotel Management has promoted Jass Sidhu from central reservations team leader to revenue and yield manager for the Heritage and City Life Auckland Hotels. He is responsible for overseeing the hotels' bookings productivity and joins the Heritage Hotel Management sales and marketing leadership team.

New small group touring brand

Leisure Time Group has introduced a new brand, Pure Discoveries, focused on small group touring. The name will eventually replace all of the group's Boutique Journey tours running via the inbound businesses – Leisure Time Tours and Travel Time South Pacific.

The guaranteed departure tours aim to provide 'content-rich' journeys with a



Pure Discoveries... a new brand from the Leisure Time Group

maximum of 16 guests per tour and itineraries that range from 11 to 23 days.

Marketing manager Vicki Annison says Pure Discoveries' tours can be combined with tailor made FIT arrangements if clients wish to extend their stay in New Zealand, or an Australian option can be added on.

'While we do include the must see sights in our itineraries, we also add smaller scale adventures that only a small group can experience. There has also been a lot of positivity around our Your Choice multiple options. These are not optional extras, but choices presented so travellers can handpick elements of their journey at the time of booking, while still reaping the benefit of being part of an organised tour.'

purediscoveries.co.nz/





High rise ibis in East Perth

What is claimed to be the world's largest high-rise modular hotel, the ibis Styles East Perth, has opened.

Accor, together with Rehawk Property Group, have built the 18-floor, 252-room hotel that is specifically geared towards the economy travel market.

With views of the Swan River, the hotel is close to Langley Park, Optus Stadium and the WACA Ground that will host men's and women's T20 World Cup International matches next year.

Club Med store at Sydney beach

Club Med has opened its first Sydney Northern Beaches In-Store Boutique at the Avalon-based travel agency, Travel View. Joining a group of now 11 specialist travel agencies across Australia, Travel View's new features include a dedicated Club Med shopfront display, holiday-inspired information corner, as well as specialist team training.

Skywalking over giant gorge

The Kalbarri Skywalk in Western Australia will open in early 2020. Two 100-metre high skywalks with a connecting boardwalk between them will jut 25 and 17 metres beyond the rim of the Murchison River Gorge at one of its highest points.

The skywalk will become the newest attractions at Kalbarri National Park, taking the total number of individual sites to 15. It will be at the West Loop, opposite the Murchison River bank from the Nature's Window site.

The universally accessible facility will also include an environmentally friendly kiosk that will operate on low to nil emissions with an off-the-grid energy/power system. There will also be toilets, shade shelters, and improved road and tourism infrastructure.

Kalbarri already sees approximately



The new skywalks in Kalbarri National Park open next year

450,000 visitors annually to the park; it is hoped this project will encourage more tourists to explore the town and the Coral Coast region's natural heritage.

The inland gorge sites of the park (including the new skywalk, once operating) are open from 6am to 6pm daily, at a cost of A\$15 per vehicle (carrying up to 12 passengers).

Kalbarri National Park is 570km north of Perth and all coastal sites of the park are free to visit.

Australia's gardening cruise

Cunard's inaugural gardening voyage will set sail on 1 March 2021 from Sydney to Hobart on board Oueen Elizabeth.

Nine gardening experts and personalities will join the seven-night voyage to share their knowledge and garden trends with guests during informative talks and dinners.

Topics will include rose gardening, small garden design, bee-keeping, lawn maintenance and growing native plants.

Prices start from \$1459 per person twin share and is on sale until 31 October, unless sold out prior.

Visit GO Holidays for details. gocruising.cruisefactory. net/cruisefinder/view/ special/1621480/australias+gardening+journey/2021-03-01#. XYQX9xEzaJB



The Aussie Experience – sell Australia and win

Air New Zealand, in partnership with Destination New South Wales, South Australian Tourism Commission, Tourism and Events Queensland, Tourism Western Australia and Visit Victoria, has launched the Aussie Experience, giving agents the opportunity to win a spot on one of six famils to Australia.

What agents need to do:

• Sell two tickets on Air New Zealand from New Zealand to Australia between 23 September and 14 October 2019;

- Complete the online form including ticket numbers:
- The more tickets agents sell, the more chances they'll have to win. Two tickets = one entry.

Famils depart from November 2019, and include return Works flights from agents' nearest Air New Zealand serviced domestic airport to your famil destination in Australia.

CLICK HERE for a peek of the six famils. Registrations close on 14 October 2019. Terms and conditions apply.

Exotic's Nepal highlights

Exotic Holidays is offering a nineday Highlights of Nepal tour priced from \$2802 per person, twin share. The tour travels Kathmandu, Pokhara, Chitwan National Park, Nagarkot and back to Kathmandu. Next year is Visit Nepal Year 2020. CLICK HERE for details.



Wellness package in Thailand

A six-day wellness package in Thailand is available through Exotic Holidays.

The package is based at Chiva-Som International Health Resort in Hua Hin, a world-class health retreat in Thailand. It's priced from \$8567pp, twin share.

Exotic Holidays managing director Rahul Sharma points out that Hua Hin was once a quiet fishing village and later became a fashionable escape for residents of Bangkok. 'Today, Hua Hin is still the most desirable ocean-front destination in the Southern province of Prachuap Khiri Khan.'

At Chiva-Som, personalised programmes and an extensive range of treatments are accessible, from weight management and stress reduction to



skin rejuvenation and longevity. Tai Chi, pilates and personal training classes are available to improve clients' fitness, while yoga, therapies and medical services are other options. The experience begins with a health and wellness consultation

where health problems are addressed and appropriate activities are recommended. www.exoticholidays.co.nz/destination/packages_detail/Chiva-Som-International-Health-Resort-Hua-Hin-Thailand/321

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2020 a year of culture for Galway

Galway 2020 European Capital of Culture has unveiled its core programme for the year, with the themes of landscape, language and migration.

The European Capital of Culture (ECOC) began in 1985 to provide Europeans with opportunities to learn more about each other's cultures and enjoy their shared history.

Developed through more than 100 partnerships with 33 different countries represented, Galway 2020 will run over four seasons until January 2021. Each season will open with a fire festival, referring to the Irish tradition of marking the new season with fire.

Galway 2020 will open with a free week-long festival of fire starting on Saturday 1 February, moving through six towns and villages and culminating in an opening ceremony in Galway City on Saturday 8 February 2020.

The majority of projects ranging across music, theatre, literature, visual arts, dance, film, architecture, heritage, sport and food will be free to audiences.

Galway will join forces with Boston. Belfast and Nashville to host concerts by transatlantic stars of country, blues, gospel, folk and bluegrass.

UTracks' early bird is on

UTracks' annual early bird sale runs through

until Friday 25 October. Clients can save 10%

walking and cycling tours departing in 2020.

UTracks has a revamped offering for 2020

off the base tour price on active European

with 37 new trips and five new countries.

Visual art installations include a



Galway – the 2020 location of the European Capital of Culture – has released its core programme

giant mirror pavilion by Irish artist John Gerrard set in a 4000 year-old Connemara bog; and, on St Patrick's Day, the mountains of Connemara will turn green in a light spectacle by Finnish light artist Kari Kola. American artist, David Best, of Burning Man fame, will create a major new work with young people from

In theatre, Homer's Odyssey will be presented on a tour of the beaches of Galway; and Druid Theatre will take Ireland's greatest 20th century one-act plays to towns and villages across the county.

Among the literary heavyweights to make an appearance will be Margaret Atwood who will take part in International Women's Day celebrations.

including Kosovo, Albania, Montenegro,

now offers some 460 Active Europe trips

Belarus and Bosnia & Herzegovina. UTracks

Derry and Galway.

Scandinavia savings

Albatross Tours is offering savings of up to \$600 per couple or \$300 per person on 2020 Europe and UK excursions. This includes the 21day Scandinavia, In the Footsteps of Vikings tour.

The trip departs 15 May, 7 and 23 June, 17 August and 1 September 2020 and highlights include a two-night stay in Copenhagen, a stay in Geiranger with a cruise around the surrounding UNESCO Heritage Listed fjords, a scenic journey on the Flam Railway and more.

CLICK HERE for details.



The tour includes two nights in Copenhagen

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- 1 Three course set menu dinner during the intermission
- 1 Presentation Textbook
- Use of local buses in Oberammeraau on ticketed day
- Tourist tax
- Alternative accommodation and ticke categories available.



twin share standard room, subject to availability & T&Cs.

in total as well as new boats and hotel





Agent deals on MH

Malaysia Airlines is reminding industry partners that its Out of Office agent deals are still available.

Bookings / reservations will be accepted until 31 October 2019 to selected Malaysia, ASEAN, and South Asia / Sub Continent destinations from Auckland.

Return fares from Auckland include Singapore, \$700; Phnom Penh, \$690; New Delhi, \$766 and many more.

Check dates, terms and conditions.

nz.salessupport@malaysiaairlines.com



NZ: Improved sustainability but more to be done

Air New Zealand has released its latest sustainability report, which outlines its progress over the past vear on climate change and carbon reduction, embracing diversity and inclusion, supporting sustainable tourism, working with suppliers and reducing waste and plastic.

Its sustainability highlights are

- More than 180,000 customer journeys were offset via the airline's FlyNeutral voluntary carbon offsetting programme – 40% more than in 2018;
- More than 2500 tonnes of fuel and more than 8000 tonnes of CO₂-e saved by plugging aircraft into ground power at the gate;
- Women in senior leadership positions

increased to 44% from 39% in 2018;

- More than 400 threatened creatures and conservation dogs transported for the Department of Conservation;
- 5.71m passengers flown on the airline's regional network – up from 5.36m in 2018;
- Nearly 55 million plastic items to be removed or replaced with lower impact alternatives by the end of October;
- 120 tonnes of unopened items reinjected onto aircraft instead of going to landfill.

The airline's head of sustainability, Lisa Daniell is pleased at the airline's progress against its goals, but admits there is still much work to be done.

'Responding to the climate crisis

remains our single biggest sustainability challenge. While we've continued to build efficiencies in our own operation and invest in more modern. fuel efficient



Lisa Daniell

aircraft to curb carbon emissions, we've also been pleased to see an increase in the number of travellers who offset their emissions from flying over the past year. We would love to see more corporate customers commit to offsetting their flights as well.'

BECAUSE GOOD CONNECTIONS ALWAYS HELP

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Chris Ingram, IGG Destination Marketing Australia / New Zealand; Monica Rae, MP Travel, Melbourne; Kristie Peters, Travel Managers, Melbourne; Gaylene Solly, House of Travel, Hamilton; Nikki Soloman, Quay Travel, Auckland; Janelle Philpott, Air New Zealand, Perth; Dan McKay, Flight Centre, Dunedin; Rena Charalambous, Egencia, Sydney; Felicity Kent, Globetrotter Corporate Travel, Sydney; Jo Drum, helloworld Mt Eden; Karen Judge, CT Connections, Perth; May Chan-Boon, Flight Centre, Palmerston North; and kneeling is Kevin Brewer, Memphis Tourism

Agents make it Memphis on famil

Memphis Tourism, in partnership with Air New Zealand, recently hosted a group of Australian and New Zealand-based agents to the southern city.

The trip aimed to showcase all that is great about Memphis, along with highlighting Air New Zealand's gateway to the city, Houston.

The trip not only explored Memphis' most iconic sites and the rich history, but also to experienced its new and modern attractions. It also saw agents immersing themselves in the music and sound that the city is famous for.

A highlight included eating at the Arcade Restaurant, one of the oldest restaurants in Memphis and once a favourite spot for Elvis Presley amongst other famous musicians. Showcasing Memphis' short proximity to Mississippi, the trip also included a day spent in Tupelo MS, more prominently known as the birthplace of Elvis. Tupelo Hardware Co. was

also on the agenda, where Elvis purchased his first quitar.

Other highlights were a visit to the new Edge Motor Museum, followed by a short walk across the road to Sun Studio, which has a Oldsmobile Rocket 88 sitting out the front and is fittingly named after the studio's first hit record.

The group heard the magic of soulful gospel music by Mississippi Boulevard Christian Church and, on a totally different note, spent an evening at the Memphis Zoo for Zoodio 54. The event featured four stages of live entertainment and more than 70 midsouth restaurants and bars to feast from.

With Memphis International Airport experiencing its fifth straight fiscal year of passenger growth, the city continues to be a trending destination for travellers around the world, including those from Australia and New Zealand

www.memphistravel.com



Utah has two new International Dark Sky Parks

Dark Parks

Arches and Bryce Canyon National Parks – two of Utah's Mighty 5[®] – have been certified as the state's latest International Dark Sky Parks.

The US National Park Service and the International Dark-Sky Association recognised the parks for their quality night skies and commitment to protecting and sharing natural darkness. www.visitutah.com/places-togo/dark-sky-parks/



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Pacific Islands



Couples escape to Fiji

InterContinental Fiji Golf Resort & Spa has a new offering for couples, the Fiji Romance and Adventure Escape. The getaway to Natadola Bay features inclusions such as a jet ski safari, a 120-minute couple's spa ritual, private cabana dining, private airport transfers and a romantic Cleopatra bathing ritual.

Located on Natadola Beach in a private bay amongst 35 acres of tropical gardens, InterContinental Fiji Golf Resort & Spa has 266 luxury rooms and contemporary suites.

'After seeing an increase in couples travel in the luxury segment, we noticed that there was a gap in the market for adventure activity packages, says Hudson Mitchell, director leisure sales and marketing. 'The new Romantic Fiji Adventure package offers guests the luxury romantic element with a bit of thrill and excitement.'

enquiries.fiji@ihg.com

Tokoriki to stock Nama skincare

Tokoriki Island Resort has partnered with Nama Fiji – a premium skin care brand focused on sustaining the livelihood of the Fijian community through training, employment and ongoing support.

Tokoriki stocks Nama Fiii's new environmentally friendly packaged skincare collection, which is made with organic handharvested sea grapes from Fiji's Yasawa region in Fiji. Grown in the Somosomo and Gunu villages, the grapes have a four to six week regeneration period, which means harvesting does not have a negative impact on the environment.

Senikai Spa at Tokoriki Island Resort has four individual couples' treatment bures and also offers an 'unlimited massage retreat' package.



Tokoriki Island Resort is in Fiji's Mamanuca Islands and comprises eight beachfront bures, 18 beachfront pool bures and 10 beachfront pool villas.



Samoa savings

Savings of 30% are on offer from Aga Reef Resort in Samoa, for travel from 27 September 2019 through to 31 May 2020 and for sales to 31 October 2019, advises local representative Eve 4 Travel.

The offer is valid on all room types and includes daily breakfast, free return Samoa International Airport transfers, a WST\$200 resort credit per room, a free room upgrade subject to availability and complimentary use of snorkelling gear and kayaks. Wholesalers have details.





Marriott eyes Philippines for expansion

Marriott International expects to more than triple its portfolio in the Philippines in the next five years and debut five new brands including The Ritz-Carlton, Element and Westin.

With four hotels currently open in the Philippines, Marriott expects to open 14 more properties by the end of 2024, adding more than 3700 new rooms to the market. Currently operating in three destinations, the company expects to debut in five new destinations - Caticlan, Cebu, Davao, Mactan and Palawan – with both new-build hotels and conversions.

Just a Girl a while longer

Gwen Stefani has announced the final 16 performance dates for her headlining residency, Gwen Stefani – Just A Girl at Zappos Theater at Planet Hollywood Resort & Casino.

Designed exclusively for Zappos Theater and promoted by Live Nation and Caesars Entertainment, the show celebrates the breadth of the star's musical career with fan-favorite hits, including Hollaback Girl, Sweet Escape and What You Waiting For.

The final performances going on sale are: February 2020: 7, 8, 12, 14, 15, 19, 21, 22 and May 2020: 1, 2, 6, 8, 9, 13, 15, 16.

www.caesarstravelagents.com

Ngāi Tahu and NZ formalise relationship

Te Rūnanga o Ngāi Tahu and Air New Zealand have signed an agreement aimed at boosting economic growth in Ngāi Tahu takiwā which covers 80% of Te Waipounamu (the South Island).

The agreement includes:

- Air New Zealand and Ngāi Tahu will develop a regional engagement strategy for the Ngāi Tahu takiwā and identify ways to drive sustainable visitor growth;
- The airline will promote Ngāi Tahu and

Takiwa tourism experiences through its marketing channels and integrate these into visitor strategies;

- The two parties will create a talent and skill sharing programme, with a focus on aviation engineering, innovation and research from Air New Zealand and cultural confidence and engagement from Ngāi Tahu;
- Air New Zealand will support the primary products of the iwi in its own environments and supply chain where possible.

EagleRider launches Alaska tours

EagleRider is now offering three guided motorcycle tours in Alaska.

With Harley-Davidson or Yamaha motorcycles options available, the three new tours include the Alaskan Summer Motorcycle Tour riding through places such as Anchorage, Valdez, Fairbanks, and Talkeetna.

The Alaskan Adventure Tours ride from

Seattle to Anchorage or Anchorage to Seattle through Alaska and Canada along the ALCAN Highway through the Yukon Territory and British Columbia.

Sights include mountain glaciers, arctic tundra, forests, the aurora borealis, and deer, moose, bear, buffalo, otters and eagles. **CLICK HERE** for details

'Best of the best' in Krabi

The 'Krabi Premium' marketing concept, aimed at delivering the 'best of the best' of Krabi, has been launched by the Tourism Authority of Thailand's (TAT's) Krabi office.

Apichai Aranyig, director of TAT Krabi, says the concept is not about selling highend or expensive products, but focuses on promoting experiences based on the treasures of Krabi Premium – its attractions, accommodation and food.

Krabi boasts 154 islands plus three national parks including Hat Noppharat Thara-Mu Ko Phi Phi National Park as well as five local communities. Krabi also has its own regional cuisine that can be found in local eateries.

Many of Krabi's hotels have eco-friendly operations. The region is known for its environment-friendly, sustainable tourism values and last year, it received 'Global Low-Carbon Ecological Scenic Spot'honours at the 2018 Annual Session of Global Forum on Human Settlements and Sustainable Cities award ceremony.

DID YOU KNOW?

That you can WIN a \$50 **voucher** with Exotic Holidays?

Each week Exotic Holidays is giving the first 20 correct entries into its Did You Know? competition the chance to win a \$50 voucher. Just answer the question below and send it to sunita@exotic.net.nz

This week's question:

In which country did the first manned hot air balloon flight take place?

If you don't know the answer you will find it in Exotic Holidays' weekly TRAVELBug newsletter, distributed by email every Wednesday. And if you don't currently receive the newsletter you can subscribe by emailing sunita@

exotic.net.nz

Congratulations to last week's winner: Linda Rose The Travel Brokers





Dragoman's sale gives 15% off

Overland operator Dragoman has a global sale, offering 15% off trips until 21 October 2019.

Clients can travel through until 31 December 2020 on this deal for Overland Journeys through Asia, Africa and the Americas plus new ones for 2020.

Some trips with great savings include Georgia, Armenia & Azerbaijan, 16 days, was \$3030pp now \$25766pp; Backroads of Patagonia, 23 days, was \$3110 now \$2644pp; Rhythms & Realms of West Africa, 28 days, was \$3820 now \$3247pp; Serengeti, Zambezi & Victoria Falls, 51 days, was \$6470 now \$5500pp. Check terms, conditions and exceptions. *CLICK HERE* for details.

Rail Europe adds to Rail Expert programme

Rail Europe's final stage of the 2019 Rail Expert programme has launched with the Great Train Journeys Expert module.

Participating agents are taken on a virtual tour where they learn about the different products, routes and services available. From cruising on wheels through the Rocky Mountains and the Australian Outback to traversing across safari plains in Africa and the culturally rich India and South East Asia, agents will see the many great train journey options available.

Rail Experts is a platform specially designed to equip agents with vital information and effective selling tips and tools on all things related to European rail products and the everexpanding suite of Great Train Journeys.

Apart from potentially winning prizes including \$15 Dan Murphy / Liquorland vouchers and \$100 visa gift cards monthly and many other goodies, agents who ace the programme stand a chance to win a place on a luxurious Great Train Journey taking place before the end of the year.

To sign-up, agents need to create an account on Rail Expert: ns3329651. ovh.net/onlinetraining/login/index.php or follow the guidelines on the enrolment guide by CLICKING HERE.

For assistance, email training@raileurope.com.au

Carnival says CHEERS!

Carnival Cruise Line has introduced its beverage programme, CHEERS! on cruises from Australia.

CHEERS! includes sparkling wine, wine, beer and cocktails. Frozen cocktails and mocktails, and non-alcoholic drinks are also included in the programme which retails for A\$119pp per day.

CHEERS! includes discounts for other beverage offerings available onboard, including 25% off wines by the glass and spirits outside of the programme, beverage seminars and bottles of wine in Nouveau restaurant.

CHEERS! is available for booking on cruises of seven days or longer departing from Australia through to the end of January 2020. Travel agents can add CHEERS! to a client's booking and guests booked on an applicable Carnival Cruise can also pre-purchase CHEERS! from 1 October 2019 at:

www.carnival.com.au/cheers www.francistravelmarketing.co.nz



Johannesburg | Botswana | Eswatini

Departing May 2020. 22 days in Southern Africa, a land of diversity with a varied and rich history, magnificent natural beauty, abundant wildlife and a unique spirit and energy. There is so much to see and do!



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Hanoi | Siem Reap | Angkor Wat

Departing June 2020. 23 days highlighting the culture, splendour, beauty and tranquility of two exquisite nations. Culminating in a magical 7-night cruise down the Mekong River from Cambodia to Vietnam.

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For all bookings received prior to 30 September 2019, not only will you receive 10% commission* on our inclusive tour packages, you will also receive a \$100.00 Visa Prezzy Card!

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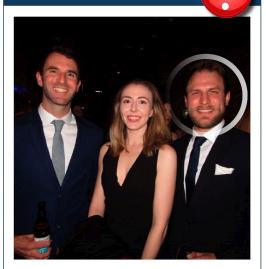
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MYSTERY PERSON



Who is this mystery person?

Here is another flashback to the TAANZ National Travel Industry Awards held earlier this month... we recognise the two STA peeps – Sam Morrah and Jessica Holmes, but who is the mystery man on the right?

If you can help us out, send the answer to **competitions@promag.** co.nz with Mystery Person in the subject line.

And congratulations to Jeremy Westenra, Orbit World Travel, who correctly guessed last week's Mystery Person Ken Were, YOU Travel, Newmarket. A great prize courtesy of Tourism Memphis and Lonely Planet will be sent out to you.

TMG brokers get familiar with New Caledonia

Six Travel Managers Group and Travelsmart brokers experienced New Caledonia this month, on a five-day TMG exclusive famil flying Aircalin.

Escorted by TMG's support consultant Tania Chatsinchai, and accompanied by Aircalin sales executive Vanessa Tjemplon, the group had overnight stays at the Sheraton Deva in Bourail and Noumea's Le Meridien and Le Lagon.

They conducted site inspections at other key properties including Chateau Royal Beach Resort, Escapade Island, Ramada, Hilton, and Nouvata.

The programme covered key destination experiences including, in Bourail, the UNESCO World Heritage Site reef from a glass bottom boat, the



Pauline Norrish, Toucan Tours & Travel Ltd; Nicola Mitchell, TMG; Rosanne Marsden, TMG; Vanessa Tjemplon, Aircalin; Jo Foster, TMG; Gail McAllister, Travelsmart Napier; Sue Mist. TMG: and Tania Chatsinchai. TMG head office at Ouen Toro Hill

New Zealand War Cemetery, Teremba Fort and a distillery in Boulouparis.

In Noumea the group visited the aquarium, enjoyed the French-inspired food and had free time to explore

at leisure.

Travel Managers Group aims to deliver two in-house famil opportunities a year for its brokers, with plans already in the works for 2020.

Last Crew Room winners

The winners for the last two weeks of NZ's Crew Room competition are Rachel Fawcet, Orbit World Travel, Nelson and Leeanne Durry, helloworld Invercargill.

They both receive an All Blacks supporters' jersey and 500 Airpoints dollars.

Your personal magazine twice a week

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TODAY'S PEARLER

'Be happy for this moment. This moment is your life.' Omar Khayyam

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