

# TABS ON TRAVEL TODAY

Incorporating Tabs on Travel

Friday 29 November 2019

Issue 4150



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## TAANZ Vows To Deliver For Members

Yesterday marked an important milestone for TAANZ, as the new-look board held its first meeting to discuss the agent body's evolving proposition for its membership.

"We have recognised that we need to change, from both a board point of view and how we deliver value for our members," says TAANZ president Brent Thomas.

The addition of the new board members, he adds, has 'certainly changed the dynamic of the meetings'. "It's really positive we had some good, constructive conversations."

Brent is frank in saying that TAANZ has fielded some questions from its members about what TAANZ stands for, its role and its value to members. Now, he says, it is time for TAANZ to address those issues.

### ... Have Your Say

As such, the TAANZ board yesterday voted to conduct a membership survey in early 2020, facilitated by an independent party, to get feedback from right across the TAANZ membership base.

This data will essentially form the framework of a new-look TAANZ. "We are asking independents and the brands to get behind the survey," says Brent.

"From this we look to develop and deliver our strategy, our value proposition and our relevance to members."

As part of the re-jigged approach, Brent says the TAANZ board will look past 'doing things as a committee'. "Sarah [Hunter], Jayne [Allred] and John [Willson] will lead the survey. We're not going to sit here and dictate the strategy—we are seeking member input."

"In the short-term we will focus on what we can deliver in 2020; and in the long-term where we're going as an association," adds Brent.

New board recruit Trish Ryder from YOU Travel Manly says yesterday's board meeting was a really positive first step. "There's lots of work ahead of us for 2020, but it's exciting times," says Trish.

### ... Moot points

How best to deal with third party collapse and completely revisiting the TAANZ NTIA proposition are other points identified for discussion, says Brent. "[The board] agrees that the NTIAs should be a highlight of the trade calendar, we just need to revisit how best to deliver that."

Growing the TAANZ membership is almost certainly a key point on the board's agenda moving forward.

### US In Palmy

The Visit USA roadshow is in Palmerston North 03 Dec. Prizes including US packages are up for grabs. See the industry diary for details.

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### Police Airport Drill

This weekend, the Police will be conducting a training exercise at Hawke's Bay Airport. The event will simulate an aircraft crash on landing with people on board, including sirens and loud hailer.

The event will be conducted today and tomorrow (30 Nov).

An increased presence of police and other emergency services personnel is expected. People in the area are reminded this is only a training exercise.

### NZ's Waitlist Rule

Air New Zealand reminds agents that per passenger a maximum of two domestic flights can be wait-listed in one direction. Waitlists are only permitted in economy. Once a waitlisted seat is cleared, the Y class ticketing timelimit will apply. NZ says any PNRs with more than two flights waitlisted risk automatic cancellation. See [airnzagent.co.nz/](http://airnzagent.co.nz/)

### Man-free Hotel Opens



Ever dreamt of a male-free getaway? Hotel Som Dona has opened in Spain as a women-only hotel, catering to increasing numbers of solo female travellers. The property, which is also kid-free, is located in Porto Cristo and boasts a restaurant with healthy cuisine, a wellness area, a pool, free wifi, a bar lounge and a 'unique atmosphere' designed for women. See [somhotels.es/hotel-som-dona](http://somhotels.es/hotel-som-dona)

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world JOURNEYS



### QF's Black Deals

Qantas has Black Friday fares to Australia and the US on sale to 01 Dec. Economy return fares ex Auckland/Christchurch to Brisbane/Melbourne/Sydney are from \$399; and Wellington to MEL/SYD from \$399. Fares to Adelaide, Cairns and Perth are also available; The fares are for travel 28 Apr-30 Jun, 22 Jul-31 Aug. Economy class one-way fares ex AKL/CHC/WLG to Los Angeles/San Francisco (via Oz) are from \$549; AKL to Chicago from \$669 and ex AKL/CHC/WLG to Dallas (via Oz) from \$719. The fares are valid for travel 17 Jan-27 Mar, 26 Apr-12 Jun, 08 Jul-10 Sep.

### NZ Tactical Offers

Air New Zealand has short-life fares to Bali, Honolulu and select long-haul destinations including the US, Asia and the UK/Europe, for sales to 02 Dec. One-way fares ex AKL/WLG/CHC to the US are from \$599; to Buenos Aires from \$599; Vancouver from \$699; Asia from \$439 and the UK/Europe from \$799. The GDS has been updated.

ISSN 1176-5275

Travel Today (incorporating Tabs on Travel) is published by Tabs on Travel Ltd, New Zealand. Ph +64-9-415 8111.

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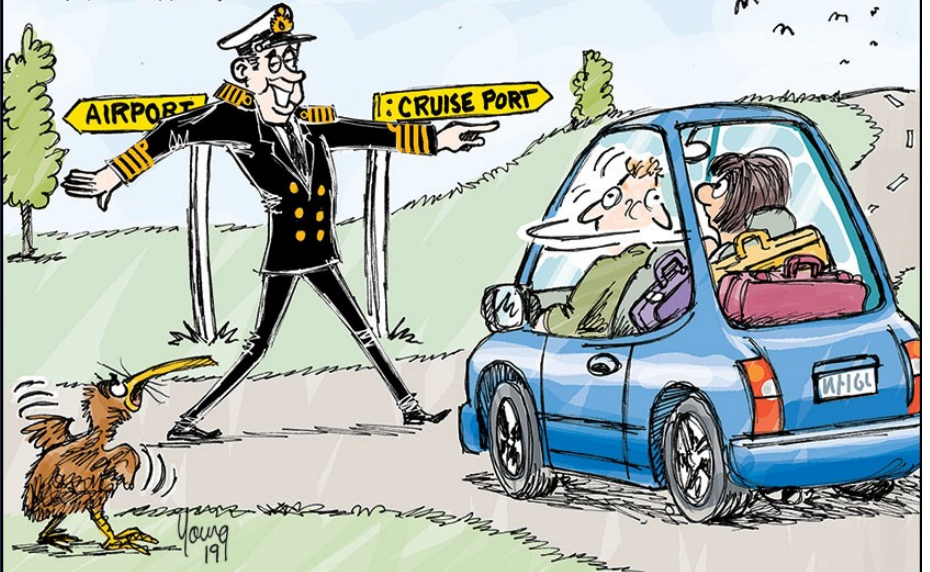
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### Industry Comment

NEWS~KIWIS DON'T FLY... THEY CRUISE



## Unruly Passenger Laws Tightened

**IATA is backing efforts to crack down on unruly passengers--after its chief executive Alexandre de Juniac declared some 60% of offences go unpunished because of jurisdictional issues.**

"Everybody on board is entitled to enjoy a journey free from abusive or other unacceptable behavior. But the deterrent to unruly behavior is weak." The crack down will come in the form of a new treaty, effective 01 Jan 2020. Called the Montreal Protocol 2014 (MP14), the treaty will give countries more power in prosecuting disruptive passengers.

Some 22 countries have signed the deal so far, including Singapore and Malaysia, but not New Zealand.

IATA says the new treaty closes a loop hole under previous law where offenses committed on board international

flights rested with the state the aircraft is registered to. IATA says this causes issues when unruly passengers are delivered to the authorities upon landing in foreign territories.

Alexandre says MP14 will curb unruly behaviour as it allows prosecution in the state where the aircraft lands.

"The treaty is in force. But the job is not done," he adds. "We encourage more states to ratify MP14 so that unruly passengers can be prosecuted according to uniform global guidelines." Alexandre says alongside the treaty, airlines are also working on a range of measures to help prevent incidents and manage them more effectively when they do happen. These include enhanced crew training and raising awareness with passengers of the potential consequences of unruly behavior on board.

### ... Definition

Unruly and disruptive passenger incidents on board flights include physical assault, harassment, smoking or failing to follow crew instructions, says IATA.

### SQ On Sale

Singapore Airlines has Black Friday promotional fares, for sales to 02 Dec. Economy class fares ex Auckland/Wellington/Christchurch to Singapore are from \$886 return, to London from \$1474 return; and to Athens from \$1174 return. Weekend surcharges do apply. Fares are non-inclusive. Refer to Krisport for details.

### HA Black Friday Fares

Hawaiian Airlines has released Black Friday tactical levels from \$399 one-way ex Auckland to Honolulu, for sales to 04 Dec.

The fares are available in O class and agents can upsell to Z class. The levels are for travel 16 Jan-20 Mar and 22 Apr-21 Jun. Add-ons to the neighbour islands are available.

### OL's New Aircraft

Samoa Airways is slated to receive a new aircraft at the beginning of 2020, replacing its current 737-300. The new aircraft, which OL's regional sales manager Australia and New Zealand, Tiaga Senara says will be similar to a 737, will operate its flights between Apia, Auckland, Sydney and Brisbane. Tiaga says agents can expect increased capacity when the new aircraft is introduced.



## APT Welcomes Industry-Leading AmaMagna

APT is proud to announce the delivery of its brand new European river ship, AmaMagna. Debuting on the Danube river in May 2019, AmaMagna is set to redefine luxury river cruising.

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## TG New Prestige Lounge



Thai Airways has opened a new premium customer lounge, the Royal Orchid Prestige Lounge, located on level 3, concourse D at Bangkok International Airport. Access to the lounge is via escalator from the THAI Royal Silk Business and Royal First Class check-in area and fast-track Immigration area. Facilities include work stations, quiet nook areas, plenty of charging points and shower amenities.

There are also hot and cold Thai signature dishes, freshly-cooked options from the open kitchen, self-service coffee machines and ice-cream/gelato bars. For premium customers travelling with children, a small play area with a selection of toys is available in the adjacent Royal Orchid Lounge.

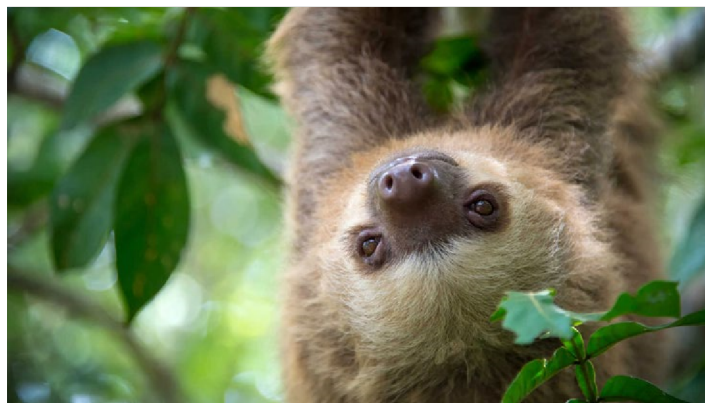


## Gold, Spices And Desert Dunes – Kiwis In Dubai

A walk around Emirates HQ, network control and crew training facility; a 4WD dune safari to a Bedouin Camp as well as a look around the World Expo site, with a visit to the under construction New Zealand pavilion, were some of the highlights for a group of key trade representative on a recent Emirates fam to Dubai. The trip also included wandering the gold and souk markets (with perhaps some bartering involved); a city tour and a trip to the 124th floor of the Burj Khalifa, which was described as a way of 'overcoming a fear of heights'. 1: Pulling up a seat in the Moët Lounge is Fortis Travel's Louise Stubbing; Tania Cummins from helloworld; EK's Kim Sinclair; Mariana Stoyanova, Flight Centre and First Travel Group's Kirsten Lee. 2: At the spice souk in Dubai is helloworld's Tania Cummins.

3: At the EK crew training facility in Dubai is Kirstin Lee, First Travel Group; Fortis Travel's Louise Stubbing; Kate Porter from helloworld; Flight Centre's Phil Goad; Kim Sinclair from EK; House of Travel's Vanessa Parker; Tania Cummins from helloworld; Flight Centre's Mariana Stoyanova and Steve Gillingham, House of Travel Whangarei.

# Exodus Travels' Top Picks For 2020



## Exodus Travels has named its five top destinations for Kiwi travel in 2020.

The company tips that the Middle East will become a hot spot for tourism; with travellers expected to flock to Cairo in 2020 for its food scene, Nile River, Valley of The Kings and the Mediterranean port city of Alexandria.

Europe is on Exodus' top picks list, as it notes 2020 will see Kiwis travel to lesser-known parts of the region.

The adventure travel company says travel to Turkey and Albania will be on the rise due to an increase in accessibility.

Tourists will return to Sri Lanka following the devastating events earlier in the year, which slowed tourism to the destination, it adds. Home to rainforests, rice paddy fields, waterfalls, ancient Buddhist temples, beaches and national parks, Exodus says Kiwis love Sri Lanka and will begin to flock back in 2020.

The 'Five Stans', spanning the Silk Road, has significantly grown in popularity over the last two years, it says, and will continue to attract adventurous tourists in 2020. The Silk Road weaves in and out Uzbekistan, Kyrgyzstan, Kazakhstan, Turkmenistan and Tajikistan and will become a mecca for Kiwi travel in 2020.

## ... Call Of The Wild

The days of visiting zoos are numbered, says Exodus, with travellers opting for a more authentic and more sustainable approach to experiencing a region's natural wildlife. Travellers want to experience animals up close and personal but while leaving minimal impact, with popular activities including safaris, nature walks, scuba diving and boating experiences.

Costa Rica tops the list, with what Exodus says is a marvellous but bizarre variety of animals from screaming howler monkeys, caiman, sloths (pictured), toucans, and nesting green turtles.

## Broadbeach Blues

Gold Coast music festival Blues on Broadbeach is returning 14-17 May 2020. The free festival takes over Broadbeach with the line-up including Tommy Emmanuel, Gaby Moreno, Karise Eden, Kim Churchill, Bondi Cigars among others. See bluesonbroadbeach.com

## LIT AF Tour

The LIT AF Tour, hosted by Martin Lawrence, will be at Las Vegas' Mandalay Bay Events Center on 16 May. The line-up includes Lil' Rel, Lil' Duval, Hannibal Burress and Tommy Davidson. Tickets go on sale 20 Nov. See [litaftour.com](http://litaftour.com)

## Culinary Containers

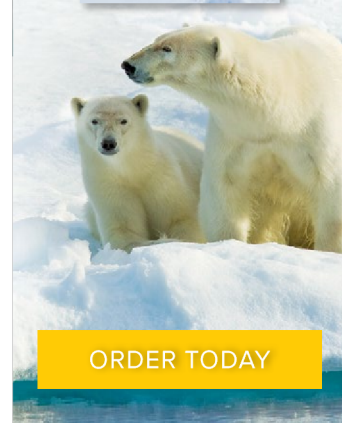


SteelCraft Garden Grove, an eatery comprised of 22 converted shipping containers, has opened in Orange County. Visit Anaheim says the open air precinct features 10 craft food and beverage vendors including Dark Horse Coffee Roasters, Cauldron Ice Cream, Renegade Taco, Beachwood Brewing and Wilson Creek Winery, as well as a vintage arcade. See [steelcraftlb.com](http://steelcraftlb.com)

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NATIONAL GEOGRAPHIC

## NEW EXPLORATIONS BROCHURE OUT NOW!



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## Island Style Eateries In Oahu

Plant based eateries, farm-to-table restaurants and cafes with a focus on local produce are all on the menu for clients heading to Oahu.

da Cove Health Bar & Café at Diamond Head and Kāpōlei is known for its acai bowls and smoothies, while in Honolulu in Waihiwa is HiBlend Health Bar & Café, which boasts healthy shots, juices and smoothies.

Juicy Brew (located in Kaimuki and Honolulu) is another go-to for fresh fruit juice fans, as is Lanikai Juice, which has stores throughout Oahu.

In Haleiwa, clients can find kombucha, acai bowls, cold brew coffee and more at both Farm to Barn Cafe and Haleiwa Bowls.

The Sunrise Shack is a North Shore favourite, offering bullet coffee, smoothies and other healthy eats, and for those looking for a meal that gives back, West Oahu's Kahumana Organic Farm and Café's meals support homeless families, people with disabilities and youth.



mended for those in Kaimuki, while vegetarians can head to The Beet Box Café in both Haleiwa and Kailua for bites such as cheesy eggs, acai bowls and baked goods.



### Gingerbread Classes



STRIPSTEAK Waikiki will host a gingerbread house building workshop on 14 Dec. The class, priced from USD35pp, is on 1430-1630 and also includes a glass of sparkling wine for adults and milk and cookies for children, a photo station, Christmas arts and crafts station and live entertainment. See [stripsteakhi.eventbrite.com](http://stripsteakhi.eventbrite.com)

### HA Renovations

Hawaiian Airlines has begun its month long renovation at Honolulu's Daniel K. Inouye International airport, which will see new check-in kiosks in lobbies 2 and 3 in Terminal 1. The work will complete the airline's multi-million-dollar state-wide lobby renovations, and also kicks off a series of planned improvements at the carrier's main hub to enhance the day-of-travel experience for its guests.

### Dine Every Day

Agents with clients in Waikiki over the holiday period are advised that the International Market Place is open every day of the year-including Christmas Day. Operating hours for restaurants and stores will vary, but worth noting is that on 28 and 29 Nov and 24 and 25 Dec.

### Holiday Dining

Maui's The Montage Kapalua Bay Resort's signature restaurant Cane & Canoe will celebrate the holiday season with special dinner menus, including a Christmas Eve Prix Fixe Dinner, Christmas Day Dinner Buffet and New Year's Eve Prix Fixe Dinner. See [montagehotels.com](http://montagehotels.com) for details.

### Hilton's New Bar



Hilton Garden Inn Kauai Wailua Bay has a new retro-inspired tiki bar and restaurant, Mamahune's. The bar is open daily from 1100 offering Hawaiian cuisine and handcrafted cocktails. See [hgikauai.com](http://hgikauai.com)

### Top Resorts Honoured

*Conde Nast Traveler* has revealed the results of its Readers Choice Awards 2019, with Ho'olei at Grand Wailea voted the top resort in Hawaii.

It was followed by Hotel Wailea, Wailea Beach Villas, Four Seasons Resort Oahu at Ko Olina and Andaz Maui at Wailea Resort.

Also making the list was Four Seasons Resort Lanai, Four Seasons Resort Hualalai, Grand Wailea-A Waldorf Astoria Resort, Mauna Lani-Auberge Resorts Collection and Alohilani Resort Waikiki Beach. See the full list at [cntraveler.com](http://cntraveler.com)



### Kauai Package For Those Seeking Adventure

Kauai Marriott Resort on Kalapaki Bay has a new Experience Kauai Outdoors package available for clients looking for an outdoor adventure on the Garden Isle. The deal includes nightly resort accommodation as well as four activity vouchers redeemable for a zipline adventure, ATV tour, Napali Snorkel Sail and Kauai Backcountry Adventure Mountain Tubing. Minimum five-night stay is required, book the package [HERE](#).

**Aloha Hawaii**  
**AKL to HNL**  
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Black Friday Deals out now till 04 Dec.  
See GDS for details.





## Hotel Happy Gilmore?



Here's a hotel for avid golfers. The Dusit Thani Laguna Singapore will open in the first quarter of next year, with 208-rooms, overlooking the Laguna National Golf and Country Club. The clubhouse-style property also has a golf-themed bar and easy access to the Driving Range and two championship golf courses—the Masters and the Classic.

## Perth Wins Gold

Metro Hotel Perth has been awarded a Gold Medal in the Standard Accommodation category for the third consecutive year in the 2019 Perth Airport WA Tourism Awards. As a Gold Medallist, the hotel will go on to represent Western Australia at the Qantas Australian Tourism Awards in Canberra on 06 Mar 2020.

## Pullman SIN City



A new Pullman Hotel & Resort will open in Singapore in 2022, with a rooftop bar offering sweeping views of Fort Canning, the Singapore River and St Andrew's Cathedral. The 342-room hotel will be the city's first Pullman.

## Industry Diary

### DECEMBER

#### Visit USA Roadshow

**Palmerston North:** Tue 03, Café Local, 1730 for 1800 start.

[Click Here To Register](#)

#### Air New Zealand and JNTO Japan Roadshow

**Auckland:** Tue 03, Pullman Hotel, from 1800.

[RSVP Here](#)

## News & Product

# Tassie On Top: State Ranked Among Best



**Tourism Tasmania is celebrating. The southern state has been included in National Geographic's Best Trips List for 2020—and is the only Australian destination included.**

"Tasmania's inclusion in National Geographic's best trips for 2020 and leading the pack in the Adventure category is a huge thrill," the NTO's chief executive John Fitzgerald says.

## Irish Starred Eateries



Ireland and Northern Ireland have six new eateries making a debut in the 2020 Michelin Guide; the two-star Aimsir in County Kildare and The Greenhouse in Dublin, as well as Variety Jones in Dublin, Bastion in Kinsale, County Cork, and The Oak Room at Adare Manor in County Limerick.

Maintaining their stars for another year is two-star eatery Restaurant Patrick Guilbaud and the one-starred Chapter One and L'Ecrivain, both in Dublin, and Deanes EIPIC and OX, both in Belfast.

Aniar and Loam in Galway city, Campagne in Kilkenny and Lady Helen at Mount Juliet Hotel in Thomastown also retained its stars, alongside Liath in Blackrock, County Dublin, Wild Honey Inn in Lisdoonvarna, County Clare, House Restaurant at the Cliff House Hotel in County Waterford, Ichigo Ichie in Cork city and two West Cork restaurants – Mews in Baltimore and Chestnut in nearby Ballydehob.

Nat Geo describes Tassie as an epic isle that's wild and beautiful, far-away yet familiar, and recommends visiting Sep-May. The top 25 destination list also includes China's Guizhou Province, for its villages 'almost untouched by time'; and Czechia's Telc, described as a fairytale setting with Italian Renaissance architecture. Zakouma National Park in Chad, an 'African elephant haven', makes the list, as does the Maldives, dubbed the 'forward-thinking islands on the front lines of climate change'.

## Italian In Melbourne



Exhibition Street venue Trunk in Melbourne has undergone a 1930's New York inspired makeover, re-opening as Pepe's Italian & Liquor. Visit Victoria says the venue serves up Italian classics such as barbecued pork ribs, veal parmigiana and giant ice cream sundaes. Pepe's is open Mon-Fri 1200-late and Sat-Sun 1600-late. See [trunktown.com.au/our-story](http://trunktown.com.au/our-story)

## The Islander Hotel

If you've got clients looking for the best value for money Island Night on Rarotonga, Eye 4 Travel recommends the popular Island Night Dinner & Show, held every Tue and Sat night at the Islander Hotel. The hotel has a deal for clients staying in other accommodation on Rarotonga, with an Island Night Cultural Show, a Buffet Dinner and return transfers from \$59 for adults and \$30 per child. Commissionable Rates are valid through to 31 Mar 2021. Wholesalers have details.

## REQUEST FOR PROPOSALS



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# Air Canada Prepares For AKL Touch-down

Air Canada’s general manager, Australia and New Zealand, Vic Naughton, says the non-stop B787 Dreamliner service — operating four times a week from 14 Dec to late Mar 2020 — has outperformed expectations, with strong support from both the Canadian and New Zealand markets.

## More To Explore

As one of the world’s premiere city destinations, much is made of Vancouver’s beauty, but this place is about more than just a photo-op – it’s all about the lifestyle. Here, the snow stays up on the mountains and mild daytime temperatures in the city (around 7°C) mean that visiting iconic spots such as Stanley Park, strolling colourful local neighbourhoods and even cycling the seawall are all still possible during winter.

“We expected Canada’s winter resorts to be a strong draw to the New Zealand market and they’ve proved to be just that. But we’ve been pleasantly surprised at the high level of demand among corporate and high-end leisure travellers for our Air Canada Signature Class product,” says Naughton. “We’ve also been impressed at the number of passengers using Vancouver Airport as a gateway to the more than 120 destinations we operate to across Canada and the US. Clearly the fact that travellers can pass through US customs at our trans-Pacific hub and avoid the notoriously long queues at US ports such as LAX has resonated with the market.”

Captions: Vic Naughton and YVR CBD.



## Take A Peak

Vancouver’s Cypress and Grouse mountains are visible from just about anywhere downtown, and skiers and non-skiers alike will love the quick commute: just 20 minutes! Grouse Mountain is closest to downtown and presents a myriad of options for all of the family: downhill skiing and boarding, snowshoeing tours, magic carpet rides, ziplining over alpine forest, and skating on an outdoor rink.

Cypress Mountain, home to snowboarding and freestyle skiing events during the 2010 Winter Games, offers snow-tubing, cross-country skiing and snowshoeing trails that lead you to a historic rustic lodge in the woods, perfect for a warming cocoa mid-trek.

For a truly unique alpine experience, try night skiing with a spectacular view of the sparkling lights of downtown Vancouver below you. All of this and you’re still just a short transfer from your hotel!

## Travel Docs For Canada

Many New Zealand passport holders will be eligible to enter Canada with an Electronic Travel Authorization (eTA).

Applying for an eTA is a simple online process costing \$7 CAD and most applicants get their eTA approval within minutes.

Some requests requiring supporting documents can take a few days to process so it’s always best for clients to get an eTA before booking flights to Canada.

Note that if passengers are dual passport holders, they must now enter Canada using their valid Canadian passport.


## 'Tis the Season

Winter is one of the most enchanting times to visit Vancouver: the city’s streets are lit up with cheer, and the sounds, scents and excitement of the season are all-encompassing. Between November and January, already-popular attractions get dressed up for the holidays: The Peak of Christmas at Grouse Mountain features sleigh rides, carol singing and Santa’s workshop, while light festivals in Stanley Park, VanDusen Botanical Garden and Capilano Suspension Bridge Park combine with seasonal activities for the whole family. Back downtown, grab a hot drink before lacing up a pair of skates and taking a glide around the outdoor ice rink at Robson Square.

## World-Class Cuisine

Vancouver’s lauded chefs use the region’s best seasonal ingredients combined with traditional techniques and multicultural influence to create delicious West Coast fusion cuisine. In January and February, Vancouver’s acclaimed culinary and drinks scene is in full swing, with food and wine events like the signature Dine Out Vancouver Festival and the Vancouver International Wine Festival, one of the largest and oldest wine festivals in the world.





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## A Great Big Hawaiian Mahalo

Hawaiian Airlines staged an evening brimming with festive cheer last night as the airline celebrated Thanksgiving and its strong industry support. Familiar faces from across the trade turned out for the event, which included plenty of Aloha for the rainbow state.



**1:** Team Hawaiian Airlines celebrated another year the carrier's trade Thanksgiving event in Auckland last night. Pictured from left is Nicholas Dew, Lindsey O'Neil and Rusty Williss; and from Hawaiian Airlines' head office Daniel Collins.

**2:** Auckland Airport's Scott Tasker celebrates the festive season with Tim Allen from House of Travel.

**3:** Always thankful is helloworld head office duo Vicky Lowe and Ta-

nia Cummins.

**4:** Rhiannon Williams from Hawaii Tourism joins in the festive cheer with Auckland Airport's Winston Aldworth and Megan Hornblow from Hawaii Tourism.

**5:** Brooke Jamieson from helloworld is pictured catching up with one of the chain's dynamic duos, Bruce Blacklock and Mel Watson.

**6:** Mahalo ambassadors: Hawaiian Airlines' Lindsey O'Neil with Dar-

ragh Walshe from Hawaii Tourism.

**7:** First Travel Group's Paul Smith with Darragh Walshe from Hawaii Tourism, and The Walshe Group's Nigel Bale.

**8:** Hawaiian Airlines' Rusty Williss (AKA Captain Aloha) and Chris D'Anvers from NCL compare Hawaii notes.

**9:** Embracing the bright colours of Hawaii at last night's event was Voyage Affaires' trio, from left, Jac-

qui Jones, Sue Johnson and Carol Morgan.

**10:** Rusty Williss from Hawaiian Airlines and Kristy Goodhew from Flight Centre.

**11:** House of Travel Botany's Katrina Cole is pictured sharing the aloha spirit with Paula Watson from House of Travel product.

**12:** Wendy Collins from Regent Cruises is pictured catching up with Julia Hindman from Flight Centre.