

# TABS ON TRAVEL TODAY

Incorporating Tabs on Travel

Thursday 23 May 2013

Issue 2611

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## AFTA Awards Kiwi Finalists Announced

The Australian Federation of Travel Agents has today released the inaugural Kiwi finalists its annual industry awards.

AFTA chief executive Jayson Westbury has thanked TAANZ for its assistance with the Kiwi addition to its long-standing awards, and has previously acknowledged the high calibre of the Kiwi nominations.

"It's important to recognise the vital contributions that the New Zealand travel industry makes to us here in Australia," says Westbury. "Our friendship with Australia is greatly valued, and something that we will continue to nurture.

Westbury says the awards are another example of the industry bodies working together.

The highest ranked nominees have

been selected and the New Zealand category finalists will now be judged by an official panel of judges.

### ... & The Finalists Are

The finalists for the **Best Travel Agency Retail single location** are: House of Travel Lakers; United Travel Manly; The Travel Brokers; Harvey World Travel Rotorua and Executive Travel (Carmel Sheehan Travel). The **Best Travel Agency Retail multi-location** finalists are: House of Travel; Flight Centre; World Travellers; The Mount Group United Travel; and China Travel Service.

On the corporate front, the **Best Corporate Agency single location** finalists are: Executive Travel Takapuna, BCD Travel, Corporate Travel Management NZ; Gilpin Travel; Orbit Wellington. **Best Travel Agency Corporate multi-location** finalists are: Business World Travel; Orbit Corporate Travel; Flight Centre Corporate; (FCm and Corporate Traveller); and HRG New Zealand.

TAANZ chief executive Andrew Olsen has congratulated the Kiwi finalists and says the judging process will allow Kiwi travel agency owners to gain awards via a proven industry model. Both AFTA and TAANZ have thanked the retail distribution for its support for the New Zealand award categories and says they are 'anticipating a fantastic New Zealand NTIA ceremony on 03 Jul'.

### Streamlining US Travel

The US and New Zealand are reportedly looking into ways they can continue to streamline travel between the two countries, including the possible inclusion of New Zealand into the US Global Entry programme.

The two countries pioneered information sharing systems during the Rugby World Cup in 2011, *Stuff* reported US assistant secretary of homeland security for international affairs Alan Bersin as saying in Washington yesterday.

New Zealand was able to run passenger information against US databases, and officials are now exploring other areas for similar advances, Bersin said.

This could include New Zealand taking part in the Global Entry programme, which sees 'trusted travellers' given faster passage through US airports. The Government said last year it was looking at including US travellers in the SmartGate programme.

### Kiwis Fork Out For Food

New Zealanders would rather pay extra for in-flight meals than drinks or extra leg-room, according to a new poll from Skyscanner.

The majority (72%) of respondents said they would pay extra for food, and 5% would pay up to \$50 for an in-flight meal.

Almost 20% said they would pay extra for leg room, followed by paying extra for drinks, and to sit in a two-person row.

In-flight entertainment was further down the list, followed by in-flight Wi-Fi. Women spend the most, paying extra for food, drink and movies, while men prefer to spend their money on games and live television.

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## Sydney on Sale

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### EK Talks Up ZQN

An Emirates executive has flagged the inbound tourism potential for Queenstown under the new EK/QF partnership.

EK Australasia vice-president Barry Brown says the EK/QF tie up will open up ZQN to the entire EK network, allowing easier access for 'many more international visitors'. Brown added that the airline would now be able to offer ZQN as a destination on its global network.

### QF Africa Fares Drop

Qantas has made a number of changes to its long-term fares to Africa, effective for sales and ticketing from tomorrow.

All economy, premium economy and business class fares have been reduced, with flights ex Auckland to Johannesburg now starting at \$2935 return in economy, \$5655 prem economy and \$7689 business. Seasonality has been removed from the lead-in N class economy fares (NNBB1Y), which are now available for travel year round, and a lower business cabin fare booked in I class (I2AFR) has been introduced.

See [qantas.co.nz/agents](http://qantas.co.nz/agents)

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## Kiwi Interest In Space Travel Grows

Virgin Galactic's New Zealand agent House of Travel is expecting Kiwi interest in flights to increase as the 'spaceline' profile grows following the news it expects to launch flights this Christmas.

Eight Kiwis have already bought tickets for the world's first commercial space service, the highest per capita in the world, with flights costing just over \$234,000 each. Those on the flight will be taken above the earth's atmosphere, where they will be able to view the planets and stars as well as experience zero gravity. The spaceline recently completed

### AF KLM Europe

Air France KLM reminds agents there's only a few days left for clients to snag its European Extravaganza business class fares, from \$7467 to Amsterdam. Inclusive levels also include Istanbul from \$7488, Paris from \$7578 and Edinburgh from \$7838. Business class levels are from \$7532 to AMS, from \$7544 to PAR and London from \$7884. Valid for sales to 31 May and fares are valid for travel to 15 Dec.

### EY Airport Services

Etiihad Airways is to buy three airport service companies to consolidate its in-flight catering, ground handling and cargo operations at Abu Dhabi Airport.

Formerly part of the airport company, the three companies will now become Etihad Airport Services.

### QF's Flight-Length Books

Qantas has created a series of novels which are designed to last exactly the duration of a flight. The paperback novels, called Stories for Every Journey, vary in length and should last as long as each flight (based on the average reading speed and taking into account eating and sleeping times). QF will be sending the books as gifts to Platinum One members between now and Dec.

its first rocket-powered flight of SpaceShipTwo in Mojave, marking the beginning of the final phase of vehicle testing prior to commercial service from Spaceport America in New Mexico. The testing team will aim for a full test space flight in the coming months, and Sir Richard Branson told media in Dubai last week that they expect to operate the first flight this Christmas.

The spacecraft is designed to accommodate six passengers and two pilots, and will eventually operate around five commercial flights a day.

Stephen Parsons of Stephen Parsons House of Travel in Palmerston North, who has visited the operating port of the flights in New Mexico and Virgin Galactic's operations at Mojave Airport, says the technology is 'cutting edge stuff' and compares the first space flights to the efforts of the Wright brothers in flying the world's first plane.

### QF 767 Refurb Done

Qantas has completed the refit of its Boeing 767 aircraft, which operate on domestic Australia and some services to Honolulu. The 15 planes are fitted with leather business class seats, new IFE for all passengers and new carpet, lighting, curtains and dividers, says the carrier.

### New Hotel For BNE

Brisbane's former District and Supreme Courts will be redeveloped into a mixed-use precinct including a five-star hotel as it looks to make up a shortage in rooms. Research suggests the city is losing around 87,000 visitors and AUD130 million in visitor expenditure due to the shortage, Brisbane mayor Graham Quirk says.

The council is looking to encourage development through measures including a moratorium on infrastructure charges. The new precinct will be one of the largest single developments in the city's CBD, says Quirk, while other new hotel plans for BNE include a new Four Points by Sheraton, to be opened by Jan.

### More EK To Colombo

Emirates is adding three additional services a week to Colombo, ex Dubai, from 30 Jun.

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## Pearl Reinventing P&O Image For Kiwis

### Euro Cruise Savings

Voyages to Antiquity has savings of up to \$1155pp on its 12-night Athens-Venice sailing departing 22 Sep, says local GSA Cruise Holidays. Highlights include Homeric Greece, Ancient Olympia, the Ionian Islands, Split and a two-night stay in Venice. Fare is from \$5250pp s/t. There's also savings of \$1245pp on a 14-night Venice-Rome cruise, taking in Sicily, Pompeii, the Amalfi Coast, the Bay of Kotor and Croatia, now priced from \$6860pp s/t and departing 04 Oct.

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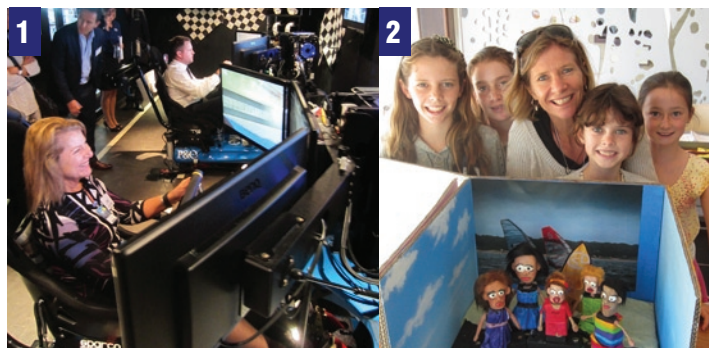
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**1:** Foreground, House of Travel general manager Linda Halliday takes on Flight Centre's Josh Duncan (background) on P&O's V8 Supercar simulators onboard Pacific Pearl this week.

**2:** Pacific Pearl godmother and Kiwi sporting icon Barbara Kendall with daughter Samantha Bright, Shevaun Green, second daughter Aimee Bright and Ava Williams with the girls' Broadshorts puppets ready for filming.

P&O Cruises Australia has spent the start of the year reinventing itself with new amenities for clients to enjoy, and boosting its culinary offering to broaden its appeal.

The cruise line's senior vice president Tammy Marshall says the key message for agents is that the line is constantly reinventing itself in the product area to maintain its position as Australasia's leading cruise line company.

New for P&O's Pacific Pearl, based out of Auckland this winter for a sell-out season, is a Racing Car Simulator (\$20 for a 15 min. session) which sees racers take each other on as they race on famous circuits including Bathurst, and for the kids there's Broadshorts—an animation activity

### Carnival's Lower Yields

Carnival Corporation & PLC has downgraded its earnings guidance for the second half of 2013, due to lower net revenue yield expectations—driven by reduced fares and cancelled sailings.

“Current cruise ticket pricing for the company has driven higher booking volumes however, at the same time, it has led to lower than anticipated net revenue yields which has resulted in reduced earnings guidance,” says a statement from the cruise giant. It now expects revenues to be down 2-3% against flat yield guidance for the year. The company also cites voyage cancellations beyond those incorporated in previous earnings guidance, plus increased selling and administrative costs, for the reduced earnings.

that sees kids make their own stop-motion film with puppets they've created themselves.

“Families are a big part of what we do,” says Marshall, adding that the liner now has nine pairs of interconnecting staterooms available—which need to be booked quickly as demand for them is high.

“The exciting part for the trade is that Pearl is returning [to Auckland] for 2014 and 2015, and hopefully, who knows, beyond, so there's a huge opportunity to grow the market,” she says. “The P&O product is far more sophisticated—and we will continue to invest in all product areas to focus on the customer experience.”

On the dining front, P&O says the Salt Grill by Luke Mangan continues to be popular, with the restaurant often booking out completely, for lunch and dinner, early on in the sailing. There's also now the Chef's Table degustation experience (\$95pp) nestled in the Waterfront dining room, and in Waterfront a new dining option with shared plates of roasted meats and vegetables—much like the family would share around the table at home, says the company.

### Australasia Solstice

Celebrity Cruises has an Australia and New Zealand cruise on Celebrity Solstice from \$3239pp s/t, inside for sales until sold out, says GO Holidays. The Auckland-Perth sailing departs 03 Feb, and highlights include the Bay of Islands, Akaroa, The Dusky, Milford and Doubtful Sounds, Sydney, Melbourne, Adelaide and Esperance.

### Cook's Name Changes

Captain Cook Cruises has changed the names of its two seven-night Fiji sailings on the MV Reef Endeavour. The Discovery Cultural Cruise is now the Four Cultures Discovery cruise, while the Discovery Heritage Cruise is now the Colonial Fiji Discovery Cruise. The change was made to better reflect the actual experiences offered on each voyage, says the company.



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The 2013 Data Collection Form has been e-mailed to cruise lines and cruise suppliers.

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### GO Sydney Winter

GO Holidays has Sydney winter escapes flying Qantas for sales to 24 May. Three nights plus economy flights ex AKL/WLG/CHC is from \$599pp s/t, and clients can add-on two nights in the Hunter Valley from \$195pp s/t. Adults get in to the Sydney Aquarium, Sydney Tower Eye and Madame Tussauds at kids prices. Travel dates vary.

### AgentRez, TAAP Merge

Expedia is merging its AgentRez agent programme with the Travel Agent Affiliate Programme (TAAP) but says the move won't have a huge impact here.

"AgentRez agents who were doing any business have already migrated to the Expedia TAAP over the past couple of years because TAAP is a more comprehensive and locally supported programme," says Expedia TAAP's Stuart Udy.

The AgentRez portal will be available until the end of Jun. Agents will be contacted by email today and the migration process should be complete within a few days.

## Whitsundays Ups Kiwi Focus

Whitsundays Marketing and Development says its stand was inundated by Kiwis at ATE last month, all of whom were at a loss as to why the destination isn't full of visitors from New Zealand.

"They can't understand why there aren't more Kiwis coming to the Whitsundays," says WMD's Danielle Krista. "There's sailing, beautiful beaches, it's warm, they just can't understand why more don't come. There's a bit misconception about the access, but

actually you can leave Auckland at around 0700 and be in the Whitsundays for lunch."

The RTO is looking to put more focus on the trade in New Zealand going forward and is particularly interested in the opportunity offered by the South Island, where travellers already accept they often need to take two flights to arrive at their destination.

The destination is currently going through a product audit on looking at what it can do in terms of cruise as well as more land-based product.

### ... Airlie Makeover

The region is looking forward to the completion of an AUD20 million makeover of Airlie Beach town centre, which is due to be re-launched in Aug/Sep. The town is traditionally seen as a 'backpacker' haven but is actually great for luxury and mid-range travellers too, says Krista. "We've built up a lot of four-star accommodation, beautiful restaurants, there's been a bit of a facelift and there's a real buzz around now," she says. "We'll be re-launching with a fresh new look and feel, with new shops, new restaurants and new experiences."



### Active Asia Vietnam

Active Asia has a 14-day fully inclusive tour ex Hanoi through to Saigon, with two nights or more in every city, for \$2250 pp s/t including English speaking guide, all sightseeing and entrance fees, breakfast, six lunches and five dinners.

### Sunway 'Selling Fast'

Sunway Safaris is encouraging agents with clients keen to book its top-selling safaris to get in quick, as many departures are now sold out, or have limited places available, says Active Travel Company. Top tours include the 14-day Botswana Wild Parks Accommodated Safari, from \$3420pp s/t, plus local payment of USD300. Details see [activetravelco.com](http://activetravelco.com)

### LON Coronation Festival

Following last year's Diamond Jubilee celebrations, this year London will see another big event with the four-day Coronation Festival (11-14 Jul). The event marks the 60th anniversary of the Queen's coronation and takes place at Buckingham Palace, offering a rare visit to the palace gardens, where more than 200 companies with the Royal Warrant of Appointment will showcase their product.

### QLD Rail For Trade

A new B2B reservations system allowing on-line trade bookings of Queensland Rail Travel services and package holidays will be launched early 2014, the company has announced. Highlights will include instant availability search, instant confirmation, and access to tactical fares and special offers.



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## Tony Smith's Walking on Sunshine

Tony Smith experiences Carnival's brand new ship Carnival Sunshine.

### All Day Dining

The Marketplace is a large pool-side eatery located on the Lido deck and offering a wide range of fun food options.

A new concept which has been created within the Marketplace is the all day dining area for breakfast lunch and dinner featuring self service beer stands where with a swipe of your onboard card you can pour your own beer. I am thinking of suggesting a self service G&T stand at the next Carnival GSA meeting!



Carnival Sunshine's Lido Pool is an ideal spot to spend a sunny day at sea with a cocktail, lounging under a cabana.

### Alternative Options

Other options include the two main dining rooms which separate those who want set seating or those who wish to dine as they please.

The Cucina del Capitano Italian restaurant is located at the aft end of the ship along with the new Ji Ji Asian restaurant. Both the Italian and Asian restaurants do have a cover charge of \$12 per adult and reduced rate for children, from my experience the meal & atmosphere are well worth the extra charge. Also located in this area is the Havana Bar which in the evening turns into a Latin American themed bar offering an extensive range of cocktails from the various latin regions.

New Zealand GSA  
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## Strong Kiwi Uniworld Uptake

### Luftner 2013 Specials

Lüftner Cruises has a new two-for-one or no single supplement on C-1 and C-4 category cabins for new bookings on select sailings to 31 Dec, says local GSA Francis Travel Marketing. Sailings include a week-long Lyon return sailing on Symphony departing 25 Jul (no single supplement) or a Nuremberg-Amsterdam Three Rivers cruise (two for one). Francis Travel Marketing has details, ph: 0-9-444 2298.

**Kiwi agents are reporting strong uptake of Uniworld's 2014 Europe river cruising product, with preview sales tracking above last year's with two months remaining for agents to capitalise on early-bird offers, says the river cruise company.**

Local Uniworld sales manager Greg Marett says top-selling agents report that the 'charm' of the fleet, its smaller capacity (130 passengers), and its all-inclusive onboard offer-

ing are key factors in converting sales for 2014.

In-store preview evenings are also proving popular, and Marett welcomes inquiries from agencies looking to hold functions before the 31 Jul earlybird deadline.

Uniworld's 2014 programme features new products including Bordeaux itineraries, and the company's newest ship, the S.S. Catherine will also sail in France through Burgundy and Provence.

### Evergreen 2014

Evergreen Tours has launched its 2014 Deluxe Europe River Cruises & Touring brochure for New Zealand—featuring Evergreen's deluxe ships and a host of new tours.

The company's two ships will cruise on the Rhine, Main, Danube and Moselle rivers from next year, offering a range of cabin product, from lower deck staterooms to one-bedroom Royal Concerto Suites with a lounge, full outdoor balcony, twin-basin bathroom and free room service.

Sailings on the vessels will link seamlessly to Evergreen's land tours to create journeys ranging in length from 21 to 29 days. The 15-day Amsterdam-Budapest cruise is from \$7560pp s/t.

"Evergreen's 2013 Europe river cruising programme was a complete sell-out and 2014 is shaping up to be equally promising," says company general manager Angus Crichton.

The company is hosting a brief webinar for agents on the new programme 06 Jun at 0815—participating agents will be rewarded with 500 Passport to Reward Points. Register [HERE](#)

### Silversea West Indies

Silversea is promoting a 16-day West Indies cruise on the 132-guest Silver Explorer. Departing 02 Oct from La Romana in the Dominican Republic, the cruise sails east to the British Virgin Islands and Saba in the Netherlands Antilles—where guests will encounter the island's abundant wildlife. Silver Explorer will then head to Les Saintes, Guadeloupe, 'known for its charming French ambience'. Other highlights include the Buccoo Reef, Trinidad, Venezuela, Colombia and Panama. The all inclusive cruise-only fare starts from USD7504pp s/t.

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- Grow consideration and conversion of meetings and incentive business to Australia.
- Manage partner agreements
- Monitor and report on relevant industry and Business Event trends
- Management of a budget and reporting as requirement.

To be successful in this role, you will be a tenacious individual who thrives on developing strong and valuable partnerships and confident in negotiating. You will also have exceptional presentation and communication skills, the ability to develop and maintain business relationships and strong networking. You will benefit from experience and knowledge of the NZ tourism distribution network and will be tertiary qualified in Tourism/marketing or related field.

For more information or to apply please send your resume and a covering letter detailing your relevant experience by Friday 31 May 2013 to: [vacancy@tourism.australia.com](mailto:vacancy@tourism.australia.com)

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## HoT Agents In Tahiti



A group of Kiwi House of Travel agents recently experienced Tahiti, discovering the islands aren't as expensive as they thought, with highlights including an up-close dolphin experience, says Tahiti Tourism.

All first time travellers to Tahiti, the agents got a taste of local cuisine at Papeete's roulottes, tried paddle-

boarding, visited key properties on Tahiti Nui and Moorea, and enjoyed day tours of the islands.

Pictured making friends with a dolphin is, front row from left, Janine McKay, HoT Merivale and Kylie Masters HoT Remuera. Middle row, from left, Bianca Ratima, HoT Ponsonby; Linda Nettare, HoT Parnell; Aimee Mangin, HoT Ashburton; Donna Harrison, HoT Jenny Nilsson and Trudi Vowles, HoT Morrinsville. Back row, from left, Carmel Tocker, HoT Richmond and Sarah Gaffney, HoT Newmarket.

## Industry Diary

### MAY

#### South Australia Roadshow

Thu 23, Cophorne Hotel and Resort, 1630-1900. **Hastings:** Sat 25 May No. 5 Café and Larder, Mangateretere, 0900-1100. **Napier:** Sat 25 May Napier Sailing Club, 1300-1500.

#### New Caledonia Roadshow 2013

**Auckland:** Mon 27, Floating Pavilion, Viaduct Harbour, 1745-2100. **Wellington:** Tue 28, Westpac Stadium, 1745-2100. **Christchurch:** Wed 29, The George Hotel, 1745-2100.

#### Explore Central North Island Trade Show

**Auckland:** Wed 29, Eden Park, ASB Stand, 1000-1700.

### JUNE

#### The Travel Corporation's Nth and Sth America 2013/14 launch

**Hamilton:** Tue 4, The Bank, 1730. **Rotorua:** Wed 5, Millennium Hotel Rotorua, 0715. **Tauranga:** Wed 5, Classic Flyers - Mount Maunganui, 1730. **Christchurch:** Mon 10, Trevinos, 1730. **Wellington:** Tue 11, The Establishment, 1730. **Palmerston North:** Wed 12, Bar One7Five, 1730. **New Plymouth:** Thu 13, The Waterfront Hotel, 1730.

### AUGUST

**Australian Tri-state Workshop**  
20-21, Melbourne Victoria.

## Athlone Castle Makeover



A thirteenth-century castle in the Irish midlands has had a major makeover with help from prop designers who have worked on movies including *Harry Potter*, *Charlie and the Chocolate Factory* and *Star Wars*, says Tourism Ireland.

Athlone Castle Visitor Centre in County Westmeath has been completely refurbished and now offers an interactive experience immersing visitors in the story of the castle and surrounding area. Visitors can build a castle, try out medieval weapons, see what generals would have worn and experience a 360° projection of the Siege of Athlone.



## HOUSE OF TRAVEL

### Business Owner opportunity

#### House of Travel Masterton

At House of Travel we're travellers at heart, passionate about seeking out new experiences and sharing them with fellow Kiwis. This is an exciting opportunity for someone who is engaged in the local community and has a passion for travel to join House of Travel in partnership to own and lead our Masterton outlet.

Ownership of a HOT outlet means exciting new opportunities for the right person. We are seeking a passionate and driven individual to hit the ground running in an outlet that has already enjoyed success but has a fantastic future to continue to grow. Are you keen to lead a team and drive growth? Do you have proven experience in building a client base? And most importantly are you ready to have some fun along the way?!

In this role you will combine your passion for travel and knowledge of what makes a high performing team with your ability to understand the unique needs of your customers to create the types of holiday experiences that enrich people's lives. You will have a proven ability to lead a team in a way that is consistent with the HOT values which in turn inspires and exceeds customer expectations.

The key to your success to become a business partner with House of Travel will be:

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- Attention-to-detail
- A proven commitment to learning and constantly developing your knowledge
- Well-developed sales skills and track record of success including understanding customer needs, needs based recommendations, relationship building and confirming sale
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**Opportunities like this don't come along every day – so if you think you have what we need, apply now by forwarding your CV to Jayne Thornley, HR Director at [jaynet@hot.co.nz](mailto:jaynet@hot.co.nz)**

**Applications close Monday, 3 June 2013.**

**Only applicants with New Zealand residency or a valid working visa will be considered.**



### Game Of Thrones Tours

Two new exclusive tours themed around the popular *Game of Thrones* television series have been launched in Croatia and Ireland.

The nine-hour Ireland tour departing Belfast costs around \$136 and visits some of the key scenes where the show is filmed, including Cushendun, Ballycastle and Dark Hedges road. In Croatia, a three-hour walking tour visits 'King's Landing' and the Lovrijenac Fortress, which features heavily in many *GoT* battle scenes. See viator.com

### GO Norfolk Island

GO Holidays has extended sales of its Explore Our World Norfolk Island packages to 27 May. Flights plus seven nights at Anson Bay Lodge with a rental car is from \$699pp s/t. Clients can upgrade to Daydreamer Apartments from \$839pp s/t, or Governor's Lodge Resort Hotel from \$1129pp s/t. Travel from NZ's other New Zealand domestic ports is \$169pp return additional. The offers are for travel 16 Jun-15 Dec, and closeouts apply.



### Glamping In Broome At The Billi

Broome's newest boutique villa resort, the billi, has unveiled four new luxury eco tents, says Tourism Western Australia. The tents are decorated with original artwork and soft cowhides on the floor, and feature en suites with freestanding bath, and a kitchenette. They overlook the resort pool and self-contained luxury villas, see thebilli.com.au

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THERE'S NOTHING LIKE AUSTRALIA

## Auckland: An Airport With Benefits



Kiwi travellers can now get their fix of Benefit Cosmetics tax-free at Auckland Airport, with the opening of an airside store at Auckland International Airport—the company's first airport store in Australasia.

Benefit, known for its travel must-haves such as Fake Up hydrating concealer and Pore-fessional balm to minimize the appearance of pores, also specialises in eyebrows. This means departing passengers can make an appointment at the Benefit Brown Bar for a quick fix or brow shaping, by qualified brow experts.

The store is open 0430-midnight and operated by JR Duty Free. Clients can book appointments at the brow bar by calling 0-9-255 4258.

### CTM At Fieldays

Coconuts Travel Marketing is heading to Hamilton's Fieldays at Mystery Creek 12-15 Jun, representing Club Raro Resort, Plantation Island and Lomani Island Resorts to answer any queries from potential clients. CTM also has a few double passes to the Fieldays for agents, see its Facebook page to find out how to win them. See facebook.com/coconutsmarketing

### Sheraton Dubai Refurb

The Sheraton Dubai Creek Hotel and Towers will close for eight to 10 months from 08 Jul to undergo a full refurbishment of all guest rooms, Vivaldi restaurant and other facilities. All 262 rooms will be refurbished with modern amenities and enhanced technology, and bathrooms will feature a walk-in shower area. The hotel will also introduce The Link café at Sheraton which 're-interprets the traditional hotel lobby' while the Hatta room overlooking the pool and creek will be turned into a breakfast venue.

### Beijing Experience

Active Asia has a five-day Beijing Experience from \$485 t/s with four nights in four-star hotels, breakfast, two lunches and one dinner, sightseeing and entrance fees. Highlights include the Forbidden City, Tiananmen Square, Temple of Heaven, Great Wall, Imperial Tomb and Summer Palace.

### Mangoes ID Rates

Mangoes Resort in Vanuatu has agent and industry rates for travel to 31 Mar 2014, says TATS. Agent rates are from \$125 pr pn, and industry rates are from \$195 pr pn. The adults-only resort overlooks Erakor Lagoon township. See tats.co.nz

## Broker Support Auckland CBD



**Love travel but want a change?  
Are you the "go to" person in your office?**

Do you have travel consulting experience and are looking for a new challenge? Then talk to us! Due to career advancement, we have a spot to fill in our dedicated Broker Support team.

#### To be successful you will need:

- Exceptional customer service skills and customer empathy
- A minimum 2 years travel experience
- Great problem solving skills and personal accountability
- A natural desire to go above and beyond the call of duty to assist others
- To be a team player
- To be confident on a host of computer applications, and have a natural affinity to IT
- To be willing and able to learn new systems

Although your skills and existing knowledge are important, we are more interested in finding someone who will be a great fit in our team.

To apply email your CV and covering letter in confidence to Angela Mills, General Manager, Operations at: [angela@travelmanagers.co.nz](mailto:angela@travelmanagers.co.nz) by Friday 31 May 2013.





## DUBAI MEGA FAMIL

# EK's Top Sellers Experience Lux DXB

The mega famil has been designed as an incentive which agents really aspire to, says Emirates—and this includes extra rewards for the airline's top achievers.

This year, the top agent from New Zealand (Morwenna Williams of Calder and Lawson, pictured) and each of the Aussie states were given a full extra day to enjoy, meaning two days of luxury that saw them swim with dolphins at Atlantis The Palm's Aquaventure, have a traditional hamman treatment at the Talise Ottoman Spa, dine at the Burj Al Arab and spend



a night and full day at the Al Maha Desert Resort and Spa. The airline and Dubai Tourism intend to continue building on the famil to ensure it remains a highlight of agents' calendars—and one to brag about to colleagues.

### Highlights Of The Dubai Race On Video

It was impossible to miss the 280 Kiwi and Aussie agents decked out in red as they sped around Dubai on Fri in an 'Amazing Race', and now those who were left behind can watch the highlights in a video captured by Dubai Tourism. Click on the link (right) to see agents race through attractions including Ski Dubai, the Burj Khalifa, KidZania, Sega World, Wild Wadi waterpark and the Madinat Jumeirah, completing challenges along the way.



### Slower Paced Desert Glam A Winner

While Dubai's urban glitz and glamour undoubtedly has its appeal, the top Emirates sellers got to experience the slower desert pace on Mon and Tue in what was a highlight of the trip.

The lucky top six were taken to the luxurious Al Maha desert resort, where they each had their own private villa (with pool) and the chance to take part in activities including a sunset camel trek, falconry, nature walks, archery, 4WD desert drives and horse riding on a herd which include some from Sheikh Mohammed Rashid Bin Al Maktoum's stables.

The romantic resort unsurprisingly sees a lot of honeymooners, and only caters to children aged over 10. Rates start at around USD1000 a night in the low season, including three meals a day and all activities.



### Relaxation In One Of UAE's Largest Spas

After a week of racing, shopping and dune bashing, there were some serious knots in need of removing from agents' backs and necks this week—and luckily Dubai is home to one of the Middle East's largest and most luxurious spas.

The Talise Ottoman Spa at the Jumeirah Zabeel Saray covers 8000m<sup>2</sup> and offers 42 individual treatment rooms

and three traditional Turkish hammams. Treatments rooms include the aromatherapy room, hydro-therapy room, Vichy shower, floatation bed, floatation pool, sauna and steam rooms, two snow rooms, adventure showers, hot and cold jacuzzis, and hot stone beds. There is a couples' spa, and larger private treatment and relaxation rooms can be rented out for celebrations. The spa theme follows that of the hotel, which resembles an Ottoman palace, and guests at the hotel can use the facilities including an amazing Thalassotherapy pool (pictured).



### Gold iPads For Guests

The top achievers were at the Burj Al Arab for lunch on Mon just as the hotel, already recognised as the ultimate in luxury, announced its latest high end development—24 carat gold plated iPads.

The iPads will be offered to all guests when they check in, for their use while they stay in the hotel.

They act as a 'virtual concierge', with information on restaurants and spas, private dining, butler and housekeeping services—and if guests become attached, they can buy their own in the hotel's boutique for around USD10,200.

The hotel also recently introduced iMacs into all of its lavish suites, one of which the top achievers got to check out on Mon.

### Home Of Tallest Hotel

Dubai became home to the tallest hotel in the world in Feb with the opening of the distinctive JW Marriott Marquis Dubai—and when the hotel's second tower opens next year, it will be the largest hotel in Dubai. The 72-storey property is 355m high—just 26m shorter than the Empire State Building. It fills a 'long identified gap' in catering to the region's MICE market as the first hotel in the region able to cater to large groups, says Marriott, offering more than 7500m<sup>2</sup> of indoor and outdoor event space including two ballrooms. The hotel also features nine restaurants, five bars and lounges, a spa and health club, and 30m swimming pool.

