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Thursday 05 March 2015

Issue 3025



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## No Helloworld For New Zealand Yet

Any plans to immediately launch the helloworld brand in New Zealand have been put on hold, following the United Travel Holdings board's decision not to rebrand.

The announcement ends months of industry speculation around when and if the two Stella Travel brands, United Travel and Harvey World Travel, would merge under the 'new' helloworld brand, adopted in Australia by the Stella Travel parent company.

Stella Travel Services chief executive Greig Leighton has confirmed the company sent out a communication to both of its networks overnight about its retail strategy moving forward. Leighton says Stella has worked closely with the boards of both brands 'for some time' on a proposed integration of its retail businesses under the single helloworld brand.

"But the United Travel Holdings board has advised that it wants to continue to run United Travel under the United Travel brand, in conjunction with Stella," says Leighton.

The move is likely to come as a blow to the Harvey World Travel franchisees which were said

to be in support of the rebrand. "We've also worked particularly closely with Harvey World Travel retail board which has been very supportive and encouraged by the proposal to integrate into the consolidated group," says Leighton. "Stella Travel is still considering the available options to introduce the helloworld brand into the New Zealand market."

Leighton adds that there is no set timeframe on any rebrand decision.

### ... From The Board

At the same time the United Travel Holdings board has reiterated its solid working relationship with Stella Travel Services. "On behalf of United Travel Holdings board and members we are committed to the United Travel brand and our partnership with Stella," says board chairman Trish Ryder. "We enjoy a strong culture amongst our group and are excited to be moving forward."

### ... Healthy Business

While debate may continue over the Stella retail branding—Leighton says there's no detracting from the fact that the Stella retail brands are 'performing well'.

"The Stella retail business is still a very good business, and is seeing good signs of growth," he says. "Stella is still committed to its retail groups, to run these stores as successful businesses for those involved."

### Record Highs For NZD

The New Zealand dollar hit record highs against both the AUD and the EUR overnight, reaching AUD0.9719 and EUR0.6867. The dollar also rose against the greenback, hitting USD0.7606.

### Emergency Evacs

Passengers on two flights on opposite sides of the globe were forced to make emergency evacuations from their aircraft yesterday. Travelers on an American Airlines flight, operated by US Airways, evacuated the plane by emergency slides upon landing after smoke was reported in the aircraft. All the passengers and crew were safe with just one minor injury reported. Meanwhile, a Turkish Airlines' aircraft landing in thick fog at Kathmandu airport reportedly skidded off the runway. Again the passengers and crew were safe, after disembarking via the emergency chutes.

### Cricket Tickets Giveaway

Tourism Ireland has three double passes to give away for the Ireland versus India World Cup Cricket Match in Hamilton on 10 Mar—and in true Irish style, the NTO says the crowd should expect a 'fantastic and rowdy atmosphere'. Agents keen for the tickets must complete the Ireland Specialist Programme then email their specialist confirmation by 1200 on Fri to [dwalshe@tourismireland.com](mailto:dwalshe@tourismireland.com)

### Japan's Cat Island

The few human residents of a Japanese island overrun with cats are reportedly concerned about the impact of increasing numbers of tourists heading their way. The small island of Aoshima has been largely abandoned by people, but cats have stayed on and multiplied, leading to the nickname Cat Island. A boatload of tourists head to the island every day, despite there being no shops or restaurants.

**5 Pages This Issue**

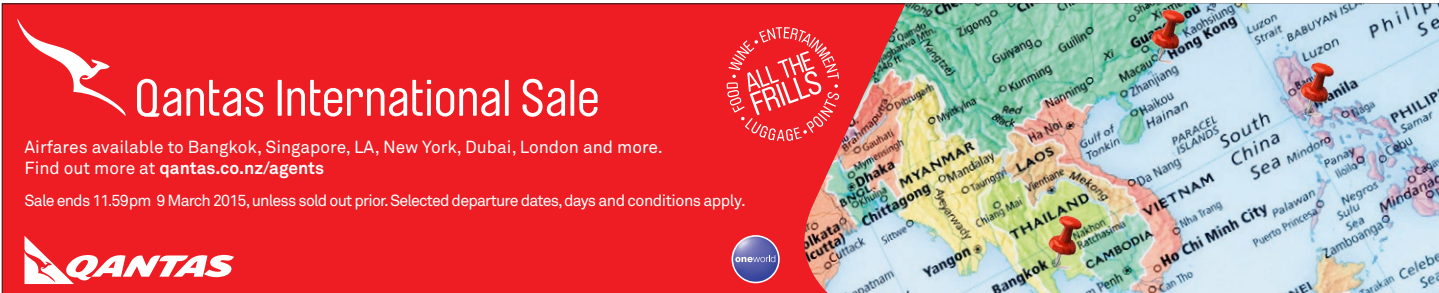
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**ALL THE FRILLS**

### VS Boosts SFO-LHR

Virgin Atlantic is adding a second daily service between London Heathrow and San Francisco from 24 Oct—operated by one of the carrier's new Dreamliners. Flight VS41 will depart London at 1515, arriving at SFO at 1815; with return flight VS42 departing SFO at 2145, arriving in LHR at 1600. Flight VS19 will move to the earlier departure time of 1125, arriving in SFO at 1430; and return flight VS20 will depart SFO at 1710, arriving in LHR 1130 + 1. From the end of the year, VS19/20 will also be operated by 787-9, making LHR-SFO an all-Dreamliner route. The service is part of VS' joint venture with Delta Air Lines. VS also codeshares with Air New Zealand. Flights are available to book now in the GDS.

### Alaska Beyond Food

Alaska Airlines has engaged a renowned Seattle chef to develop a selection of winter dishes for purchase on-board, on Seattle-departing flights of 2.5 hours or longer, says World Aviation. Clients can also choose from other hot dishes, cheese platters or picnic packs as part of the new in-flight product.

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## DIA: Register To Avoid Passport Delays

The government is urging Kiwis born overseas to register their details with the Department of Internal Affairs so they can avoid any delays when they need a New Zealand passport.

Record numbers of overseas-born Kiwis registered their citizenship last

### Earlybirds Extended

DriveAway Holidays has extended its Earlybird 'best deals' for sales through to 31 Mar. Clients can save up to 15% off car hire in the UK, France, Germany, Italy, Switzerland & Spain; up to 10% off car hire in Ireland & Greece; and up to 8% off in the USA & Canada.

There are also motorhome Earlybird deals for the UK, Ireland, France, USA and Canada, it adds. For details, see [driveaway.co.nz](http://driveaway.co.nz)

### WLG's Rydges Thorndon

The former Kingsgate Hotel Wellington, will be re-branded as The Thorndon Hotel Wellington by Rydges from 01 Apr, and reservations open today for the 'new' hotel. The property aims to cater predominantly towards government, corporate, conference, sporting and leisure groups. The Thorndon Hotel Wellington by Rydges will continue to operate the Glasshouse Restaurant and Bar. The 108-room property also offers conferencing facilities for up to 150 people.

### RJ Amman Stopovers

Royal Jordanian is now offering customers the chance to explore Jordan while transiting in Amman, says World Aviation. Zuwar Stopover packages range from eight-hour transit tours through to overnight stays including airport transfers and local guides. Transit passengers with non-restricted nationalities receive free visa entry if they are transiting via Amman. See [rj.com/zuwar.index.html](http://rj.com/zuwar.index.html)

year, avoiding potential travel delays, says the DIA.

"Babies born in Australia and other countries to New Zealand parents are still Kiwis. Before an overseas-based family brings their new baby home to meet the Kiwi cousins, they need to register him/her as a citizen by descent before they can apply for a New Zealand passport," says Registrar-General of Births, Deaths, Marriages, Jeff Montgomery. "The registration process can take a number of weeks so we urge New Zealanders born overseas to New Zealand parents to register early so they can be issued a New Zealand passport and travel when they want to."

See [citizenship.govt.nz](http://citizenship.govt.nz)

### Faster Bali Processing

Bali is said to be adding four more Visa on Arrival booths at its Ngurah Rai airport to ease congestion at peak times. Balidiscovery.com says arriving passengers have been queuing as long as two hours to clear immigration and customs.

### ET Double Daily Mumbai

Ethiopian Airlines now flies twice a day from Addis Ababa to Mumbai, with fares starting from \$857 for sales to 16 Mar, says World Aviation. Fares include 40kg baggage in economy.

### AR's New A330-200

Aerolineas Argentinas has taken delivery of its first new directly purchased A330-200 as part of its fleet renewal strategy. The aircraft will be deployed on long-haul routes from Buenos Aires to Miami, New York and Madrid.

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## Agents To Benefit From Crystal Buy

**Crystal Cruises is being bought by major cruise player Genting Hong Kong and the Kiwi travel industry is likely to benefit from the move, which also includes plans to add a third ship to the line's fleet.**

Genting already owns Star Cruises and is a major shareholder in Norwegian Cruise Lines, which owns Prestige Holdings (owner of Oceania and Regent Seven Seas).

Genting has the financial clout to invest in the line, and this is good news

### Lette's Scenic Honour

Australian author Kathy Lette has been named as the godmother to forthcoming Scenic Space-Ship, Scenic Jasper. Lette will christen the 169-passenger river cruiser in Vienna in Apr before it commences a full season sailing the Rhine, Main, and Danube. Scenic Jasper and its sister ship, Scenic Opal, join the Scenic 'Space-Ship' fleet as the next generation of river cruisers and bring the fleet total to 11. Scenic says both new ships will boast the largest suites on the rivers with the ultimate in private balcony accommodation—the Royal Panorama Suites. The 44m<sup>2</sup> suites feature a separate bedroom and the Scenic 'Sun Lounge'. Both ships also feature a new vitality pool.

### RCI Selling Splendour

Royal Caribbean is selling Splendour of the Seas in the second quarter of next year, with the ship destined to become a Thomson Cruises vessel. Splendour will complete all scheduled open deployment and no sailings will be altered or disrupted due to the sale, with her final sailing on 04 Apr. She's been with RCI since 1996 and her sale is in line with RCI's 'strategic objective of divesting ourselves of older hardware', says RCI boss Richard Fain.

for Kiwi agents who sometimes struggle to book their clients on a Crystal cruise, says an industry source.

"To get a third ship is very exciting. The chances to sell Crystal are currently very limited because they sell very well in the US market, and this broadens that scope."

It also means the six-star line may become more familiar with Kiwi consumers, who are currently more aware of other high-end options.

"We see those other brands in our waters more regularly, whereas Crystal is only here once a year as part of the world cruise—it doesn't allow the consumer to understand it," says the expert. "[Genting will offer] more itineraries, they'll invest more in advertising, it creates more momentum." Genting's acquisition of Crystal is expected to close in the second quarter.

### Northern Lights Deals

Hurtigruten is offering savings of up to GBP1000pp on its Northern Lights voyage. The line has added a number of Classic Round Voyages to its schedule for Mar, priced from GBP749pp for the 12-day journey (based on two people sharing an inside cabin on full board basis).

### Wild Earth: Iceland Hot

Wild Earth is picking Iceland as its top destination for 2015 and is offering discounts of select Jun, Jul and Aug Ocean Diamond voyages. "With unprecedented interest from agents looking to send their clients somewhere unique this year, sales of Iceland small ship cruises have really taken off this year," says Wild Earth sales manager Rosemary Sivertsen-McNoe. Deals include no single supplement on suites plus 20% discount for solo travellers, complimentary excursions, wine and fruit basket and a beverage package for two clients sharing a suite.

### Right Royal Launch

Her Majesty The Queen, accompanied by His Royal Highness The Duke of Edinburgh, will name the new P&O Cruises World Cruising' vessel Britannia at Southampton on Tue 10 Mar.

The cruise line says the naming will be a milestone in British maritime history and comes 20 years after The Queen named Oriana.

The biggest ship designed exclusively for Britain, Britannia features restaurants, bars and cafes, with menus created by a slew of celebrity chefs.

Britannia will also sport a three-deck-high atrium, offer the largest British spa at sea, a state-of-the-art theatre with LED wall, four pools, gym, and a multi-million GBP art collection.

P&O says it will uphold its celebration of all things British onboard the new ship.

### Oceania 2016 Preview

Oceania Cruises has released its biggest ever launch with its 2016 collection, which includes 20 new ports of call and the addition of its new ship Sirena, says Cruise Holidays.

Reservations open 05 Mar for the 2016 collection, which includes Sirena's inaugural 14-day voyage ex Barcelona to Venice in Apr 2016. Other features in 2016 include new Mediterranean itineraries for the Riviera; Nautica will sail Northern Europe and the Med with almost all new cruises; Insignia will begin the season in Northern Europe with a new 18-day Northern Crossing voyage; and Regatta returns to Alaska with three new 10-day itineraries as well as returning favourites. There are savings of up to \$4070 per guest for 2016 Northern Summer bookings.

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### Ad. World Sales Manager

Former Adventure World sales executive Eden Stevenson has returned to the company as its new sales manager. Stevenson was with Adventure World from 2005-2008 and was most recently working in sales and product training outside of the travel industry. "I am glad to be back with Adventure World and am looking forward to working with agencies to grow their brand and destination knowledge," he says. Stevenson is pictured (centre) with general manager Dave Nicholson and sales executive Kevin Dennerly-Minturn.



### Encore Down Under

Seabourn's new ship **Encore** will visit Australia and New Zealand as part of its maiden voyage 2016/2017, the company has announced, with bookings open for sale from today. "It's very exciting that it's going to be down here—it's barely going to be a few weeks old, it couldn't get any newer," says Cruise World's Donal O'Sullivan. Following the ship's delivery in Dec 2016, she will offer two pre-inaugural cruises—a 16-day cruise from Athens to Dubai; followed by an 18-day voyage departing Dubai 20 Dec and sailing to Arabia, India, Southeast Asia and Singapore. The naming ceremony will take place in Singapore on

07 Jan, then there's a 10-day inaugural voyage to Bali, and a series of 16-day voyages cruising the Pacific Rim in Australia and New Zealand. The ship then returns to Europe with two 16- and 18-day Arabia and India voyages, before spending summer in the waters of the eastern Mediterranean with a series of seven-day voyages.

### Cruise Tool Success

United Travel has reported a 14% increase in cruise sales for the five months ending in Nov, the same percentage increase for 2014, and the chain is attributing the growth in part to its award-winning *Cruise Insider* magazine.

The magazine, which was launched last Apr, features stories written by United Travel agents who share their expertise, passion and knowledge of cruising with both existing and potential customers, says the retail chain.

The initiative won the Australasian Network Promotion of the Year title at last week's Australasian Cruise Lines International Association (CLIA) awards.

## Industry Diary

### MARCH

#### Jaws 2015

**Nelson:** Thu 05, Rutherford Hotel, 1700-2000. **Auckland** (new for 2015): Wed 11, Novotel Ellerslie, (new for 2015). 1700-2000. **Whangarei:** Thu 12, Forum North, 1700-2000. **Napier:** Mon 16, The Sailing Club, 1700-2000. **Wellington:** Tue 17, Amora Hotel, 1700-2000. **Palmerston North:** Wed 18, Distinction Hotel, 1700-2000. **New Plymouth:** Thu 19, Copthorne Grand Central, 1700-2000. **Tauranga:** Tue 24, Tauranga Yacht Club, 1700-2000. **Hamilton:** Wed 25, Hamilton City Oaks, 1700-2000.

#### Tourism Fiji's Mamanuca & Nadi Roadshow 2015

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

### APRIL

#### Destination NSW Sydney Agent Pub Quiz Nights

**Auckland:** Tue 21, Atticus, 63 Fort St, CBD, 1730-1900. **Wellington:** Wed 22, The Establishment, 14-16 Courtenay Place, 1730-1900.

#### Asia Now

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

### MAY

#### Asia Now

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

#### Aloha Down Under

**Auckland:** Mon 11, venue and time tba.

#### South Australian Roadshow

**Auckland North:** Fri 15, Spencer on Byron Hotel, Takapuna, 1700-1930.

**Auckland:** Sat 16, Orakei Bay Function Centre, Orakei, 0930-1100.

**Auckland East:** Sat 16, Howick Golf Club, Bucklands Beach, 1400-1600.

**Hamilton:** Sun 17, Novotel Tainui, 1400-1600.

**Tauranga:** Mon 18, 59 The Strand Function Venue, 1200-1330.

**Rotorua:** Mon 18, Novotel Rotorua Lakeside 1700-1900.

**Palmerston North:** Tue 19, Kingsgate Hotel, 1630-1900.

**Masterton:** Wed 20, Masterton Club, 1200-1330. **Wellington:** Wed 20, Shandon Golf Club, Petone, 1730-2000.

#### Amazing Thailand Roadshow

**Auckland:** Thu 21, Sky City Grand, 1700.

#### Whitsundays Travel Agent Workshop

**Auckland:** Fri 22, The Mercure, 1730-2030.

### JULY

**Hawaii Tourism MCI Roadshow**  
Mon 27, Dates and venue TBA

## Sales Manager, Corporate

**Our Sales Manager will be responsible for identifying, developing, managing and achieving maximum sales potential across all Sudima Hotel properties in New Zealand:**

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- Sudima Hamilton
- Sudima Lake Rotorua
- Sudima Christchurch Airport

You will represent Sudima Hotels & Resorts in Corporate and MICE business segments to domestic and local corporate businesses, Travel Management Companies, PCOs, and the government business sector. As Sales Manager you will become the face of Sudima Hotels & Resorts to our valued clients so excellent communication and rapport building abilities are crucial. Your passion for the industry, willingness to go the extra mile and delight our customers will pave the way for a successful career at Sudima Hotels & Resorts.

**The key skills and requirements for this role include:**

- Minimum 2 years experience in a sales management role or similar
- Excellent knowledge and understanding of the corporate and MICE business market
- A proven sales record
- A good knowledge and understanding of Travel Management GDS systems
- Excellent presentation and communication skills – both verbal and written
- Good overall computer abilities along with a high level of organisation and time management skills
- A current New Zealand drivers license
- Be currently eligible to work in New Zealand
- Advanced knowledge of the New Zealand hotel market would be an advantage

This is full time role based in Queen Street, Auckland. As Sudima have hotel locations across the country, there will be a requirement to travel regularly to our hotel locations along with servicing our customers in the many regions across the country on a regular basis.

You will be rewarded with an attractive Salary and the opportunity to work within an organisation where your thoughts are heard and your ideas have the opportunity to come to fruition.

The successful applicant will start as soon as possible.

**If you are interested in this exciting position, please forward a covering letter and your CV to Leigh Higgins, Associate Director of Sales – Corporate to [leighh@sudimahotels.com](mailto:leighh@sudimahotels.com)**







### AAT Kings Winner

Matt Chappell of Sabre Pacific has been named as the winner of AAT Kings' cricket caption competition, winning himself a beach cricket set and cap. Chappell's winning caption was 'better go see a doctor with balls that red'.

### The Greatest Of Art

The Turner Prize is said to be arguably the world's most prestigious award for contemporary art and this year it will be hosted at Glasgow's Tramway where a free exhibition will give visitors to the city a chance to see the very best of current British art. The Turner Prize is awarded each year to a British artist under 50 for an outstanding exhibition or presentation of their work in the preceding 12 months.



### SQ Cleans Up Coastlines

Singapore Airlines has appointed the Sustainable Coastlines Charitable Trust as its official charity in New Zealand. SQ will support Sustainable Coastlines' large-scale coastal clean-up events, educational programmes and campaigns, with staff getting involved in the coastal clean-up currently taking place on Waiheke Island. Pictured during a clean-up on Waiheke Island yesterday is SQ's Shahreen Goodrick, Felicity Bakx, Sally Raudon, Edwin Chiang and Kate Mayo.

## New Remote Arctic Trips For Peregrine

Peregrine has launched four new itineraries offering the chance to visit some of the least-visited destinations in the world as part of its 2016 Arctic season.

The new trips include the high yield five-day North Pole Express: Barneo Ice Camp (from \$43,760pp), with two nights at the remote 89° north camp. Clients will check out the ice camp by air via helicopter flights as well as on land, and meet resident crew including scientists and explorers. The trip departs 13 and 15 Apr 2016.

The 13-day Spitsbergen and Franz Josef Land (from \$11,250 and departing 05 Jul 2016) visits one of the most remote archipelagos in the world—191 islands in the north of Russia with no human inhabitants but plenty of walrus, polar bears, seals, arctic foxes, beluga whales and birdlife.

Clients will be able to view some of the world's most vivid displays of Northern Lights on the Arctic Express: Greenland's Northern Lights (from \$9020, departing 06 and 13 Sep 2016). The 10-day fly-in fly-out trip includes a trek along the tundra, the world's largest fjord system, sightings of whales and polar bears, and visiting the Inuit settlement of Ittoqqortoormiit.

On the 15-day Scotland to Spitsbergen, clients will explore the medieval art, architecture and archaeology of the Orkney and Shetland Islands, including their Viking history, before heading north into Norwegian Sea. It departs 29 May 2016 and costs from \$12,475.

The new itineraries feature alongside



classic Arctic journeys to Svalbard, Greenland and the Canadian Arctic. Peregrine is offering an earlybird discount of 25% off premium cabins and 15% off non-premium cabins aboard the Sea Adventurer and Ocean Nova for bookings made by 01 May (excluding the Barneo Ice Camp). See peregrineadventures.com/arctic-2016

### Anyone For Adventure?

The Clipper Round the World Yacht Race is looking for adventurous Kiwis to take part in the Race of Their Life in 2015 and beyond.

The adventure takes 11 months and crews can sign up for the whole circumnavigation or just individual legs. Anyone can apply, regardless of experience or profession. The organisers say 40% of crew members have never sailed before joining up. Minimum age is 18 and there is no upper limit. Recruitment talks are in Wellington at Royal Port Nicholson Yacht Club on 10 Mar and in Auckland at the Royal Akarana Yacht Club 11 Mar. Details, see clipperroundtheworld.com

### New Look QLD

Tourism and Events Queensland has unveiled a new look official tourism website and says the new site will provide travellers with enhanced access to destinations across the state. See queensland.com

## The Travel Brokers

*'Your personal travel professional'*

### General Manager - The Travel Brokers

**BACKGROUND:** Stella Travel Services (NZ) Ltd is one of New Zealand's largest fully integrated travel services business's and is a wholly owned subsidiary of Sydney based, and ASX listed, Helloworld Ltd.

Included in the Stella New Zealand group's multi-channel distribution strategy is The Travel Brokers business unit, which was founded in 2002, and today has more than 100 travel brokers throughout the country.

In 2012, the Travel Broker business unit was awarded best Travel Brokerage at the NZTIA awards, and was again a finalist in 2013, and 2014.

**APPLICANT:** We are seeking a General Manager to continue the ongoing growth and development of the business, which has been achieved over the past 13 years, and to position the brokerage as New Zealand's leading travel broker business.

#### SKILLS REQUIRED INCLUDE:

- Significant exposure to the New Zealand travel industry at a senior management level
- An understanding of the local marketplace, and the integrated nature of the NZ Industry
- The ability to lead and manage a small and efficient Operations Support team
- The drive and determination to profitably manage a nationwide broker network
- Financial Management skills with full P&L responsibility
- Exemplary Relationship Management skills

**THE ROLE:** The role reports to the GM - Commercial – Stella Travel Services (NZ) Ltd and has four direct reports. The role is based in the Auckland CBD, although some travel may be required throughout the country. KPI's are established for the role, and will be discussed at depth with short listed candidates.

**REMUNERATION:** An attractive salary, an OTE bonus component, in house car park, mobile phone, and laptop are all included in the package. Some staff travel benefits may also apply.

**CONTACT:** To apply for this role, applicants should submit their CV's to Neil Gestro, General Manager – Commercial, Stella Travel Services (NZ) Ltd, P O Box 505, Auckland, or e mail to neil.gestro@stellatravel.co.nz Applications close Friday 20th March 2015 at 5.00pm.