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Wednesday 17 June 2015

Issue 3096

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NZ's Premium Move For Oz & Islands

Air New Zealand has announced it will offer a standard Premium Economy product on its 777-200, 777-300 and 787-9 aircraft for travel between New Zealand, Australia and the Pacific Islands, for sales from today and travel from 25 Oct.

Made possible due to recent fleet changes, such as arrival of the 787-9, refurbishment of its 777-200 fleet and exit of the 747-400s has enabled the carrier to offer a consistent Premium Economy product to customers on its Aussie and Pacific flights. "We know many of our customers enjoy the extra space and comfort when travelling Premium Economy on our long-haul services and we're looking forward to extending this product to shorter flights,"

says NZ chief commercial officer Cam Wallace.

... NZ's Inclusions

Air New Zealand's Premium Economy product on its Tasman and Pacific Island routes offers travellers greater space, 'premium' food, additional bag allowances, premium check-in and priority boarding, says NZ.

... Changes

Due to the changes, NZ has amended its Works Deluxe offering on its Australia and Pacific Island routes, for sales and travel from today. Works Deluxe is now only available on NZ's 763 and A320 aircraft and is no longer available on NZ's 772, 773 and 789 aircraft.

Works Deluxe no longer includes lounge access, and both Islands and Tasman long-term Works Deluxe fares have been reduced to reflect this, says NZ. In addition, Works Deluxe long-term fares are now available for travel to Perth on NZ's 763 services.

NA advises that any Works Deluxe clients ticketed before 17 Jun will still receive lounge access. In addition those travelling on a 777-200, 777-300 or 787-9 aircraft for travel from 25 Oct will be automatically upgraded from Economy to Premium Economy.

For more, see airnzagent.co.nz

China Airlines To AKL

China Airlines has today announced it will increase capacity on its Auckland-Brisbane-Taipei route over the summer peak (04 Dec-01 Mar). The service will operate four times weekly, with the extra service to/from AKL on a Sat. In addition, all of the flights will be upgauged to refurbished 747-400s. "We are delighted to see the continued growth of China Airlines in the New Zealand market," says The Walshe Group sales and marketing manager, Gareth Williamson. "We support CI implementing a plan of measured & sustainable growth in our market, and we thank the local trade for their support of both our AKL and CHC services"

Pirihi Gets Top Job

Mark Pirihi has been appointed country manager for Cathay Pacific Airways, New Zealand and Pacific Islands, succeeding Brian Tsoi.

Well-known to many in the trade in his current role as CX sales and marketing manager Pirihi, will start in the top Kiwi job from 20 Jul—the same month he'll celebrate 25 years of working for CX's Auckland office. Pirihi says he is looking forward to leading the local CX team, and retaining his strong relationship with the carrier's key trade partners.

"The airline business is one of the most dynamic and constantly changing industries in the world, and it is an exciting time to be working at CX as we are currently expanding our network with new destinations, such as Manchester, Boston, Zurich and Dusseldorf," he adds.

Departing manager Tsoi has been appointed CX manager for Switzerland.

7 Pages This Issue

News..... p1-4, p7
Fiji News p5-6

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*Sales to 29 Jun. For full details see your GDS.

HAWAIIAN AIRLINES

Cheap Fares Draw Crowd

A group of enthusiastic young travellers in Vancouver have been camping out in front of a travel agency for days—just to get a cheap fare to New Zealand. Flight Centre Canada is offering 75 CAD475 Air New Zealand return flights between YVR and AKL to celebrate the carrier's 75th birthday. The fares go on sale 17 Jun, local time, but the first people started camping out in front of one store last Sat—five days before the fares went on sale. When asked if the chain was offering such fares here, Flight Centre's Phil Goad replied: "If only we could get levels like that down here."

Myanmar's Rural Appeal

Exotic Holidays' latest excursion in Myanmar allows travellers to experience rural life whilst utilising local transport such as a ferry, taxi, trishaw and on foot. Highlights include witnessing daily life of those who live in Twante, located on the Yangon River, visits to Shwesandaw, Baung Daw Gyoke Pagoda, a local school, pottery workshops and more.

Fiji Govt Reiterates Kiwi Commitment

New Zealand will not be neglected at the expense of other emerging markets, Fiji Tourism Minister Faiyaz Koya was keen to emphasise at the Fiji Tourism Expo this morning.

"It's important that our traditional markets realise that we are not taking any focus away from our traditional markets," Fayeze told *Travel Today* at FTE today. "We do have growth areas that we're looking at but we are most definitely not taking any focus away from New Zealand or Australia, which is the main basis of our industry."

With Fiji Airways launching new Wellington flights next week, and Air New Zealand introducing its Dreamliner to Fiji later this year, the country



is expecting continued strong growth from the Kiwi market. "New Zealand has had such strong growth and at Tourism Fiji we're looking to maintain that," says TF chairman Truman Bradley—who adds that the trade will play a key role.

Pictured: Tourism Fiji chairman Truman Bradley and Tourism Minister Faiyaz Koya.

EY Investment Award

Etihaad Airways has received the Airfinance Journal 'Merger and Acquisition Deal of the Year' award at a recent ceremony in Miami. The accolade was presented in recognition of EY's 2014 acquisition of a strategic minority equity stake in Alitalia.

Langham Sydney Wins

The Langham, Sydney has been ranked by luxury US connoisseur publication the Robb Report as being one of the Top 100 Hotels in the World. It also won Hotel of the Year, New Hotel of the Year and Best Club Sandwich at the Gourmet Traveller Australian Hotel Awards in Sydney this week.

NZ Among Winners

The winners of the Skytrax World Airline awards were announced at the Paris Air Show overnight with Qatar Airlines said to take out the top honors. The top 10 airlines, according to reports, in alphabetical order were ANA; Cathay; Emirates; Etihad; EVA; Garuda; Qantas; Qatar Airways; Singapore Airlines and Turkish Airlines. Air New Zealand says it took home all three Premium Economy awards (best Premium Economy, best Premium Economy seat and best Premium Economy onboard catering) reaffirming NZ's superior Premium Economy experience. The NZ-managed Star Alliance LAX lounge won best Airline Alliance Lounge, it adds.

EK Oz Fares

Emirates has released one-way Aussie fares ex AKL to SYD from \$201 economy and \$651 business; to MEL from \$202 economy and \$652 business; and BNE from \$200 economy and \$650 business. One-way fares ex CHC to SYD are from \$202, economy and \$652, business. First class fares are also available from \$900 one-way. Economy fares are on sale to 17 Jun and business/first class fares to 22 Jun. Select travel dates apply. See your GDS.

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Rodgers To GM

Neil Rodgers is the new general manager of Adventure World Australia. Rodgers is known to many in the trade from his time at Adventure World here and has been with the brand for eight years. "I'm looking forward to building further upon existing relationships with the trade to determine how we best develop our core curated product and better serve their clients across our portfolio of niche destinations," he says.

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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IATA: Cabin OK Clarification

The International Air Transport Association (IATA) has issued comments clarifying elements of its Cabin OK initiative, in which it recommends a smaller sized carry-on bag.

IATA says the initiative is to provide passengers with a greater assurance that their carry-on bags will travel with them in the aircraft cabin, even when the flight is full. The Cabin OK size guideline is 55 x 35 x 20 cm, however, IATA reiterated this is not a maximum size limit.

"The Cabin OK guideline is smaller than the size set by most airlines as their maximum acceptable for carry-on baggage. Thus, passengers with Cabin OK carry-on baggage can travel with a greater assurance that it will be acceptable across the different airline requirements, it says.

"And, when travelling on a participating airline there is a further benefit: those bags with a Cabin OK logo (determined individually by each airline) for staying in the cabin should its cabin capacity be exceeded and some baggage need to

be moved to the hold."

A number of major international airlines have signalled their interest to join the initiative, says IATA, and there will soon be operational guidelines to give Cabin OK bags priority to stay on board the aircraft when all carry-on bags cannot be accommodated in the cabin.

IATA's senior vice president for airport, passenger, cargo and security says, "Cabin OK is all about providing the customer with greater assurances. If you have a Cabin OK bag, you can be pretty sure that you are within the maximum carry-on limits of airlines around the world. If you are travelling on an airline participating in the program, you will have the best chance that your bag will be with you in the cabin even on a full flight," he says.

"For passengers travelling with bags that don't have the Cabin OK logo, there's no need to worry. If it was accepted for travel before, it will be acceptable for travel now, but with the same uncertainty that if the flight is full it may eventually have to travel in the hold."



Brand USA Kiwi Winner

Shona Bray from House of Travel Product has won an iPad, courtesy of Brand USA and the rebranded Santa Monica Travel and Tourism.

The RTO launched a specialist badge on Brand USA's on-line agent training offering (The US Discovery Program) and agents who completed the Santa Monica badge and became experts on the "The Beachfront of Los Angeles" were entered into a prize draw to win one of four iPads. Bray says she learned a lot about destinations she wasn't aware of in the US and has completed six of the Discovery Program badges to date.

Bray is pictured with Brand USA Account Manager for New Zealand

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Shangri-La Promo

Shangri-La Hotels and Resorts' membership programme Golden Circle is celebrating its fifth anniversary by offering guests the chance to earn free nights faster. Members can receive double points and double tier nights from 01 Jul to 30 Sep. Plus, get up to 5000 bonus points for stays at different hotels. T&Cs apply. For more information and to register visit shangri-la.com

Disneyland Gift Card

GO Holidays has a new Disneyland Resort gift card offer. Clients who book five nights at a Disneyland Resort Hotel will get a free USD200 Disney Gift Card per booking; book a four-night stay and receive a USD150 gift card; or book a three-night stay and receive a USD100 gift card per booking. T&Cs apply. On sale until 17 Sep for travel 16 Aug-25 Sep or sales to 01 Mar 2016 for travel 06 Jan 2016-31 Mar 2016. GO has details.

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SPANTO Is Back

After many years' absence from the New Zealand market, the South Pacific Association of National Tourism Offices (SPANTO) has been re-established.

Starting next month, SPANTO member countries – Cook Islands, Fiji, New Caledonia, Niue, Samoa, Tahiti, Tonga and Vanuatu – will come together for a number of roadshows throughout regional New Zealand. Robert Thompson of Tahiti Tourisme, and elected chair of SPANTO, says the goal is to present the South Pacific as a collective in order to compete with larger countries and budgets. "Our focus will be on regional New Zealand to kick things off, with Nelson, Napier, Rotorua and Tauranga in the schedule for 2015, and Palmerston North, Waikato and Otago in the planning stages for 2016." Thompson is supported by elected secretary Jo Kennedy from Niue Tourism, and treasurer Jacquie Carson from Vanuatu Tourism. Kennedy says the roadshows will give them the opportunity to present to agents around New Zealand and

point out the unique selling point for each destination. "It's a very exciting time, and demonstrates the Pacific family spirit by working together like this."


... Roadshows


The first roadshow will be held in Nelson on 21 Jul at the Nelson Suburban Club from 1730-1900. Agents attending the event will go in the draw to win a trip for two to Vanuatu. Invitations will be sent shortly. For more information email j.carson@xtra.co.nz

Gold Coast Treat

For Gold Coast bound clients looking for something special, Palazzo Versace has partnered with Grant Burge Wines to host an exclusive wine maker's dinner Sat 07 Jul in Palazzo Versace's signature restaurant, Vanitas. Cost for A Very Versace Evening with Grant Burge Wines is AUD249 pp and includes canapes, a four-course dinner and matching wines.

A Grant Burge Wine, Dine & Stay Package is AUD925 per couple and includes two tickets to the dinner, overnight accommodation in a Lagoon King Room and buffet breakfast for two in Il Barocco restaurant. Details, e-mail rsvp@palazzoversace.com.au

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Conservation Program

In conjunction with World Oceans Month, Outrigger Resorts has announced the launch of OZONE – a global conservation initiative centred on coral health and resiliency in the waters surrounding the iconic beach destinations of Outrigger Resorts.

Outrigger Enterprises Group vice president of corporate communications Bitsy Kelly says OZONE is an action plan that charts a clear course for Outrigger to make a positive impact in helping to save and protect coral reefs and ultimately the wellness of waters around the world.

OZONE will generate awareness surrounding the status of coral reef systems while simultaneously enhancing the Outrigger Resorts guest experience through education and authentic interaction.

Accordingly, guests will have the opportunity to learn more about the platform via in-room videos, on-property lectures, while also being a part of the solution by planting a coral at participating properties. Outrigger will continue to demonstrate its dedication to the environment through existing and future sustainability and conservation initiatives present at a number of their premier beachfront destinations.

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Fiji Proposal Sorted

Events Fiji, which specialises in organising hen and stag dos, has added proposals to the list with its service to help organise the perfect Fijian wedding proposal.

There's three options, priced from AUD1299, which can include helicopter flights, will you marry me written on a private beach, champagne and a hamper. The company is happy to work with clients to figure out exactly what they want, and has a hand in the whole event right through to the smallest detail, says Events Fiji's Sangeeta Devi. See proposeinfiji.com

Denarau Segway Tours

Go Dirty Tours has introduced new Segway tours of Denarau. Departing from the Wyndham, the hour-long tours explore the area with stops for drinks and photos along the way. They're priced from FJD70. See godirtytoursfiji.com

For more fiji news
see page 6

Air Capacity Driving Fiji Growth

Tourism Fiji will bring a new product workshop to New Zealand next year to help agents find new opportunities for clients, while the latest figures show double-digit growth from the Kiwi market.

Both Air New Zealand and Fiji Airways have boosted capacity to Fiji, and new figures to the end of May show arrivals from New Zealand are up 13% year-on-year, says Tourism Fiji regional director Wayne Deed.

"That's mainly driven by the increased capacity by both FJ and NZ," he says. "And the trade is engaged—and they're seeing greater demand." Deed is in Fiji this week for the Fijian Tourism Expo, where a big focus for his team will be on seeking out new product opportunities for the Kiwi trade.

"We're looking to bring a new product workshop into New Zealand next year to be able to profile those individual products to the New Zealand travel trade," he says. Other trade plans include the return of the Frontliners conference, where 100 New Zealand agents will head to Fiji to meet with local suppliers as well as experience the destination itself.



Agents can also grow their knowledge at the Around Viti Levu roadshow in Aug, which will feature a

'great selection' of product from the Coral Coast, Sun Coast and Nadi; followed by a Fiji luxury roadshow in Oct.

"We're certainly seeing some good growth in the weddings market and the luxury market," says Deed.

Pictured left: Wayne Deed with Mohan Chandra, new Fiji Airways regional general manager New Zealand



Fashion-Forward Sofitel

The Sofitel Fiji Resort and Spa hosted buyers and suppliers for a fashion show last night as part of the Fiji Tourism Expo. Local designers showcased everything from swimwear to evening gowns as part of the show. The property will host an International Resort Wear Show 13-14 Nov. Fashionistas spotted in the front row included familiar face Gordon Bayne, Sharon Martin of Lifestyle Holidays, Jane Reese, Accor and Helloworld's Alyssa Field. Also at the show was Tourism Fiji's Carlah Walton and David McMahan, Nicola Brunning of Air New Zealand, and TF's Maria Apii.

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Free The Butterflies

A new option for weddings and other special events in Fiji is to set free butterflies. They are bred to order by Butterflies of Fiji as part of their nursery operation, so interested clients should place their butterfly order at least six weeks prior. See butterfliesoffiji.net

Take Your Board Home

Fiji Surf Co has launched a new service where clients can pre-order a board which will be custom-made, decorated and waiting for them on arrival. Most clients rent boards so it made sense to start offering them the chance to take them home, says the surf school. It offers commissionable travel packages including transfers, accommodation and surfing tours. FIT travellers can also opt for one of the surfing tours ex Sonaisali jetty daily. See fijisurfco.com



Musket's New Trader Complex

Musket Cove Resort in the Mamanucas officially opened its new Trader Complex last week, replacing the older facility which was damaged in a fire. The new complex encompasses a reception area, Trader Boutique, Trader Café serving breakfast lunch and dinner, and the Trader General Store, which stocks 'everything from two-minute noodles to Wagyu beef', says sales and marketing manager Alex Raicebe. The Malolo Cat pulls up right next to the complex, and guests 'pretty much get off the Malolo Cat and step right into the lobby', he says. The resort has also started work on its 12 beachfront bures, which are being revamped including receiving new floors and are expected to be complete by Sep.

Naviti All-Inclusive Offering Revamped

Naviti Resort on the Coral Coast is reporting a fantastic response to its revamped, and simplified, all-inclusive package—and says this year it's aiming to harness some of the untapped potential from the Kiwi market.

The all-inclusive package has been tweaked and is now more comprehensive, including breakfast, lunch and dinner, drinks and activities like cruises, guided snorkelling tours and unlimited golf. "It's taken off to the point that over 82% of our clientele are opting for the all-inclusive package," says general manager John Duxbury. "The all-inclusive is just hugely popular, it's mentioned probably over



95% on TripAdvisor that people constantly say 'we took the all-inclusive and we're so glad we did'," he says. The property is also set to rebuild its central facility which will take around six months and enhance its F&B offering—and Duxbury emphasises that there will be no disruption to guests. Much of the resort's business comes from Australia but Duxbury, a Kiwi himself, is keen to grow its New Zealand business. "There's huge potential there, it's an untapped business there that we're really focusing on this year as well."

Duxbury is pictured with reservations manager Meliki Tuberi and sales and marketing manager Una Namudu.

FJ Golf Partnership

Fiji Airways will increase its presence further in markets including New Zealand via a new partnership with the Fiji International golf tournament. FJ has signed on to become a platinum sponsor of the event through to 2017, the carrier announced at the Fiji Tourism Expo this morning. The deal will allow FJ to showcase its product and the destination to key markets in Asia, the US, Australia and New Zealand, 'markets where we have good presence but we need to keep on building [awareness]', says executive general manager sales and marketing Otto Gergye. "Something like this allows us to double, triple, quadruple our marketing and PR [in those markets]," he said.

Pacific's Amazing Race

Pacific Destinations has noted growing corporate interest in its Amazing Race team-building activity, which sees delegates take part in cultural challenges like husking coconuts, making Kokoda, pounding kava roots and a kava ceremony. The half-day option is offered at the InterContinental and Sofitel but could take place at other hotels, it says. The concept works well for event organisers who don't have to pay for a bus to another property. See pacificdestinations.com.fj

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CNS Skyrail Update

The Skyrail Rainforest Cableway near Cairns will close on select dates in May and Aug next year to allow for maintenance upgrades, necessary to maintain what the operator says are its high standards of safety and reliability.

The Skyrail Rainforest Cableway will be closed 17-19 May 2016 and 15 Aug, 22 Aug and 29 Aug 2016.

Industry Diary

JUNE

Scenic Information Sessions

Auckland East/South: Wed 17, Waipuna Hotel. **Auckland North:** Thu 18, The Spencer on Byron Hotel. **Nelson:** Mon 29, Rutherford Hotel. **Timaru:** Tue 30, Landing Services Building.

Air New Zealand's Southern Hospitality Roadshow

Albany: Mon 22, Lone Star Restaurant, Corner Oteha Valley Rd and Appian Way, 1800-2000. **Dunedin:** Tue 23, Lone Star Restaurant, 484 George Street, 1800-2000. **Christchurch:** Wed 24, Lone Star Restaurant, 26 Manchester Street, 1800-2000. **Nelson:** Thu 25, Lone Star Restaurant, 88-90 Hardy St, 1800-2000. **Wellington:** Mon 29, Lone Star Restaurant, 66 Tory Street, 1800-2000. **Napier:** Lone Star Restaurant, Cnr Marine Parade and Emerson Street, 1830-2030.

Globus Family of Brands and Rocky Mountaineer 2016 North America Launch

Hamilton: Tue 23, Jukebox Diner, 11 Railside Place, 1745. **Tauranga:** Wed 24, Rye- American Kitchen, 19 Wharf Street, 1745. **Napier:** Thu 25, Hogs Breath Café, 49 Marine Parade, 1745.

Globus Family of Brands 2016 North America Launch

Auckland Central: Tue 23, MetroLanes, Level 3, 291-297 Queen Street, 1800.

JULY

Scenic Information Sessions

Dunedin: Wed 01, Hotel St Clair. **Invercargill:** Thu 02, The Kelvin Hotel.

Nepal Fundraiser in conjunction with South African Airways and Adventure World

Auckland: Wed 01, Sky City Convention Centre, 1730-1800 Drinks/ Nibbles, 1800-1930 Travel Quiz.

Stay In Sydney

InterContinental Sydney has three new winter deals.

The Sydney Escapes package includes valet parking, breakfast for two and a 1300 late checkout, from AUD269 per night. The Unforgettable Moments package includes a bottle of MUMM champagne in Club Continental 1900-2100 and breakfast for two people, priced from AUD289 per night. The Stay and Dine deal includes breakfast for two and an AUD100 F&B voucher to spend at the hotel's restaurant, and is priced from AUD314 per night. Bookings, see icsydney.com.au

Globus Family of Brands 2016 North America Launch

Nelson: Wed 01, Action Indoor Sports Stadium, 30 McPherson Street, Richmond, 1745. **Pukekohe:** Tue 21, Pukekohe Cosmopolitan Club - Ten Pin Bowling Centre, 78 Nelson Street, 1745.

Air New Zealand's Southern Hospitality Roadshow

Tauranga: Wed 01, Lone Star Restaurant, 41 The Strand, 1800-2000. **Hamilton:** Thu 02, Lone Star Restaurant, 185 Victoria Street, 1800-2000.

Globus Family of Brands and Rocky Mountaineer- 2016 North America Launch

Lower Hutt: Mon 06, Strikenz, 399 Hutt Road, 1745. **Palmerston North:** Tue 07, Bowlarama Ten Pin Bowling Centre, 94 Cuba Street, 1745. **Christchurch:** Tue 21, Tequila Mockingbird, 98 Victoria Street, 1745.

OzFocus Auckland

Auckland: Thu 23, Travel Corporation offices 131 New North Rd, Eden Terrace from 1800.

Hawaii Tourism MCI Roadshow

Mon 27, Dates and venue tba.

AUGUST

Bula Marau Fiji Roadshow - Around Viti Levu

Christchurch: Mon 3, Novotel Christchurch, 1730-2030. **Wellington:** Tue 4, InterContinental, 1730-2030. **Auckland:** Wed 5, Stamford Hotel, 1730-2045.

Hamilton: Thu 6, Novotel Tainui, 1730-2030.

Anaheim Roadshow

Auckland: Mon 24, The Hilton, 1730.

SEPTEMBER

TAANZ AGM

Auckland: Wed 09, Heritage Hotel, from 1500.

Flights Says Thanks To Kiwi Partners

Flight Centre extended its thanks to the chain's industry partners in Auckland last week with a supplier function held at the Marvel Grill.

Flight Centre New Zealand boss Chris Greive said the brand was tracking well—but added that the business was focused on the future, and could not afford to stand still in the changing market.



- 1 Flight Centre's Sue Matson with Naomi Ferreira from Virgin Australia.
- 2 Matt from Q Card with Darren McGregor from Air France/KLM
- 3 Emirates' Chris Paykel with Lynn Adams Pearce from Hertz.
- 4 Fiji Airway's Melanie Watson with Mark Freeman from Virgin Australia
- 5 Chris Lethbridge from Emirates with Flight Centre's Simon McKearney, Q Card's Tony Holden and Flight Centre New Zealand boss Chris Greive.
- 6 Air New Zealand's Adele Barker and Jodie Burnard from Flight Centre.
- 7 Trafalgar's Scott Cleaver with Jo Rendall from Infinity Holidays.
- 8 Shaun Muller from Cathay Pacific with Emirates' Kim Sinclair and Naomi Ferreira from Virgin Australia.
- 9 Flight Centre trio Susan Rayfield, Phil Goad and Lichelle Vito.
- 10 Tourism Australia's Chris Ingram and Julie Bennett with Steve Tanner from the Walshe Group.