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Monday 24 August 2015

Issue 3144



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Anaheim To Ramp Up Kiwi Activity

Visit Anaheim is set to devote more resources to New Zealand as the RTO's visiting chief executive acknowledges the work of the Kiwi trade and this market's importance to the Anaheim/Orange County region.



"Our share of [New Zealanders] coming to the US is staggering, because of the work being done in this market," says Visit Anaheim chief executive Jay Burress (pictured right). "It's amazing, I've never seen another destination like it—we've got to be more pro-active in this market"

The Visit Anaheim boss admits he was sceptical of New Zealand's importance to Anaheim when he started in the role, but now says he has a real appreciation of the hard work undertaken by its long-time Kiwi representative Pip Ashford, and its New Zealand-based trade partners.

"We've got 22 people down here for this roadshow—Canada is the only market that gets more support from hotels and product," says Burress. "They all realise that their presence here is important."

Burress reiterated the RTO's commitment to the Kiwi market and says he wants to pro-actively look at consumer marketing initiatives that will drive Kiwi consumers to the travel trade distribution. "I think that this is the way we will really start to move the needle on this market—to plant the seed with the consumer...and with social media there are so many opportunities."

See tomorrow's issue for more on Burress' overview of the Anaheim region's evolving tourism offering, from coastal train rides to the Garden Walk revamp.



Kiwi Agents Experience The Darwin Festival

Air New Zealand and Virgin Australia have kicked off their Experience Australia famils—and first up is the Northern Territory. Highlights from the weekend include a visit to the renowned Darwin Festival, which has a particular focus on community arts drawn from the city's strong Indigenous and multicultural links. It's on annually and features local and international theatre, outdoor concerts, cabaret, comedy and visual arts. American duo the Wau Wau Sisters entertained the famil with their risqué cabaret comedy on Sat night. See darwinfestival.org.au
Pictured: Anna-Marie Kenna, Flight Centre; Jennifer Nilsson, House of Travel; Katrina Vowles, Flight Centre; Gina McCarthy, United Travel; Felina Wright, Virgin Australia; and Felicity Gill, Flight Centre. For more from the famil, see pg 5.

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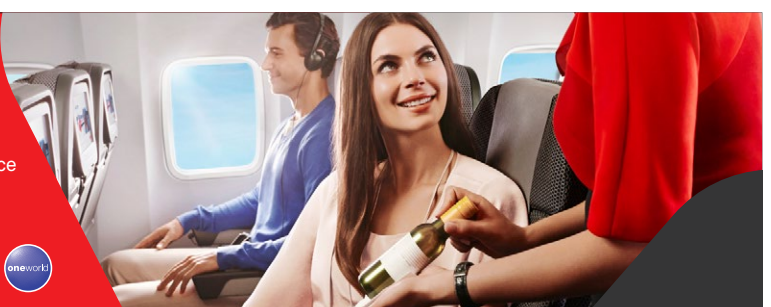

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EK Fare Increases

Emirates advises that effective Wed (26 Aug) its long-term economy fares ex Queenstown to Australia, and New Zealand to Perth are increasing between \$20 and \$130. The GDSs will be updated on Wed and agents will need to ticket by tomorrow to avoid the fare increases.

Myanmar Update

Exotic Holidays' local operator advises agents that the tourist destinations of Yangon, Bagan, Mt Popa, Mandalay, Mingun and Inle Lake 'have not been so much affected by the recent floods', and that they are looking forward to welcoming clients to the destination.

Aussie Extension

Air New Zealand has extended its tactical economy and business class fares to Australia for sales now to midnight 24 Aug. Wholesale fare levels are available. See the GDS or airnzagent.co.nz for details.

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10 Year Passports Delivered Early

Clients will be able to apply for 10-year passports earlier than expected, with applications proposed to open 30 Nov.

Internal Affairs Minister Peter Dunne today welcomed the news from the Government Administration Select Committee. "Subject to legislation passing in Parliament, adults planning for their Christmas holidays will be able to apply for a 10-year passport at the end of Nov, one month earlier than originally planned," he says. The 10-year adult passport price will cost \$180, including GST, an average saving of \$90 over the 10-year validity period. However,

children's passports will remain valid for five years, as their appearance can change significantly over time and as is international convention, added Dunne.

... On-line Applications

Dunne says with over 40% of adult renewals already submitting their application online, they are looking to extend the online service to child renewals and first-time adult applicants in the future.

New Cal Tax Increase

The New Caledonia Passenger Service tax (NC) will increase from \$46.40 to \$48.60 for sales effective immediately for travel from 01 Mar, advises Air New Zealand. The International Departure Tax applies for all passengers with the exception of infants who will be exempt, adds the carrier. Other conditions remain unchanged.

EK Extends Fares

Emirates has extended its tactical fares to Australia, South East Asia, Africa, UK/Europe, South Asian Subcontinent, the Middle East and Americas for sales now until today, 24 Aug. The GDS has details.

Kiwi Regional Fares

Kiwi Regional Airlines has launched its Celebration airfares, with what it says are 'the lowest regional fares in the country available on every Kiwi flight'. The carrier is offering one-way, direct regional fares from \$79 (subject to availability and close outs apply around Christmas) for travel 28 Oct-31 Jan. The flights are subject to regulatory approval.

Air Show Fatalities

There have been multiple fatalities at two separate airshows in Europe over the weekend. Two planes collided and one of the pilots died during an air show in Dittingen in Switzerland. Meanwhile up to 11 people are feared dead after a fighter jet performing at the Shoreham Airshow in England crashed onto the A27 near Brighton striking at least four cars, say reports.

Top In Germany

The Europa-Park theme park is Germany's most popular tourist attraction for international visitors for this year, knocking Neuschwanstein Castle off its perch.

The German National Tourist Board surveys travellers every year to find its 100 most popular attractions, and says eight of the top 10 retained their places from the year before.

The top 10 were rounded out by Cologne Cathedral, Heidelberg Castle and old quarter, Brandenburg Gate, the old town of Rothenburg ob der Tauber, Lake Constance with Mainau Island and the Monastic Island of Reichenau, the Berlin Wall, Mount Zugspitze and the Partnach Gorge in Garmisch-Partenkirchen, and the Romantic Road. See germany.travel/top100

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Travel Talent Votes In, Top Four Named

With almost 50,000 votes cast, it is safe to say the trade well and truly got behind Royal Caribbean International's New Zealand Travel Has Talent competition; and we are happy to announce the final four have been named.

The grand final event, to be held 11

Double Upgrade Offer

Azamara Club Cruises reminds agents there is just one week remaining for clients to take advantage of its double upgrade offer. Ending 31 Aug, the offer allows clients to enjoy the view from a private balcony in a club verandah stateroom for the price of a club interior. The offer is valid for new bookings on most worldwide voyages for departures on Azamara Journey from 24 May 2016 and Azamara Quest from 18 Nov 2015. See azamarclubcruises.com

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- * Tours
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If you are serious about selling cruises, You need to see what opportunities Cruise Portal has to offer



Sep, will feature live performances from Harvey World Travel Porirua's Bill Kwan; Paula Coppell from World Travellers at Best Travel; Hayley Kennedy from the GO Holidays Cruise Team; and a duo from United Travel The Mount, Julia Broadley-Ryan and Amanda Hoyte.

Attendees will be treated to Bill singing, Paula performing with aerial rings, Hayley showing off her hip hop moves, whilst Julia and Amanda will showcase their best dance routine.

... Wildcards

Plus, after much discussion, the yet-to-be-named panel of judges have decided it wouldn't be a competition without wildcards. Keep an eye on *Travel Today* this week to see which two wildcards will also be chosen to perform on the night.

... Thanks To Trade

Royal Caribbean International's Mark Kinchley and Megan Van Den Boggart have thanked the trade for their support, not only from those who were brave enough to enter, but also all of those who have voted. "We salute them for being so brave in showcasing what may have been, to this point, a hidden talent," says Kinchley. "Thank you all for entering into the spirit of our competition and if you haven't made the final we would love you to come along on the night so the trade can applaud your efforts." To RSVP to the grand final event, to be held at the Pullman Hotel from 1900, e-mail nzsales@rcclapac.com

Free Crystal Wi-Fi

Crystal Cruises will expand complimentary Internet access to all of its luxury guests, effective 30 Aug. On both Crystal Symphony and Crystal Serenity, deluxe stateroom and penthouse guests will receive one free hour of Wi-Fi per day; whilst penthouse suite guests will receive 90 minutes free. The perk was previously available only to Crystal Society Members – the line's repeat guest loyalty program. Plus, for those who require more time online, Crystal also offers a range of Internet packages. See crystalcruises.com



Mobility Access

Captain Cook Cruises remind agents the Murray Princess has a range of facilities to cater to clients with limited mobility. Boarding isn't an issue as the gangway is of suitable width for wheelchair use; a lift services three of the five passenger decks; and there are four cabins specially designed for wheelchairs, just to name a few. For further details [CLICK HERE](#)

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Join us for a night among the stars at the
New Zealand Travel Has Talent Grand Final
Auckland, Fri 11 September

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Ashford Recognised

New Zealand's 'first lady of Anaheim' the lovely Pip Ashford is pictured with Visit Anaheim chief executive Jay Burress who is in New Zealand for the first time this week. It is also the first time in 25 years that the STO's chief executive has visited New Zealand. 'so we must be doing something right', quips Ashford.

Hollywood Horror Maze

Michael Myers, aka The Boogeyman, will be the star of a new haunted maze as part of Universal Studios Hollywood's Halloween Horror Nights. Starting 18 Sep, the maze, aptly named Halloween: Michael Myers Comes Home, will take clients through a 'realistic and terrifying experience' based on scenes from the classic slasher film *Halloween*. See universalsudioshollywood.com

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Starwood's Grand New Sheraton Brand

Starwood has introduced a new Sheraton Grand tier recognising its most exceptional properties, and expects to have 50 newly-designated Grand hotels around the world by the end of the year.

Grand hotels are in 'enticing' destinations and offer excellence in service and guest experiences, says Starwood. The first 10 properties are in Dubai, Edinburgh, Bangalore, Beijing, Miyazaki, Seoul, Taipei, Bangkok, Tokyo and Rio De Janeiro, and Starwood plans to have 100 Grand hotels by early 2017.

Hallmarks of the hotels will include unrivalled service, 'dynamic' guestrooms and public spaces with sophisticated design, desirable locations, and amenities like top

Melbourne LEGOLAND

Australia's first LEGOLAND Discovery Centre is set to open in Melbourne's iconic Chadstone Shopping Centre come autumn 2017.

Specifically designed for families with children three-10 years old, LEGOLAND features rides, themed build and play zones, build classes, special party rooms for birthdays and other celebrations, a 4D cinema and more. Plans and designs are in place for the Melbourne attraction and construction is expected to begin in Jun 2016. It is part of an AUD600 million evolution of the shopping centre, with the cornerstone of the development to be a new retail, entertainment and dining precinct. LEGOLAND will be opened by Merlin Entertainments and Federation Centres.

restaurants and unique lounges. "We expect many of our Sheraton hotels to achieve the Sheraton Grand designation, and we will work with our owners to open new Sheraton Grand hotels or renovate existing properties to ensure a consistent and exceptional experience in our new premier tier," says global brand leader Dave Marr.

Fiji Food Experience

Foodie clients will be happy to hear Fiji resort Laucala Island is set to welcome Australian chef Shannon Bennett as a special guest chef in Oct. Bennett's visit to Laucala Island will see him host tours, give cooking demonstrations and create one-off lunches and dinners from 23-25 Oct. All inclusive rates start from USD4,600 per night for two adults. See laucala.com for further information.



Help Asia's Bears

World Expeditions division Huma Charity Challenge has launched a 12-day trip to Northern Vietnam which challenges participants to raise money and help put an end to bear bile farming.

The trip includes a mix of hiking, cycling and kayaking around Vietnam, and a highlight is spending a day at the Animals Asia Bear Sanctuary in Tam Dao National park, where many bears are rehabilitated. It departs 04 May and is priced from \$3050, but clients must also raise a minimum of \$4920 for Animals Asia. For more information [CLICK HERE](#)



Account Manager

The Walshe Group is seeking a dynamic individual with a passion for airline sales to fill the position of Account Manager, dedicated to China Airlines. China Airlines is Taiwan's largest airline, and is expanding rapidly in New Zealand, with daily flights from Auckland, and from October 2015, six flights per week from Christchurch.

Key Responsibilities will include;

- Identify high quality revenue opportunities & market growth for China Airlines
- Deliver a professional and informative sales message aligned to China Airlines key objectives
- Maintain productive contact with current and potential accounts by developing a defined sales call schedule and attending functions and events as required
- Seek ongoing market intelligence and monitor market trends and competitor product developments
- Build and maintain relationships with key customers and stakeholders across all market segments
- Assist with preparation & delivery of pricing initiatives and marketing activities

Applicants must possess the following attributes;

- Previous Airline or Travel Industry Experience (note, applicants without previous relevant experience will not be considered)
- A thorough understanding of airline terminology, airfare structure and travel industry distribution
- Excellent verbal, written and interpersonal communication skills
- Exceptional presentation skills, along with sound time management and organisational ability
- Working knowledge of Excel & GDS platforms would be an advantage
- Flexibility with a willingness to adapt to the various requirements of the role including some after hours work and out of town travel
- Applicants must have a current drivers license and own vehicle

Applications including cover letter & resume should be forwarded by Friday 28 August by email to Gareth Williamson, Sales & Marketing Manager.
E: gareth.williamson@walshegroup.com T: +64 9 977 2216

The NZ: Colours, Crocs and Culture

Virgin Australia and Air New Zealand launched their Experience Australia famils with one of the most sought-after but least-visited states this week, the Northern Territory.

Traditionally something of a bucket list destination, as Australia continues to grow in popularity with the New Zealand market the NT is benefiting as Kiwi travellers look further afield than their traditional holiday hot spots.

The state's regions include Darwin,

Kakadu and the Red Centre, all of which the famil group will be experiencing this week thanks to the VA domestic network.

... Darwin

The remote but vibrant city of Darwin, which is closer to the capitals of three other countries than to Australia's capital, was first on the itinerary. Darwin is sometimes called Australia's most modern city because it was largely wiped out by Cyclone Tracey in the 1970s and had to be completely rebuilt.

It's a small, pretty city with a recently revitalised waterfront precinct where clients can stroll along a promenade lined with bustling bars, plenty of sunbathers, a wave pool and lagoon, and a huge range of dining options. With a population of around 127,000 it's a fraction of the size of Sydney or Melbourne, but this just serves to give it a welcoming feel—and makes it easy to get around on foot.

For a virtual journey of Darwin's waterfront, [CLICK HERE](#).

Virtual Journey

Agents can experience a 'virtual famil' of the Northern Territory with the new NT Virtual Journeys digital training platform. The site features new footage of more than 100 attractions, activities and experiences throughout the NT, plus supplier videos agents can build into itineraries to share with colleagues, friends and clients. See [virtualjourneys.travelnt.com](#)



Swimming With Crocs At Crocosaurus Cove

Darwin and the Northern Territory is pretty synonymous with crocodiles, but it's obviously a little tricky to see them up close. The best way to do it is in the Cage of Death at Crocosaurus Cove, which puts you about as close as you'll ever get to a monster crocodile without being eaten. Visitors are secured in a clear 'cage' and lowered into a tank with a crocodile, which is fed next to them. They can hang around in the water with the croc for 15 minutes all up—plenty of time to get some amazing photographs—and it's a unique and remarkable way to see such a powerful beast. It costs AUD125pp for two people, or AUD165pp for one, including entry to the park. For those not so keen on getting into the water, there's still plenty of smaller crocodiles to watch from the safety of land, and there's also photo opportunities with baby crocodiles. Pictured is Felicity Gill, Flight Centre, with Will the Croc. For more, see [crocosauruscove.com](#).

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MEL Beach Escape

Melbourne beachfront property Mantra Lorne is offering a family adventure package from AUD299 per night in a two-bedroom apartment. The package includes buffet breakfast, bike hire, lawn bowls and buggy use, bottle of wine on arrival for Mum and Dad, discount vouchers for local activities and a late check-out of 1400. The offer is valid for sale and travel to 31 Oct. For more, see mantra.com.au/lorne

NZ Wholesale Fares

Air New Zealand has released new wholesale levels to Fiji for sales through to 31 Aug. Contact wholesalers for details.

News & Product

Botlr Taking Over

Aloft Hotels has announced that its second robotic butler, Botlr, is officially reporting for full-time duty at Aloft Silicon Valley.

Botlr will assist staff in delivering amenities to guest rooms, from toothbrushes to the day's paper, and accepts Tweets in lieu of tips. This is the brand's second full-time cyber associate, following the debut of the world's first

Botlr at Aloft Cupertino last year. Additionally, from 27 Aug, the original Aloft Botlr will hit the road, rolling across country to Aloft Miami South



Beach, and will later be transferred to the new Aloft Manhattan Downtown—Financial District for a short stint before returning to Cupertino.

Rocky Peaks & Perks

Rocky Mountaineer has launched its new offer, Peaks and Perks, giving New Zealanders even more reasons to start planning a Canadian Rockies rail adventure.

For a limited time, travellers booking eligible 2016 Rocky Mountaineer packages will receive an added value of up to CAD800 per couple to customise their journey with extra hotel nights, activities, tours and more.

Qualifying packages in both Gold-Leaf and Silver-Leaf service of seven nights or more will receive a CAD400 bonus for each guest, and shorter packages of four-six nights will receive CAD250 bonus for each guest. The offer is in effect now until 30 Oct on eligible new 2016 bookings, for select travel dates, and must be requested at time of booking.

Industry Diary

AUGUST

Anaheim Roadshow

Auckland: Mon 24, The Hilton, 1730.

South Pacific Association of National Tourism Offices

Napier: Tue 25, the Crown Hotel, 1730.

Cruise WA

Auckland: Wed 26, the CICC building, 100 Beaumont Street, 1800.

ServiceIQ Business Breakfast Series 2015

Auckland: Thu 27, Novotel Ellerslie.
Dunedin: Fri 28, Mercure Dunedin. All timings are from 0700, with presentations at 0730.

TAANZ National Travel Industry Awards 2015

Auckland: Fri 28, the Aviation Hall, MOTAT, from 1800.

SEPTEMBER

Empanadas and Tango

(Argentina's National Institute of Tourism & Air NZ)

Auckland: Tue 01, CICC (Air NZ's Customer Innovation + Collaboration Centre), 100 Beaumont St, 1730.

Insight Vacations Launch Breakfast with CEO John Boulding

Christchurch: Mon 07, Function Room, Ilex Botanic Gardens, Hagley Park, AM (TBA).

Samoa Roadshow

Dunedin: Mon 07, Heartland Hotels Lounge, Forsythe Bar Stadium, 0730-0900.

Christchurch: Mon 07, Pavilion, Hagley Oval, 1730-2000,

Wellington: Tue 08, 1730-2000, venue tbc.

Hamilton: Wed 09, Brooklyn 1,

Claudlands, 1730-2000.

Auckland: Thu 10, Maritime Room, Viaduct Harbour, 1730-2000.

Scenic Ever Wondered Sessions

Hamilton: Mon 07, Novotel Hamilton (Whitara Room), 7 Alma St. Europe River Cruising 1300, Canada, Alaska and North America 1430.

Bethlehem: Tue 08, Mills Reef Winery, 143 Moffat Road. Europe River Cruising 1000, Canada, Alaska and North America 1130.

Auckland: Wed 09, Waipuna Hotel (Promenade Room) 58 Waipuna Road, Mt Wellington. Europe River Cruising 1000, Canada, Alaska and North America 11.30.

Auckland North: Thu 10, Spencer on Byron Hotel, Takapuna (Normandie Room) Level 1, Byron Ave. Europe River Cruising 1000, Canada, Alaska and North America 1130.

TAANZ AGM

Auckland: Wed 09, Heritage Hotel, from 1500.

An Evening in WA, with ATEC and Tourism Western Australia

Auckland: Thu 10, the CICC building, 100 Beaumont Street, 1700-2030

Royal Caribbean – New Zealand's Travel Has Talent Grand Final

Auckland: Fri 11, the Pullman hotel.

Globus/Cosmos Europe 2016 Launch

Hamilton: Tue 15, Juke Box Diner, 1800.

Christchurch: Tue 15, Christchurch Casino, 0715.

Auckland Nth Shore: Wed 16,

Spencer on Byron, Takapuna, 1800.

Tauranga: Wed 16, Macau Functions, 1800. **Dunedin:** Wed 16, Wains Hotel,

1800. **Napier:** Thu 17, The Crown Hotel, 1800. **Invercargill:** Thu 17, Kelvin Hotel, 0715. **Auckland East:** Thu 17, Celsius Restaurant, 1800.

Lower Hutt: Tue 22, The Dowse Art Museum, 1800. **Palmerston North:** Wed 23, Lone Star, 1800. **Nelson:** Wed 23, Grand Mercure Monaco, 1800. **Wanganui:** Thu 24, Element Cafe, 0715. **New Plymouth:** Thu 24, The Waterfront Hotel, 1800.

Whangarei: Thu 24, Dickens Inn, 0715. **Kerikeri:** Thu 24, Fishbone Cafe, 1745. **Blenheim:** Thu 24, Watermouth Cafe, 1800. **Pukekohe:** Tue 29, Kaos Cafe, 1800. **Henderson:** Tue 29, The Falls Restaurant, 1800.

The Travel Corporation 2016 Launch
Hamilton: Mon 21, PM. **Tauranga:** Tue 22, AM. **Auckland:** Tue 22, PM. **Christchurch:** Wed 23, PM. **Dunedin:** Thu 24, PM. **Nelson:** Mon 28, AM. **Wellington:** Mon 28, PM. **Hawkes Bay:** Tue 29, PM. **Palmerston North:** Wed 30, PM. Venues tba.

Destination NSW Sydney Agent Quiz night

Auckland: Wed 30, 5.30pm-7pm. Venue tbc.

Destination NSW Sydney Agent Quiz night

Auckland: Wed 30, 5.30pm-7pm. Venue tbc.

OCTOBER

Globus/Cosmos Europe 2016 Launch

Timaru: Thu 01, Mocca Cafe, 0715.

Destination NSW Sydney Agent Quiz night

Christchurch: Thu 01, 5.30pm-7pm. Venue tbc.

The Travel Corporation 2016 Launch

New Plymouth: Thu 01, PM Venues tba.

Adventure World, Rocky Mountaineer and Holland America Line North America Breakfast

Invercargill: Mon 05, Kelvin Hotel, 0730-0830.

Queenstown: Tue 06, The Exchange Cafe, 0730-0830.

Bula Marau Fiji Roadshow – Luxury & Couples

Nelson: Mon 12, Grand Mercure Monaco Resort, 0730-0930.

Christchurch: Mon 12, Peppers Clearwater, 1730-2130.

Wellington: Tue 13, Amora Hotel, 1730-2030.

Auckland: Wed 14, Pullman Hotel, 1730-2045.

Hamilton: Thu 15, Novotel Tainui, 1730-2030.

Small Group Journeys Breakfast – Update on Trek America, Grand American Adventures and Exodus with Adventure World

Wellington: Tue 13. Venue & time tbc.

Save the Date - Innovative Travel Launch

Wellington: Mon 19. **Auckland:** Tue 20, **Christchurch:** Wed 21. Times, venues tba.

South Pacific Association of National Tourism Offices

Tauranga: Tue 20, Club Mount Maunganui, 1730. **Rotorua:** Wed 21, Novotel Rotorua Lakeside 1730.

Sunshine Coast Roadshow

Auckland, Tue 27, Pullman Hotel, 1730-1930.

Hamilton, Wed 28, Novotel Tainui, 1730-1930.

Christchurch, Thu 29, The George, 1730-1930.