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Monday 01 August 2016

Issue 3362

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Agents Urged To Take One Step Further

World Animal Protection is commending two Auckland travel agents who told a mystery shopper (aka a *Sunday Star Times* reporter) they wouldn't recommend resorts where tigers are kept in captivity—but the organisation is asking the Kiwi agent community to go one step further to really have an impact.

"Whilst it is fantastic news to hear that the Newmarket agents, from both House of Travel and Flight Centre, would not recommend a customer to visit wildlife entertainment attractions; being able to still buy tickets to such venues, on request/demand, also needs to be stopped," says World Animal Protection's Elaine McNee. "If the end result is an agent selling tickets to these venues then they are selling animal cruelty. We need agents and their travel companies to be a powerful part of the solution not the problem."

The issue of animal tourism, from Seaworld to elephant and tiger tours, has increasingly become a controversial topic. Last week the organisation released a report showing that there's now some 830 tigers now kept in captivity at Thai entertainment venues—up 33% in the last five years. The report also

highlights 'the intensity of the cruelty involved in tigers being submissive enough to entertain tourists.'

The bottom line from the report is 'if you can get up close, hug or have a selfie with a tiger, it's cruel and don't go', says the organisation.

McNee says agents can play a key role in educating travellers. World Animal Protection now has 100 travel companies who have signed its Elephant Friendly Pledge—and is also calling on travel agents to stop promoting and selling tickets to cruel tiger venues.

"...if agents are in any doubt we recommend that they only sell and promote seeing wild animals in the wild..."

... Guides

World Animal Protection has produced 'Animal Friendly Traveller' guides to help clients make their own decisions. "We know that there are animal lovers out there who are completely unaware of the cruelty behind the scene," says McNee, who points out there are also real dangers of visiting venues where wild animals are used as entertainment.

The DLE-sized guides have been designed to fit into agents' ticket wallets and brochure supplies are available. The guide is available online, or to order some e-mail info@worldanimalprotection.org.nz

Win A Cruise For Four

P&O Cruises in association with Tourism Fiji is offering Kiwi Matai specialist agents the chance to win a cabin for the agent plus three friends on one of the cruise line's Fiji Encounter cruises. The offer is open to all qualified Tourism Fiji Matai specialist agents who sell a cabin on one of P&O's P711 or J741N Fiji cruises between 01 Aug and 30 Sep. "The more cabins you sell the more entries you have in the draw to win," says P&O's Andy Bruce. E-mail entries to andy.bruce@pocruises.co.nz

Nepal Risk Down

The Ministry of Foreign Affairs and Trade has reviewed its travel advice for Nepal and has lowered its risk level for the Langtang trekking area. It's now advising caution in Nepal due to the potential for political rallies and protests to result in civil unrest (some risk). See safetravel.govt.nz/nepal



Can I Bring My Head?

The US TSA has shared a Tweet from a passenger who asked if they could bring 'the mummified head of Jeremy Bentham' in their carry-on luggage. Passengers are encouraged to ask the TSA over Twitter what they can bring on an aircraft, but the head is one of the more unusual requests. Bentham was a philosopher whose mummified body is on display at a London university, and his head (which isn't on display) is often the subject of student pranks, so it's unlikely the head is a real one. Regardless, the TSA said the head is allowed in carry-on as long as it's properly packaged, labelled and declared.

5 Pages This Issue

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Spirit of Australia



Hot On The Move

The House of Travel Holdings team has moved to a brand new office at 51 Shortland St in Auckland's CBD. This morning HoT celebrated with a champagne morning tea and a big thank you to staff who had been involved in logistics, design, celebrations and communications. HoT's Lisa Cherguit and John Crouch, project managers of the office move, are pictured cutting the cake on day one at Shortland St.

preVU
trade

Where Travel Agents go for information on:

- * Destinations
- * Hotels
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- * Activities
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- * Transport
- * Sightseeing
- * Restaurants
- * Shopping
- * Events
- * and much more

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Delays As AMS Increases Security

The introduction of extra security for Amsterdam Airport Schiphol has led to delays for passengers, and the knock-on effect of the disruption is expected to continue over the coming days.

Police announced over the weekend that they would be introducing extra security at the airport to 'prioritise the safety and security of both passengers and employees'. The airport is urging passengers to arrive with plenty of time before their flight.

"As in other parts of the Netherlands,

extra vigilance is in place at Schiphol Airport as with other European airports," said a statement from the police and local government.

"The additional measures are visible and noticeable. Security has been intensified. In addition to these measures, various invisible measures have been put in place as well."

KLM says the disruptions have resulted in 'thousands of suitcases being left behind at the airport', and that the knock-on effect will continue in the coming days. "We are working with our partners and Schiphol to ensure that the baggage is forwarded to passengers worldwide as quickly as possible," says the airline.

Niue Calls On The Rock

They're both nicknamed The Rock, and Niue is hoping that's enough of a link to draw Hollywood actor Dwayne Johnson over for a visit and a spot of ukulele-playing. The tiny island's locals have created a video asking Johnson to attend the upcoming four-day NiueKelele festival (21-24 Oct), promising him the chance to play 'in front of an entire nation'. With Johnson being part-Samoan, having spent part of his childhood in New Zealand and now starring in the new Disney movie *Moana*, he's already got strong ties to the Pacific, Niue Tourism points out. Check out Niue's plea [HERE](#)

HoT's Guarantee

House of Travel has launched the second phase of its new brand campaign, which focuses on working with clients to come up with their perfect holiday. The new Best of Both Worlds Guarantee is a set of commitments to customers, outlining what HoT does 'to create great holiday experiences at excellent value', says marketing director Ken Freer. "As shown through our new brand position of 'the best holidays are created together', we believe collaboration is the way to create the best holidays," says Freer, who adds that the chain understands the best holiday 'might not involve the cheapest flight in the middle of the night with young children, or the entry level hotel room looking onto a carpark'.

New Fiji Five-star

Fiji's Seashell Cove Resort is to be redeveloped into a five-star property, with demolition on the current property to begin from this Oct, according to the *Fiji Sun*.

The Pandey Momi Bay Project site is located near the Fiji Marriott Resort at Momi Bay development. Construction is expected to start early in 2017, and take around 18 months. The property will feature 125 rooms and separate villas, 18 of them duplex.

QF Points On A&K

Qantas frequent flyers can now earn one Qantas Point for every dollar spent on Abercrombie and Kent private land itineraries of seven nights or more, as part of a new partnership between the pair. See abercrombiekent.com.au/qantas-frequent-flyer



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HAWAIIAN
AIRLINES

CLIA Cruise360 Details Released

Wife's Bomb Threat

A major security alert at Geneva Airport last week was reportedly caused by a woman who called in a bomb threat in an attempt to stop her husband from leaving. The woman allegedly called the airport to warn them someone was carrying a bomb, which caused most entrances to be closed and saw long delays. The calls were traced to the woman's home, and she admitted making the call to prevent her husband leaving, say reports.

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PO Box 305-167, Triton Plaza, Auckland 0757, New Zealand. Bld F, 14-22 Triton Dr, Albany, Auckland 0632, New Zealand.

Local and international cruise experts will discuss the state of the industry and how best to leverage the current boom at this year's Cruise360 conference, says Cruise Lines International Association (CLIA) Australasia.

The conference will focus on the theme of Navigating the Future, and is intended to help agents stay ahead of the curve, says CLIA Australasia commercial director Brett Jardine.

"This year's programme is bigger and better than ever with a star-studded line up of leading cruise and business experts who will share valuable insights and tools to help cruise

agents grow their business," he says. P&O Cruises president Sture Myrmell, Ponant chairman Asia Pacific Sarina Bratton, Royal Caribbean International managing director Australia New Zealand Adam Armstrong and Norwegian Cruise Line executive VP international business development Harry Sommer will speak on how industry trends are impacting the future of the cruise industry. A panel including APT executive gm global sales and marketing Debra Fox will analyse travel agent needs; and executives from P&O, Emirates, RCI and Singapore Tourism will discuss the challenges of creating the right destination experience.

The conference is in Sydney 16 Sep. Tickets are from AUD275 for CLIA members, and AUD385 non members. See cruising.org.au

Airline Cutlery Recall?

A mother is calling on Thomson Airways to recall its cutlery after her one-year-old daughter choked on part of a plastic spoon. Luckily, a paramedic was sitting next to them, who helped the toddler after the spoon cracked in her mouth, say reports. The mother says the spoon was 'just really flimsy' and believes it's a hazard as 'the next person might not be lucky enough to have a paramedic sitting next to them'.

Cebu's A330 Order

Manila-based Cebu Pacific has placed a firm order for two A330-300s, which will join the carrier's existing fleet of six A330s flying to destinations in the Middle East and Australia, as well on selected domestic and regional routes.



New Am. Samoa Hotel

A new 250-room hotel is to be built on the site of the former InterContinental Rainmaker Hotel in American Samoa, doubling the destination's room capacity. New York hotel development company Destination Hotel Partners will build the four star hotel in two phases, with 150 rooms to open in the first phase, says the American Samoa Visitors Bureau. The complex will include conference facilities, restaurants and bar, infinity pool, beach, spa and commercial space. Planning and construction is expected to take around 25 months, and the property will be managed by an international hotel management company.

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Ireland Ferry Back

The Lough Foyle Ferry, which links Ireland's Wild Atlantic Way with the Causeway Coast in Northern Ireland, is back in business and has reduced its prices by around 20%, says Tourism Ireland. Over summer, the ferry will operate as a continuous shuttle from 0700-2145 Mon-Sat and 0900-2145 Sun, between Greencastle and Magilligan Point. It links the two coastal drives and replaces a 75-minute drive with a 15-minute sail. See loughfoyleferry.com



Sales Representative

An exciting opportunity has arisen to join one of the world's leading international airlines.

Malaysia Airlines is looking for an outgoing confident professional to join the Auckland based Sales Team.

Responsibilities include establishing and maintaining relationships with assigned agents/accounts though out New Zealand with a focus on developing new leisure, corporate and MICE business.

You will need excellent oral and written communication skills, computer literacy, have a team orientated attitude and a desire to succeed.

You should ideally possess:

- A thorough knowledge of the travel industry including wholesale & distribution.
- Proven sales experience in a service industry with previous airlines experience preferable.
- Strong customers focus.
- Competency in airline systems including reservations and ticketing.

If you would like a rewarding career with one of the world's premium airlines, please submit your application together with CV & references to:

**Malaysia Airlines
Commercial Sales Manager
New Zealand
PO Box 3729, AKL 1140
or email stan.bennetto@malaysiaairlines.com**

Applications close 12 Aug 2016

No applications will be received or discussed by telephone.

Luxurious Vomo Set To Re-open 01 Sep



Fiji's iconic Vomo Island resort is set to re-open 01 Sep, following another FJD20 million upgrade.

The resort underwent a FJD20 million upgrade in 2015—and it will reopen next month 'with basically a new everything again'.

"We're so keen to be the leading luxury resort we refurbished

it twice," says the property. Vomo sustained damage during Cyclone Winston earlier this year—but guests look set to benefit.

Two brand new private residences will also open next month; a three-bedroom Beachouse and The Palms, described as a grand four-bedroom residence.

Vomo will also re-open with a new chef and new food and beverage manager.

Air Astana Stopovers

Air Astana has Astana and Almaty stopover packages from \$1 a night (for qualifying Astana passengers and stays at selected hotels). The offer includes a stay in a three- or four-star hotel, buffet breakfast and airport transfers. Clients can book additional nights from \$65 a night, including a free seasonal tour of Almaty. For details [CLICK HERE](#)

... Stay, Pay Deal

To celebrate its re-opening, Vomo has released a stay seven nights, pay five offer which includes an FJD500 voucher which clients can spend on anything from cocktails to spa treatments. The offer is valid for stays 10 Oct-23 Dec and 09 Jan-31 Mar.



Picnic Lunch At Whitehaven Beach

Cruise Whitsundays is, in Sep, set to launch a new BBQ picnic lunch tour on Whitehaven Beach, following popular demand and positive feedback from its full-day Whitehaven Beach and Hill Inlet tour. "Whitehaven Beach is pretty much the ultimate beach picnic location, and already through trialing the new tour, our picnic lunch option has proven popular," says chief executive Nick Hortle. The tour will depart Hamilton Island at 1015 and return at 1500, allowing clients plenty of time to swim and sunbake before and after the picnic; whilst those staying in Airlie Beach or on Daydream Island will get to package their lunch tour with some island hopping, with time to explore Hamilton Island before and after going to Whitehaven Beach, says Hortle. The company is also set to launch its new, custom built Whitehaven Beach vessel Sea Quest in Sep.

Gorilla Tracking Discount

Abercrombie & Kent is offering its five-day Gorillas of Bwindi Journey at a discounted price for select departures later in the year. Highlights include two days tracking through Uganda's Bwindi Impenetrable National Park to locate one of the four habituated gorilla families while three nights are spent staying at the Sanctuary Gorilla Forest Camp, where accommodation is in eight large ensuite tents, complete with a bathtub looking out onto the forest. For travel to 31 Oct, it is now priced from \$6835pp t/s or \$7680 for solo travellers; and for travel 01 Nov-15 Dec it is priced from \$6285pp t/s or \$7135 for solo travellers. The offer is valid for bookings made by 15 Aug.



SALES EXECUTIVE

Singapore Airlines is seeking a highly motivated and dynamic individual to join our Sales team based in our Wellington office.

Applications are invited from individuals who:

- Possess relevant sales experience
- The ability to work autonomously and in a team environment
- Experience with managing business relationships and managing accounts
- Think analytically with good problem solving, IT and business and communication skills
- Demonstrate a high degree of self reliance, adaptability and motivation
- Relevant industry experience and a tertiary qualification would be beneficial

Key areas of responsibility include:

- Maintaining and developing a portfolio of accounts, including travel agents, Priority Passengers and corporate business
- Ensuring Singapore Airlines and SilkAir's high profile is maintained and present at all relevant opportunities
- Develop sales plans to meet sales targets
- Identify and leverage all opportunities to increase passenger revenue

Applicants must have NZL permanent residence.

Applications should address the criteria listed and be emailed no later than 5.00pm Fri 05 Aug 2016 to:
pamela_matthews@singaporeair.com.sg

(Only short listed candidates will be contacted)

Diamond Status The Best

Air Astana has launched a new Diamond card status for its Nomad Club frequent flyer programme. Diamond status is awarded to previous Gold card members who have maintained that status for the past four consecutive years. Diamond card benefits include free upgrades to business class twice a year; double points awarded and unlimited purchase of bonus points; free additional 25kg of baggage; invitation of one guest to the business lounge, and more. See airastana.com

Aboriginal Campground

A new Aboriginal cultural experience has opened in the Kimberley, advises Tourism Western Australia. The Imintji Campground and Art Centre gives clients the chance to experience the region from the local's perspective, and offers plenty of facilities such as flushing toilets, hot showers, a barbecue area, local art sales, store and fuel. See imintji.com.au

Industry Diary

AUGUST

SPANTO roadshow

Palmerston North: Tue 09, The Distinction Hotel, 1730.

New Plymouth: Wed 10, Novotel Hobson Hotel, 1730.

SEPTEMBER

Bula Marau Fiji Roadshow - Couples & Luxury

Tauranga: Mon 05, Mills Reef Winery, 0700-0930.

Hamilton: Mon 05, Ferrybank Reception Centre, 1730-2015.

Christchurch: Tue 06, Peppers Clearwater Resort, 1730-2015.

Wellington: Wed 07, InterContinental Hotel, 1730-2015.

Auckland: Thu 08, Pullman Hotel, 1730-2015.

Auckland North Shore: Fri 09, QBE Stadium, 0700-0930.

The Travel Corporation 2017 Launch Event

Auckland: Wed 21, venue tbc.

Destination NSW Agent Quiz Nights

Auckland: Tue 27, Albion, 119 Hobson Street, CBD, 1730-1900.

Christchurch: Wed 28, Lonestar Riccarton, 364 Riccarton Road, 1730-1900.

New For Trafalgar South America



Trafalgar has launched a new 13-day South America Landscapes trip, and a new Paracas and Nazca Lines extension, as part of its 2017 South America programme.

The South America Landscapes round-trip across Brazil, Peru, Argentina, Uruguay and Chile (from \$6679pp t/s) features highlights like Iguassu Falls, Christ the Redeemer

statue and Sugarloaf Mountain in Rio, and a Corcovado lake cruise in Chile. It includes seven internal flights with accommodation in five-star hotels in Rio, Buenos Aires and Santiago.

It's one of 11 itineraries and four extensions in the programme, with other highlights like visiting a Samba school in Rio, and meeting a local specialist in Peru's Sacsayhuaman ruins.

Clients can save up to 10% across the South America programme on land arrangements when booking and paying in full before 27 Oct 2016. Past guest discounts of 5% pp are also available.

... 97% Satisfied

In the past year, guests have given Trafalgar a 97% satisfaction rating from more than 16,600 independent reviews, says the travel company. Agents and clients can read reviews on the South America holidays at trafalgar.com

GC Resort Re-opens

The Kooralbyn Resort in the Gold Coast Hinterland has re-opened as the Ramada Resort Kooralbyn Valley following an AUD8 million refurbishment. The 102-room property was once popular with the rich and famous, but has been closed since 2008. It's located around 80km from the Gold Coast and offers activities like sky diving, mountain biking, water sports, natural hot spring baths, two outdoor pools, a kids club, 18-hole championship golf course, 12 tennis courts, a gym, sauna, restaurants and bars. See ramadaresortkooralbynvalley.com.au

NYC Cemetery Tour

From the 1870s to about 1900, the so-called Gilded Era in the USA, Woodlawn Cemetery in the North Bronx was where the nation's wealthiest plutocrats built ever-grander mausoleums and monuments.

The cemetery offers themed group tours, including those focused on architecture and jazz history, as well as a variety of events. The suffragist Elizabeth Cady Stanton, novelist Herman Melville, jazz musician Duke Ellington and many other well-known people have plots here. Woodlawn is easily accessible by subway and commuter rail. Hours are 0830-1630 every day. Details, woodlawnconservancy.org/visit



Life-changing Wine

The Vines of Mendoza vineyard, at the foot of the Andes in Argentina, has just been ranked 18th in National Geographic's '100 Places that will change your life' issue, says Adventure World.

Mendoza is Argentina's wine capital and the vineyard offers visitors the chance to buy land to grow their own grapes, which the vineyard takes care of for them. Adventure World's four-day Essential Mendoza package is from \$1015pp t/s including three nights' accommodation, meals, sightseeing with local English speaking guides and transfers.

Fort Worth Triathlon

Fort Worth is to host a triathlon that spans the city and finishes in the heart of downtown next May. The inaugural Tri Fort Worth will be held 07 May, and will include 140.6 mile (226km) and 70.3 mile (113km) routes. Earlybird registration is USD400 for the 140.6 and USD225 for the 70.3, through until mid-Sep. See fortworth.com/trifortworth



DriveAway Fitbit Winner; More To Be Won

Peter Stone of Flight Centre Karangahape Rd has won a fitbit in the DriveAway Holidays Road Trip competition. Stone won for his shot of a herd of camels, which he stumbled across on a drive from London to Mongolia. There's still three fitbits to be won, agents have until 31 Aug to send their entries to promotions@driveaway.co.nz