

Friday 19 August 2016

## Low fares at peak times -Insurers: No Spike In Sales Here

Kiwis are asking more questions around safety but there's been no notable increase in travel insurance sales, as New Zealand is already clued up on its importance, says the industry.

There's been plenty of high-profile events impacting on travel this year, including terror attacks in Jakarta, Brussels, Istanbul, Germany and France; Fiji has been hit with a cyclone and flooding, and there's been floods in the US, Sri Lanka and Bangladesh; fires have impacted France and California; volcanic ash impacted flights in Bali; Turkey suffered a coup attempt; and just this month China was impacted by a typhoon and Thailand was hit with bomb attacks.

Allianz chief sales officer Will Ashcroft says while he expects there would be some increase in Kiwis looking to travel insurance following recent world events, as a nation they're already pretty aware of its benefits.

"New Zealand already has a very high penetration rate of travellers that take insurance (around 80%), but given the events occurring all over the world, the importance of travel insurance is even more crucial," he says.

This sentiment is echoed by Cover-More, which hasn't noted any increase in enquiries related to terrorism, says chief executive Bruce Morrison. "New Zealanders have a very high awareness of the need for travel insurance and when asked what the main drivers are—those reasons remain the need to cover medical expenses, emergency assistance, travel delays and lost effects."

**Issue 3376** 

The events don't seem to be stopping Kiwis from travelling either, says Morrison.

"Anecdotally there appears to be a greater propensity to travel to 'safer' havens but the recent world events do not appear to be preventing New Zealanders from getting on a plane." House of Travel says it's definitely noted increased enquiry around safety, but no increase in insurance sales, as the 'vast majority' of its customers take insurance anyway.

#### ... Major Claims

As well as the major events of late, Allianz has highlighted some of its larger claims from the last few months.

They include a young couple who were on their OE when the 21-yearold suddenly collapsed and was rushed to hospital, where she was diagnosed with bacterial meningitis. She was kept in ICU and is being treated with IV antibiotics, and costs so far have already exceeded \$220,000.

Meanwhile in France, an 80-year-old customer was rushed to hospital by ambulance after a severe heart attack. After two weeks of hospital care she has returned to New Zealand and her costs to date have amounted to \$120,000.



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There are now just two places left on the so-called Air NZ/United Airlines famil of a lifetime to see the All Blacks play Ireland in Chicago in Nov, and catch a 49ers game in

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#### **One Way To Get Points**

A baby girl born on a Cebu Pacific flight has reportedly received one million GetGo loyalty points from the carrier to celebrate the event. Nurses on board and crew helped deliver the baby, named Haven, who arrived in the world five weeks early. Reports say Haven's mum returned to her seat shortly after the delivery. The Manila-bound flight was diverted to Hyderabad in India, but there were reportedly no complaints from the other passengers. San Francisco. Colin Perry from Travelsmart Porirua is the latest sport prize winner, pictured with NZ's Kelly-Ann Patterson. Phil Alves from Orbit Tauranga, pictured with NZ's CJ McCarthy last week became the fourth agent to win a place on the All Blacks famil. The fifth consultant to win a trip will be drawn later today—so make sure you get those entries in!





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### Jetstar



#### **Skyrail Webinar**

Cairns' Skyrail Rainforest Cableway has recorded positive numbers from Kiwi visitors during the 2015/16 period, with Jun and Jul 'surpassing expectations'; and to ensure agents capitalise on this growth, it is launching a training webinar, specifically for New Zealand agents. It will be held 25 Aug at 1100. For further details and to register, <u>CLICK HERE</u>

#### **Live TV On Aeromexico**

Aeromexico has added live television to its Dreamliner fleet. The new service will initially offer two channels—CNN International and Sport 24, and will be available on seatback entertainment and on passengers' personal devices. The service will be rolled out this month.

#### **ANA's 50th Dreamliner**

Boeing and ANA have celebrated the delivery of the airline's 50th Dreamliner, making ANA the first carrier to operate 50 of the aircraft. ANA, which operates more than 11% of the total 787 fleet globally, has announced plans to launch new routes from Tokyo to Phnom Penh in Sep and Mexico City in Feb using the 787s.

#### **Tourism Grant**

Tourism Industry Aotearoa is encouraging communities to apply for a new government tourism infrastructure fund, applications for which open today. There's \$3 million available in the new Regional Mid-sized Tourism Facilities Grant Fund, and there's expected to be strong interest from around the country.

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## News & Product



## **MH Through-Check**

Malaysia Airlines has advised of a new oneworld policy around accepting separate tickets for through check-in.

Effective 01 Jun, the alliance requires all member airlines to check in passengers and their baggage on multi-sector journeys throughout oneworld's 1000 destination network where possible, providing all sectors are in a single booking/PNR, says MH. This includes segments ticketed separately but booked on the same PNR.

This means that from 01 Jun, customers who have chosen to buy two or more separate tickets on separate bookings for a multi-sector oneworld journey may have to check themselves and their bags in again at the end of each sector.

MH however says it will continue to check in passengers on multi-sector

#### **EK To Upgrade DXB-KRT**

Emirates is set to upgrade its service between Dubai and Khartoum with the deployment of a larger aircraft on the route from 01 Sep. The Boeing 777-300ER will replace the current Airbus A340-300 and offer travellers on the route an enhanced onboard product experience and additional seats in economy class.

#### Hahn, Vietjet Partner

Vietnamese low cost carrier Hahn Air has expanded its partnership with Vietjet. The agreement enables Vietjet to sell its flights on Hahn Air's HR-169 ticket under its own designator 'VJ' in the GDS—even in markets where the airline is not a member of the local BSP. bookings to their final destination even if sectors are ticketed in separate bookings/PNRs. Customers should be aware though that if their return journey ticketed on separate bookings begins with a sector flown by another oneworld airline, that member airline may not check them and their bags to the final destination.

#### **Thai Rail Services**

Clients can now travel in modern and comfortable train carriages from Bangkok to Chiang Mai, as the state railway of Thailand recently received delivery of 39 train carriages, says Active Asia.

The service is expected to reduce travel time by three hours, and the carriages will have television screens, aircraft-style toilets and dining cars, says Active Asia.



### News & Product



#### **VS LON Christmas Fares**

Virgin Atlantic has added high season to its sale fare, with travel 06-23 Dec now included, says World Aviation. Fares are from \$2545 for sales to 15 Sep.



#### **Harry Potter Weekend**

Harry Potter fans will again unite at Universal Orlando Resort in Jan for the fourth annual A Celebration of Harry Potter weekend. The special event, on 27-29 Jan, will include a host of experiences including Q&A sessions with select film talent, unique exhibits and special panels and demonstrations. The events are included with general admission, and there are also special packages available including on-site hotel nights with benefits like guest access to a Celebration of Harry Potter Expo, admission to a private evening reception in The Wizarding World of Harry Potter and special guest access to panels and demonstrations. Packages start from USD249pn including accommodation and park tickets. See universalorlando.com/ celebration



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## Cathay Profit Drops 82% In First Half

Cathay Pacific Group profit fell 82.1% to HKD353 million for the first half of 2016, with the carrier's results impacted by economic fragility, intense competition and a drop in demand for premium travel.

The group's attributable profit of HKD353 million for the first six months of 2016 compares to a profit of HKD1972 million for the same period in 2015.

Cathay says the operating environment in the first half of the year saw sustained pressure on revenues, reflecting suspension of fuel surcharges, weak currencies in some markets, weak premium demand (particularly on long-haul routes) and a higher proportion of passengers transiting through Hong Kong.

Revenue from the group's passenger business decreased 7.8%, and was impacted by the suspension of fuel surcharges from Feb. CX also noted a 'significant reduction in premium corporate travel, particularly on longhaul routes', and revenue from long haul routes decline despite a 4.7% increase in capacity.

"We expect the operating environment in the second half of the year to continue to be impacted by the same adverse factors as in the first half. The overall business outlook therefore remains challenging," says Cathay Pacific chairman John Slosar, adding that the group will 'manage capacity and strive to make further improvements in operational ef-

#### Peru Quake Update

Viva Expeditions has provided an update on Peru following the earthquake that hit the Caylloma region on 16 Aug. "So far, the primary disruption appears to be affecting electrical pylons and therefore distribution; phone lines in some of the smaller towns of the region; a handful of irrigation channels; private homes, schools and a section of highway," says Viva. The main tourist areas impacted by the quake were Chivay, Yanque y Coporaque. Viva didn't have guests in these regions but will keep track of developments for upcoming trips, which are set to continue as normal. The Colca Canyon and Arequipa weren't affected, and Lima, Cusco, Arequipa, and other important cities are functioning as usual. The Eco-nn and Aranwa hotels have been closed temporarily.

ficiency' and continue to be vigilant on costs.

"As we celebrate our 70th anniversary, our commitment to the Hong Kong and its people remains unwavering. We will continue to make long-term strategic investments to develop and strengthen Hong Kong's position as Asia's premier aviation hub," he says.

#### **Free Motorhome Days**

DriveAway Holidays is offering 10 free days on select motorhomes to be relocated from Italy to England in Mar, Apr and May next year. Clients can choose from a range of new, fully equipped Just Go motorhomes suitable for up to six travellers. Bookings must be made by 24 Dec for select travel dates, and also include extra driver, European insurance and ferry crossing from Calais to Dover. Hiring rates for a two-berth vehicle start from \$45 per day for a 20-day rental in Mar.

#### **Misleading Island Offers On GrabOne**

Offers by GrabOne today are likely to cause a few sparks with consumers. The 'Dreaming of an Island?' offer lists several Pacific Island accommodation deals, but nowhere obviously does it state that the deals do not include airfares, and in some cases, transfers.

That fact is hidden amongst the several conditions, only visible after clicking on the 'View Conditions' button . . . but the 'Buy' button is right under the misleading price.



Non-stop to the Gold Coast From Auckland, Wellington, Christchurch and Queenstown



### **News & Product**



#### **SQ** Sustainability

Singapore Airlines is continuing its partnership with the Sustainable Coastlines Charitable Trust for a third year. The carrier supports the trust's coastal clean-up events, freshwater restoration projects and educational programmes.

Got News?

e-mail news@traveltoday.co.nz

## Animal Friendly World Expeditions

World Expeditions has partnered with animal welfare organisation World Animal Protection to develop a range of new wildlife adventures in Kenya, India, Thailand and Romania that offer responsible wildlife encounters. The new itineraries include a 14-day adventure through some of India's national parks, where clients will have the chance to spot tigers, deer, sloth and rhesus monkeys, as well as

## **Industry Diary**

AUGUST 'California Dreaming' Agent Breakfast Auckland: Mon 22, Ostro Brasserie, 0700-0900

#### Lindblad Expeditions Agent

Breakfasts Auckland North: Tue 23, Takapuna Boating Club, 0715. Auckland South: Wed 24, Urban Soul Cafe, 0715, Wellington: Thu 25, Amora Hotel, 0715,

#### 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.

#### AccorHotels Showcase

Auckland: Tue 06, Pullman Auckland's Princes Ballroom, 1600-2000.

#### TAANZ NTIA 2016 Gala Dinner

Auckland: Sat 10, New Zealand Room, Level 5, SKYCITY Convention Centre, 1730.

#### **Discover Amadeus**

Auckland: Tue 13, Rydges, 59 Federal Street, Cnr Kingston Street, 0800-1115.

#### Globus & Cosmos Europe/UK Launch 2017 Dunedin: Thu 15, The Savoy, 1745. Christchurch: Mon 19, Dux Central, 1745. Petone: Mon 19, La Bella Italia, 1745.

New Plymouth: Tue 20, Novotel Hotel, 1745.

Kerikeri: Tue 20, Fishbone Cafe, 1745. Whangarei: Wed 21, Killer Prawn, 1745. Timaru: Thu 22, Mocca Cafe, 1745. Invercargill: Mon 26, Kelvin Hotel, 1745. Hamilton: Mon 26, Hamilton Gardens Cafe, 1745. Auckland, West: Mon 26, Black Salt, 1745. Auckland, North: Tue 27, Takapuna Boating Club, 1745. Tauranga: Tue 27. Macau Restaurant, 1745. **Oueenstown**: Tue 27, Prime Waterfront Restaurant, 1745. Auckland, East: Wed 28, Celsius Gastrobar, Botany Junction, 1745. Napier: Wed 28, Crown Hotel, 1745. Nelson: Wed 28, Cafe Affair, 1745.

**Blenheim**: Thu 29, Raupo Cafe, 1745.

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 Zealand Travel Has Talent grand final

Auckland: Fri 30, The Great Room, Langham Hotel, 1900.

#### OCTOBER

Globus & Cosmos Europe/UK Launch 2017 Wellington: Mon 03, Shed 5, 1745. Pukekohe: Tue 04, Town & Mouse Cafe, 1745. Palmerston North: Wed 05, Distinction Palmerston North, 1745.

some of the country's most famous landmarks and cities (priced from \$4190); and a 12-day journey by 4WD and foot through Thailand's national parks, with the chance to spot wild elephants, gibbons, macaques and flying foxes, as well as visiting a wildlife rescue centre and the Surin Islands (priced from \$4890). There is also an 11-day adventure in Romania which visits a bear sanctuary and dog shelter as well as a four-day walk through forests and mountain landscapes and the chance to check out Transylvania (priced from \$2950); while clients can spend 11 days in Kenya looking out for lions, cheetahs, leopards, hyena and more (priced from \$6490).

In addition, World Expeditions will donate a percentage of each trip to World Animal Protection. See worldexpeditions.co.nz for more.

#### **India With Innovative**

Innovative Travel has released its new Boutique Royal India First Class Tour which features a number of walking tours, an elephant ride and sunset cruise, as well as visits to traditional sites. To celebrate the release, it is offering a reduction from \$4150pp t/s to \$3650pp t/s for those who book and pay by 30 Sep. There are three departures later this year and 10 departures throughout 2017—all of which are guaranteed to depart with a minimum of two guests. Innovative Travel has full details.



#### **Mexico On A Budget**

Clients can explore Mexico's Pacific coast, swim with whale sharks and observe an array or marine wildlife on Adventure World's seven-night Baja's Bounty Aboard tour operated by UnCruise. Departing from La Paz, Los Cabos, it is priced from \$4017pp t/s when booked by 29 Oct, including savings of \$440 per cabin for travel between Nov and Mar 2017.

#### More Rooms For AsPac

The number of rooms in the pipeline in the Asia Pacific region increased 5.1% in Jul compared to the same time in 2015, with Indonesia and China recording the most rooms in construction, according to STR. There's 585,492 rooms in 2547 projects under contract in the region, including rooms in construction, final planning and planning stages, says STR. Among the region's key markets, Shanghai reported the largest number of rooms in construction (9177 rooms in 36 hotels). Three other markets reported more than 5000 rooms in construction: Jakarta (7123 rooms in 27 hotels); Chengdu (6526 rooms in 25 hotels); and Bali (5209 rooms in 30 hotels).



#### HA Plays Host At AmCham Awards In Auckland

Hawaiian Airlines hosted a trade group to the American Chamber of Commerce awards night in Auckland last night, as part of its sponsorship of the event. HA has been a supporter of the awards for several years and provided 100,000 air miles for some of the winners, as well as presenting the award for Exporter of the Year \$10 million and above. The carrier flies to 11 US mainland destinations via Honolulu. Pictured at the event at the Pullman Auckland is Lindsey Morgan of Hawaiian Airlines, Darragh Walshe and Megan Hornblow of Hawaii Tourism, House of Travel's Lisa Mcdonald, Nick Dew of Hawaiian Airlines and Tina Horn, House of Travel.



## **Introducing Star Clippers**

Star Clippers offer a cruise experience that is like no other. Perfect for those clients looking for an adventure which includes the atmosphere and character of traditional sailing but still with the comfort and luxury found on most modern cruises. Star Clippers' fleet of three strikingly tall sailing ships – the flagship Royal Clipper, Star Clipper and Star Flyer offer informal elegance. These four and five-masted sailing vessels really do make a lasting impression on anyone who sails in them and will leave clients feeling nostalgic for the days when these kinds of vessels ruled the oceans.



### About the fleet

Royal Clipper, the largest of the three offers the ultimate in cruising comfort. The 439 foot ship offers 98 cabins and carries just 227 guests in luxurious style. An expansive and spacious outdoor environment is achieved through the amble deck space which also includes three inviting swimming pools. With her complement of 42 sails, which have a combined area of 56,000 square feet, Royal Clipper stands out amongst her peers in more ways than one.

This stunning tall ship, is joined by Star Clipper and Star Flyer. Star Clipper and her sister, Star Flyer, are both stars of the sea; gliding through the water like graceful swans and sitting proudly atop the rolling waves. Although both four-masted ships,

#### Need more information?

Want to learn more about Star Clippers? Adventure World's team of experts are more than happy to help you. For more information please feel free to contact them on 0508 496 753 or visit www.adventureworld.com. as opposed to five, they are surprisingly taller than Royal Clipper and possess just as much style as their illustrious cousin. However, they are both just 360 feet long and each carries only 170 guests and 74 crew in pampered comfort.

### Star Clippers Destinations

Set sail to some of the most picturesque and luxurious locations in the world. From the **Caribbean** to the **Panama Canal** and the **Mediterranean** to **Cuba**, to the newly released **Asia** sailing schedule. Though itineraries are mapped out in advance, there are days on some cruises when the captain follows the whim of the wind so passengers can enjoy the full sailing experience. Those who want a true adventure can join the twice-yearly transatlantic crossings, when the ships reposition between the Mediterranean and Caribbean. New experiences are what the Star Clippers fleet is all about.

### New for 2016/17

After its summer season in the Mediterranean, the 170-passenger Star Clipper will sail to its new homeport of Phuket for a series of seven-night roundtrip cruises. Two itineraries – northbound and southbound, are planned for the four-mastered tall ship, as well as seven departures that either start or finish in Singapore. Travellers can expect to visit uninhabited islands and snorkelling sites such as Ko Surin National Marine Park, the Similan Islands, Langkawi, Phang Nga Bay and Penang.

### Experience Life on-board

Like a fine resort, all the amenities are here: double bed or twin beds that can be converted to queen, marble bathroom, private safe, region TV/ free multimedia DVD player (except in Category 6 cabins on Star Flyer and Star Clipper), direct-dial telephone, hairdryer and comfortable furnishings. The decor is tastefully traditional.

Depending on the captain and the cruise director, informal classes in knot tying or celestial navigation might be on the daily program. Water sports are a major component of each cruise also, with a from-theship program featuring complimentary snorkelling, kayaking, sailing and waterskiing.

Themed cruises also take place several times a year across the fleet. In particular, topics include yoga and meditation, but others have included archaeologists and even a retired Star Clippers captain.



# Aloha Friday



## Hilton's Expanding Hawaiian Footprint



Hilton Hawaii hotels is seeing solid business out of the New Zealand market—and says its new Hilton Garden Inn Waikiki Beach is a perfect match for New Zealand travellers.

Representatives from Hilton Hawaii were in Auckland this week to showcase the brand's properties, now across four of the Hawaiian Islands as the group goes into expansion mode. This year Hilton Hawaii is nearly doubling the number of its properties in the state from six to10 hotels.

The hotel company is looking to work with the Kiwi trade to build its awareness in New Zealand, says visiting Hilton Hawaii communications manager Cynthia Rankin.

Hilton Garden Inn Kauai, Wailua Bay opened in Jun followed by the Hilton Garden Inn Waikiki Beach. Next month the Grand Naniloa, a Double-Tree Hotel, will open in Hawaii Island's Hilo. Hilton says it will be the first global brand to have a presence in the area in decades and the second DoubleTree in Hawaii.

Back on Oahu, the Hampton Inn and



Suites Kapolei will open in Oct at the new Ka Makana Ali'i Mall—which will be home to 150 shops and restaurants and a movie theatre.

#### ... Garden Inn

The largest additional property for the group is the Hilton Garden Inn Waikiki Beach (pictured), with 623 guest rooms and suites.

The hotel is located across from the new International Marketplace, which is scheduled to open this month with 75 retailers and 10 concept restaurants, and two blocks back from the beach.

The property also features a roof top pool, two fitness centres, a café and market as well as a poolside bar and a restaurant.

Its location is a selling point, along with the fact there's no resort fee and the property's pricing and product are suited to the Kiwi market, say wholesalers.

All rooms have a lanai (balcony) with seating, a separate vanity area outside of the bathroom, tea and coffee making facilities, a microwave and fridge. The hotel has undergone a USD115 million transformation and is also said to be 'extra quiet'. Wholesalers have details or see hgiwaikikibeach.com

#### **Fine Hawaiian Cuisine And Company In Auckland**

A pop-up Hawaii experience, complete with 'local' cuisine and the Aloha spirit, was staged at the Hilton Auckland on Mon. Representatives from across the trade attended the event, which showcased Hilton Hawaii's fastexpanding offering in the rainbow state.



**1** Back row from left; Bridget Fogarty from House of Travel with helloworld's Alicia McGregor, Hilton Hawaii's Valarie Okamoto, Gabrielle Brown from HoT and Hilton's Pualani Baptiste. From front left; GO Holidays' Millie Toal, Ruzanne Keresoma from helloworld, Jamie Choi from Embassy Suites Waikiki and GO's Sheralyn Black.

**2** Stacy Manzo from the Hilton Garden Inn Waikiki Beach with Hawaii Tourism's Megan Hornblow, Hilton Hawaii queen of sales Valarie Okamoto and Tourism Hawaii's Darragh Walshe.

**3** Hilton Hawaiian village Waikiki chef Charles Charbonneau, who prepared

Hawaiian-inspired cuisine especially for the Auckland event is pictured with Hawaiian Airlines' Lindsey Morgan.

**4** Embassy Suites' Jamie Choi is pictured with HoT's Gabrielle Brown, who won an accommodation package at the hotel. Other winners on the night were Ruzanne Keresoma, who won accommodation at the Hilton Garden Inn Waikiki; Sheralyn Black won a stay at the Hilton Waikiki Beach; and Alicia McGregor won four nights at the Hilton Hawaiian Village. Other prizes up for grabs included a grand prize of Hawaiian Airlines flights for two and a stay at the Grand Wailea and Waldorf Astoria Resort on Maui.

### Aloha Northern California! AKL++HNL++SFO/SJC/OAK/SMF From \$1399\*Return DD \* Book G class. Sales until 19 Aug. See GDS for details



## The Travel Brokers Conference 2016





## helloworld's The Travel Brokers – the Best Travel Brokers in the World.

The Travel Brokers 'Bound By Blue' conference held last weekend in the Hunter Valley focused on professional business coaching and ramping up the helloworld broker tool set.

Sixty-six brokers and suppliers spent a stunning, sunny four days in the Hunter Valley last weekend, learning from renowned international business coach Zac de Silva about how to be the Best Travel Brokers in the World.

The interactive workshop sessions delivered practical step by step ways for brokers to raise their business performance, and challenged attendees to complete eight key business drills to assess their current performance.

"Zac's session really brought home the amazing skills, expertise and professionalism of The Travel Brokers, and gave us some new ways to build further on that, ensuring that our customers are our ambassadors," said Jackie Bell, Head of The Travel Brokers network.

Further business sessions included

a review of the broker value proposition and toolset, and outlined the value that the helloworld brand and combined retail network can deliver for the individual broker businesses under the 'Bound by Blue' theme.

An exciting brand refresh was launched by helloworld's general manager – marketing, David Libeau, and interactive brainstorming segments added value and crucial feedback for future planning.

Along with the reward of plenty of wine and sunshine, the group's top performers were recognized and rewarded with an array of fabulous awards and prizes from Preferred Partners, including a record 11 overseas trips for two. The group's top performers weekend was also announced, and the lucky five recipients will be heading away to Fiji in November to celebrate their success.



Pictured at the Supplier Awards function (sponsored by Qantas) at Peterson House is Janine Mallon, Lauren Shanks, Kathryn Roy, Anna Robbins, Belinda Buck (Qantas), Joanna Devereux and Jane Cockburn.



- **1** Best New Broker: Kay Humphries with Wendy van Lieshout and Jackie Bell.
- **2** Best Revenue Growth: Amber Simpson.
- **3** Two of the Winners of the TOP 5 Achievers reward: Tanya Franklin and Jacqui Currall

(with Wendy van Lieshout and Jackie Bell).

- **4** Pictured at the The Travel Brokers Gala Awards evening is Aaron Gilden and Gracia Lock of sponsor Air New Zealand.
- **5** Kaye Corrigan Amadeus, Kay Humphries and Gay Mathis.