

# TABS ON TRAVEL TODAY

Incorporating Tabs on Travel

Thursday 25 August 2016

Issue 3380

7am every weekday Wellington to Auckland ✈️ **Jetstar**★

## Record Results For Flighties Here

**Flight Centre's New Zealand operation posted record earnings before interest and tax (EBIT) of \$18 million for the year to 30 Jun.** At the same time the company's Kiwi sales (as measured by TTV) were up 17% across its 199 businesses, topping AUD1 billion for the first time.

Flight Centre New Zealand Ltd managing director David Coombes says the 2016 financial year (FY16) results have been achieved despite its increased investment and market condition headwinds 'most notably a significant decrease in airfare pricing and the competitive retail environment'.

### ... On-line Growth

The Kiwi operation has also reported significant growth in its on-line TTV for the year in review—up a whopping 165% year-on-year. "We put a lot of investment into our on-line offering during FY16 including the role out of our 'travel expert selection' model," says Coombes. "...we will be continuing this investment into FY17 with plans to have 50% of our Flight Centre brand stores with the new 'shop of

the future' fit outs," adds Coombes. That new shop fit out will also include, in some stores, the introduction of its virtual reality experience, which was rolled out in in Auckland's Queen St branch earlier this year.

### ... Specialist Brands

Coombes says the company's Kiwi operation also saw significant growth in its specialist leisure brands—growth which he predicts to continue, specifically its Travel Money NZ, Cruiseabout and Travel Associates brands.

At the same time Flight Centre New Zealand says its corporate travel businesses achieved record account wins and retention. See pg 2 for more on the Flight Centre Travel Group results.

### AUD50m A Day

Showcasing the might of the Flight Centre brand, the company said in its annual results presentation earlier today that on average the Flight Centre Travel Group sold more than AUD50 million worth of travel globally every day during the 2016 financial year.



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## Myanmar Quake

Myanmar was hit by a magnitude 6.8 earthquake at around 1700 local time on Wed, Fathom Asia has advised. It was close to the Bagan temple area, and some of the ancient temples in Old Bagan have been damaged, including some often visited by tourists, according to Fathom Asia. No personal injuries have been reported, and there are no reports of damage to hotels or other buildings.

### 6 Pages This Issue

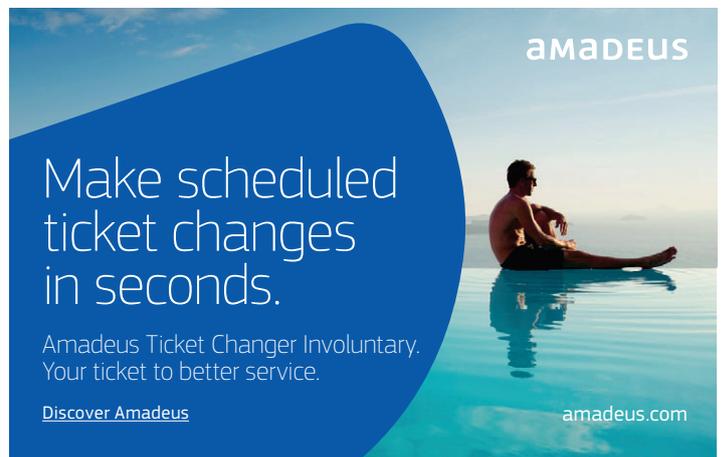
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## Moscow Airport Fail

As airports around the world crack down on security, Moscow's Sheremetyevo Airport has taken the unusual step of opening a shop selling fake Kalashnikovs. The model guns, as well as other Kalashnikov souvenirs, are expected to be popular with tourists.

## CAA: Yes To Pizzas

The Civil Aviation Authority (CAA), which has been keeping a close eye on the use of drones in New Zealand, has given the all-clear for Domino's Pizza to make deliveries using drones. Domino's will start delivering pizzas to customers later this year in a CAA-approved trial. The CAA has been closely monitoring the increasing use of drones due to safety concerns.



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\*Sale ends 11.59pm 5 September 2016, unless sold out prior. Selected destinations, departure dates, days and conditions apply.



### LaGuardia Delays

LaGuardia Airport has reported an increase in the number of travellers who are arriving late for their flights, with their travel times to the airport having been impacted by roadworks and construction taking place at the airport. Travellers are advised to plan to arrive at least 2.5 hours ahead of their departure, in order to get through security on time to catch their flight. LaGuardia has started a multi-billion dollar redevelopment designed to improve the travel experience for passengers, but it involves altering traffic patterns and closing several parking lots.

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## Flighties Group TTV Up, Profit Down

The Flight Centre Travel Group today posted record annual sales (TTV), up AUD1.7 billion to AUD19.3 billion for the year ending 30 Jun.

The group's statutory profit before tax slipped 5.8% to AUD345 million, due to what the company says is a combination of airfare wars, network upgrades and million dollar investments designed to drive longer term growth. But that said, Flight Centre points out FY16 was

its third best profit result in a challenging trading climate, during a period where the company says it made a significant investment in its network and people offering.

The Flight Centre Group today unveiled a number of strategic initiatives, including plans to fast track growth in six key sectors globally. Targeted sectors include leisure and corporate travel, and high growth sectors where Flight Centre says it has an emerging presence but is currently under represented such as student and in-destination travel experiences.

As part of its broader leisure travel growth plan the company will also significantly expand its online offering in the 2017 financial year (FY17) 'following strong growth in [on-line] sales and growth opportunities in FY16'. The on-line TTV for FY17 is expected to exceed AUD1 billion.

### ABs In Chicago

All Blacks Tours has released some more new additions to its nine-night Chicago Fan Flight package, and says it's selling fast.

"This tour has proven very popular as we expected. Many of our customers have mentioned that Chicago is a bucket list destination for them and the fact the All Blacks are playing there is a great excuse to go," says All Blacks Tours' gm David Caldwell. "Some of the new additions to the tour include some exclusive supporter events with former players and current All Blacks management and a tour of the historic Soldier Field."

The package is priced from \$8995pp and includes nine nights at the Hyatt Regency Chicago, the official fan flight, supporter events like Q&A sessions with players and a special event with a number of former All Blacks, attending a training session, and watching the game. The land component is commissionable at 10%. See allblackstours.com

### MFAT Oman Advice

The New Zealand Ministry of Foreign Affairs and Trade has reviewed its travel advice for Oman and is now advising against all tourist and non-essential travel to the border area with Yemen, due to the ongoing conflict. It continues to advise caution elsewhere in Oman due to the potential for civil unrest and an underlying threat from terrorism. See safetravel.govt.nz/oman

### New For Outrigger



Marian Khan has joined Outrigger Resorts as the new resort manager for Castaway Island, Fiji. Khan has worked as resort manager for Malolo Island Resort Fiji and also has experience as revenue analyst, central reservations manager, front office manager and food and beverage manager.

She replaces Daniel Roy, who has been appointed director of revenue management for both of Outrigger's Fiji resorts. Commencing 01 Sep, he will be responsible for managing distribution strategies on all channels and communicating revenue management visions to the resort leadership team.



### Air Credits Success

Globus Family of Brands, New Zealand boss Troy Ackerman told the airlines and retail chain executives last night that the company had taken steps to ensure it was now communicating with them as well as it does with frontline staff.

Speaking at a trade function in Auckland last night, Ackerman also commented on the success of the group's Avalon Air Credit campaign which already has around \$2 million in credits on file.

On a lighter note, he said some pro-active airline sales reps, in preparation for the release of the upcoming earlybird fares, have been asking agents about their level of Avalon Air Credits in the hope of securing the bookings. The current Air Credits campaign ends next Wed 31 Aug. Pictured: the Globus Family team: Letitia Eyes, national sales and marketing manager; Troy Ackerman, general manager New Zealand; and Jeanette Wiltshire, business support exec.

### QF SE Asia On Sale

Qantas has flights to South East Asia on sale to 26 Oct, including fares to Bangkok from \$1155, Singapore from \$1159, and Phuket from \$1205. For full details, see qantas.co.nz/agents

### SQ WLG Extension

Singapore has extended sales of its 'Wellington to the World'; and 'Escape the Cold' premium economy and business class fares through to 16 Sep. There's also limited economy seats available on a first come, first served basis, adds SQ. WLG to the World travel dates have also been amended.



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## Scenic Launches Online Agent Hub

Scenic has launched an online portal for agents, designed to offer access to information and marketing materials around its luxury river cruises and journeys, as well as drive the use of online resources such as Express Book.

Scenic HUB offers details on Scenic USPs; information on current earlybirds and other offers; a product information section with documents on each destination; a marketing tools section with resources like social media tools and radio scripts; and a training section, with manuals, guides and webinars. There's also a section where agents can create customised flyers, invitations and posters with their agency contact details and logo.

"The initial uptake by the agent community has exceeded our expectations which is fantastic," says gm

sales and marketing Michelle Black. "Scenic HUB will evolve over time in both content and functionality based on feedback we receive from the agent network but in the long term we will plan to develop an online training module system, expand the artwork creator with a live feed to pricing and availability, and launch a live online chat facility to name a few."

Register at [scenic.com.au/hub](http://scenic.com.au/hub)

### New On Cruise Board

Cruise New Zealand has welcomed four new board members. They are Sean Marsh of Te Puia; Tony Petrie, Renaissance Tours; Debbie Summers, ID New Zealand; and Karen Thompson-Smith, ATEED. They join current board members Leigh Robbins, Ports of Auckland; Peter Brown, Port Otago; Craig Harris, ISS-Mackay; and Ian McNabb, Port Marlborough.



### New Halong Bay Cruise Line; Industry Rates

Halong Bay operator Paradise Hotels & Cruises has introduced its newest line of cruise ships, La Vela Cruises. La Vela's fleet consists of two ships, La Vela Classic and La Vela Premium, with a third on its way later this year. La Vela Classic has 24 cabins and La Vela Premium has 21, with both ships offering interconnecting cabins for families.

"The La Vela fleet is a great addition to the Paradise Hotels & Cruises brand and offers an upscale four-star journey, allowing more travellers to experience Halong Bay in style," says Jonathan Milburn of Complete Travel Marketing, which represents Paradise in Australia and New Zealand.

Paradise Hotels & Cruises is currently offering an industry rate of 50% off the full public rate on both La Vela and Paradise Cruises ships. For details, email [sales@ctmarketing.com.au](mailto:sales@ctmarketing.com.au)

### Uniworld Savings

Uniworld has savings of up to \$6000pp on select departures of several popular Europe 2017 itineraries, when booked by 30 Sep. There's a variety of destinations in the offer, with departure dates ranging from Mar to Nov. Cruises include the 24-day Ultimate European Journey between Amsterdam and Bucharest, with select departures between May and Sep from \$9879pp t/s; and the 15-day Grand France, with select departures between Mar and Aug priced from \$5719pp t/s. Uniworld reminds agents that from 2017, it will add 24-hour room service and concierge services to its all-inclusive menu.

### Celebrity Abu Dhabi

Celebrity Cruises will this year offer sailings out of Abu Dhabi for the first time, with Celebrity Constellation set to make the Emirate her home from Nov-Jan. Constellation will offer cruises ranging from nine to 14 nights, calling at ports in the UAE, India, around the Persian Gulf and Arabian Sea, with shore excursions like camel-riding and visiting Dubai's spice and gold souks and Goa's famous beaches.

Fares start at \$1689 for an oceanview stateroom on the nine-night, Arabian Coast Immersion cruise, which departs Abu Dhabi on 10 Dec and includes calls to Dubai, Muscat and Khasab.



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### Raffe Wi-Fi Pricing

Raffe Hotels and Resorts has announced a 'greatly improved' Wi-Fi service and pricing plan for its three Fiji properties, effective 01 Sep. At Lomani, Wi-Fi is free for all guests, although there are options to buy a premium service with faster speeds, priced from \$5 an hour, \$15 for 24 hours, \$40 for three days, \$60 for five days and \$75 for seven days. The same pricing plan applies at Plantation Island and Fiji Gateway Hotel (these two properties don't offer free Wi-Fi).

## Kiwis Impress Hawaii Tourism Boss



Visiting Hawaii Tourism Authority president and chief executive George Szigeti president says that the state tourism agency is very pleased from the visitor growth from the New Zealand market over the last few years—

in particular, this year's growth in spend and overall visitor days by Kiwi travellers.

"The aim for Hawaii Tourism Authority is to help grow visitation to the Neighbour Islands and to support a profitable air route between New Zealand and Hawai'i," says Hawaii Tourism New Zealand manager Daragh Walshe.

Team Hawaii: Hawaiian Airlines' Russell Willis is pictured on left with visiting Hawaii Tourism chief executive George Szigeti and local Hawaii Tourism duo Megan Hornblow and Daragh Walshe in Auckland last night.

For more on Hawaii see tomorrow's Aloha Fri page.

### NZ Agent Winners

Sally Mallory from House of Travel Richmond and Claire Gilbert from helloworld Tauranga have both won return flights for two on Air New Zealand's domestic network, in the carrier's Vietnam agent survey draw. NZ has thanked all of those agents who took part in the survey.

### Clarification

An article last week on Sporting Tours said that the company was formerly Stars Sports Tours.

Travel Today has been advised that Sporting Tours was contracted by Carlson Wagonlit Travel (the owners of Stars Sport Tours) to take over and manage the operation of only some of Stars' 2015 tours; and that there was no other connection.

### Champagne And Eggs

Le Royal Monceau—Raffles Paris and House of Krug Champagne are celebrating the humble egg, with special egg-themed menus paired with Krug. Menus range from EUR49 at the Long Bar, where guests can sample egg and truffle slices with bread fingers and a glass of Krug Grand Cuvee; through to dinner at Il Carpaccio, where EUR350 will get them a four-course egg meal paired with champagne. See [leroyalmonceau.com](http://leroyalmonceau.com)

## Industry Diary

### 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.

#### Vanuatu - Discover What Matters Roadshow

**Auckland:** Wed 14, The Pullman Hotel, 1730-2000.

#### Scenic Ever Wondered Sessions

**Hamilton:** Mon 19, Ferrybank Function Rooms.

**Tauranga:** Tue 20, Mills Reef Winery, Bethlehem.

**Auckland:** Wed 21, Waipuna Hotel, Mt Wellington.

**Auckland North:** Thu 22, Bruce Mason Centre Takapuna.

#### 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.

**Queenstown:** 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.



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Applications close, 5pm on Friday 09th September, 2016.

[houseoftravel.co.nz/careers](http://houseoftravel.co.nz/careers)

## Sabre, Serko Team Up On Sabre Online

Sabre has announced it's collaborating with Serko to develop the next generation of Sabre Online, its corporate online booking tool for small and mid-sized businesses.

The new version of Sabre Online will combine Sabre's end-to-end offering with Serko's cloud-based booking platform, and allow agents to include add-ons from Serko based on customer needs. Sabre and Serko TMCs will have access to a wider range of corporate travel solutions through a single underlying booking platform, says the pair.

"With corporate travel in the Asia Pacific region on an accelerated growth trajectory, corporate travel management companies are now required

to achieve tighter cost control but without compromising the comfort of travellers," says Sabre Travel Network Asia Pacific senior VP Roshan Mendis. "As a highly respected company in the market, Serko's solutions for corporate travel in Australia and New Zealand perfectly complement Sabre's. Our relationship demonstrates how innovation and technology can play an enabling role, ensuring that corporate travellers are having more of their personal preferences met." Upgrade of existing Sabre Online customers to the new version will be completed by the end of the calendar year.

### Marco Polo Rewards

Marco Polo's Hong Kong and Philippines properties are offering new rewards to corporate clients and meeting planners, for bookings made by 31 Oct. Planners who book at least 15 rooms and one meeting or banquet to reach the minimum spend will earn one free night at the participating hotel of their choice, for stays through to 31 Mar. See [marcopolohotels.com](http://marcopolohotels.com)

### Hong Kong Sky Bar

The Park Lane Hong Kong, a Pullman Hotel, will next month open a new rooftop bar and restaurant as part of its HKD300 million makeover. Skye will offer contemporary French cuisine complemented by bespoke cocktails, and features a main restaurant space, three private rooms and a large outside deck with views of Victoria Harbour and Victoria Park.

"The concept behind Skye is about bringing Hong Kong's global nomads together at a relaxing design setting," says hotel general manager Luc Bollen. "The food and cocktail culture at Skye underpins the sharing culture of today's millennials."

See [parklane.com.hk/skye.html](http://parklane.com.hk/skye.html)



### Star Street Food

Award-winning chef Luke Nguyen has opened a pop-up restaurant at the Star Sydney. The Luke Nguyen Street Food restaurant will be open in the Star's Café Court through to the end of Nov, serving up 'rustic South-east Asian street fare'. Dishes include lobster tom yum with mussels, lemongrass, kaffir lime leaves and vermicelli noodles (AUD23), Vietnamese baguette with char-grilled lemon-grass, Kurobuta pork patties, pork floss, pickled vegetables, coriander and chilli (AUD15), and smashed fried crispy chicken with chilli sambal and rice (AUD15). See [star.com.au](http://star.com.au)



### CHI Marriott Revamp

The Chicago Marriott Suites O'Hare says it's been 'restyled for the most discerning global business traveller' following a multi-phase interior rejuvenation. The hotel offers suites with well-defined separate areas for working and relaxing, combining the comforts of home with the professional needs of corporate travellers, says the hotel. There's a hi-tech business centre, professionally-equipped fitness centre, large heated indoor pool and over newly renovated event space. The hotel is close to O'Hare Airport and offers a free airport shuttle, making it perfect for 'impromptu day or overnight meetings as well as longer stays and scheduled events', it says.

### Changes At CWT

Carlson Wagonlit chief executive Doug Anderson has departed the company to head up American Express Global Business Travel, with the aim of 'accelerating the organisation's strong growth trajectory'.

### Fiji Golf Tournament

Essence of Fiji Rejuvenation Centre will be offering complimentary massages to corporate and VIP guests at this year's Fiji International golf tournament. Corporate hospitality guests will be offered massages at the golf tournament, on 06-09 Oct at Natadola Bay Championship Golf Course.

The centre is a popular option for travellers in transit in Fiji, and offers private day rooms, resting areas, an open air rooftop lounge, showers, lockers, luggage storage and flight schedule screen. See [fijiinternational.com](http://fijiinternational.com)

### AKL Airport Heliport

A new helicopter terminal and hanger is being built at Auckland Airport to cater to rising demand from high-end travellers. The facility will be owned and managed by local operator Helicopter Me, and is set to open in Nov. It's being built 200m from the international terminal, and is believed to be one of the closest such operations to an international airport anywhere in the world.

"The enhanced helicopter service will provide a seamless travel service, essentially enabling international travellers to fly directly from their port of origin to their end destination, be it a lodge, golf course, island or even the city centre just eight minutes away," says Helicopter Me's Richard Poppelwell. "Equally importantly, customers can be picked up from the front lawn of their accommodation in, say, the Bay of Islands and be landing beside the international terminal within an hour, thereby saving themselves half a day in travel."

The hangar will also allow helicopters to be based at the airport for the first time—significantly reducing the cost for passengers, says Poppelwell.

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### Volcano Tour Revamp

While it's already one of Tanna's most-visited attractions, Entani Company has plans underway to transform its Mount Yasur volcano tour offering into 'the number one experience in all of the South Pacific'.

Previewed for the first time to a group of wholesalers on a Tok Tok famail, the company is, next season, looking to offer late-night dining under the stars at the bottom of Mount Yasur. Complete with live music, a bonfire, a buffet of local food, drinks, and the natural fireworks viewing that Mount Yasur provides courtesy of its magma displays, the night was a hit with the wholesalers—and Entani is excited to bring a refreshed, unique tourism offering to Tanna. Also in the works is a number of market stalls at the entrance to the tour where local women will sell a range of handmade products and souvenirs.

Entani currently offers guided volcano safari tours where clients are transferred to the base of the volcano and enjoy a traditional performance and safety briefing before making their way to the top of the volcano, just a short five minute stroll, to watch Mother Nature in action. See [entanivanuatu.com](http://entanivanuatu.com)

**1** *Travel Today's* intrepid reporter Evie Marinkovich gets close to the action. **2** Mount Yasur in action—the display looks better and better as the night goes on and darkness sets in.

## News From Tok Tok In Vanuatu

### Vanuatu Hotels: We Need Kiwis

**Vanuatu hoteliers are urging the trade to keep sending clients to the destination's shores in the hope that increased demand will lead to additional flights, with many businesses seeing a decline in visitor numbers from New Zealand following this year's air capacity reduction.**

While Air New Zealand pulled its services to Port Vila earlier in the year due to runway concerns, Santo's Barrier Beach House is hopeful the national carrier will return, saying the move has largely affected the number of Kiwis staying at its property.

The general consensus among hoteliers at the Tok Tok tradeshow this week is one of confidence that the airline will return by the end of the year.

But leaving nothing to chance, Barriers' Calvin Rhodes says it has recently launched a range of package deals that work in with Air Vanuatu's services.

"We are hopeful that if the demand is there, Air Vanuatu will respond and add more flights. . . We're here, open for business and looking for guests," he says. "We've had a tough couple of years with Cyclone Pam and then runway issues, but things are bouncing back very well."

Port Vila's Benjour Beach Club is also appealing to the Kiwi market, emphasising the fact that there are currently so many beds on offer, but not the capacity to match. "The runway has had a dramatic effect. . . We need Kiwis to visit." It adds

### White Grass Spa

Tanna's White Grass Ocean Resort has recently changed its name to White Grass Ocean Resort & Spa following the installation of its Nabisa Day Spa; which it says is the first of its kind on the island. Located in a fare overlooking the ocean, the spa opened in Mar, and the resort says guests have already been making the most of the beauty offerings; and as such there are plans underway to add a second spa. It currently offers the likes of massages, facials, scrubs and wraps, whilst utilising locally sourced products such as organic coconut oil and volcanic pumice. It is in the process of rebranding its website and other marketing materials. See [whitegrasstanna.com](http://whitegrasstanna.com)

that while it is still getting plenty of Kiwi guests, namely from the South Island, the numbers have dropped about 15% since the start of the year.

Air Vanuatu is currently offering four services per week, during the high season, ex Auckland to Port Vila, the first time it has ever done so. Its gm commercial George Dyer says it has resulted in good, positive loads and it plans to offer the extra services during next year's peak as well.

### Win A Vanuatu Trip

Agents can get the latest updates on Vanuatu—and be in to win a holiday to the destination—when the Vanuatu Tourism Office holds its first New Zealand event in five years in Auckland on 14 Sep.

With so many new developments in the country over the past few years, agents should grab the chance to update themselves and be confident in selling the destination, says the VTO's Jacque Carson.

### . . . Hosted

There are some spaces available for agents from Christchurch, Wellington and Tauranga to be hosted to attend the event. For details, [CLICK HERE](#)



### Evergreen's New Look, More Tours And Activities

Tanna's Evergreen Resort & Tours is on a mission to change the way tourists experience the island, with hopes to encourage longer stays by offering a new and improved range of day tours and activities—and work is underway to completely transform the property.

Though the plans have been simmering for years, destruction caused by Cyclone Pam, and then from fire, has seen Evergreen's transformation project kick up a notch. Existing rooms and villas have been torn down, new ones opened and others are being constructed; but that's just the start.

The resort's staff have undergone more training, its website has been updated, a new menu has been set, it's now offering a daily Happy Hour, as well as free, unlimited Wi-Fi.

Evergreen has also put a renewed focus on tours—which it hopes will be the backbone in getting guests to stay longer—offering the likes of horse-riding, canoeing and swim-

ming with turtles, visits to local villages, traditional rod and spear fishing, kava tasting and more.

"Every square inch of the property has been thought about," says the resort. "We are kicking into a more upmarket offering."

The property also has a number of projects on the horizon, including the remodelling and expansion its kitchen and dining area; a group of trees near its beachfront will be cleared to make way for a private, white sandy beach; it will introduce an infinity pool, lagoon pool and spa; and Tanna's first water gym. It also hopes to introduce a luxury ferry service from Port Vila, right to its shores, to increase ease of access for clients.

There are currently 10 rooms in operation, with another eight set to open in a few weeks' time. By the end of next year a final total of 48 rooms should be up and running, with the other projects to follow. See [tannaevergreenresorttours.com](http://tannaevergreenresorttours.com)