

# Inside Nigel Coventry Tourism

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## DoC may prosecute Korean "guide"

DOC will decide later this month whether to prosecute the Korean businessman suspected of illegally guiding on the Routeburn and Milford tracks, discovered during an investigation into a serious breach of the Conservation Act 1987.

The businessman was spoken to when he came off the Milford track with a group of 17 Korean trampers. The department says it can confirm that the group was being guided and that this was believed to be the third guided trip the businessman had conducted here.

"The businessman said to DoC staff that he was extremely apologetic for his actions, stating that he did not know they were illegal until being advised by the department..." (IT531).

\* The problem of unlicensed, oversized Korean tours groups on Fiordland National Park tracks can be easily remedied. David Hicks of Wellington-based tourism consultancy TMEI Ltd, who represents the Korean National Tourism Organisation, says DoC should tell the Korean Embassy - and let him know of specific incidents. Contact: 04-4767607 or david.hicks@openpolytechnic.ac.nz.

## TAT Travel goes under...

# Call for licensing of all inbound operators

TAT Travel of Auckland has gone into liquidation owing suppliers an undisclosed sum of money.

The company had its membership of ITOC and TAANZ terminated in September.

ITOC appointed an assessor to work with the company in order to pay some of the money owing.

It paid some of the debts - but then went into liquidation. "ITOC endeavoured to assist our suppliers. But in the end the company ceased to trade," says CEO Peter Lowry.

### Asset sale

The business and assets of TAT Travel Ltd are for sale by tender, confirms liquidator Terence Hillson. "Completion of my report has been delayed pending availability of up to date financial information from the company.

"It is now expected that the report will be mailed to creditors within seven days," he tells *IT*.

\* The ITOC board will discuss the situation at its meeting in Queenstown on February 17.

\* Late last year *IT* was advised that TAT was in trouble and that it could go under owing 124 suppliers a total of \$1.4 million. We were told it could involve "very influential people."

\* The industry must now look to license inbound operators, says Agrodome MD Warren Harford, who is also an ITOC VP. "Tourism is extremely important for the country and at the moment anyone can come in and set up as an inbound operator as there are no controls. But if we are going to keep New Zealand a quality destination we have to start better managing the inbound industry."

He adds: "Australia, and many other destinations, licence their inbound operators. ITOC is extremely good, with quality and standards in place - and the ITOC membership assessment is extremely strict. But there are 100 others outside ITOC who are destroying the reputation of New Zealand."

He is unsure as to how operators can be licensed and calls for discussion to come up with ideas. TIANZ CEO Fiona Luhrs says the matter should be discussed and debated "and a requirement to license is one possible outcome."

**Anyone owed money is advised to contact Mr Hillson on 09-3557272, fax 3557273 or [terencehillson@xtra.co.nz](mailto:terencehillson@xtra.co.nz)**

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## Pages Past...

### TEN years ago in IT...

THE only major deterrent to overseas investment in New Zealand tourism is the possibility of escalating construction costs, according to NZTB manager policy planning and investment Albert Stafford. But while such costs may deter one or two they are quite competitive when you look at the same type of development in other parts of Asia-Pacific. "The average good quality room is still averaging \$200,000-\$250,000 for a 200-room plus property," he points out.

THE Stock Exchange is possibly making an internal inquiry following a complaint by Shotover Jet that a statement issued by the exchange saw company shares fall 15c to a record low of 105c. MD James Boulton says the exchange left out the good news - and left in the bad.

Meanwhile, the company has slashed its forecast profit for 1995 from \$2.26 million to \$1 million.

MOUNT Cavendish Gondola may not break even in the year to September. CEO Geoff Ellis says passenger numbers continue to be below expectation. But the company continues to work on new initiatives.

GREAT Barrier Island and Karekare - location for *The Piano* - are among the world's "real places" according to *The Times* of London. Writers claim that the spots are among the most memorable anywhere.

CCA( now HAPNZ) president Bruce Crosby says his members are having to come to terms with the fact that they are in the hospitality industry. They should think more about servicing customer needs.

"The accommodation dollar is dear. The entertainment dollar is easy." He says people do not want to spend much on accommodation. "But they are more than willing to spend money on having a good time."

Quality plant and services will see people stay longer, return and also tell their friends about the great time they had.

NZTB (now TNZ) is in favour of DoC getting more money provided operators are given a greater role in tourism activities on Crown land. In its submission to DoC on its visitor strategy the board says increased foreign exchange earnings could justify more government money going to the department.

ANYONE wanting to walk the Milford Track independently - that's staying in DoC huts - has to wait until at least March 21. All 40 places a day have been taken until then.

### Talking rubbish

RUBBISH in Aoraki / Mt Cook National Park will be a major topic for discussion at the international zero waste conference in Kaikoura from April 5-8.

Waste has become a major issue as more climbers take to the sport.

Rodney Garrard of Victoria University will talk about the national park concerns at the conference.

"Waste facilities to deal with increased climber activity are lagging behind," he says.

Mr Garrard will discuss the move towards zero waste in the park.

"There are health, aesthetic and environmental problems associated with the disposal of human waste on alpine climbing routes and the solution to waste removal on mountaineering routes is not a simple one."

The conference is to be attended by more than 150 delegates from as far away as South Africa, Wales, Botswana, England, Scotland, Canada, the US and Australia.

### NZ 4th most popular destination

INDEPENDENT travellers from across the globe have rated New Zealand as the fourth most popular destination they would most like to visit next. The annual *Lonely Planet Travellers' Pulse Survey* has Australia top of the list, followed by Chile and Brazil. Behind us is India.

Australia also topped the list of favourite destinations that travellers had previously visited, followed by Italy, Thailand, New Zealand and France.

TNZ CEO George Hickton says such guidebooks are one of the main sources of information for visitors to New Zealand. "So a vote like this means a lot.

Guidebooks are a source of trustworthy independent travel advice and because of their importance to visitors, it is critical to feature in the top destinations. And we almost always do!"

\* We've been voted the best adventure destination in the world by the Irish travel industry. The Irish Travel Trade Awards is the largest ceremony of its kind in Ireland, with 600 travel industry people attending.

### Be different, Yeo advises Maori

THE challenge facing Maori operators in the top of the South Island is how to offer a visitor experience unlike anywhere else in New Zealand.

Destination Marlborough CEO Paul Yeo told a hui of 30 operators in Picton on Monday: "International tourists want an experience that is unique that they can't find elsewhere."

There are many opportunities for Maori tourism to tap further into the \$207 million a year Marlborough market. "There are a number of things that could happen here. Marae stays are already going ahead at Omaka Marae and at Waikawa there is one operator already involved with myths and legends in the Sounds, and perhaps even the Queen Charlotte Track with its rich Maori history could also offer something for tourists," Mr Yeo added.



CANTERBURY'S favourite son Andrew Mehrtens is the lively new face of Christchurch, with the launch of a campaign to attract more New Zealanders to the city.

Christchurch and Canterbury Marketing (CCM) has just launched its largest-ever domestic tourism advertising campaign with a message from Mehrtens to North Islanders that Christchurch is a vibrant, sophisticated and relaxed city to enjoy.

#### **Perceptions**

CCM CEO Ian Bougen says the new advertising is designed to bring New Zealanders' perceptions of the Garden City firmly into the 21st century, and to motivate North Islanders to visit Christchurch.

"Market research has shown the campaign was necessary to boost Christchurch's image as a weekend or short break destination, particularly amongst North Islanders who have not experienced the city in recent years. He adds: "Mehrtens is perfect for the role. He's intelligent, friendly and cheeky, and he personifies our city as we know it. All New Zealanders know he's passionate about his home town!"

#### **More**

In the campaign the real Mehrtens is more than just a rugby icon. He is depicted making the most of Christchurch attractions, arts, culture and events.

Starting this week, the new multi-media campaign includes national magazine and newspaper advertisements and editorial, Auckland and Wellington bus backs and bus shelters, as well as TV advertising in March. People will be called to act on the advertising by going to a dedicated website: [www.visitchristchurchnow.co.nz](http://www.visitchristchurchnow.co.nz)

#### **Sophistication**

The new-look marque, Christchurch The Garden City, uses a distinctive new typeface that depicts the sophisticated style of Christchurch, combining it with the iconic Garden City tagline and linking the city to its green heritage. The marque is part of CCM's new domestic advertising campaign, and will be available to all Christchurch businesses for use in promotional material. Mr Bougen says there was a need for a common identity for all agencies to use in promoting Christchurch, and for a way to link them together.

"Christchurch is well-recognised and acknowledged as the premium garden city of the world."

This is further embraced, reinforced and enlivened in the new official logo.

#### **Dynamic**

"Importantly, The Garden City positioning is designed to evoke dynamic attributes such as life, growth and energy which are reflected in Christchurch's attractive parks and gardens, its vibrant activities and attractions, and its outstanding lifestyle benefits," he adds.

\* Christchurch family Liz and Steve Bent and their three children are taking Mr Mehrtens along for the ride on their year-long bus tour of New Zealand. Keen to promote their home province along the way, the Bents approached CCM to help sponsor the bus.

Now the back of their mobile home features a giant face of Mehrtens to match Christchurch's new advertising campaign.

### **New ideas to be discussed at China workshop**

NEW product and itinerary ideas for the China market are to be outlined by TNZ during a pre-TRENTZ workshop at the Heritage Hanmer Springs from June 11-13. The meeting will be attended by 20 Chinese travel executives.

### **Brown joins Rainbow**

STEWART Brown has been appointed GM of Rainbow Springs Nature Park and Kiwi Encounter, Rotorua.

He has spent the last six and half years as GM of Aotea Souvenirs developing a range of initiatives. Mr Brown replaces Mark Wypych who has been appointed GM of Franz Joseph Glacier Guides, Franz Josef.

### **Cassimir Lodge on market**

CASSIMIR Lodge, Tauranga, is to be sold by tender. The lodge has hosted stars like Patsy Riggir, Joan Collins, the late Johnny Cash and Larry Hagman.

Reg Turner bought the abandoned villa in 1995. He had previously sold Solitaire Lodge on Lake Tarawera, Rotorua.

Mr Turner sold Cassimir to an American couple David and Corine Hearthstone for \$3 million in 2000 but remained to manage it for five years.

Mr Turner was a pioneer of luxury lodges in New Zealand, establishing Solitaire Lodge in 1974, expanding it to 12 suites and employing 12 staff.

Cassimir has four suites, a gourmet kitchen, conservatory, library, formal dining room, main lounge and spa room. Cassimir, with its bell tower, turrets and grand verandas, is set amid 20ha of farmland and native bush.

Sale is by tender, closing on March 3. Agents are Bayleys Tauranga.

### **Successful seminars**

**THE "Successfully Exhibiting at Trade & Consumer Shows - Everywhere" seminars, started in Auckland yesterday (Thursday) with a sell-out crowd, according to presenter Colin Green. He has arranged another for February 15 and one in Wellington on the 17th. "So to all those folk that said 'it will never work - New Zealanders are different' I can only say "you're right - they are far more receptive than the Aussies!" Mr Green tells us. Details: 0061-02-95892000 or [colin.green@bestofshow.com](mailto:colin.green@bestofshow.com).**

**8M visitors can't all be wrong...**

### **Kelly Tarlton's celebrates its 20th anniversary**

KELLY Tarlton's Antarctic Encounter and Underwater World, Auckland, is 20 this week! Nearly eight million people have visited the iconic attraction since it opened.

Now owned by Tourism Holdings Limited (THL), it was built using state-of-the-art technology to bring marine life to those who would otherwise never see any.

Kelly Tarlton was already world-renowned as an adventurous undersea photographer, and an expert in marine archaeology and salvage diving, when he conceived the idea of a new aquarium in the disused sewerage holding tanks under Tamaki Drive. The project cost \$3 million. At the heart of the design was a 110 metre tunnel, made of transparent acrylic plastic.

#### **Tunnel**

Not only had an acrylic tunnel of that length never been built before, but the cost of importing prefabricated sections of tunnel was almost prohibitive. So 31 flat sheets - each weighing a tonne - were imported from Germany. These were heated in a giant oven and curved into shape.

The result was a world first see-through, waterproof tunnel that could be filled with man-made reefs, sand and marine life - all viewable from a moving walkway.

Amongst the early fish brought to make a new home at Kelly Tarlton's was Phoebe, the stingray, who is still there after 20 years.

The enormous success of the venture was apparent just two months after opening, when the 100,000th visitor came through. Mr Tarlton died within days of that milestone, aged just 47.

#### **Antarctic encounter**

Soon after THL became the owner the \$15 million Antarctic Encounter was opened. This occupied the remaining space in the old holding tanks, and involved the removal of 1,500 cubic metres of sediment.

The result was the world's first underground frozen environment for Antarctic penguins and building it presented huge engineering challenges. Essentially it is an enormous freezer, which can operate between minus 10 degrees and 3 degrees Celsius. The structure also needed to be anchored to the sandstone bedrock below, to prevent movement by the Waitemata Harbour's tidal flows.

Taking good care of penguins also involves filtering their air supply down to three microns to remove airborne pathogens that would be harmful to them.

#### **Stingray Bay**

In December, Stingray Bay opened and is now home for 200kg Phoebe, now aged 40, and her stingray family and friends. The open topped tank holds 350,000 litres of water in an open-topped acrylic tank.

Stingray Bay is stage two of the \$12 million redevelopment being carried out by THL to ensure the attraction remains world-class.

The first stage involved a state-of-the-art filtration system and an interactive display featuring touch-screen technology. Large picture windows look back across Okahu Bay towards the Harbour Bridge.

### **Peace, Man...new resort has it all**

IT sounds like something from the 1960s days of flower power, pot smoking and sitar playing. But Takaro Peace Resort, Te Anau, is, in fact, an exclusive luxury spa resort! It is the flagship property of The Peace Club - a global membership organisation "that supports high net worth individuals to relax, unwind and experience inner peace."

It's also called "a concept resort" with many allegedly unique and effective ways of leading guests to experience inner peace.

These include an energy clinic spa and feng shui-approved luxury chalets on an 800 hectare private river valley estate - used for many locations in *Lord of the Rings*.

#### **Organic**

It boasts an organic gourmet restaurant and a "menu of peace services" ranging from personal relaxations to face reading courses. The club is a New Zealand-based organisation that offers its international membership a rare and valuable product - inner peace. Head of sales and marketing Joel Sutton says 14 years of research have enabled them to create a system to help members to "balance their lives and experience true relaxation and inner peace."

#### **Unique**

He adds: "Our members are highly successful individuals, who understand from personal experience that with great success and achievement comes demand and responsibility. The Peace Club is the first company in the world with the knowledge and system to offer this."

According to Mr Sutton the Peace Club and Takaro Peace Resort sets a new standard in life quality and tourism. Details: 03-2491166, fax 2491189 or [www.takarolodge.com](http://www.takarolodge.com).

### **Hospitality Showcase for Rotorua**

HANZ's annual conference and trade expo, Hospitality Showcase 2005, will be held at the Rotorua Convention Centre from October 11-13.

### **Government to get to grips with escort/visa issues**

SENIOR government officials are to discuss ITOC's ongoing concerns over NZ Immigration Service/China market escorts/visa issues. The Department of Labour's deputy secretary workforce, Mary Anne Thompson, who runs the NZIS, has been briefed by ITOC and has agreed to call the meeting.

### **Museum record continues**

**THE** record breaking summer at Rotorua Museum has continued through January. It was the highest in terms of turnover and visitor numbers in the museum's history, with visitor numbers up 30 percent.

## **Our own Stonehenge!**

STONEHENGE Aotearoa, a new science project in the Wairarapa, opens on February 12.

It stands on a rural site a few kilometres from Carterton and Martinborough and is the brainchild of astronomer Richard Hall and members of the Phoenix Astronomical Society.

Stonehenge Aotearoa, is an adaptation of the mysterious 4,000-year-old monument on England's Salisbury Plains. It has been designed for the southern hemisphere.

The project took well over 1,000 hours of surveying and astronomical calculation, plus a year of construction. It combines modern scientific knowledge with Celtic and Babylonian astronomy, Polynesian navigation and Maori star lore.

The Phoenix Astronomical Society's aim is to make astronomy accessible and understandable for everyone.

### **Introduction**

Stonehenge Aotearoa will provide a brilliant introduction for newcomers to star-gazing, as well as intriguing new scientific information for astronomers. And it will enable visitors to learn about how their ancestors - and people of all ancient cultures - used the sun, moon and stars to devise calendars, work out the seasons for planting, hunting and other activities, and navigate across oceans.

There are two observatories, one of which contains the telescope of legendary New Zealand astronomer Peter Read, whose television series *The Night Sky* transfixed the nation in the 1960s and '70s.

A third, the Matariki Observatory dedicated to Maori astronomy, is under construction using a dome given by the US Navy from its former installation at Black Birch near Blenheim.

## **Be aware on Waitangi Day!**

OPERATORS who would normally be open, but who choose to close their businesses this Waitangi Day, are still liable to pay employees who would normally work on this day at standard rates.

TIANZ says that as Waitangi Day is on Sunday this year employees who do not normally work on the weekend have no entitlement to payment for the day.

"However, those who would normally work on this day are entitled to time and a half of their relevant daily pay and an alternative day on pay (previously known as a day in lieu)."

Details: 0800-800863 or [www.ers.dol.govt.nz/holidays\\_act\\_2003/public\\_holidays.html](http://www.ers.dol.govt.nz/holidays_act_2003/public_holidays.html)

## **Garrett moves to The George**

**WHAREKAUHAU** Lodge GM Bruce Garrett is to become manager of **The George Hotel, Christchurch's award-winning 55-room Small Luxury Hotel property in March.**

**Current GM Adam Riley is leaving to become GM of the new Sofitel Fiji Resort and Spa.**

**Mr Garrett has been at Wharekauhau for the past five years. For two years prior to this he was assistant manager at Taupo's Huka Lodge.**

**In the past 13 years Mr Garrett has spent 11 years working in Small Luxury Hotel properties, two in the UK.**

### **Pop the question at The Carlton?**

WANT to "pop the question"? Carlton Hotel Auckland has an offer you can't refuse! Says F and B director John Kendes: "The trend is definitely about being creative and personalised to the individual, be it a rose-petal-covered room or a surprise bottle of French champagne garnished with a diamond ring. I have arranged all this and much more when the big question has been asked."

Valentine's Day is a popular time to go down on your knee. Even if it is not a proposal, pure passion will be on the menu this Valentine's Day at the Carlton.

Choose from a candlelit dinner scattered with petals, a superb four course menu compiled for the evening by award winning chef Lothar Haberkorn, and to finish, the Carlton's handmade chocolates. That's \$60 per person.

If you wish to make the night last a little longer, stay and the Carlton will provide the guestroom, bubbly, chocolates and breakfast for \$199 per couple. Details: 09-3665569.

### **Accor names GMs**

**ACCOR has named Mark Wilkinson GM of Sofitel Queenstown and Wayne Greenwood GM Mercure Hotel Wellington.**

**Mr Wilkinson has been in the industry 16 years and is at present executive assistant manager at Novotel Palm Cove Resort, Queensland. Mr Greenwood has worked for Accor since 2001, also in Australia.**



**QANTAS now flying three times weekly from Bombay and Shanghai to Sydney - with excellent connections both to and from New Zealand.**

ADVERT



## Legally speaking - with Brookfields Lawyers

is now no entitlement to time and a half pay for illness on public holidays.

Previously, employers could only request proof of illness after three consecutive days' absence.

### Proof

The Amendment Act now allows an employer to require an employee to produce proof of sickness or injury inside three calendar days of absence. But the employer must have reasonable grounds to suspect misuse of sick leave, inform the employee as early as possible after forming that suspicion and agree to meet the employee's reasonable expenses in obtaining proof. The employer does not have the right to direct which health provider the employee must visit to obtain proof of illness or injury.

### Implications

In light of these recent changes brought about by the Holidays Act 2003 and the subsequent Holidays Amendment Act 2004, it is important to review processes surrounding sick leave and requirements in employment agreements.

Make sure your processes and agreements address:

- \* sick leave entitlements;
- \* accumulation and carrying over of sick leave;
- \* circumstances in which medical certificates or other proof of sickness can be required.

The development of a test for 'reasonable grounds' to suspect misuse of sick leave will be interesting to observe. So too will the test for what is deemed the 'reasonable expenses' of the employee in obtaining the required proof - expenses which the employer will be expected to meet. Both are likely to be objective tests and will be a matter of fact and degree in each particular case. It may well be that the provision allowing accumulation of sick leave will provide a positive incentive for employees not to misuse sick leave. If this is the case, hopefully 'suspicious situations' will become the exception rather than the norm for employers.

For more information contact:

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THE Holidays Act 2003 and the Holidays Amendment Act 2004 ("the Amendment Act") provide for sick leave for employees.

An employee is entitled to sick leave after completing six months continuous employment, working at least an average of 10 hours a week and not less than one hour in every week or not less than 14 hours every month. This provision may therefore entitle some casual employees to sick leave.

### Sick leave

Sick leave covers personal sickness and a dependent's sickness. Employees are entitled to five days per year and they may carry over up to 15 days' sick leave up to a maximum of 20 days in any given year.

The rate of pay is the employee's 'relevant' daily pay - the amount that they would have received had they worked, including incentives, commissions, overtime and, in some instances, allowances. There

### Major refurbishment for Hamurana

NEW Zealand's latest five star Qualmark rated property, Hamurana Country Estate, Rotorua, has announced the completion of a major refurbishment. New owners and hosts Kim and Andrew Martin have revamped all 12 ensuite rooms.

### Maritime cluster gets to work

**TOURISM Auckland's Maritime Tourism Cluster Group (IT531) are preparing initiatives such as increased promotion of operators who offer a certified education programme component to their product, as well as targeted joint venture marketing campaigns.**

**Says Tourism Auckland CEO Graeme Osborne: "Our goal is to increase business and economic benefit to the operators involved in the cluster, to support small businesses and encourage differentiated, high quality maritime visitor experiences."**

### Ohakune VIC to get make-over

**RUAPEHU District Council has shortlisted proposals from three architectural firms who want to redevelop the Ohakune Administration Building and VIC.**

**The plans, which are now open for public comment. Council hopes to make a decision on April 1.**

### Palmy the motorsport capital?

FORMER Palmerston North Mayor Mark Bell-Booth wants to turn the city into the motor-sport capital of New Zealand.

And last week speedway great Ivan Mauger held a two-day workshop there. It was the first in the country. More than 30 riders from throughout the country attended.

They learned about biomechanics, desire, sleep patterns, ambition and career management - as well as how to ride a bike really well for speedway.

## Company now worth 37M

NGAI Tahu Tourism is a success story. It's built a portfolio of products which has grown from nothing 20 years ago to a business with an asset value of about \$37 million today.

Its interests range from Whale Watch Kaikoura to Shotover Jet, Kiwi Encounter and a water taxi business in Abel Tasman National Park. To some its interests are illogical and too diverse...And now there are rumours the group wants to buy even more.

So we asked CEO Adrian Januszkiewicz **if there is a motive, other than to make money...is there a vision behind it all?**

### Competency

His reply: "We see our core competency as managing high quality tourism attractions. Our vision is to own and operate great tourism attractions businesses in iconic NZ locations. We want to develop a market leadership position in natural heritage tourism attractions in particular.

"We have a peculiar definition for natural heritage attractions. We define these as tourism attractions which leverage off unique pieces of geography, scenery or culture in New Zealand. So, for example, if you look at businesses like Shotover Jet, we take the Shotover Canyon, which is a unique piece of geography - and leverage off that by creating a thrilling trip in jet boats."

### Focus

He adds: "In The Hollyford Valley Walks business, we guide and host people through the Fiordland National Park... at the Kiwi Encounter, a new product, we leverage off our cultural icon the kiwi and deliver a view into our conservation programme...that is our focus."

**Asked why the company should be interested in natural heritage attractions,** Mr Januszkiewicz says reasons are, in part, commercial.

"When we looked at the industry, we considered the various sectors and the performance of businesses within each sector. We looked at accommodation, airlines, attractions, distribution and transport. We considered the performance of businesses in those sectors and also considered what was important to Ngai Tahu - its values and aspirations."

### Business

He adds: "Businesses that add value to natural resources is the core business of Ngai Tahu Holdings Group, the parent of Ngai Tahu Tourism. Ngai Tahu core values include the concept of hospitality (looking after people) and stewardship of the land (for us and our children after us). So, from that perspective, natural heritage attractions have a strong fit. We also looked at the commercial performance of other businesses and decided that natural heritage attractions businesses are able to generate good returns."

Mr Januszkiewicz says: "From a long term commercial perspective attractions businesses in unique

geographical environments are probably better places to be in than ones that can be replicated by anyone who is prepared to invest capital. We have the opportunity to create a point-of-difference in the products we present to the visitors. Instead of making price the most important factor driving a customer's decision to buy, we strive to create an experience for which people are prepared to pay a premium."

### NZ focus

While the company is considering further investment in tourism, the current focus is in New Zealand - not offshore. "In terms of location of businesses, we mapped out where appropriate places were around the country for investment. We gave thought to how tourists move around the country and we started to focus in on those geographical areas which we liked and which had a good fit with where we wanted to be.

"We made investments in Fiordland and Franz Josef because they make sense. Recently we invested in two businesses in Abel Tasman National Park, which also makes sense for us."

### Logic

The logic is that when tourists disembark the interisland ferry at Picton they make a decision to go either to Nelson/Marlborough or Kaikoura.

"They tend to go one way or the other and we are covered in both of those areas. Their next stop after Abel Tasman is on the West Coast and usually Franz Josef or Fox Glacier and then Queenstown.

"If they travel the other way it's usually Kaikoura, Christchurch, Mount Cook and then Queenstown, or Dunedin, and the Catlins and/or Stewart Island.

"So we decided to identify the key locations, evaluate businesses in each of those locations and make investments as the right opportunities presented themselves."

### Decentralised

**Will Ngai Tahu product ever be packaged?** Reports Mr Januszkiewicz: "We have, from a company structure perspective, made a deliberate decision not to centralise our operations. We don't run any of the businesses from the head office in Queenstown. We put GMs in place who are profit accountable and who run each business as if he/she owns it. They are completely separate business units.

"Our rationale for this is that a lot of marketing and competitive activity is day-to-day and tactical work. How well this is executed makes a tremendous difference to the performance of the business.

### Decisions

"There are strategic decisions which must be made and we assist with those from Queenstown. But a lot of the work in this business is about the manager rolling his/her sleeves up and making sure the bus coming down the road is coming into our driveway and not the one next door. We see that most competitors are owner operators who do precisely that. They are very close to the business, their customers, and the channels that

supply their business. So, it's all about local relationships and managing the businesses from that perspective.

"We put senior people in each business and we say to them that we will pay them well, incentivise them, make them profit accountable - and leave them to it! That's our starting point and so far we believe that model is working for us." In terms of packaging, we do encourage our managers to work together, to feed business down the line. It works reasonably well... but we don't want them to take their focus off delivering results out of their business."

#### **Owner-operator**

He says the owner-operator model works well in tourism. "However, there are additional benefits that the parent company can offer to each of the businesses. When it comes to business process issues like health, safety and risk management, strategic planning, HR processes, accounting support, IT, the GMs call on Mr Januszkiewicz's five person team.

"We provide coaching, mentoring, strategic support and importantly, challenge. Also, we mandate that our managers use our prescribed business systems and processes. With compliance, business is becoming increasingly difficult. It's always tricky if you don't have a lot of experience. What we do from the centre is provide assistance - so there are robust health and safety, strategic planning, maintenance and risk management systems as well as HR processes which are used."

### **Market leader role**

NGAI Tahu Tourism's long term goal is to be a market leader in tourism attractions. Adds Mr Januszkiewicz: "Ngai Tahu has given us a mandate to grow the business. Significant capital is available and tagged for tourism investment but we are playing a long term game. Ngai Tahu Holdings Group intends to be here for the next few hundred years. So, for us, it's about patiently assessing opportunities as they arise. We will acquire the right businesses when they come up at the right price. We are certainly not in 'desperate product grab' mode. We are more about doing things slowly and sensibly and making decisions to invest when the right businesses come along."

#### **Management**

The company believes its core competency is in managing quality tourism attractions.

**Asked if Ngai Tahu Tourism is interested in helping other Maori businesses,** Mr Januszkiewicz says Ngai Tahu Tourism always wants to advance its leadership position in tourism and work with other iwi. "If you look at how Ngai Tahu Holdings Group approaches its other businesses such as seafood and property, then yes, they do partner with other people and they do link in with other iwi from time to time...so there is no reason why it couldn't happen in tourism. It hasn't happened so

far. But there's no reason that it couldn't."

He adds: "We are quite comfortable with joint ventures and part ownership of businesses so yes, it could be...Maori working with Maori is something that's always on the agenda."

Any approaches? "Yes. There have been preliminary discussions at various times with some iwi but nothing has come of it yet."

He says Ngai Tahu Tourism has not spent any time considering investment in the Chatham Islands or Stewart Island.

#### **Future**

**What is the future for tourism in New Zealand?** Mr Januszkiewicz replies: "We are a very small part of the world market. We have only a small percentage market share of an industry that's growing across the globe. Any small increment in market share has a dramatic impact on visitor numbers to NZ. So there's no reason why growth can't continue. But it's dependent on a lot of things...if we look at change in patterns of travel and how we live our lives now as opposed to 20 years ago there has been a massive change. There is a lot more tourism now than there used to be and I can only imagine that will continue."

#### **Affordable**

Mr Januszkiewicz says many more people can afford to travel these days, but global tourism is a competitive game. What our competitors are up to is very important. "I think the New Zealand industry is quite organised and focused at the moment and it appears we are doing it better than a lot of other places. But if others start to lift their game then it is an issue. A small reduction in our market share will have a similarly dramatic negative affect on visitor numbers to NZ."

He adds: "What happens in the airline industry is a major factor. If consolidation continues, prices start to increase and it becomes uncompetitive again, then that will affect travel patterns."

#### **Fashion**

There's a certain element of fashion to New Zealand at present. "We are the sexy place to come to at the moment, just as Prague was a few years ago and other places were before that...Will we continue to be the sexy place to come to in the next few years, I'm not sure? Fashion comes and goes."

Issues such as quality standards are important. His view is that the product quality around NZ is quite variable.

#### **Pockets**

"There are pockets of excellence and there are some poor quality operations as well...it's important that we continue to be creative and innovative, stay in touch with what customers want and deliver them fresh new product which makes them want to keep coming. "There are no guarantees in life. It could quite easily level off. In fact it could quite easily go backwards. "I believe we as an industry are tending to be rather self congratulatory at the moment about what a fantastic job we are doing in tourism."

“I would not want to see us resting on our laurels and taking it for granted...”

**What would the company like to be known for in 2010?** Mr Januszkiewicz replies: “The employer of choice in the tourism industry! We employ 350 people. We want to be able to attract and retain the best. We have a philosophy and culture which we are trying to develop. It is that we look after our staff extremely well and create the right kind of people and performance culture in the business. That is our absolute priority. The rationale is that if we keep our staff happy, then they will thrive at work and customers will be happy, because they feed off the vibe of our people. It follows then, that if we are delighting our customers, the profits will flow...”

#### People

He adds: “My view is that the difference between a good and a really great attraction is the people...Shotover Jet is a fantastic ride. People love the spins and the thrills. But what they get most excited about when they visit, is the highly charged, high energy, fun people who just want to give them a good time...I get more positive feedback about the service end of our businesses than I ever do about the product.”

#### Effects

**Can tourism be truly sustainable?** Mr Januszkiewicz points out that everything we do affects the environment. “Some activity is positive and some is negative. It’s the same with tourism. If you are thinking about attractions and activities businesses, there can be some very positive stuff, such as Kiwi Encounter that actually does something tangibly positive for our environment. Then there can be some which are reasonably neutral, for example when you are guiding in very hard environments like glaciers there is a neutral environmental effect...and then some can be negative.

#### Positive tool

“My overriding view is that tourism can be a positive tool to raise awareness and educate people about environmental issues.

“Sitting in an office in Queen St, the average New Zealander doesn’t see what’s going on around him/her. But if he/she takes the time to go into an environment and learn about what’s happening s/he may be motivated to do something about it...”

“As operators, if we are responsible and environmentally sensitive in our approach to our businesses and we deliver the right sort of messages to customers, then that can not only be sustainable but can

be very positive. It’s finding the right balance which is the key.”

Mr Januszkiewicz says the relationship between DoC and the industry is mostly healthy. “But sometimes there are two different agendas and tension can be created. Often the tension is precisely the thing that creates the appropriate balance in the end and helps to achieve the right results for the industry and the environment...”

#### Other interests...

He explains that the Ngai Tahu Holdings Group of companies includes Ngai Tahu Property, one of the most significant property players in the South Island. It also owns Ngai Tahu Seafood, one of the six top seafood businesses in New Zealand. Ngai Tahu Tourism is the third “pillar” of Ngai Tahu’s businesses and the fourth is Ngai Tahu Equities.

“The idea is about having a balanced portfolio of businesses and the general theme is about adding value to the land and the sea. Land and sea have always been important to the people. So investing in this makes sense for Ngai Tahu Holdings Group from a values perspective.”

**Ngai Tahu Tourism owns: Aqua Taxis and Kaiteriteri Kayaks, Abel Tasman; Hollyford Valley Walks, Fiordland; Dart River Safaris, Glenorchy; Huka Jet, Taupo; Rainbow Springs and Kiwi Encounter, Rotorua; Shotover Jet, Queenstown. It also owns half of Franz Josef Glacier Guides and 43.5 percent of Whale Watch Kaikoura.**

**The company is considering other acquisitions and it is in the “early stages” of a joint venture with Skyline Enterprises which wants to build a \$100 million gondola system from Queenstown to the Homer Tunnel on the Milford road.**

#### More subscribe to *IT*

AN unprecedented number of tourism interests have joined *IT* as subscribers in the past few weeks.

They include:

Grand Pacific Tours, Australia; Carlton Hotel, Auckland; Travel Personnel, Auckland; Pinewood, Queenstown; Naturally New Zealand, Darfield; Navigate South, Auckland; Rainbow Springs and Kiwi Encounter, Rotorua; Skotel Alpine Resort, Mount Ruapehu; Conference Innovators, Christchurch; Anderson Lloyd Caudwell, Christchurch and Queenstown; Boutique Hotels and Lodges New Zealand, Auckland; Rings Scenic Tours Ltd. Matamata. Welcome to you all!

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### ***Visiting Stewart Island?***

**There’s plenty of accommodation at Beach House and Kereru House. Bookings: Brenda and Roger Hicks on phone/fax 03-2191348**

## Head of Client Services

Qualmark New Zealand Ltd



Auckland based

Qualmark New Zealand Limited is New Zealand tourism's official quality agency. It is a government - private sector partnership between Tourism New Zealand and New Zealand Automobile Association. Qualmark licenses professional and trustworthy New Zealand tourism businesses to use the Qualmark® to assist international and domestic travellers select places to stay, things to do and ways to get around.

A unique, visionary and expanding organisation we are committed to quality service delivery and a diverse product offering that truly enhances our country's reputation as a tourism destination.

Qualmark licences accommodation and tourism businesses to use the Qualmark®. The Star Grading for accommodation properties and Endorsement status for other tourism businesses are both determined by an onsite assessment. The assessment is conducted against criteria developed in consultation with the industry.

We have an opportunity for an energetic and assertive individual to direct and lead the assessment processes and assessor team comprising of both salaried and contract staff. The key focus's for this new role is on achieving efficient and effective solutions, ensuring consistency, criteria relevance and client focus. This is a senior position that also contributes to the leadership and development of the Qualmark business.

The successful applicant will have:

- \* Significant people management experience
- \* Experience with customer services and client liaison
- \* Experience with developing process improvements to work flow processes
- \* Experience working within the service sector with staff who have strong technical expertise
- \* Tertiary qualification in Management or similar
- \* Commercial experience and strong business acumen

This role has an important communication focus on growing our existing relationships with Qualmark licence holders. A strong understanding of the New Zealand tourism industry is essential.

We offer a stimulating and enjoyable environment with a strong focus on individual and team development.

**Please apply with CV and covering letter to Michele Eagle by email to [michele@qualmark.co.nz](mailto:michele@qualmark.co.nz), mail to PO Box 1448, Auckland or Fax 09 377 2132.**

**Applications close 5:00pm 11<sup>th</sup> February 2005.**

ADVERT

## Good summer so far for eight guided walks companies

FAMILY groups, groups of friends, couples looking for a 'civilised adventure' and Australians in search of a weekend away with a difference are all making for a bumper season for New Zealand's guided walks industry.

The eight companies that comprise the New Zealand Guided Walks Group run multi-day walks on seven of our most spectacular tracks, from Whirinaki Guided Walks in the central North Island to the Kiwi Wilderness Guided Walk on Stewart Island.

Guided walks are also on offer on the Queen Charlotte Track, Nelson's Abel Tasman Track, and the Routeburn, Milford and Hollyford tracks. Guided walkers enjoy comfortable lodges with hot showers, three meals a day and the luxury of not having to carry a heavy pack.

### Excellent

Guided Walks spokesman Darryl Wilson said the season so far had been excellent despite heavy rain in some parts of the country, and all tracks are in good condition.

"They're all very lush and green, and looking at their best as we go into a time of year that normally delivers fine, settled weather," he said.

The Queen Charlotte, Abel Tasman and Stewart Island guided walks are available year round, but the Routeburn, Milford, Hollyford and Whirinaki tracks all close for the season in April.

### Availability

"We do still have good availability on all of our tracks in the coming months and traditionally this is the best time to walk," says Mr Wilson.

"We've come a long way from the perception of walking tracks as being all about wet woolly socks, leather boots, spartan accommodation and dehydrated food.

"The lodges are all really comfortable, people rave about the food, and we have twin, double and family rooms on most of the tracks, some with their own en-suites."

### Cheap fares

He adds: "Cheaper domestic and trans-Tasman airfares have also seen growth in the numbers of older people whose children have left home, deciding to do a guided walk, and a definite growth in the numbers of people escaping the city - whether its Auckland, Wellington, Christchurch or even Sydney - for a stress-free long weekend away." Contact: 03-5287801 or [Darryl@AbelTasman.co.nz](mailto:Darryl@AbelTasman.co.nz).

## Pubs agree to close earlier

**INVERCARGILL pubs with all-night licences have agreed to close earlier in a bid to combat rising levels of alcohol-related crime in the city. Premises with 24-hour liquor licences began closing at 4.30am this week, with patrons required to leave by 5am.**

## Auckland domestic airport make-over

CIVIL work has just begun on the forecourt area of the AirNZ domestic terminal at Auckland Airport. It is due to take until May to complete. Airport CEO Don Huse says that the changes are needed. "We have had an average of over eight percent per annum increase in passengers using the domestic facilities since 1999 and at the moment during peak hours we are experiencing traffic congestion in front of the Air New Zealand domestic terminal."

The public pick-up and drop-off zone is to be doubled in size. There will be over 50 percent more taxi rank space. The pedestrian crossings will have been widened and straightened. And there will be a specific bus stop zone as well as four coach bays.

## All Seasons now in NZ

THE Ellerslie Gateway Motor Inn and the Dunkerron Motor Inn are the first in New Zealand to join Accor's All Seasons franchise. They are now known as the All Seasons Ellerslie and the All Seasons Dunkerron. Two Australia motels have also so far signed-up. But Accor says it is making a major move into the under-serviced hotel property franchising sector.

### Potential

With over 50 percent of properties (or 1,600) in New Zealand Accor sees huge potential for growth. Accor Asia Pacific MD Michael Issenberg says: "Owners of unbranded accommodation property who want to retain management of their own properties have had few options in the past to gain competitively-priced branding, sales, marketing and reservations support."

### Shake-up

He adds: "All Seasons will certainly shake up the market because no other group can deliver such a strong customer base in both city and regional locations."

Motels and serviced-apartments are the two sectors that can benefit most from the All Seasons branding. "Currently there are only a small number of franchise operations to support these sectors and our feedback has been that they have been seeking a more dynamic alternative to the existing operators."

### Grow

"It will also enable Accor to grow its network more rapidly, while ensuring that we retain the integrity of our existing brands." The launch of the new All Seasons franchising operation will complement the growth in low-cost air carriers as both will appeal to the rapidly growing mid-market business and leisure travel sectors.

**Humphries moves on DESTINATION Marlborough marketing manager Tom Humphries is leaving at the end of June to take on "a new challenge" in the industry. He has been with DM for eight years, originally at the Picton VIC.**

### ***A celebration of traditional Maori food...***

SHARK liver sausages and fermented corn will be among some of the traditional Maori food delicacies being served up at the second Traditional Kai Festival in Kawhia tomorrow (Saturday).

The sausage, or kooki, is being prepared in advance of the festival along with other delicacies such as kanga pirau (fermented corn) and other preserved meats to challenge the unaccustomed taste buds, says organising committee kaumatua Nick Tuwhangai.

There will also be 20 kai stall holders selling a variety of traditional food as well as four hangi. More than 5,000 are expected to attend. Contact: Hinga Whiu on 07-8710755.

### ***...and Hokitika's chunderful stuff***

FOR \$1000, seven fearless gourmets will control their "chucking-up instincts", hold their noses, close their eyes, open wide and down cow udders and pig snouts in double-quick time in the Feral Factor contest at the 16th Hokitika Wildfoods Festival on March 11/12.

"America has Fear Factor. The West Coast has Feral Factor - the ultimate fearsome eating contest," says organiser Mike Keenan.

This year's line-up of extreme wild food is: cow udder, wild goat testicles, pig snout, frog legs, offal, live snails in the shell, and kina. Contact: 03-7558321.

### **Fish tales of a Kiwi kind**

LAKE Rotorua has the highest hourly catch rate for fish in the world, readers of *The New York Times* have been told. Writer Julie Earle-Levine, in an article headed "Where Trout and Thrills Abound", says this is according to Fish and Game New Zealand. And she quotes guide Greg Tuuta as describing the lake as "a fish factory" with some anglers able to catch 30-40 fish a day.

She says the only way to eat fish is to do so on the day they are caught - frying the fresh trout in butter and finishing this with a squeeze of lemon. "Think of it as fastfood New Zealand style!"

### **Sort yourself out - Queenstown told**

**"IF the business and tourism community knew what we had to go through to get these people here they would shit themselves." So says Capital Jet Services chief Peter van Dyk who organises 50 private jet flights into Queenstown each year. He warns that hassles over parking private planes is threatening tourism there.**

**"Queenstown really has to sort itself out or it's going out of business." He says luxury lodges will lose out if the rich and famous are unable to leave their jets at the airport. One Gulfstream IV had to be flown back to Christchurch at a cost of \$10,000 because there wasn't any room in Queenstown. There's only one corporate parking slot - and that's often booked well in advance.**

### **Cadigan GM of new Outrigger Terraces Resort**

OUTRIGGER Hotels & Resorts has appointed Brendan Cadigan GM of the group's third resort in New Zealand: Outrigger Terraces Resort, Lake Taupo. He was previously executive assistant GM of the Bayview Chateau, Tongariro National Park.

Built in the late 1880s, The Terraces Hotel presently contains two suites, 18 hotel rooms, two restaurants, bars and an underground wine cellar.

With a re-branding of the hotel to the Outrigger Terraces Resort, Lake Taupo, Outrigger will also manage a new strata-title apartment complex of 80 suites and recreational facilities to be built on the hotel's grounds, with construction due to start.

### **Best value yet predicted for third autumn campaign**

A marketing campaign targeted at boosting visitor numbers to Queenstown during the autumn shoulder season is back for a third year and tipped to offer

unprecedented value for money.

Destination Queenstown and AirNZ are joining forces again for the 'Do More in May' campaign which is designed to highlight the resort as a diverse and value-packed autumn destination.

This year the campaign will run from April 15 to June 15, and potential visitors will be able to take advantage of value added vouchers or discounts available from a range of businesses.

Destination Queenstown GM marketing Mark Frood says: "May has traditionally been a quiet month for Queenstown and this campaign recognises an opportunity for DQ and its members to actively promote what we do so well, the fact that we are a year-round, four-season resort, and that autumn is a stunningly beautiful time to visit."

He adds: "It costs nothing for DQ members to be involved and we enjoyed a fantastic response from them last year. Offers provided include deals on everything from accommodation to activities, restaurants and bars."

In previous years more than 100 local businesses have taken part in the campaign.

Last year one business collected 232 vouchers from the campaign, and a hotel operator received 133 room nights. Activity and retail operators also did well, and overall guest nights were up 11 percent on the previous May.

The campaign was promoted in Australia for the first time last year, and can be at least partially credited for a 39 percent increase in Australian guest nights during that May.

"Queenstown businesses understand that the strength of the campaign depends on the strength of their offers so they make the offers as attractive as possible," adds Mr Frood.

## **Volkner Rocks marine reserve soon?**

CONSERVATION Minister Chris Carter has approved a new marine reserve around the Volkner Rocks near White Island, Bay of Plenty. "This reserve promises to be one of the most exciting in the country." He adds: "It will protect a spectacular volcanic marine habitat that is an important breeding area for up to 60 species of fish, and home to several rare species of crab."

Mr Carter adds: "Spanning 1,444 hectares, the proposed reserve is located in crystal clear water very close to an increasingly important tourism spot."

It will include elaborate reefs, pinnacles and near vertical rock faces offering great diving opportunities. The proposal will now pass to the Ministers of Fisheries and Transport for their concurrence.

## **Head of Sales & Accounts**

Qualmark New Zealand Ltd

Auckland based



Qualmark is New Zealand tourism's official quality assurance agency. It is owned by Tourism New Zealand and the New Zealand Automobile Association and supported by leading industry organisations.

Qualmark New Zealand licenses tourism operators to use the Qualmark®, New Zealand tourism's official quality mark. It operates a star grading system for accommodation and an endorsement system for a range of tourism operations as diverse as sea kayaking, horse trekking, charter boats, cultural attractions, wineries and retail shops. This is an exciting time to be part of this visionary, dynamic and expanding company.

We have an opportunity for an energetic individual to direct and lead the sales and account management team. This new role focus's on revenue generation and retention strategies to achieve the budgeted sales volume and gross profit targets. This is a senior position that also contributes to the leadership and development of the Qualmark business.

The successful applicant will have:

- \* Significant sales management experience in the tourism industry
- \* Experience with B2B sales
- \* Experience with developing senior account relationships and communication plans
- \* Experience working with senior executives in the tourism industry
- \* Qualification in marketing or sales
- \* Commercial experience and strong business acumen

This role has a strong communication and change management focus growing our existing relationships with Qualmark Licence Holders, Tourism New Zealand, NZ AA, RTO and i-SITE staff, key industry executives and major client groups. A strong understanding of the New Zealand tourism industry is essential.

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## Marlborough now well placed, says chairman Hook

TE Mahia Bay Resort owner Trevor Hook has been reappointed chairman of Destination Marlborough with local businessman Brian Moore as vice-chairman. Says Mr Hook: "We are very well placed to ensure Destination Marlborough is well positioned to take advantage of the growth and accompanying challenges that tourism will provide in the next few years." Visitors already spend \$207 million a year in the region. This is likely to reach \$320 million by 2010. "We have to plan for this growth carefully so that the community gains by way of job creation and economic spin-offs while we preserve and enhance the unique environment that attracts our visitors in the first place." Also on the board is The Portage Resort Hotel joint owner Dain Simpson, local winemaker Allan Scott, Wellington marketing executive Peter Monk and Old St Mary's Convent owner Christine Webber. Ms Webber is a career banker with over 25 years' experience in retail, commercial, money market, private in retail, commercial, money market, private bank and financial planning operations mainly in Australia.

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## Gold in the oldies, says expert

THE ageing population presents the travel industry with a potential bonanza, claims Dick Stroud, training director at the UK Chartered Institute of Marketing. He says people retiring now are more affluent than any preceding age group. More importantly, succeeding generations will not have benefited from rampant property inflation, stock market growth and well-funded pensions. "Travel companies must decide how the changing age and wealth profile could affect their business. In the UK, the 60 plus category accounts for 20 percent of the population compared with 12 percent in 1950."

He adds: "By 2020, Western Europe will have more than 40 percent aged over 50. The over-50s own approximately three quarters of all financial assets and control close to half of consumer discretionary spending power. However you analyse these numbers, the 50 plus is a growing and disproportionately wealthy segment of society." The industry under-estimates the magnitude of the business change created by a large number of wealthy, healthy people released from the constraints of work with the desire to enjoy themselves. Yet 80-90 percent of all advertising campaigns make 18-35 year olds their prime target.

"The world of marketing remains youth-centric, even though market evidence suggests the economic centre of gravity is getting older. The travel industry is no different in failing to realise this."

Mr Stroud says senior marketers must decide if the 50 plus market is a threat, opportunity or an irrelevance. "Not knowing or caring is an unacceptable option."

He points out that the 50 - 65 year old of today is different to their equivalent a decade ago. For a sizeable group of the 50 plus the future is going to be a chance to spend their hard-earned money. I hate terms like SKI-ing (Spending the Kids' Inheritance) but it does represent an attitude among many of the 50 plus..."

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## Tourism & Lifestyle Opportunities

ROTORUA - Truly lake edge motel business, 9 motel units with manager's house long lease and the freehold also available. Mark Slade 027 498 8911.

GREAT BARRIER ISLAND - Auckland's best kept secret, splendid waterfront setting - studio units, cottages, lounge, garden bar and licensed restaurant. Gateway to Great Barrier tramping tracks and bush walks. Multiple revenue streams Tom Crawford 0272789199 Pat Regan 0274483348.

LATEST STATEMENT IN MOTELS - Opening Feb 05, stunning design, spas in units and conference facilities. Brand new 30 year lease for sale. Sharene Temple 027 224 6045.

MOTUEKA - Set in 35 acres bordering the Motueka River this lodge accommodates just ten guests in five stylish suites. Own private vineyard producing chardonnay and great brown trout fishing. Carolynn Crawford 0272478716 Tom Crawford 0272789199 Jan Long 021337267.

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