

# Inside Nigel Coventry Tourism



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## Australasia's biggest car to be unveiled in Auckland

AUSTRALASIA'S biggest car is due to be unveiled in Auckland today (Friday) by owners, Lincoln Limousines.

The 12-m Navigator Lincoln will take to the streets in a motorcade of welcome. It has 16 seats and is thus able to carry a whole rugby team! The company also has an 11-m ultra stretch Lincoln, making that and the Navigator the longest in New Zealand.

MD Ian Neary says attention to detail includes chauffeurs dressed in black with white tie, including cap and gloves. Details: 0508-546265, 021-741893 or [www.lincolnlimos.co.nz](http://www.lincolnlimos.co.nz).

## M&C to drop TNZ?

**MEDIA reports claim TNZ's longstanding advertising agency M&C Saatchi has been shortlisted to win a bigger contract with Tourism Australia. If it is awarded the account it may have to drop its TNZ business. But it is understood the 100%Pure campaign will continue regardless.**

## Dot travel - at last!

THE Internet Corporation for Assigned Names and Numbers (ICANN) has announced that .travel will become a new domain later this year.

"We anticipate enormous interest and participation by both the global travel and tourism industry and consumers in .travel. This is evidenced by consumer spending on travel, currently at over 28 percent of all online purchases, which continues to spiral upward," says Tralliance Corporation president and CEO Ronald N. Andruff. "The .travel domain will strengthen consumer confidence in their travel purchases and provide a new, distinct, distribution channel for travel suppliers and sellers who cater to the travelling consumer."

## Do we need a domestic campaign?

IS a domestic tourism campaign needed? TIANZ CEO Fiona Luhrs is not sure. "We don't have any solid information that tells us a domestic tourism campaign is needed...I'm not convinced. I have nothing against it - I've just not seen anything that says there's a need for one."

Ms Luhrs is aware many firms are dependent on the New Zealand market. "Clearly, it is something we have to keep in mind. But we need some analysis before the industry can put anything in place. We don't see it's up to us, either. It probably needs an independent body to organise."

While the TIANZ board doesn't have a view on a campaign it is strong on ensuring RTOs continue to be well funded. "We certainly have to protect RTO funding and make sure each region has a strong local organisation that can look after the interests of the operators by marketing the local destinations."

## UNITEC denies plans to stop tourism courses

THERE'S no truth in the rumour that UNITEC wants to get out of tourism, says acting programme leader Tony Ashton. "We have record numbers this semester. So we are very happy with that. But we are conducting a five year review which is something every part of the school must do. We are trying

to establish closer links with industry, and finding new ways to refresh our programmes - that is happening."

Mr Ashton says UNITEC wants to find out "where things are heading and what people are doing, and making our own contacts with industry, but it is nothing untoward."

Inside

- \* Risk management popular - pg2
- \* Short-break market opens - pg4
- \* Dive!Tutukaka's global award - pg6
- \* DoC gets extra \$24.6M - pg7
- \* TIANZ wants industry recognition - pg8
- \* Liquidators named - pg12
- \* Heightening five senses - pg13

### TEN years ago in IT...

PM Jim Bolger has called for a report into the sudden departure from Auckland of retiring PATA chairman Joop Ave. Mr Ave is at the centre of a scandal allegedly involving a male employee at the Carlton Hotel. He is said to have made sexual advances after calling him to his room. It's reported that Mr Ave flew out of Auckland a few hours later in a private jet. The Indonesian embassy says Mr Ave "had been called by the president on very urgent business." Mr Ave, 61, was compared to Billy Graham by the *PATA Conference Daily*. It quotes him as saying: "The last thing I'm after are awards and positions of any kind. I believe in the wisdom of the rice plant. The taller and riper you grow, the lower you bend down."

The conference ended with many of the 1,400 international delegates bedazzled by cyberspace travel, bemused by valued based tourism and berated for damage the industry could be causing the environment internationally.

\* *IT* believes Mr Bolger's report has never been released.

CASH upfront. That's the advice to Bus and Coach Association members wanting to enter the market. BCA executive director John Collyns warns that several companies have already gone under and more will follow unless the credit ratings of potential customers are investigated. He is particularly concerned about the stability of the Korean market.

WE urgently need a 10 year tourism master plan to guide the development of the industry. That's the opinion of Ernst and Young in its latest *Tourism Sector Review*, National co-ordinator Terry Ngan writes that the plan is the responsibility of government and that it should resolve current arguments about whether high or low spending visitors should be targeted.

OVERSEAS visitors paid twice as much GST per capita every day of 1994 as New Zealand citizens.

### Risk management sessions proving popular

HAVING excellence in delivery, installing safety management systems - and being prepared. These are the best ways to manage risks, according to TIANZ. In a session on risk management in the latest round of workshops members are told that risk is inherent in everything.

TIANZ sector manager Megan Williams uses work by Horizons-Adventure/Tourism Services' MD Mark Smith. "Perfect safety is unattainable as long as we decide to participate in activity, adventure or business," she says. "In general, we take a risk in order to benefit from an opportunity."

#### Purpose

The purpose of risk management is to apply a process to identify risks, set an acceptable level for risk, and tape steps to keep risk at that level.

But to manage risk, operators have to identify what the risks are, assess their likelihood and consequences, identify the causes and design a strategy to either control the likelihood of an adverse incident, minimise the consequences if it happens - or both.

Ms Williams suggests creating a clear goal such as becoming world class, or the "best little tourism business in..." to motivate, rather than threatening staff with disciplinary action or litigation.

#### Key

"A key way to reduce the likelihood of something untoward is to create a strong cultural focus on reducing accidents, and to continually review and develop how you could improve safety practice."

To identify ways of improving safety practices, she adds, could involve talking to other operators, liaising with the likes of TIANZ and using outside experts for review and advice.

Staff attitude and motivation, experience and judgement is critical in providing world class experiences.

Ms Williams recommends that operators coach the development of right attitudes and attributes, which usually include enthusiasm, empathy, a can-do attitude, willingness to learn, communication, presentation and group working skills. You can also "value the experience quotient of the core staff of your operation. And ensure that there's enough incentive for your best staff to return, season after season."

\* TIANZ says the seminars are proving popular with operators. The next is at in Alexandra on Wednesday. Details: [info@tco.org.nz](mailto:info@tco.org.nz).

### Focus on crime

**TIANZ is asking members for comments or experiences in regard to crime on visitors. The association, TNZ, ITOC and police last week met to hear about a new project lead by the Office of the Police Commissioner. It's aimed at improving safety and reducing and preventing crimes against international visitors.**

**TIANZ says the idea is to develop a set of generic material for visitors. Contact: [policy@tianz.org.nz](mailto:policy@tianz.org.nz).**

## **Tie your boats properly, warns MTA**

PASSENGERS are boarding and alighting from charter vessels which are not always properly tied to the wharf, notes the Marine Transport Association (MTA). It's warning members that before things "slip" further and someone is prosecuted - there's still time to tie up the loose ends.

The MTA says it receives increasingly frequent reports of such incidents. "Given that passengers on restricted limits vessels have often been recently drinking before

sailing, this raises a serious OSH issue that cannot be ignored."

It says Maritime Safety Authority enforcement officers have already seen this happening - and are now proposing to prosecute skippers.

## **Choppers used to instal chairlift towers**

**IN what is described as a "unique event" in preparation for the ski season, helicopters were this week used in installing 12 4.5 tonne chairlift towers at Treble Cone, Wanaka.**

ADVERT



### **MANAGER**

Skyline Gondola Restaurant and Luge is one of New Zealand's premier tourist attractions. Situated high above beautiful Lake Wakatipu and the international resort of Queenstown, this award winning complex hosts over 540,000 visitors per year and employs 120 staff.

We are seeking to appoint an experienced and capable individual to the position of Manager of this prestigious complex.

Reporting to the Managing Director of Skyline Enterprises Ltd the Manager will be responsible for the effective and profitable operation, management and promotion of Skyline Gondola Restaurant and Luge and will lead a capable management team and staff.

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An understanding of the major influences in the tourism industry is essential along with a superior ability to develop business relationships with key industry decision makers, client groups and prospective client organisations.

This is an excellent opportunity for an experienced and energetic manager to join a highly successful tourism company. A remuneration package commensurate with the seniority of the role will be negotiated. A job description is available upon request.

Applications will be treated in the strictest confidence.

Please forward your application, with a current Curriculum Vitae to:

Maryann Geddes  
Operations Manager  
Skyline Enterprises Ltd  
Po Box 17  
Queenstown  
Ph: 03 441 0377  
Fax: 03 441 0394  
Email: maryann@skyline.co.nz

## Competitive domestic airfares have opened up “peripheral destinations” to the short-break holiday market

RESEARCH by Achim Munz, who has recently finished his masters degree at the University of Otago, shows that buoyant domestic markets are now possible. The 30 percent of 3,000 people who responded to his survey in Auckland, Wellington and Christchurch show that New Zealanders are no longer reluctant to fly to a short-break destination. But, as in Dunedin, which was chosen as the “destination”, transport costs are a key factor. “Hence, the stability of airline ticket prices is a major factor for a comparatively peripheral destination to maintain viable access to key target markets.”

### Pricing

Mr Munz points out that the development and increasing sophistication of short-break holidays to Dunedin depends on pricing strategies and promotional activities of industry partners. “Overall, however, Dunedin owns a destination product that is attractive for short-break holidays and findings clearly suggest that attracting short-break holiday takers from Auckland, Wellington and Christchurch is viable.”

### Size

Mr Munz says the size of the short-break market is shown by the fact that 80 percent of respondents took such a holiday within the previous 12 months, with the average being three. He defined short-break holidays as being places no more than five hour drive away or a three and half hour flight. And half of the respondents said they would take such a break in the coming year. A major reason for short-break holidays is to visit friends and relations, yet the most predominant motivation is “to relax and regenerate”. He also notes that the average spent by someone on such a trip is between \$100 and \$140 a night per person compared to the average for a “regular” domestic holiday of \$78 a night. The

strongest financial target groups are married couples with an income over \$50,000. Other key segments include older affluent couples and young professional couples. “The results, therefore, suggest that short-break holiday takers are comparatively high spenders that offer attractive economic benefits for RTOs.

“Consequently, it may be important for RTOs to focus on this travel market more in-depth in the future.” It’s in Christchurch that Dunedin features significantly for a short-break holiday. Almost 80 percent of Christchurch respondents have previously been to Dunedin, followed by two-thirds from Wellington and only about half from Auckland.

### Frequency

The frequency of the visits by Christchurch respondents is significantly higher than by Wellington and Auckland respondents, yet more than half of the respondents from all target markets last visited Dunedin prior to 2000. *“It is therefore argued that all target markets are likely to be due for a short-break holiday to Dunedin,”* Mr Munz points out. His analysis also shows that there is considerable opportunity to attract short-break takers through the use of Dunedin’s major attributes: nature and heritage. “The features also form a key role in the promotion of Dunedin; hence, tourism marketers are accurate in focusing their efforts on these attributes.

A destination needs to be easy to reach. While Dunedin is within the defined accessibility radiuses of short-break holidays the difficulty in travel to the city is most likely caused by perceptions relating to travel costs. “Transportation expenses are identified as the main travel hindrance, because Dunedin is strongly perceived as a destination that ‘offers good value for money’ among all target markets. Dunedin also has a low

rating for good transportation network. This suggests that receptive pricing on transportation fares, especially airfares, is a very important aspect for Dunedin in facilitating accessibility to target markets.”

### Results

The results also show that almost two-thirds of respondents in all target markets consider up to four nights as an appropriate length of time for a holiday in Dunedin. About 71 percent of all visitors are already domestic. The trend is towards shorter holidays - and Tourism Dunedin’s marketing plans show “emerging interest” towards them.

Mr Munz says that nationally there is only limited support for domestic tourism, with TNZ marketing exclusively overseas and little, but increasing, domestic tourism promotion by RTOs. “Key reasons for neglecting domestic tourism range from its lack of contribution to foreign exchange earnings to its unattractiveness when compared to international tourism.” There is growing potential for relatively peripheral domestic destinations to attract short-break holiday takers from major centres.

### Opportunity

“In fact, this suggests a substantial opportunity for many domestic destinations. Yet there is also likely to be a significant increase in competition among potential short-break destinations. Consequently, promotional efforts by DMOs/RTOs will become increasingly important in attracting short-break holiday takers from main centres....”. Given the economic contributions and the short break takers holiday preferences and motivations, they may be seen as a key tourist market next to TNZ’s ‘interactive’ traveller. It would be good to carry out research on the relationship between airfare pricing and short-break holidays. **Mr Munz works for Tourism Resource Consultants. Contact: achim.munz@gmail.com**

## **Keeping Maori arts, crafts and culture alive...**

SO confident is Te Puia CEO Andrew Te Whaiti that the rebranded Maori Arts and Crafts Institute (MACI) will be a success that he's already invited *IT* to the opening of a massive new complex at the Rotorua site in October next year!

MACI, founded in 1964, and first run by the then Tourist and Publicity Department (now TNZ), is now marketed internationally as Te Puia - which means geyser - and is named after the unconquered pa site overlooking the geothermal valley.

Plans are for a new visitor centre, carving and weaving schools, a museum, café and 500-seat restaurant as well as interactive attractions using state of the art technology, and new viewing platforms.

First part of the upgrade has already been finished: the interactive nature walk called Korero Tuku Iho, which means "stories handed down through time."

### **Journey**

This takes visitors on a journey, which can be guided, where they learn about the meaning of plants, trees, water and wildlife and what their significance was to Maori spiritually and by way of food and medicine. Mr Te Whaiti tells *IT* that Te Puia is under the Maori Arts and Crafts Institute Act. "It's brilliant because it says we can develop revenue through the vehicle of tourism and invest in arts, crafts and culture. The better we do commercially the better we can widen our cultural development." Its mandate is to preserve arts, crafts and culture which means Te Puia isn't limited to having carving and weaving schools as higher places of learning. "We are researching what is the next school we can bring to the site to grow arts, crafts and culture."

### **Confident**

He says the organisation is confident of obtaining resource consent for the upgrade, the costs of which have yet to be announced.

"We are excited about where New Zealand is pitched at the moment as a visitor destination. We think we can create a world class cultural experience to match some of the world class experiences we have right throughout this country. We are very pleased with the work TNZ is doing and we think it is pitching New Zealand right where it should be."

### **Institute**

Mr Te Whaiti says Te Puia expects growth out of the UK, where there is strong interest in history and culture, as well as many other markets, each of which is interested in a different aspect of the offer. Until the rebrand a handicap has been the use of the word "institute."

Sales and marketing GM Glenn Ormsby says visitors have admitted the word puts doubts into the minds of holidaymakers. They have said to us face-to-face: 'We are on holiday, why do we want to go to an institute?'"

He says research has been carried out internationally and Te Puia does not have any rude or amusing connotations in other languages.

Many markets have still to be tapped, although Te Puia is already attracting many Germans and Swiss. "But our biggest market is still the New Zealand domestic one. So we also want Kiwis to know what we are about..."

Te Puia is to build on its conference, incentives and events market with, for example, sunset dinners besides Puhutu, reportedly the most accessible geyser anywhere. Conference, incentives and events sales manager is Stewart Courtney.

## **Swimming with stingrays**

**FROM May 2, visitors to Kelly Tarlton's Antarctic Encounter and Underwater World, Auckland, can get up close and personal with the celebrated stingray Phoebe - and friends - by getting into the water with them!**

## **World really is sick!**

THE most comprehensive survey ever into the state of this planet concludes that human activities threaten the Earth's ability to sustain future generations.

The US\$20 million report says the way society obtains its resources has caused irreversible changes that are degrading the natural processes that support life here. Humans have changed most ecosystems beyond recognition in a dramatically short time.

### *The Millennium Ecosystem*

*Assessment* was drawn up by 1,300 researchers from 95 nations over four years. Its 2,500 pages point out that 60 percent of world ecosystem services have been degraded. Of 24 evaluated ecosystems, 15 are being damaged. Nutrient pollution has led to eutrophication of waters and coastal dead zones. And species extinction is now 100-1,000 times above the normal background rate

## **60,000 a year use "unsafe road"**

AN estimated 60,000 visitors a year are using an unsafe SH38, from Wairoa to Lake Waikaremoana. Wairoa mayor Les Probert says the sealing is needed for safety and other reasons.

"The condition of the road is atrocious," Mr Probert adds. "Forty percent of the users are overseas people. But insurance companies now are not covering rental vehicles like campervans to go on this state highway."

## **\$7M facelift will be ready**

**THE \$7 million facelift to the Mount Hutt Skifield should be ready in time for the opening of the new season on June 4, says manager Ross Lawrence.**

## **Tourcom for Bali**

FOLLOWING the success of the First World Conference on Tourism Communications (TOURCOM), the World Tourism Organisation is staging the first regional version of the event in Bali from May 20-21. Organisers expect more than 300 participants from around the world.

## Global recognition for Dive!Tutukaka

DIVE!Tutukaka has been recognised as the most Outstanding Dive Centre in South East Asia/Pacific.

It has beaten 900 dive centres and resorts in 45 countries - serving 3,000 million people - to win PADI's Supreme Award.

PADI VP sales, marketing and distribution Claus Nimb said at the presentation in Bangkok: "You were judged by a panel of key dive industry stakeholders who specifically looked at the nature and history of your business, marketing initiatives, retail premises, professional training development and your commitment to Project AWARE philosophies."

The company surpassed its competitors not only with quality systems, but a dedication to excellence and innovation in areas that are keys to business success, and vital to continued regional and economic growth.

Mr Nimb added: "One of Dive!Tutukaka's strengths lies in not resting on its laurels, but working hard towards trying to get their name on next year's award through innovation and product development."

The company's strategic positioning of New Zealand and the Poor Knights Island Marine Reserve at the national and international level were applauded as outstanding in their field.

### Match

Director Jeroen Jongejans tells *IT*: "We have always tried to match our operation with our outstanding destination, and now we are recognised for this.

"However, one of the biggest benefits of receiving this award is that the Poor Knights Islands are now recognised as being right up there with destinations like the Great Barrier Reef and Thailand. Diving scores very high in the exit interviews that TNZ conducts with departing visitors, and with this added recognition and publicity we may well see a significant increase in divers visiting New Zealand.

"The benefits of this will flow on to our region, and that can only be good for all of us."

### Qualmark

Dive!Tutukaka is the only Northland dive charter operator with Qualmark recognition. It has twice been a finalist in the New Zealand Tourism Awards. It was twice recipient of Northland Chamber of Commerce Business and Tourism Awards and is the only New Zealand partner in the PADI-National Geographic Diver Programme.

The company started five years ago with a three boat fleet. It now operates seven ocean going vessels and has become New Zealand's largest dive charter operator, taking well over 10,000 customers out to the Poor Knight's Islands each year. The business is owned by Aussie Malcolm and Jeroen Jongejans and is staffed by around 10 members in winter and up to 35 in summer.

It provides dive charter trips, snorkelling, sight-seeing and kayaking, at the Poor Knights Islands, and dive training from PADI Open Water through to Instructor ratings. Dive! Tutukaka is the only dive centre in New Zealand to be awarded the status of National Geographic Dive Centre. "We work very hard at trying to be world class," says Mr Malcolm, "and it is always rewarding to get confirmation that we are succeeding."

\* Details: 0800 288882, 09-4343867, fax 4343884 or [www.diving.co.nz](http://www.diving.co.nz).

## Two ski areas on one Wanaka Pass

**CARDRONA Alpine Resort and Treble Cone, have produced the Wanaka Pass. This five-day anytime pass gives visitors the opportunity to enjoy both ski areas with the convenience of one lift pass.**

**Cardrona Alpine Resort marketing manager Bruce McGechan says the pass can only strengthen Lake Wanaka as a winter sports destination. "It's an obvious progression to make Wanaka even more desirable by offering a generic lift pass that covers two very different ski areas, benefiting the local community as well as the ski fields."**

## Ride a luxury trike - just like Billy Connolly

THE trike, riding high on new-found popularity thanks to TV personality Billy Connolly, is set for a come back.

In a New Zealand first, Motorcycles New Zealand has added a \$35,000, three-wheel Kawasaki Voyager II trike to its fleet of luxury motorcycles for hire.

Director Richard Benton says that when Mr Connolly was filming his *World Tour of New Zealand* programme last year, the company started receiving inquiries about hiring the unique-looking two-seater motorcycle with three wheels.

"We couldn't believe that no one else in New Zealand actually hired them out. So we had to get one."

He adds: "They are great to ride in. They have an extremely good safety record with no need to wear a helmet, and you get that enhanced sensation of speed."

The trike has independent suspension and a longer wheelbase to ensure a smooth ride with exceptional control. It also has a built in audio system for both driver and passenger, as well as plenty of luggage space.

The rental costs are \$300 per day, with discounts for seven-day plus hires. Hirers require a motorcycle licence.

The company hires out top-of-the-range Suzuki, Harley Davidson and BMW motorcycles through its web-site

[www.motorcyclesnewzealand.co.nz](http://www.motorcyclesnewzealand.co.nz). Details: 03-3537751 or 021-669026.

### Catlins blo-karting

A new tourism activity centre has opened in the Catlins. Catlinger is owned and operated by Julian Robinson and Leslie Schlender who, between them, have 35 years' experience in adventure tourism here and overseas. They are offering a range of activities, including blo-karting, mountain biking, canoeing and wildlife walks and sightseeing trips. Blo-karts? Land yachts, in other words! Details: 03-4158835, [info@catlinger.co.nz](mailto:info@catlinger.co.nz) or [www.catlinger.co.nz](http://www.catlinger.co.nz).

## **TIANZ and F and B delighted with department's extra \$24.6 million**

DOC is to receive a \$24.6 million funding boost over four years in next month's Budget to bolster its core work, such as saving the critically endangered kakapo. The announcement was made by Conservation Minister Chris Carter on Codfish Island, near Southland, where six new kakapo chicks have hatched in the past month. "DoC's efforts to save the kakapo and numerous other threatened native species around the country, are crucial to preserving New Zealand's biological wealth," he said. "The department's work maintaining our national parks underpins our billion dollar tourism industry, and its restoration of our forests is slowly transforming our environment."

Mr Carter added: "The Labour-Progressive government is determined to support and maintain DoC's capacity to deliver these core functions, including the provision of huts, tracks and campgrounds.

"As part of Budget 2005, DoC is to receive new capability funding totalling \$24.6 million over four years, excluding GST. This will comprise \$3.7 million in 2005/6 and \$6.9 million a year thereafter. The funding will offset cost pressures which threaten to bite in to DoC's core budget in future."

### **Money will relieve pressure**

TIANZ is delighted DoC has been given extra funding by government. CEO Fiona Luhrs says: "We all know they are stretched - so it's great they have this money." She says the association has a good working relationship with the department.

"The money will help take some of the pressure off, so we hope to be able to talk to them about opportunities for the tourism side of their client base. They are key to us...we will have them involved in our annual conference and the media programme at TRENZ. We are looking to help them build their awareness up and why they have to charge for concessions and what their mandate is."

Ms Luhrs says conservation is a key issue for TIANZ in 2005. "We have a positive relationship (with DoC). But we want to improve that and move to something that might be regarded as collaboration or active engagement. We want to identify what the knowledge areas are which we have in common and talk through issues like the allocation of business opportunities in national parks and what we think visitor flows will be doing in three and five years, and what that means in terms of how or where new attractions should be encouraged on conservation land." An MoU? "I don't think we will get one overnight. But definitely I can see it."

### **Will scientists be retained?**

FOREST and Bird is hoping that the increase in DoC funding will allow the department to retain expert scientists. "This increase in funding is excellent news. DoC has become too lean and this is affecting its ability

to do the work New Zealanders expect of it," says Forest and Bird conservation manager Kevin Hackwell. Forest and Bird was worried by this year's reductions in science staff and work programmes as a result of the budget squeeze. "We hope these scientists will now be retained by DoC," he adds.

"DoC has a crucial role in protecting New Zealand's native plants and animals and special places. This work underpins our clean green reputation, sustains tourism and provides recreational opportunities for many New Zealanders," Mr Hackwell says.

"Lately we have seen some politicians and commentators unfairly knock DoC. Most New Zealanders are proud of the work DoC does, like its heroic work to save the kakapo from extinction. Forest and Bird is proud to be associated with the Kakapo Recovery Programme through the Threatened Species Trust," he adds. "We are stoked that kakapo breeding has been so successful this year."

### **Throwing money at DoC not the answer**

NATIONAL'S conservation spokesman Simon Power says Labour must ensure DoC gets back to its core focus of protecting and saving flora and fauna - and not just throw money at the problem.

Mr Power says the announcement is acknowledgment of what National has been saying for the past six months. "Labour have finally realised there is a problem and done something about it by reacting to National's concerns."

He adds: "But they should be more particularly urging DoC to move in the direction of focusing on its core responsibilities.

"In the past year, DoC has failed to meet 21 out of its 35 natural heritage targets and four out of its five historic and cultural heritage targets. Throwing money at DoC is not necessarily the solution. DoC needs to be directed by the Minister to concentrate its resources on its core functions," Mr Power says.

### **Unsettled waters**

MOST of the 140 people who turned up for DoC's public meeting at Kaka Point, South Otago, last week, to outline proposals for a marine reserve at Nugget Point, told officials that they do not want local waters "locked up forever." But some said there is merit in the idea.

Otago conservator Jeff Connell said the area is a unique site and the preservation and protection of it is in the national interest. But Nugget Point Recreational Fishing Club president Nelson Cross said DoC should create marine reserves at "average" sites instead and try to bring them up to higher standards.

### **JTE quits ITOC**

**JTE New Zealand Co Ltd has resigned as a full tour operator member of ITOC and as a member of the ITOC China market portfolio group.**

## **TIANZ wants greater recognition for industry**

TIANZ CEO Fiona Luhrs says the association is working to ensure the industry is recognised by central and local government as well as business leaders for the vital role it plays in the national economy.

“We are just going through the process of gathering up what the quintessential things are about the industry and why we are important. We need councils to realise that tourism is important to them and that we do contribute and they should think twice before cutting the RTO budgets.”

Adds Ms Luhrs: “We want to show them what would happen if they do. We are getting a good argument together.”

Ensuring the industry has the right people with the right skills is also an issue being tackled by TIANZ. “Just to have the right people, of the right type with the right skills in the right numbers and in the right jobs would be bliss..we are a long way from having that.” Industry associations involved will employ a project manager to work on the issue.

### **Meeting**

TIANZ is also meeting with the Department of Labour and the Immigration Service. says ms Luhrs: “We are getting a good response from the department, which is saying ‘you are a sector where you have a cross-industry working party going and have an industry strategy which is well developed and you are a good way through implementing it. You are way ahead of other sectors and on that basis we are prepared to sit down with you and give you some dedicated help in looking at these workforce issues.’ That’s fantastic.”

On local authority support for tourism, she says councils are still wrestling with funding - and some mayors are again suggesting bed taxes.

“More councils are starting to plan for tourism growth. But with years of deferred maintenance, there’s a lot to do,” she says. “Given the contribution the industry is making to the economy - \$17,000 million - and the government’s GST take, there doesn’t seem to be much in the way of funding transfers from central to local government to enable tourism infrastructure to be improved.”

### **Please explain, tour company asked**

TIANZ is writing to its member Wonderful Kiwi Tours - now in receivership - outlining where the company has breached the organisation’s code of ethics and asking for an explanation.

CEO Fiona Luhrs says the company is then given 14 days to reply. If it doesn’t, it will be asked to provide a letter of resignation. If one is not received within 10 more days then TIANZ will “institute other procedures” which, in effect, means they will be kicked out.

“If they wanted they could have a right of appeal to a special general meeting called to consider their expulsion.”

Ms Luhrs says that if the company is “removed” from TIANZ membership it will be the first time in recent memory this has happened. (Also pg 12)

## **First-timer represents top end accommodation**

**NAVIGATE South Ltd - a first-time attendee at TRENZ this year - is a tourism marketing company representing luxury lodges and small hotels, upscale bed and breakfasts and quality tourism activities to international wholesalers and domestic inbound operators. It represents more than 20 quality tourism businesses.**

All accommodation providers are rated five star Qualmark, and tourism activities are Qualmark endorsed.

Clients are members of Small Luxury Hotels of the World, Select Hotels and Resorts International, Charming Hotels and Heritage and Character Inns of New Zealand.

Contact: 09-3073633, 021 753 022, fax 307 3292 or karine@navigatesouth.com.

### **Addicted to IT**

“ONE of the things I have come to realise is just how much I miss *IT*,” writes Maori Tours Kaikoura director Heather Manawatu. “My Thursday mornings are not the same and I miss the updates on what is going on in the industry and all the great info you provide.”

Needless to say, Ms Manawatu, who became addicted to *IT* during her 12 years with Whale Watch Kaikoura, was asking for a sub!

## **Buildings may have to come down**

ALL buildings on the Waiorau Snow Farm may have to be demolished if the owners cannot get retrospective resource and building consents, according to a Queenstown Lakes District Council investigation report.

An investigation was sparked by a formal public complaint in March last year. It found none of the 24 buildings have been certified.

## **Spire to open**

**THE Spire Hotel, Queenstown, will open on April 25, after its construction was stopped in July when a financier pulled out. But the property is now in new hands and the 10-suite luxury establishment will open with Ken Edwards as GM.**

## **QF to up surcharges**

QANTAS is increasing its fuel surcharges for domestic travel in Australia and New Zealand by \$8 to \$20 per sector.

For trans Tasman travel the surcharge will increase by \$11 to \$40. And for other international travel the surcharge will increase by \$31 to \$60 per sector.

The surcharges come into effective on tickets issued on or after April 20.

## **Philip and Philippa...**

**PHILIP Brownie and Philippa Frankpitt are interim managers of Central South Island Tourism until a permanent marketing director can be found.**

ADVERT



## Marketing Manager

Based in Queenstown this is a great opportunity for an innovative and creative marketing professional to join one of New Zealand's most dynamic and energetic tourism companies.

This role places a strong emphasis on the unique marketing challenges facing our diverse range of products operating under a strong brand. Reporting to the Group General Manager, you will be responsible for the performance and wellbeing of a highly motivated and enthusiastic sales team.

We welcome applicants with broad experience in the following areas:

- \* Market Research
- \* Product management and development
- \* Advertising and Promotion cost management
- \* Internet and IT based marketing tools and techniques
- \* Production of marketing collateral and advertising placement
- \* People management

You will need to thrive in a challenging environment, love autonomy in your work, build strong internal and external relationships and have excellent planning and organizational skills.

If you have the skills and background to deliver in a competitive tourism market, this could be the job for you.

To be considered for this position please forward your updated CV with a covering letter outlining what you can do for us and our customers, to:

**Group General Manager**  
**PO BOX 488**  
**Queenstown**  
**Or email [michelle@ajhackett.co.nz](mailto:michelle@ajhackett.co.nz)**

**Applications for this position will close on Wednesday 27 April 2005**

## Popular brochure man dies in his garden

JOHN Colquhoun of Brochure Distribution Ltd, Blenheim, has died. He was working in the garden when he had a heart attack, reports ITOC CEO Peter Lowry. "A great way to go, but very sudden." Mr Colquhoun was a popular but unassuming industry personality.

Mr Colquhoun studied Commerce at Victoria University and was the first person to be awarded a Diploma in Transport from the New Zealand Chartered Institute of Transport. Later he became a Fellow of the Institute. He ran a bus company in Invercargill for three years before taking up the Hertz Rental Car franchise in Picton in 1968.

In the 1980s he set up his own business, Brochure Distribution Ltd. This necessitated his visiting all travel agents in the country each month and liaising between them and his operator clients.

Mr Colquhoun specialised in domestic and VFR markets and always said he was "selling New Zealand to New Zealanders." He soon became known as The Brochure Man.

The frequency of these trips by car diminished over the years, but he was still doing two annually, partly so that he could visit his eight children and 15 grandchildren!

Mr Colquhoun is known for the hand delivery of brochures to drivers queuing to go on the ferries at Picton and at Wellington.

He also organised the Meet and Greet Group for cruise ships which came into Picton. A street party was successfully organised for one ship, the Astor, when it was in port in March. It was not due to sail until 11pm. So Mr Colquhoun and wife Hilary organised a street party for passengers.

At the time of Mr Colquhoun's death, he was setting up a new business in Marlborough. It is hoped that this will continue.

## Australia, Sydney, its bridge, and Bondi are the favourite places for Poms...

AUSTRALIA has been voted 'favourite country' in a travel survey of 15,000 holiday-makers from the UK.

Tourism Australia MD Scott Morrison - former head of our Office of Tourism and Sport also notes *Trailfinders'* readers voted Sydney favourite city (long-haul), Bondi Beach favourite beach in the Pacific and the Sydney Harbour Bridge are the favourite icons worldwide.

Australia was second favoured family destination while New Zealand was sixth out of 10. And the Stamford Plaza Auckland was seventh in a list of 10 top city hotels in the Pacific.

## Mayors worried about departure taxes

QUEENSTOWN mayor Clive Geddes, Dunedin mayor Peter Chin and Otago Regional Council chairman Stephen Cairns say they are deeply concerned government is still considering a two-tier aviation security levy. Says Mr Cairns: "A two-tier levy would add to the costs of travel into and out of the Otago airports, and disadvantage the Otago region."

The mayors, together with regional airports, favour a uniform charge, which would see travellers paying \$8.58 from all international airports.

But they are worried government is considering an \$8.15 levy on international travellers leaving from Auckland, Wellington and Christchurch, and \$19.80 for those departing elsewhere.

## We've turned the corner - WTTC

GLOBAL tourism turned the corner in 2004, says World Travel and Tourism Council (WTTC) president Jean-Claude Baumgarten. "It's full steam ahead for travel and tourism in many countries and regions around the world.

"Much of the pent up demand from three previous years of terrorism, war and health concerns has been released in a record level of travel and tourism demand."

He adds: "Consumers and business travellers have voted their confidence in the economy by returning to holidays and business trips in massive numbers. We haven't seen such a rebound in travel and tourism growth for quite some time, it's really quite exciting. For 2005 we expect the rebound to continue at a sustainable pace."

## Q'town airport to expand

PLANS for a \$30 million expansion of the Queenstown Airport terminal were announced after Queenstown Lakes District Council gave the expansion the go-ahead.

It has given approval for the first two stages of the expansion, costing about \$20 million, to be completed in the next year.

Airport Corporation chairman John Davies says another \$10 million will hopefully be spent in 2006-07, subject to the airport reaching revenue requirements. Some 600,000 people had been expected to pass through the airport in the past year but instead there had been 700,000, according to Mr Davies.

And director Bill Walker says it was chaotic at peak times during the ski season last year. Airlines had been asked if they could reschedule their arrivals to ease busy periods.

ADVERT

## Visiting Stewart Island?

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

## Visitors should be reminded of smoking restrictions

OVERSEAS visitors need to be advised that smoking is prohibited indoors in hospitality venues, points out ITOC.

It notes that since the smokefree law came into effect in December, most smokers realise that it's no big deal to smoke outside when they're socialising.

"However, it is important that visitors to New Zealand are aware of the smokefree law so that they know what to expect when visiting a bar, restaurant, club or casino."

ITOC adds that prior to the smokefree legislation around 350 New Zealanders were killed by other people's tobacco smoke each year.

"This made second-hand smoke the leading environmental cause of death in this country. Second-hand smoke contains a lethal mix of more than 4,000 chemicals, such as arsenic, hydrogen cyanide, ammonia and carbon monoxide. Two hundred are poisons, 43 cause cancer, and second-hand smoke has been shown to cause coronary heart disease, lung cancer, acute stroke, eye and nasal irritation, and nasal sinus cancer."

### Langham in \$12 million refurbishment

THE Langham Hotel, Auckland, is preparing for a \$12 million soft refurbishment of its 410 rooms, including 70 Club Level rooms which will be transformed into "the most elegant, luxurious rooms available in a five-star environment within Auckland." This is thanks to lush drapes, carpets, ultra-comfortable beds, the highest quality linen, full length mirrors, broadband connections, 42-in Plasma TV screens and antique wooden furniture. The hotel intends increasing the number of Executive Rooms.

## Sabre buys IgoUgo.com

SABRE has bought the travel-specific search engine and travel community, IgoUgo.com. The 'travel Google' allows users to input keywords and will only return travel-related results.

The site also encourages users to share their travel experiences so has a database of travel reviews, photos and journals. There are 350,000 members of IgoUgo.

## VIC in the gardens

**AUCKLAND Botanic Gardens' contemporary visitor centre, complete with artworks, displays and a café surrounded by landscaped gardens, has just been opened. The gardens attract more than 800,000 visitors a year. Manager is Kim Stretton on 09-2671457 or kim.stretton@arc.govt.nz.**

## Bottom baring, spitting "not a good look"

BOTTOM baring youths who swear at and spit on overseas visitors at Whangarei Falls is disturbing to say the least, reckons ATTTO Maori Industry Training Advisor Ron Taukamo. (IT541)

"This type of behaviour - spitting - is of the most offensive nature and not a good look for our tourism industry."

He adds: "The article mentions dialogue between Police and Whangarei District Council has taken place. I trust this was a result of a complaint being laid. I'd be keen to know what follow up by council was made within the community. A good starting point could be with the local MRTO (Maori Regional Tourism Organisation), whose members would agree that this is not the lasting impression we would want on our visitors."

Mr Taukamo says he works with local Maori Tourism operators in Northland. "Tourism Maori itself is a point of difference on which operators and workplaces work hard to promote their businesses. It doesn't need this sort of nonsense. I trust this is not learned behaviour from recent adult behaviour."

## New CNTA chief

CHINA National Tourism Administration director He Guangwei has been replaced by Yunnan vice-governor Shao Qiwei, who has been acknowledged for his achievements in promoting tourism in the province.

Mr He - pronounced "her" - was instrumental in helping New Zealand obtain ADS following his visit here in 1997.

*IT* was the only publication allowed an extensive interview with the tourism chief. This later won publishing and research editor Nigel Coventry a PATA Gold Award.

## HAPNZ working on tour

**MORE than 1,610 campervans are now booked for the Lions Tour - with more than 51 percent being picked up in Christchurch, most between June 23 and 26. HAPNZ says it is continuing to work with industry groups to ensure that all commercial sites in venues are utilised before temporary facilities are used.**

## First matinee for WOW

FOR the first time a matinee performance of the 2005 Montana WOW Awards show will be held at Wellington's Events Centre on October 1. This means more than 26,000 people will see the show this year.

## Aero-politics to be discussed

*AERO-Politics in New Zealand: Some Ruminations.* That's the title of a seminar being conducted by Otago University tourism lecturer David Timothy Duval at Victoria University on April 27.

His address will cover current issues within New Zealand aviation including the debate over the Qantas/AirNZ alliance, problems with Origin Pacific and research he has done on perceptions of airlines. He is described as a world renowned scholar in the fields of VFR travel and Caribbean tourism. He is writing a book on tourism transport.

## Liquidators named for Wonderful Kiwi Tours

WAYNE John Deuchrass and Iain Andrew Nellies of Insolvency Management Ltd, Christchurch, have been appointed liquidators of Wonderful Kiwi Tours, the Feilding-based bus tour operator that collapsed in February.

Former clients and a coach driver appeared before Associate Justice Gendall in the Palmerston North High Court last week to explain why they were owed money.

The demise of the company has placed at risk thousands of dollars paid by would-be travellers whose dream holidays turned into nightmares.

Among the former clients who turned up were John and Yvonne Orpet, who had booked a 23-day South Island holiday to mark John's retirement and their 40th wedding anniversary.

Driver Keith Harris said he and two other drivers were owed about \$20,000 in wages.

"I'm here because I feel responsible for the others," said Keith Harris of Feilding. "I got them the jobs."

He said the first he had known that anything was wrong was when he tried to use his eftpos card and it was rejected. He later learned two fortnightly wage deposits had been reversed.

Contact: 03-3773100, fax 03-379 3636 or [iml@insolvency.co.nz](mailto:iml@insolvency.co.nz).

## Dog writes travel column...

**TRIPSwITHPETS.com - the US based company specialising in, well, trips with pets - has launched an online travel column that comes straight from the doggie's mouth! Pepper, an eight-year-old black labrador with quite a travel resume. She is now sharing her knowledge with pet travellers in her new travel column, appropriately named "Dear Pepper." Contact: [www.tripswithpets.com/dearpepper.asp](http://www.tripswithpets.com/dearpepper.asp).**

## TNZ to bring 100 UK agents for famil

FOLLOWING two years of successful Kiwi Link UK events, where around 400 travel agents received specialised New Zealand tourism-training in their home market, this year TNZ plans to bring the agents here, to undertake a "hands-on" training familiarisation.

"We know that bringing travel agents to New Zealand is the most powerful way of influencing how we are sold offshore," says TNZ CEO George Hickton. "We recently researched the training work we do, and the results showed clearly that famil visits not only help agents learn how to sell New Zealand, but also motivate them to do it!"

The famil will bring around 100 agents to New Zealand, with the support of AirNZ. Other sponsors are to be announced.

\* Kiwi Link Netherlands, formerly held in conjunction with the UK event, will now combine with Kiwi Link Germany in Spring 2006. A 2006 training plan for the UK market will be developed following the conclusion of this mega-famil.

## Top 10 here this month...

**TEN agents from some of the most influential wholesale travel companies in North America and the UK are here this month in a bid to open their eyes to the variety and quality of New Zealand cultural tourism products available.**

**The group is visiting Wellington, Nelson and the West Coast as part of a TNZ-organised famil, entitled: '100% Pure Insight'.**

**"We know that the sorts of visitors that we are trying to attract to New Zealand are very interested in 'getting off the beaten track'," says TNZ CEO George Hickton. "With this famil, we are trying to show them regions that they may not have thought of before, and giving them an insight into the depth and spread of New Zealand's culture."**

## Beyond Backpackers for those who want everything

THE award winning ACB Backpacking group is undergoing some innovative changes in response to feedback from its customers. As a result of six month's research amongst travellers to New Zealand, the company has launched an 'umbrella' name - Beyond Backpackers' to jointly market its four hostels. Research found that travellers want the best of both worlds - 38 percent don't want to stay in a "cookie cutter" accommodation chain which looks the same where ever they go. But they see the advantage of staying in an accommodation chain is the guarantee of a high level of services and facilities.

### Findings

Based on these findings, and given that each of the group's existing four properties offers a unique local experience and delivers on the promise of high standards and good facilities, each property will retain their existing name and unique individual characteristics, but will also carry the group's new Beyond Backpackers branding.

Built on the philosophy of offering 'more than just a bed', the new name - Beyond Backpackers - will act to reinforce this attitude, says Beyond Backpackers MD Campbell Shepherd.

### Class

"All our Beyond Backpackers hostels provide world class accommodation in central locations at a competitive price. They offer travel centres, job search facilities, internet cafes and bars as well as the myriad services expected from any quality backpackers. We've had over 13 years experience in the industry and have worked hard to ensure that travellers can find all they need in one place - making it easier for them to enjoy..."

The hostels are: ACB, Auckland; Pipi Patch Lodge, Paihia; Hot Rock Backpackers, Rotorua; Discovery Lodge, Queenstown. Details: [www.gobeyond.co.nz](http://www.gobeyond.co.nz) or 09-3584877

## Small hotels heighten the five senses of luxury

THE new definition of luxury has evolved from grand five star hotels to one-of-a-kind small hotels that heighten the five senses, says *Luxury Travel* magazine editor Christine Gray. She was commenting after the release of the publication's latest "A list of Travel - the world's best hotels" which included Rotorua's Peppers On The Point.

Ms Gray says that luxury travellers are seeking hotels that provide total sensory experiences rather than the traditional five star hotels of the past. "These new hotels give a feeling of privacy and provide the ideal place to balance body, mind and spirit through design, cuisine and spa experiences. This trend holds true in vacation destinations as well as urban locations."

The newest city hotels are providing a total escape from the world outside, such as the Dream Hotel, New York, which has a mind-enhancing lobby with a two-story fish tank. The hotel's spa is spiritualist Deepak Chopra's Ayurvedic healing centre.

Some 90 percent of hotels on the list provide spas or spa treatments, notes Ms Gray. "In addition to designer names such as Bulgari and Clarins, we found a full spectrum of treatments and philosophies including Vinotherapie, Thalassotherapy, Aromatherapy, Hydrotherapy, Phytotherapy and even Chocolate therapy!

"The spas' wide range of philosophies include Moroccan, Thai, Balinese, Turkish, Indian, Zen, Mayan - truly something for anyone seeking tranquillity."

And, she adds: "For those inclined to travel further, the world's most spectacular new escapes include Peppers On The Point Lake Rotorua in New Zealand..."

### **The Wellesley opens in Fiji - with *IT* special offer!**

OWNERS of The Wellesley Hotel, Wellington, have opened a local resort, Wellesley Fiji, in what was a rundown backpacker hostel. Its' between Pacific Harbour and the Coral Coast.

Sales and marketing manager Lisa Noedl says it was decided to buy the Fiji property partly because tourism and hospitality is enjoying rapid growth - and there is a shortage of top end accommodation.

"Air companies are contributing to this growth by opening up more access channels - more flights each day from more cities and countries."

\* Ms Noedl is offering *IT* readers a special rate of \$125 a night at the Wellesley Fiji. Details: 04-4741308, fax 4731913 or [www.thewellesley.co.nz](http://www.thewellesley.co.nz)

## Eventing The Future in August

THE events sector's next conference is in Christchurch from August 8-9 Eventing The Future is organised by staff at the Christchurch Polytechnic Institute of Technology. Details: 021-0561723, 03-9407502, [info@eventingthefuture.co.nz](mailto:info@eventingthefuture.co.nz) or [www.eventingthefuture.co.nz](http://www.eventingthefuture.co.nz).

## Accommodators want to revisit TAANZ agreement

THE TIANZ hospitality division wants to renegotiate its accommodation agreement with TAANZ which the latter says has served the industry well for many years. "We are seeking a legal opinion on their draft proposal and the board will meet with a sub committee of TIANZ at the June board meeting," reports CEO Peter Lowry.

## Overseas students still worth \$2B

ALTHOUGH the number of international students coming here to attend school, college and university has declined, earnings from international education have exceeded \$2,000 million for the second year in a row, according to Export New Zealand.

## More travellers are wireless, notes Vanini

WHILE The George Hotel, Christchurch, has just started providing wireless internet for guests (*ITS41*), Pen-y-bryn Lodge, Oamaru, has offered this facility since June last year, points out mine host Roy Vanini.

"The service has been well received by guests, who have been pleasantly surprised to find such technology in a provincial area."

He adds: "It is noticeable that more guests are travelling with their own wireless capable laptops and use them frequently during their stay. Also there has been a marked increase in the use of Blackberry technology, allowing guests to use their Blackberry devices for phone and internet email services."

## German dies

A German visitor died after he apparently fell into a canyon in Arthur's Pass National Park on Saturday.

## Te Anau invaded

THE Te Anau township was invaded on Wednesday as 47 South Island information centre staff arrived for a two-day famil. Destination Fiordland Manager Lisa Sadler says an action-packed programme included kayaking or cruising in Milford or Doubtful Sound on day one, followed by various activities in and around Te Anau and Manapouri on day two.

### **Kaituna clear**

A health warning over Rotorua's Kaituna River has been lifted. Tests show toxic algal bloom has been reduced below the danger level, according to Bay of Plenty medical officer of health Phil Shoemack.

**IHG not selling Chch INTERCONTINENTAL Hotels (IHG) is to sell 10 properties in Australia, New Zealand and Fiji while retaining management agreements.**

**But IHG confirms this does not include the Crowne Plaza Christchurch.**

## **Rotorua gaining industry recognition**

ROTORUA'S Pepper's on the Point has been nominated for the Australasian-wide award of Best New Hotel in the HM Awards for Hotel and Accommodation Excellence, while Lake Tarawera's Solitaire Lodge is a finalist for the New Zealand Regional Property of the Year.

Of the 10 finalists competing for the New Zealand Hotel Manager of the Year, three have a special connection to Rotorua.

Former Rydges Rotorua general manager Justin Boydell, now managing Rydges Queenstown, Lisa Chater, formerly of Rotorua Novotel and now managing the Novotel Capital Hotel in Wellington, and Heather Riley, formerly of Rotorua Millennium and now managing the InterContinental Hotel in Wellington, are contesting the title against seven other finalists from around the country. Justin's nomination is for his stewardship of Rydges Rotorua. More than 450 nominations from properties around New Zealand, Australia and the South Pacific came in for the 36 categories to be awarded on April 21.

## **HAPNZ represents 70 percent of parks**

**THE Holiday and Accommodation Parks Association (HAPNZ) now has 291 full and 47 associate members. As there are 412 commercial holiday parks in New Zealand HAPNZ represents 70 percent of total.**

## **View to expansion?**

A Lyttelton Harbour holiday park with expansive water views and development potential is for sale. The Purau Holiday Park, near Diamond Harbour and 30 minutes' drive from Christchurch, was initially established in the 1960s and has subsequently been expanded. It has built up a clientele of regular holidaymakers as well as passing backpackers. The three hectare park offers 150 powered caravan sites, tent sites, 10 cabins and a substantial bunkhouse which sleeps 14.

Marketing agent Peter Harris of Bayleys Christchurch says the property is the only remaining camping ground in the inner Lyttelton harbour and has development potential. Contact: 027-2276009 or 03-3772215.

## **WTO commends Aussies**

THE World Tourism Organisation (WTO) on Monday commended Australia's adoption of the United Nations' international standard of what constitutes the tourism industry. This was in response to the debate raised by the release of the Productivity Commission report, Assistance to Tourism: Exploratory Estimates.

WTO Chief of Statistics and Economic Measurement of Tourism Antonio Massieu, who is visiting Australia for the International Statistical Institute Conference in Sydney, says: "Australia is a world leader in the measurement of tourism and in the adoption of official UN international standards. The country leads in the implementation of UN standards in its tourism surveys, and in producing an objective and credible tourism satellite account, which is based on the UN standards."

## **Timaru may get new hotel**

**THE Lambie Family Trust has applied to Timaru District Council to build a five storey multi million dollar boutique hotel on the Sea Breeze Motel site. Architect is award winning Peter Beaven.**

## **Penguin plan**

THE Oamaru Blue Penguin Colony provides Waitaki with 295,000 bednights a year and an income of \$29.5 million, according to the Waitaki Development Board. The board has announced that researcher Gary Kircher will investigate issues within the industry, review the 10 year economic development strategy - and develop further objectives.

## **Skyline, Te Puia blitz Japan**

TWO of Rotorua's major tourism attractions are cementing their joint Japanese marketing collective - with a week long visit to 60 airline representatives, wholesalers and TNZ in Tokyo, Osaka, Nagoya, Beppu.

Skyline Skyrides GM Neville Nicholson, Te Puia's CEO Andrew Te Whaiti and joint Japanese marketing manager Jun Takemoto are to spread the good news about the substantial re-developments of both properties and the many positive changes to tourism in Rotorua.

The trip is in response to recent conversations with New Zealand-based inbound tour operators dealing in the market. The feedback was that New Zealand operators need to lift their profile in Japan! Mr Nicholson is keen to update Japanese partners on what's happening. "There are a lot of good news stories in Rotorua, with the recently opened Ibis Hotel, new pools at Polynesian Spa, the upcoming Energy Events Centre as well as Skyline and Te Puia's own re-developments. There is plenty to talk about off-shore!"

Mr Te Whaiti says: "We are 100 percent committed to this market and believe that working with another key business such as Skyline will show real results in the coming years."

## **Moriarty lecturing**

**FORMER TIANZ CEO John Moriarty has joined Victoria University's tourism group as senior teaching fellow. He lectures on tourism planning and policy.**

## **Ferry news**

A second 16.5m \$1 million ferry is planned by East by West Ferries on Wellington harbour. It'll allow increased sailings to Day's bay and new services to other destinations. The new ferry will carry passengers at a top speed of 26 knots.

\* Kawau Kat cruises have begun a six month temporary service between Auckland and Gulf harbour.

## **Auckland Fish Market bus is free**

A new free bus service in Auckland is benefiting tourists and locals alike by making accessible more parts of the Viaduct Basin and surrounds.

This week the Auckland Fish Market launched its brightly coloured Fish Market Free Bus service.

The 19-seater bus travels on a 30-minute circuit from the market to seven designated stops at central city hotels and tourist outlets.

Tourism Auckland CEO Graeme Osborne says the bus is an innovative concept that will benefit tourists and locals by providing easy access to the market and surrounding areas. "It helps to further open up Auckland's waterfront area and provides ready access to the Auckland Fish Market, which is already becoming a visitor attraction."

## **Navigate Venues launches site**

NAVIGATE Venues (Ltd) has launched New Zealand's first luxury, small meetings and incentives venues web site, [www.navigatevenues.co.nz](http://www.navigatevenues.co.nz), as a result of feedback from luxury lodge and boutique hotel clients keen to work with the corporate small meetings and incentives market.

The company surveyed 3,000 companies who book small meetings or purchase incentives for clients or employees, to ensure the new Navigate Venues website offers just what the venue seeker is looking for. It was found that there was no single source that provided information on luxury venues available for small meetings and incentives.

Navigate Venue's portfolio of properties offers venues that cater for meetings from 6 to 40 people and cocktail parties for up to 65. The venues are prestigious and many are award winners. They include members of Small Luxury Hotels of the World, Select Hotels and Resorts International, Boutique Hotels International,

Charming Hotels and Heritage and Character Inns.

Contact: [karine@navigatevenues.co.nz](mailto:karine@navigatevenues.co.nz) or

[www.navigatevenues.co.nz](http://www.navigatevenues.co.nz).

## **NZ first for Taranaki?**

**AN innovative Taranaki-designed website linking short courses and seminars with business people and the public goes live this week in what is believed to be a New Zealand-first. Details: [www.develop.org.nz](http://www.develop.org.nz).**

## **APT, QF tell US about us**

AUSTRALIAN Pacific Touring (APT) and Qantas Airways are running seminars about Australasia for US travel agents. The shows opened in Denver on Tuesday and conclude in Detroit on May 25. Details:

[www.aptouring.com](http://www.aptouring.com).

**THERE will be no *IT* next week as we will be attending the PATA annual conference in Macau. *IT*543 will be out as usual on April 29 hopefully with the results of interviews we are having with conservationist David Bellamy, former NZTB (nowTNZ) CEO Ian Kean, WTTC president Jean-Claude Baumgarten and others.**

**\* *IT* had email problems on Wednesday. We were unable to receive many messages. We apologise, and ask that if possible you send again later in the week.**

ADVERT

## **Tourism & Lifestyle Opportunities**

MAPUA ADVENTURES - Mapua Wharf, Nelson. Established eco-tourism company providing jet boat, kayak, biking and bird watching tours in the internationally significant Waimea Estuary. Base includes Real Fruit Ice Cream business and equipment. Excellent lease and waterfront location at bustling Mapua. \$155,000 Walk in, walk out. Michael Miles 027 223 8875

PAIHIA WATERFRONT APARTMENTS - One bedroom apartment has just come available. Don't miss out on this rare opportunity to own a fully managed apartment in the heart of the Bay of Islands. Lloyd Budd 027 232 3439.

ROTORUA – Souvenir, restaurant, tourist centre in Rotorua. Business and/or freehold on State Highway 5. Land of 3948m and building of 1288m. John Perrett 027 656 5464.

SPECTACULAR - development site seldom available, presently 6 motel units and owners residence. Panoramic views, a must to view. Nicki Kempthorne 0274541175 Rex Kempthorne 0276015233

0800 BAYLEYS

[www.bayleys.co.nz/tourism](http://www.bayleys.co.nz/tourism)

