

TABS ON TRAVEL TODAY

Incorporating Tabs on Travel

Monday 20 March 2017

Issue 3504

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\$1000 Euro Fares An Opportunity?

Some industry observers are looking past the impact lead-in \$1000 tactical UK/Europe fares may have on consumer expectations and suggest the super-cheap levels actually present Kiwi travel agents with an opportunity to prove their worth.

"I'm sure those legacy carriers love [the lead-in fares]," says one industry airfares expert. "Cheap seats are all well and good but really when you do some comparative work you see its quite limited shoulder season stuff that's getting the headlines."

The unnamed expert says it's really the legacy carriers that are fighting each other for the spoils. "I don't think they are too worried about the super cheap stuff it's all about maintaining market share across high season which is their concern," he says.

For Kiwi agents, he adds, it's an opportunity to add-value to clients by pointing out the differences in product. "Baggage, connection times, termi-

nals, in-flight experience, frequency of schedule etc, etc should all be part of the selling process when comparing these offers," he adds.

While other retail chains were unavailable for comment, helloworld New Zealand manager Simon McKearney, echoed the sentiment adding that the current UK/Europe fare situation was an opportunity for agents to differentiate themselves from the internet and present customers with more than just a price. "Consumer perception of a good airfare has changed, there's so many ways to cut and dice an airfare deal now," says McKearney, in reference to deals such as fly free offers, airfares offered in conjunction with tours and loss leader advertising.

"But that said, people are not silly, they know that [standalone] cheap fares come with a trade off, and that will be no in-flight bells and whistles, lack of frequency and the like."

Comparing apples with apples is where agents can prove their worth, says McKearney. While acknowledging the current UK/Europe levels are not sustainable, the HLO New Zealand boss says many consumers are now numb to a good deal as there are so many offers in the market.

BA Pranks Passengers

British Airways enlisted the help of David Walliams, Emma Bunton and Olympian Tom Daley to prank some of its passengers recently—all in the name of Red Nose Day. The trio went undercover as airport staff at London Heathrow where they gave passengers advice on posing for security photos and asked them their favourite Spice Girl. [CLICK HERE](#)

NZ Refund Fee

Air New Zealand advises agents that as of 01 Apr, there will be a refund processing fee of \$50 + GST for manual refund requests sent to Air NZ Refunds that could otherwise be processed in the GDS. There are exemptions, see airnzagent.co.nz

New AKL Viaduct Hotel?

The former Simunovich Fisheries site in downtown Auckland is set to be redeveloped as a luxury hotel, Viaduct Harbour Holdings has announced.

Colliers International has been appointed to hunt for a development partner to build the proposed 165-room hotel, which would offer waterfront views and also feature a rooftop bar. "We know that Auckland is critical to New Zealand's tourist market and there is a clear need for luxury hotel accommodation in the CBD," says VHH chief executive Angela Bull.

"A luxury hotel has many synergies with the amenities and attractions located in the Viaduct Harbour and will act as a catalyst to attract even more visitors to the area."

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LON Under \$1000

Philippine Airlines has released tactical short-life fares in celebration of its 76th anniversary, advises Airline Marketing. Available for sales until 24 Mar and departures 01 Jun-30 Nov, the carrier has inclusive fares from Auckland to Cairns from \$593 and Manila from \$786, while Bangkok, Singapore, Hong Kong, Ho Chi Minh are from \$549.

In addition, for travel 01 Sep-30 Nov, PR has fares to Los Angeles or San Francisco from \$869 or London from \$983. Full details are in GDSs.

Amadeus Productivity

Amadeus has launched its Productivity Tracker, the latest solution in its Amadeus Agency Insight Suite. The tool gives travel agencies insights into their performances and identifies areas for operational improvement.

TRAVELMARVEL

Travel More

SEE PAGE 5

US Fee Incease?

US President Donald Trump is proposing increasing passenger fees and privatising the air traffic control system in his first budget proposal. Removing ATC from the FAA would make the system more efficient and innovative, says the proposal—and the plan reportedly has the backing of major airlines, which say it would speed up modernisation, although smaller airports believe it may mean they're overlooked.

The budget also calls for an increase to the '9/11 fee', used to fund screening and security. The proposal doesn't say how much the increase would be, although reports suggest Trump wants to add USD1 to the USD5.60 fee per one-way trip.

US Open Skies Fight 'Ridiculous'

The US Travel Association (USTA) has defended Emirates' new Newark-Athens flight, saying arguments against the US Open Skies agreements are 'ridiculous'.

The flights launched amid protests at Newark, and after local members of congress sent a letter to US President Donald Trump asking him to prevent the flight going ahead.

The USTA says this opposition is being driven by the Big Three US airlines (American, Delta and United) and their unions, as part of a broader effort to unravel Open Skies agreements with the UAE.

"The arguments of these groups against Open Skies continue to be offensively self-interested, not to mention ridiculous," says the USTA in a statement.

"Flight options have declined in the US over the last 10 years, driving up prices and fuelling traveller frustra-

NZ Agency Support

Air New Zealand's agency sales support and groups team will be attending a business update on 21 Mar 1000-1600. The team will be available to take calls 0830-1000 and 1600-1700. Agents are reminded there is also an email service.

EK Business Fares

Emirates has UK/Europe business class fares for sales to 30 Mar. Traveling from either Auckland or Christchurch, Amsterdam is from \$7619; Frankfurt is from \$7709; London LGW is from \$7669; and London LHR is from \$7729. Also on sale is Manchester, with fares from \$7879; Paris from \$7729; and Rome from \$7649, among others. Select travel dates apply. See GDS for full details.

NZ Islands On Sale

Air New Zealand has flights to the islands on sale until 22 Mar. One-way Seat + Bag fares start at \$209 to Tonga, \$239 to Fiji, New Caledonia and Samoa, and \$419 to Tahiti.

tions. New routes from more airlines give flyers more choices, driving prices down and incentivising more air travel. It really is that simple."

The US carriers claim that airlines in the UAE have access to unfair advantages as they receive subsidies from their governments, and that allowing them to operate threatens local jobs. However the USTA contends that the US carriers are exempt from anti-trust laws and 'practically monopolise' the transatlantic market. UAE carriers deliver travellers to US airlines on their arrival in the US, and have committed to purchasing Boeing aircraft which supports manufacturing jobs.

AKL Grizz Review

Auckland Airport has announced plans to carry out its own review of the events surrounding the shooting of Aviation Security Service dog Grizz last week. The airport will conduct its review alongside the Aviation Security Service, which is also conducting a review. An airport spokesperson says the event was 'difficult for the whole airport team, particularly for the agencies and staff who tried to do everything they could to capture the dog'.

QF UK/Europe

Qantas has business class fares to select Europe destinations on sale to 30 Mar. Fares include Amsterdam from \$7612, Rome from \$7645, London from \$7687, Zurich from \$7879, Frankfurt from \$7959, Paris from \$7972 and Copenhagen from \$8165.

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Jetstar 

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AKL  HNL From \$459* one way

*Sales til 20 March. Book Z Class. All Neighbour Islands on sale also.



HAWAIIAN AIRLINES

What's New For Windstar In 2018



Windstar Cruises is introducing a new destination to its line-up in 2018, Canada & New England, and local GSA Francis Travel Marketing (FTM) is expecting the new addition to be a hit with clients.

The region is already popular with its larger ships, says FTM, and as such, it expects the Windstar itineraries will resonate with clients, particularly seeing as the smaller ship can get into ports others can't access.

With a series of nine- to 16-day itineraries on offer, highlights include that Windstar will be the only cruise line in 2018 to visit Provincetown, the artists' colony and the site of the pilgrim's Mayflower landing; while the 12-day New York to Montreal, or vice versa, overnights in Quebec City, adds FTM.

Other itineraries on offer include the nine-day Southeast Canadian Explorations voyage from Montreal to Boston, priced from USD2999. And

also expected to be popular is the 16-day North Atlantic Odyssey which travels from Reykjavik to New York City, with prices from USD4999. FTM has full details.

Ponant's New Antarctic

Ponant advises agents that its Nov 2018-Mar 2019 Antarctica Expeditions are now open for sale.

Viking Offer

Viking Ocean Cruises is offering savings of \$1000 per couple on its new 15-day Australia and New Zealand itinerary. Stopping at nine ports, including Sydney, Melbourne, Hobart, Auckland and Wellington, with an excursion at every one, the cruise is priced from \$9095 for a 16 Dec 2018 departure. The offer is valid until 30 Jun.

New Celebrity Rep

RCL Cruises has appointed Cameron Mannix to the newly created role of business development manager for Celebrity Cruises Australia and New Zealand, effective 01 Apr. As the company's first dedicated Celebrity brand ambassador, Mannix will work with trade partners throughout both Australia and New Zealand, in a move the company says further cements its commitment to both markets.



Broadway On Show

Crystal Cruises has unveiled its new partnership with multi-Tony Award-winning Broadway producer Kevin McCollum, in a move that will see McCollum present performances, lectures and Q&As with some of theatre's top artists on select Crystal sailings. Making its debut this northern summer, the new Crystal on Broadway offering will be available on designated Crystal Symphony and Crystal Serenity voyages and will feature guest singers, dancers, choreographers, directors and more.

Fashion At Sea

The Europa2 is again set to host its fashion2sea cruise throughout the Mediterranean this Jul, advises Cruise World. From a fashion show to a pop-up boutique, fashion talks to hair and make-up workshops, everything onboard will revolve around fashion. The cruise, with designers Johnny Talbot and Adrian Runhof, 10-19 Jul, travels from Monte Carlo to Lisbon, via Barcelona, Palma de Mallorca, Ibiza, Malaga and Cadiz. See cruise-world.co.nz for further details.



Island Escape Last Minute Fiordland Availability

Island Escape Cruises advises agents it has just one Hideaway Suite left available for its Fiordland National Park season. After an 'overwhelming' season running at full capacity, the suite is available on this Sun's departure. The eight-night package includes a pre and post stay in Queenstown, all transfers, a helicopter ride to land on the ship and a six-night inclusive cruise. Contact Island Escape for further details.

JAWZ PLUS
2017

Learn & Win Roadshow

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•AKL •NPE •WLG •PMR
•NPL •TRG •HLZ

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RSVPs closing soon for TRG & HLZ

CA

CALIFORNIA STAR SEARCH

Visit California is searching for agents who will be the faces of their new digital training platform, California STAR.

A video competition has been launched and agents are invited to submit a 15 second video with their STAR tips about travel to California.

CLICK HERE for further information

In conjunction with
TRAVEL TODAY

Industry Golf Day

There are still a few vacancies for any golfers keen to take part in the annual Travel Industry Golf Day, which has been running for 50 years this year.

The event was started by George Cole of Union Travel and Neil Freer, Atlantic and Pacific Travel as a way for industry golfers to meet for a competitive and social day on the green. It's since become a staple of the golfing calendar for keen (and socially inclined) golfers, says current organiser Mike Hogan.

The event is on 31 Mar at the North Shore Golf Club in Auckland. For information e-mail mike@hoganreps.co.nz

ISSN 1176-5275

Travel Today (incorporating Tabs on Travel) is published by Tabs on Travel Ltd, New Zealand. Ph +64-9-415 8111.

news@traveltoday.co.nz
tony@traveltoday.co.nz
adsales@traveltoday.co.nz

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



Foodie Events Week For Melbourne



Melbourne is hosting a free public countdown and screening of The World's 50 Best Restaurants awards at a picnic-themed Federation Square event 05 Apr, advises Visit Victoria.

Complete with live music, comedians and food trucks, the event is part of a week-long program that also includes a series of ticketed public events.

In addition, Melbourne Food and Wine Festival (31 Mar-09 Apr) has

aligned its dates to coincide with the culinary events; while Visit Victoria is working with White Night creative director David Atkins on a week-long programme of projections on Melbourne's Hamer Hall.

The partnership will see the surface of the building become a canvas celebrating Victoria's culinary credentials from the city to the country every evening from 31 Mar-05 Apr. The Federation Square event will begin at 1730.

For more, see visitvictoria.com/worlds50bestrestaurants



Get Happy With Fiji

GO Holiday's Lanie Karaitiana and Gareth Waddington are pictured with a dose of chocolate-y happiness from Tourism Fiji New Zealand manager Sonya Lawson to celebrate the international day of happiness.

Africa Safari Event

The Africa Safari Co. is inviting agents to an event in Auckland on 23 Mar, where they will have the chance to hear expert advice and updates from operators. The evening will include a two-course meal and drinks. It's on from 1800 at the Rydges Hotel, RSVP to catherine@africasafarico.com.au

EK Kids Fares On Sale

Emirates has children's fares to Australia on sale to 25 Mar, with one-way fares starting from \$99 to Sydney, Melbourne and Brisbane. The fares are valid for maximum one child aged two-11 per paying adult. Adult fares are from \$199 one-way. See GDS for details.

ACCOUNT MANAGER

NEW ZEALAND



Based in our Auckland office, we are seeking a highly motivated, confident and experienced travel industry professional to promote the Air France/KLM Group to the New Zealand travel trade and corporate accounts.

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- An outgoing and friendly personality
- Highly self-motivated and possessing excellent organisation and time management skills
- Proficient in all MS applications
- Must speak fluent English
- The successful applicant must be a Permanent Resident of New Zealand, hold a valid New Zealand Drivers Licence and have their own vehicle. The role will require after hours work and out of town travel.

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TEAM





JAWS On The Shore

The JAWS roadshow is on its way around the country, and last week stopped in to see agents on Auckland's North Shore. Pictured at the AF/KLM booth at the event in Takapuna is Quentin Voss, country sales manager AF/KL Australia and New Zealand; Linda Pellaers, commercial coordinator AF/KL Australia and NZ; Sandra Ivelja, You Travel Mairangi Bay; and Shelley Lambert, NZ Travel Brokers, Mangawhai Heads. There's still time to register for the Tauranga and Hamilton events, for details [CLICK HERE](#)

No Miracle Water Here, Says MPI

Travellers are being asked to stop bringing 'miracle water' home from Fiji, as it could contain waterborne diseases.

The untreated water is sourced from a natural spring in Dawasumu, and is said to have healing properties which can cure anything from conjunctivitis to blindness, according to the Ministry for Primary Industries. "Our concern isn't whether the healing properties are real or not, but

whether it contains waterborne diseases that could harm New Zealand's freshwater aquaculture and natural environment," says MPI manager north passenger and mail Craig Hughes.

Border staff have seized miracle water from almost 500 passengers arriving from Fiji since Nov. Travellers need to declare the water and if they want to keep the water, they need to pay around \$60 to have it treated. MPI is running a campaign to inform travellers from Fiji about New Zealand's biosecurity rules regarding the water, including with notices at Nadi Airport.

Club Raro Extension

Coconuts Travel Marketing advises agents of the extension of the Club Raro specials for sales 01 Apr-31 May, with some date changes also applicable. For travel 09 Apr-07 May, clients will save 40%; for travel 01 Oct-31 Mar 2018, clients will save 35%; and for travel 13 May-30 Sep, clients will save 30%.

VS Prem Y To LON

Virgin Atlantic has premium economy flights on sale until 03 Apr, advises World Aviation. Fares start from \$4045 to London.

Yasawa Is. Closure

Yasawa Island Resort & Spa in Fiji won't be accepting guests or honouring bookings 01 Apr-31 Oct after being booked out by a film crew from Europe, says the South Pacific Tourism Organisation. The resort director says the decision was made to accept the film crew following requests from the local villagers, who believe it will bring employment opportunities and the chance to lease their land.

Flooding In Peru

Peru is currently experiencing a period of unusual rainfall in coastal areas, which has caused mudslides and floods, advises Viva Expeditions and Chimu Adventures.

The situation is being continually monitored and all tourist sites (except those in the Trujillo and Chiclayo area) are fully functioning and operating as usual, says Viva. Areas operating as normal include Central Lima, Cusco, Urubamba Sacred Valley and Machu Picchu, Puno and Lake Titicaca. The most affected area is the northern coast, Chicayo, Trujillo, Piura, Tumbes and northern beaches, where all flights, logistics, transfers and operations have been suspended until further notice. Certain bus companies and other logistics providers are still operating in the Paracas, Ica and Nazca area, and access to Paracas is still possible, however Viva recommends against travel there until the situation becomes clearer. Contact Viva for more information.

IK, IE Agreement

Air Kiribati and Solomon Airlines have signed an agreement establishing a new service linking Tarawa with Honiara, Brisbane and Nadi. The service start dates and schedules will be announced in the coming weeks.

A STAR ALLIANCE MEMBER

AIR NEW ZEALAND

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Travelmarvel is thrilled to announce the release of their Europe Preview 2018 brochure!

The image shows the cover of a brochure for 'EUROPE RIVER CRUISING'. The top half of the cover has a blue background with the Travelmarvel logo (a yellow circle) and the tagline 'Travel More'. Below this, the title 'EUROPE RIVER CRUISING' is written in large white letters, with the subtitle 'Featuring Land & Rail Journeys' underneath. The middle section of the cover features a photograph of a canal in Amsterdam, with a brick bridge in the foreground and colorful Dutch buildings in the background. At the bottom of the cover, there is a red banner with white text. On the left, it says '2018 PREVIEW' in large letters, followed by 'Premium journeys at exceptional value'. On the right, there is a circular badge with a white border containing the text 'FLY FREE* + EXCLUSIVE PREVIEW PRICES*' and smaller text below: '*Hurry ends 30 April 2017' and 'See pages 16-17'.

TRAVELMARVEL 
Travel More

**EUROPE
RIVER CRUISING**
Featuring Land & Rail Journeys

2018 PREVIEW
Premium journeys at exceptional value

FLY FREE*
+
EXCLUSIVE
PREVIEW PRICES*
*Hurry ends 30 April 2017
See pages 16-17

[CLICK HERE to view](#)



Whitsundays Seabobs

Cruise Whitsundays is now offering the Seabob Underwater Jet Experience on all of its Whitehaven Beach tours (with the exception of the Camira Sailing Adventure). The Seabob is a personalised motorised buoyancy aid that enables clients to snorkel with ease. The experience can be pre-booked onboard or at the time of booking.

Japanese Design In UK

The first major UK exhibition to focus on Japanese domestic architecture from the end of the Second World War to now will highlight a field which has consistently produced some of the most influential and extraordinary examples of modern and contemporary design, says the curator. *The Japanese House: Architecture and Life after 1945* is on at the Barbican, 23 Mar-25 Jun.

New York For St Pat's In Style

American Airlines has taken a trade group to New York to cheer on a group of Auckland firefighters that are taking part in the annual New York City Firefighter Stair Climb.

The annual climb takes place at the Freedom Tower on the site of the former World Trade Center, and is in

honour of the firefighters who lost their lives on Sep 11 2001.

AA and helloworld provided flights and accommodation to help the Kiwi firefighters take part.

The trade group travelled in style flying AA in business and first class and staying at the Ritz Carlton Battery Park. Highlights of the trip included

taking in the city's famed St Patrick's Day parade and festivities as well as meeting NYC firefighters, dining at Ohara's (a favourite spot of local NYC fire crew), taking in the new Broadway show *Glass Menagerie* starring Sally Field and taking a behind the scenes tour of Madison Square Gardens.



1 The Kiwi trade delegation doubled as support crew for the New Zealand firefighters competing in the NYC Stair Climb event. Pictured with the Kiwi competitors is Vanessa Parker, House of Travel; Aaron Fern, APX; a visitor from Hawkes Bay; helloworld's Vicky Lowe; and AA New Zealand manager Mario Santander. 2 Enjoying the all access tour of Madison Square Garden is HoT's Vanessa Parker, Vicky Lowe from Helloworld, APX's Aaron Fern and AA's Mario Santander. 3 Mixing with the locals, including at the famed NYC St Patrick's Day parade, was a highlight for the Kiwi group. AA's Mario Santander and Aaron Fern from APX are pictured either side of some of the parade performers. 4 This is your captain speaking: helloworld's Vicky Lowe tried out the captain's seat on an AA Dreamliner during a VIP tour of the aircraft. 5 Preparing for take-off up-front is HoT's Vanessa Parker, Mario Santander from AA, APX's Aaron Fern and Vicky Lowe from helloworld.

Industry Diary

MARCH

JAWS Roadshow 2017

Napier: Mon 20, Napier Sailing Club, 1700-2000.

Wellington: Tue 21, Rydges Wellington, 1700-2000.

Palmerston North: Wed 22, Distinction Hotel, 1700-2000.

New Plymouth: Thu 23, Novotel Hotel, 1700-2000.

Tauranga: Tue 28, Tauranga Yacht Club, 1700-2000.

Hamilton: Wed 29, Novotel Tainui, 1700-2000.

Lufthansa Agent Training Days

Auckland Central: Tue 21, Wintergarden Pavillion, Auckland Domain, 0830.

Auckland North: Thu 23, The Spencer on Byron Hotel, 0830.

Tourism Fiji Roadshow

Nelson: Mon 27, Grand Mercure Monaco Hotel, breakfast.

Wellington: Mon 27, Rydges Wellington, evening.

Christchurch: Tue 28, Addington

Raceway & Events Centre, evening.

Auckland, CBD: Wed 29, Pullman Hotel, evening.

Hamilton: Thu 30, Ferrybank Reception & Conference Centre, evening.

Auckland, North Shore: Fri 31, QBE Stadium Albany, breakfast.

APRIL

Tourism Fiji Roadshow

Tauranga: Mon 03, Club Mt Maunganui, 1730-1930.

Rotorua: Tue 04, Novotel Rotorua, 0700-0845. **Taupo:** Tue 04, Lonestar Taupo, anytime between 1200-1400.

Napier: Tue 04, Crowne Hotel, 1730-1930.

Palmerston North: Wed 05, Distinction Hotel, 1730-1930.

Wanganui: Thu 06, Stellar Restaurant and Bar, anytime between 1200-1400.

New Plymouth: Thu 06, Novotel New Plymouth, 1730-1930.

Avalon Waterways 2018 Launch

Lower Hutt: Tue 04, The Dowse Art Museum, 1745.

Wellington: Tue 04, Lone Star, 1745.

Pukekohe: Tue 04, Townmouse Cafe, 1745.

Blenheim: Wed 05, Watery Mouth Cafe, 1730.

Whangarei: Wed 05, Dickens Inn, 1730.

Palmerston North: Thu 06, Distinction Palmerston North, 1745.

Nelson: Thu 06, Bacco Restaurant, 1730.

Hamilton: Mon 10, Hamilton Gardens Cafe, 1745.

Christchurch: Mon 10, Dux Central, 1745.

Auckland East: Mon 10, Pakuranga Golf Club, 1745.

Tauranga: Tue 11, Macau, 1745.

Auckland North: Tue 11, Takapuna Boating Club, 1745.

Timaru: Tue 11, Mocca Cafe, 1730.

Napier: Wed 12, East Pier Hotel, 1745.

Dunedin: Wed 12, Luna Bar, 1745.

Auckland West: Wed 12, The Falls, Henderson, 1745.

New Plymouth: Wed 19, Waterfront Hotel, 1745.

Queenstown: Wed 19, Mercure Hotel, 1745.

MAY

Lufthansa Agent Training Days

Wellington: Wed 03, Intercontinental Wellington, 0830.

Nelson: Thu 04, Rutherford Hotel, 0830.

Christchurch: Tue 23, Ilex Botanic Gardens, 0830. **Dunedin:** Wed 24, Dunedin Public Art Gallery, 0830.

2017 Amazing Thailand Roadshow

Auckland: Mon 08, Sky City Convention Centre.

Asia Now Roadshow

Wellington: Wed 10.

Christchurch: Thu 11.

Tauranga: Mon 15.

Hamilton: Tue 16.

Auckland Central: Wed 17.

Auckland North Shore: Thu 18.

Venues, times tba.

JUNE

Lufthansa Agent Training Days

Queenstown: Thu 22, Double Tree by Hilton Hotel, 0830.