

Hello and greetings to the Board, Full and Allied members

CONFERENCE REGISTRATIONS AVAILABLE: www.itoc.org.nz

The ITOC Conference programme 2011 is confirmed and registrations for the 'number one event of the year' is now available via the ITOC website. We have a fantastic programme and line up of speakers with our two keynote speakers being Stephen Perry from the New Orleans Convention Bureau and Peter Fitzsimons from Australia. Last year's conference price was \$675 and we have done our best to only increase the price to \$700 despite all the increases in food and entertainment expenses. The theme for the welcome function to be held at Mills Reef Winery is "70's Disco Fever" so start thinking about your costumes. It's our 40th Anniversary so expect a bit of the 'old' along with something 'new' to be announced. Fax, email or post your registration today!

Australian Tourism Export Council (ATEC) Conference

Board member (Stewart Brown of Ngai Tahu Tourism – Rainbow Springs) and I recently attended the ATEC Symposium which was held at Hamilton Island in Australia. It was a fascinating and interesting three days and we enjoyed the numerous workshops and guest speakers. Peter Blackwell of AA Travel spoke which was a thought provoking delivery and we subsequently have him as a guest speaker on Risk Management at our upcoming conference.



One thing that we were particularly impressed with is their Young ATEC organisation. Young ATEC (YATEC) is made up of ATEC members under the age of 36 who are interested in furthering their careers through networking with other young professionals working in the tourism industry. In addition to YATEC's regular events, YATEC members also have the opportunity to take part in mentoring programs and other events and programs within their state ATEC branches. ITOC is keen to look at developing a similar programme for our young tourism professionals next year. Matt Jones who is the President of Young ATEC will do a presentation on their organisation at Conference. For more information right click on the following and open: <http://www.atec.net.au/yatec.html>

TRENZ 2011, Queenstown

Congratulations to the NZTIA "Trenz" team for an outstanding Trenz! The weather was more than reasonable and Queenstown did itself proud. The buzz and excitement that was generated for the formal and 'informal' sessions will be remembered for a long time to come. The afternoon family day was a welcome break and generated lots of discussion among participants over the next few days. For myself I thoroughly enjoyed meeting with as many of our full and allied members as possible and I do apologise to the few that I didn't manage to see. Great to see that when I did come visiting, you were busy 'doing the business'. Good stuff!



ROTORUA TOURISM FORUM DAY

On 8 June I attended another well run information sharing day hosted by Tourism Rotorua and the Maori Tourism Operators. While ITOC, TIA, ATTTO, Intercity & Great Sights and MP for Rotorua Todd McClay all spoke, the afternoon focus was on the Rugby World Cup plans that Tourism Rotorua have for the region. Some exciting opportunities ahead and I do hope that operators are able to participate. There is great energy with the team at Tourism Rotorua and thank you for the invitation to participate with your tourism forum day.

If other RTO's are planning tourism workshops or forums, I am more than happy to speak to members on a range of issues, but in particular how the distribution sector has worked in the past and where it is now.

DoC 'guiding' Concessions:

ITOC has met with the Department of Conservation recently and while no formal agreement has been reached regarding pricing, we are working hard at ensuring our members are advantaged with the collective agreement compared to other inbound operators and wholesalers who are not ITOC members. The sub-committee will be meeting with DoC in July and we hope to be able to present something in more detail at the Conference.

PROGUIDES and ITOC - Memorandum of Understanding

ITOC and ProGuides will be signing a MoU at the Conference this year. ProGuides will become an allied member of ITOC and both organisations will work towards maintaining New Zealand's position as a quality destination to visit. This will include discouraging the use of illegal guide activity which could possibly damage New Zealand's reputation.

UK – Long Haul Air Passenger Departure Tax (UK-APD)

ITOC, TIANZ, TAANZ and Airports of New Zealand have just submitted a detailed objection re the departure tax for passengers leaving the UK. In 2010 the UK government imposed a £85 departure tax without consultation which is included in the ticket price. While cited as a carbon mitigating tax there is no evidence that any funds are going towards this. The main groups affected are UK residents travelling to New Zealand, expat Kiwis and UK family visiting New Zealand and New Zealanders wishing to travel to the UK as holidaymakers. To see the full release, right click and open the link: <http://www.tianz.org.nz/main/news-detail/index.cfm/articleId/935/>

ITOC BOARD and “OPERATOR OF THE YEAR” NOMINATIONS

Members would have received last week nomination forms for either standing for the ITOC Board, and nominations for the allied and full member “operator of the year”. Thanks to those very quick people who have already sent their nominations in and I look forward to receiving many more. Think about who you have a great working business relationship with, and who has added value to your business. Make their day, by sending me your forms sooner, rather than later. For those people who did not receive the forms last week, please email me at Lesley@itoc.org.nz.

MED SURVEY – Christine Angus & Associates :

As part of the Tourism Data Review, the Ministry of Economic Development has contracted Cristine Angus and Associates to prepare an employment and training survey in conjunction with ATTO. Some of you may have already been contacted to do the survey and I’d like to encourage all members who are contacted, to please give them your assistance. It is in our best interests to provide survey groups with our feedback so that we keep training and statistic gathering relevant for the industry. I believe there are some great incentive prizes for those businesses willing to participate. Thank you in advance for giving your most valuable feedback.

Coming up:

- Wed 22 June - RTONZ and Local Government NZ Symposium, Wellington –Contact Charlie Ives if interested in attending. Email: Charlie@rtonz.org.nz phone: 04 496 5396
- Saturday 25 June – Wellington Chinese Tourism Development Seminar
- Tuesday 28 June – TIANZ and TNZ roadshow Wellington
- Wednesday 13 July – Tourism Political Summit, Wellington
- Friday 26 August - Aoraki Development Tourism & Business Awards. I am delighted to be asked by one of our members to be a judge for their Tourism & Hospitality regional awards.

MEMBERSHIP:

Thank you very much to those members who have forwarded their payment details to renew their ITOC membership. We appreciate and value your membership and look forward to assisting your business grow in the near future. We have a number of pending applications for both full and allied members, but need to advise these members officially after the next Board meeting. Our apologies for the delay.

For members who have any issues, challenges or good news stories that we can share, please contact me by: DDI: 04 495 0810 Lesley mobile: 027 6644 836 Email: Lesley@itoc.org.nz

Quote: You have to keep on jumping to know when you are jumping at opportunity...