



## Guilt trips!

WHEN it comes to famils, there are a couple of things that really frost my Kelvinator!



When en route to a destination, often some of those on the famil constantly refer to what the time is back home.

Frankly, keep it to yourself. I've already set my watch to the new destination and am trying to adjust my body clock, which is what is recommend as a means to combating jet lag.

The other thing is the food guilt trip that people are constantly berating themselves on, about the amount of food and drink they have consumed.

Agreed, it's quite usual to be treated to three very substantial meals a day, in addition to morning and afternoon tea.

Then to add to the remorse there's always something that has been especially baked by the head chef or someone's mother!

My take on it is to eat, drink and be merry for tomorrow... well, you know the rest.

The thing is, if it's such a big deal, do something about it - either practice some form of restraint or worry about it when you get back home!

Step up the diet, run a few extra blocks, eat salads - but don't make the whole trip, a guilt trip!

Now, tell me what is your favourite whinge? - Jill.

## Ilana Den's Food Rule

ILANA Den - Food Rules (*BEN* 5 June) is from CC Conferences & Corporate Events.

Den was asking the industry what they thought about hotel breakfast buffets and she received a huge response from from her LinkedIn group site.

See Jill's column (*BEN* 5 Jun) for a more comprehensive account of the question and answers.

## Uluru welcomes Jetstar

**TRADITIONAL** Elder Harry Wilson gave a Welcome to Country at Uluru earlier this week when the first Jetstar flight to the iconic destination landed.

The new route - Jetstar's 19th Australian port and its 61st global destination - replaces Qantas flights to Uluru, and it's hoped that Jetstar's low fares model will help to further stimulate travel to the Red Centre.

Voyages Ayers Rock Resort ceo Koos Klein said the move means there are now "over 1400 affordable seats per week," and he's hopeful that Jetstar's stimulation of the leisure market will also make the destination even more attractive for groups.

"The total rejuvenation of the Resort over the last two years means that the experience for guests has never been better. "A suite of daily free Indigenous Guest Experiences, new dining options and tours all add to this spectacular location," he said.

The acquisition of Voyages Ayers Rock Resort by the Indigenous Land Corporation in 2011 has also seen a huge switch towards community development,



with the establishment of the Indigenous Training Academy which aims to see 100 Indigenous trainees at the resort each year.

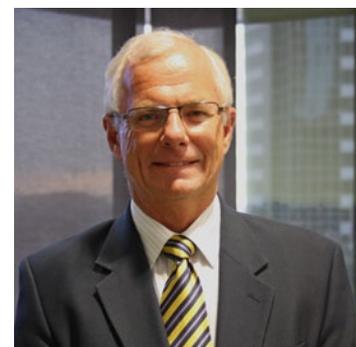
The initiative is working towards 50% Indigenous employment by 2018, and after the first full year program of the Academy 25 of the 34 graduates have chosen to take up full time roles at the resort, Klein told *BEN*.

Amazingly, the number of peak season Indigenous staff at the resort has risen from just two in 2011 to 175 this year.

**MEANWHILE** Uluru has also launched a new events program, with the performance of two concerts by the Darwin Symphony Orchestra at Ayers Rock later this year.

An opera performance against the backdrop of the rock will take place on 18 Oct, followed the next night by a jazz concert featuring James Morrison.

## Silverneedle appoints Andrew Turner



**HOSPITALITY** industry identity Andrew Turner, who headed up Mirvac Hotels & Resorts as ceo for 14 years and was instrumental in growing the business from seven properties under management with assets valued at \$150 million to 48 properties under management with assets valued at \$1.8 billion, has been appointed SilverNeedle Hospitality's new executive vice president, hotel operations.

In his new role Turner will lead the hotel operations function which also includes sales and marketing, procurement, pre opening, operational training and revenue and distribution management of all SilverNeedle Hospitality's brands.

Turner joins the company with over 35 years experience and is a veteran of the hospitality and property industries.

## Pop goes Luxperience

A new series of Pop Up events in New York, London, Beijing and Sao Paulo are to be launched by the Sydney-based luxury bespoke travel and lifestyle show, Luxperience.

The Pop Up B2B sessions follow on from a pilot Pop Up business exchange held in New York on 21 March.

With the exact dates of the new Pop Up events to be announced shortly, they are expected to take place between February and April 2014.

Helen Logas, ceo of Luxperience, which takes place 2-4 September in Sydney, said that the purpose of additional Luxperience Pop Up events, an exclusive privilege for them attending the main Sydney show, is to give exhibitors and buyers an opportunity to enhance business transactions in strategically

important markets.

"Luxperience Pop Ups are a new way to connect in an efficient, market-driven setting," said Logas.

Based on the success of the New York prototype, each Luxperience Pop Up will allow around 50 buyers to attend from each market.

Exhibitors at the events will benefit from direct access to buyers who may not always be able to attend the main Luxperience annual show in September.

"Intimate Luxperience Pop Up exchanges will give buyers and sellers of high-end travel products enhanced opportunities to concentrate on specific markets for long term gain," Logas said.

For more info on Luxperience and Luxperience Pop Ups, email [lindy.andrews@luxperience.com.au](mailto:lindy.andrews@luxperience.com.au).



## crumbs!

£5 at The Happy Guest Hotel Lodge in the UK's Cheshire will get you a roommate goldfish called 'Happy' to keep you company for the duration of your stay.

Similarly, in Singapore's Conrad Hilton, where they let you choose how you want your room "customised" for your stay, a goldfish comes free as part of their relaxation option.



Toronto's Drake Hotel offers... ahem, a selection of sex toys in their room service 'Pleasure Menu' including everything from bondage tape and silk blindfolds to handcuffs and an assortment of condoms.

Guests at the The Ritz-Carlton Palm Beach can order a 'Family Pillow Fight' package, which includes 30 silk pillows, two sets of boxing gloves and instructions for various pillow-based games.

In California, dogs can learn to surf at the 'Su'ruff Camp' offered at Loews Coronado Bay Resort & Spa, while the Hotel deLuxe in Portland, Oregon, provides psychic readings for pets, in order to strengthen the bond between the animals and their owners.

Their entire third floor of the hotel is devoted to pets, with services including acupuncture and massages for dogs.



## Singapore in top ten

ACCORDING to the latest Global Rankings by the International Congress and Convention Association (ICCA) Singapore



has emerged as the only Asian city in the Top Ten Convention Cities in the world alongside Vienna, Madrid, Paris, Berlin and Barcelona.

Its position as Asia's Top Convention City for 11 years running, was evidenced in 2012 when Singapore hosted a record 150 ICCA events, the highest so far, representing a 5.6% increase from 142 in 2011, compared to the 4.4% increase from 2010 to 2011.

The accolade also comes after a robust performance in the MICE industry, which saw BTMICE visitor arrivals rise to 2.5 million from January to September 2012, representing a 6% year-on-year growth.

A successful year, which saw the hosting of 18 world congresses in 2012, including a number of first-in-Asia or Singapore events such as the Congress of the International Council for Commercial Arbitration, International Association of Gaming Regulators Conference, Young Presidents' Organisation

### Astor conferences

**CRUISE & Maritime Voyages** 600-passenger cruise ship Astor, which caters for meeting, incentive, conference and event needs, has extended their saver fares to 30 June.

The saver, which offers up to 25% off full-published fares, is applicable to a limited number of twin cabin bookings.

Not applicable to their New Year's Eve celebration cruise, the distinctive, small sized cruise ship sails to a wide choice of destinations with the Australian dollar the onboard currency.

Visit - [www.cmvaustralia.com](http://www.cmvaustralia.com).

Global Leadership Summit, World Conference on Tobacco or Health, World Nut and Dried Fruit Congress as well as Global MBA Leadership Conference & Expo.

Neeta Lachmandas, assistant chief executive Singapore Tourism Board, commented, "The competition in the global meetings arena has never been keener, and Singapore is up against many worthy cities going for the MICE business.

"We believe that we are moving in the right direction by providing original content, incisive insight into leading-edge discussions and platforms for networking and exchange opportunities."

### Longitude to Baillie?

**VOYAGES** Indigenous Tourism has confirmed that it's currently in negotiations with luxury accommodation specialist Baillie Lodges for the lease of Longitude 131°, the boutique property located near Uluru as part of the Voyages Ayers Rock Resort.

Baillie Lodges also operates Kangaroo Island's Southern Ocean Lodge and Capella Lodge on Lord Howe Island, and is also developing a Sydney property.

Klein said further details were not available at this stage, "however if and when we finalise an agreement with Baillie Lodges we will release details to the market".

He said the deal may be finalised in the coming months and until then it is business as usual, with all sales enquiries to continue being directed to Voyages.

## Bedarra small groups offer



**WHEN** Bedarra Island Resort reopens on 1 July, after being devastated by Cyclone Yasi in February 2011, it will become arguably Australia's most sustainable island resort.

The Charlton family who acquired the resort have undertaken extensive renovations including replacing the island's services and utilities.

Director, Sam Charlton said, "Our first initiative was to conduct a sustainability analysis to assess what population density the island could support, particularly in relation to waste, water and energy requirements.

"The outcome of this analysis led us to reopen just seven villas (as opposed to the original 16 villas), convert the resort to solar power and close for three months during the wet season".

Situated on the Great Barrier Reef, just ten kilometres from the coastal township of Mission Beach, the resort's reduction in population is designed to make guests feel like they have the island to themselves.

"Reducing our consumption of diesel and simplifying our operation and services has enabled us to offer guests considerably more competitive tariffs than in the past.

"It also makes the option of hiring the resort exclusively with a small group of friends or family a viable alternative for a holiday you will remember forever" said Charlton.

Room rates for one or two guests start at \$990 per villa and are inclusive of all meals, selected alcoholic and non-alcoholic beverages and activities.

Additional charges apply for reef/fishing charters, diving, scenic helicopter flights and our cellar master list of alcoholic beverages.



# business events news

7th June 2013

## Roses by another name

A change of name has been announced by Captain Cook Cruises Fiji, of its two popular seven nights Northern Discovery Cruises on-board the small ship, MV Reef Endeavour.

The Discovery Cultural Cruise will now be called the Four Cultures Discovery cruise and the Discovery Heritage Cruise is now named the Colonial Fiji Discovery Cruise.

"We decided to change the names of these cruises so they better reflect the actual experience offered on each cruise.

"For example passengers discover and experience four different cultures on the Discovery Cultural Cruise, so to rename the cruise The Four Cultures Discovery cruise just made perfect sense," explained Jackie Charlton, general manager, Captain Cook Cruises Fiji.

## Doltone House review

**INDUSTRY** gurus, AV1 were fortunate enough to review a brand new venue for the Australian events industry - Doltone House Hyde Park.

The function venue housed in a residence overlooking Hyde Park has an abundance of national light and beautiful tree lined vistas, "so you would be hard pressed to remember that you're in the middle of Australia's busiest city," said managing director Keith Wootton.

What we like about it: Grand sweeping staircase entrance; 5 metre high ceilings; Heritage architecture; Plush black and gold interior furnishings; Professionally installed wall patching including HD-SDI and Balance XLR.

Located next door to Sheraton on the Park - a beautiful 5 star hotel perfect for accommodating your guests and above all, it's brand new - something different and unseen by all your attendees.

For more information visit - [www.doltonehouse.com.au](http://www.doltonehouse.com.au).

## IBTM India suppliers

**THE** number of suppliers heading to Reed Travel Exhibition's inaugural MICE business expo, IBTM India, which takes place in Mumbai from 12-14 September, is they say, a reflection of an increased demand for outbound MICE business.

IBTM India will comprise 100 MICE and business travel suppliers from international and Indian hotels and venues, national/state convention bureaus, travel/destination management companies, event management and entertainment suppliers, professional conference organisers, airlines and technology providers.

Exhibitors will have an online diary of pre-scheduled appointments generated through an online mutual matching system.

A proportionate number of pre-qualified, top-level decision makers, 50 international and 50 from India, from key associations, corporations and agencies, will be hosted as buyers.

"The statistics speak for themselves," said Shinu Pillai, IBTM India Project manager.

"A recent survey showed that nearly 1.8 million people travelled outbound for meetings and conventions in 2012 with the major sectors being pharma, FMCG, IT and financial services the highest contributors.

"Europe is one of the most popular destinations but so is Czech Republic and Hong Kong, Malaysia, and Thailand.

"Whilst there is a limited number of tabletops available, we expect those who want a piece of this lucrative market will be there," he said.

Confirmed Hosted Buyer, Sekar Sankaran, vp travel & hospitality Wipro, said they are keen to participate in the program and to connect with major global players in the space of travel and hotel accommodation.

To register email [shinu.pillai@reedexpo.ae](mailto:shinu.pillai@reedexpo.ae).

## Hartitzsch joins

### Rydgges Cairns

**RYDGES** Plaza Cairns has appointed Rob von Hartitzsch as its general manager.



Formerly food and beverage manager of Rydgges Wellington from its pre-opening phase, he takes up his new position following the transfer of former general manager, Fareid Taheri to QT Resort Falls Creek.

## Simmons joins Outrigger

**MARK** Simmons, who was vice-president sales and marketing with SilverNeedle Hospitality,



based in Singapore, has been appointed vice president sales and marketing, Asia-Pacific of Outrigger Hotels and Resorts.

Previously Simmons held senior executive positions at the Preferred Hotel Group and at Delivering Asia, both in Hong Kong.

## Readers called to rally Fed Government

**THE** impact on the Association sector of Federal Government reforms to self-education expense deductions has resulted in the launch of a web-based petition, which will be auto email feedback to the Treasurer.

Readers are urged to complete the form as soon as possible.

You can access the link via the latest post on the Association Blog - <http://pco.org.au>.



**CHILE** has a strong potential for growth in the Business Tourism segment and has seen some very positive results.

Last year, 22.5% of all foreigners visiting Chile did so for business purposes, spending over US\$600 million.

Additionally, according to statistics from the International Conference and Convention Association (ICCA), in 2012, Chile hosted 101 conferences and conventions - a figure 16% higher than in 2011.

The capital city, Santiago, registered an increase of 25%.

This indicates that our efforts are bearing fruit, and that Chile is a prime destination with the right conditions for holding international conferences and conventions. While more than 80% of major business tourism events are held in Santiago, we are working to strengthen the value propositions of regional destinations.

In order to attract more conferences to the country, we are offering additional support at the local level for associations interested in bringing their congresses to Chile by the delivery of promotional materials, assistance with airfare for required in-person candidacy submissions, and assistance with preliminary inspections conducted by congress officials.

Chile's unique natural attractions, its high safety standards, political and economic stability, and high level of infrastructure, make it, without question, one of the top conference destinations in Latin America.

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