

## Kiwis Jet to Singapore



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**Jetstar's new daily flights between Auckland and Singapore will not only give Kiwis the opportunity to get to Singapore for a lot less, they will also open up opportunities for critical expansion into the Asia market for New Zealand.**

The airline announced that it would be operating daily direct flights between Auckland and Singapore, commencing 17 March 2011. The routes will use new A330-200 planes, which will be based in Singapore, and the airline says some of the introductory fares could be as low as \$100 one way.

Auckland Airport chief executive Simon Moutter says the move is consistent with the airport's own goal of investing in sustainable high growth markets out of Asia. "With Jetstar connecting from Auckland to Singapore, the low-cost carrier model is now being successfully applied to longer haul destinations," says Simon. "It's a very important development which we believe offers the New Zealand tourism industry

a fantastic opportunity to link up with the rapidly expanding low-cost carrier network and markets in Asia."

Jetstar's daily service to Singapore will provide an extra 200,000 seats per annum, providing a significant leap in passenger numbers for Auckland Airport.

The new services to Singapore connect with Jetstar flights to China, Vietnam, Thailand, Malaysia, Philippines, Indonesia and Taiwan. "This will not only benefit New Zealand tourism and trade but will provide New Zealand travellers with greater choice," Simon says.

Jetstar Executive Manager Operations Mark Dal Pra says that the move is designed to strengthen the airline's operations.

"Jetstar continues to spread its wings out of New Zealand, Australia and increasingly pan Asia and this new daily service will bring unprecedented new opportunities, through lower fares, to drive more travel between Auckland and Asia," Mark said.

## Cake for Customs

**New Zealand Customs was able to have a small celebration last month when about \$6 million worth of methamphetamine (P) was found in the luggage of a tour group arriving at Auckland Airport.**

More than 8kg of the drug was discovered hidden in sealed food and beverage containers when a group of seven Taiwanese travellers had their luggage searched.

New Zealand Customs comptroller Martyn Dunne says he is very pleased that an



interception of this kind was made. "This was an example of an officer acting on her training and preventing a great deal of this heinous drug getting onto our streets," he says.

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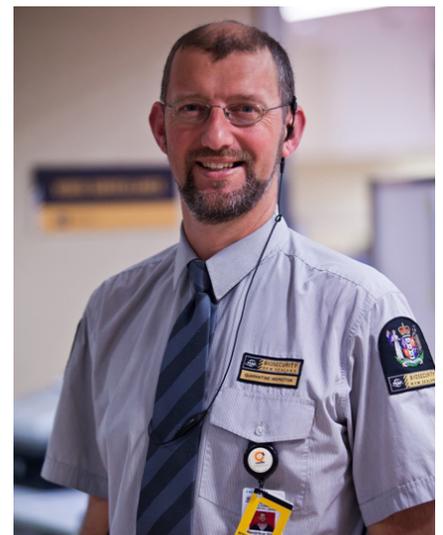
## A friendly welcome and a new PAC on arrival

**Next time you return to New Zealand after overseas travel, keep an eye out for the new look Passenger Arrival Card (PAC).**

All travellers entering New Zealand must fill out a PAC but things have changed a bit and a new streamlined version is currently entering circulation.

The card has been significantly reduced in size due to the removal of the notes section, which previously took up two thirds of the card. However, the new arrival card still captures all relevant passenger information.

Information on the cards is used by nine different agencies including customs, Ministry of Agriculture and Forestry, Immigration, Statistics New Zealand, the police, and the health, justice, tourism and transport ministries.



## Dual Role for Nettie



**Nettie Norman says she has the best of both worlds as the Auckland Airport Marae coordinator and school programme coordinator.**

She has always had a keen interest in the tourism industry and has a background as a cultural performer at Auckland museum for the past 10 years. Additionally she's right at home in the marae environment.

Nettie says the airport marae is different to others because the tribal people and the airport company run it. "It is a place for everyone, no matter what culture. Even if you are not Maori, it is a place you can come and call your own and feel comfortable," she says.

The marae has multiple uses – corporates use it for conferences, a church group meets there regularly and sports groups use it as a meeting point. Sometimes Maori families bringing deceased loved ones back to New Zealand from overseas gather at the marae until everyone is ready to move to their home marae.

However its main purposes is educating

people about marae protocol and the powhiri (welcome ceremony) in particular.

After settling in to her marae coordinator role, Nettie was approached to coordinate the airport's schools programme. She has redeveloped the programme with the help of community relations manager Zella Morrison.

The programme attracts a range of groups, from tertiary students studying tourism who have a tour of the airport and learn about careers, to kindergarten or preschool children who just want to see the planes. They look out at the tarmac from the Watea Room, build paper planes and do colouring projects. Nettie is planning to encourage more school groups from the intermediate and secondary education levels to visit the airport.

Nettie says the tours are free and take about an hour. She is also networking in the community to increase the number of people using the marae.

To enquire about a school tour or the marae email Nettie at [nettie.norman@aucklandairport.co.nz](mailto:nettie.norman@aucklandairport.co.nz)

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## Fourth Best in the World

**Auckland has been ranked the fourth best city in the world to live in for the second year running, according to a leading survey.**

More than 200 cities participated in the Mercer 2010 Quality of Life survey, which ranked Auckland fourth equal with Vancouver, Canada. The Austrian city of Venice came first with Switzerland's Zurich and Geneva ranked second and third.



The main purpose of the survey is to help governments and multi-national companies place employees on international assignments and to compensate them fairly while they're there.

Auckland was placed ahead of Sydney (10th), Wellington (12th), Melbourne (18th) and Perth (21st), and was ranked as the top city in the Asia Pacific region.

Six additional cities were included in the survey this year compared to 215 last year. Canberra was one of the newcomers and ranked at 26. Baghdad, ranking 221, remains at the bottom of the list.

This ranking sits well with Auckland Airport's position as the ninth best airport in the world and the number one airport in the Asia Pacific, according to the 2010 Skytrax World Airport Awards.

## Royal Brunei wholesalers enchanted with NZ

**It took just one week to get results from a group of representatives from Royal Brunei Airlines who participated in a familiarisation tour of New Zealand recently.**

Auckland Airport route development manager Matthew Findlay says about 20 people who sell New Zealand holidays to travellers from Hong Kong, Philippines, Singapore and Malaysia were invited for a five-day tour visiting New Zealand tourist spots like Rotorua, Waitomo, Taupo, the Bay of Islands and Auckland.

The tour had such an impact on one guest from Hong Kong that he sold 25 holidays to New Zealand within days of returning home, says Findlay.

The tour participants all sell for Royal Brunei Airlines, which started flying direct

between Auckland and Brunei, a small country near the Philippines, in March. Previously flights to Brunei went via Brisbane. Flights to Brunei connect to many Asian countries including Vietnam, China and Thailand.

Check out Royal Brunei for yourself at [www.bruneiair.com](http://www.bruneiair.com)



# Best of NZ photo competition



If you love photography, and have some fantastic scenic snaps, your favourite photos could end up as part of a new exhibition in Auckland Airport's international departures area.

Auckland Airport and the New Zealand Herald are running a competition to find the best New Zealand photography to be part of a unique exhibition for the thousands of people who work and visit the international terminal every day.

The competition involves sending in your favourite scenic pictures of New Zealand, taken at any time of year, from any part of the country. From beach to mountain, from the forests to the farmland – your best picture could be a winner.

Along with having their image displayed at the terminal, the first prize winner will receive an Air New Zealand Boutique Mystery Break, which includes return domestic air travel, a rental car, two nights accommodation, a bottle of bubbly and a full cooked breakfast both mornings of your stay.

Second prize is a Sony Cyber-shot HX5 digital still camera, and third prize is a Sony Bloggie HD video camera.

Entries open 1 July and a gallery of entries will run daily on nzherald.co.nz during July, with the favourites being printed in New Zealand Herald over the same period.

Winners will be announced in the first week of August, and the exhibition of New Zealand photography will appear soon after at the airport.

To enter, go to [www.nzherald.co.nz/beautiful-newzealand](http://www.nzherald.co.nz/beautiful-newzealand), and include your name, email address, and phone number with a written caption of the place and time of year the picture was taken.



## SCENIC NEW ZEALAND PICTURE COMPETITION

New mid-year photographic competition

Share your favourite scenic pictures of New Zealand with us. They can be taken any time of year from any part of our beautiful country: Beach, mountain, forest, paddock in sunshine, rain or snow.

The best images chosen by the judges will be displayed in the departure area of the international terminal at Auckland Airport as a showcase to all visitors to New Zealand.

There are prizes up for grabs, supplied by Auckland Airport, for the top three images.

Enter online at [nzherald.co.nz/beautiful-newzealand](http://nzherald.co.nz/beautiful-newzealand) from July 1st 2010. Include your name, email address and phone number with a written caption naming the place and time of year the picture was taken.

A gallery of entries will run daily on [nzherald.co.nz](http://nzherald.co.nz) during July with our favourites appearing in the New Zealand Herald over the same period.

The competition runs throughout July and the winners will be announced during the first week of August with the exhibition appearing soon after at the airport.

**FIRST PRIZE**  
Air New Zealand Boutique Mystery Break™

- Return domestic travel on Air New Zealand for two adults
- A rental car with unlimited kilometres waiting for you at the airport.
- Two nights' accommodation at a boutique property near your mystery destination
- A bottle of New Zealand wine or bubbly in your room
- A full, cooked breakfast or gourmet breakfast pack for each morning of your stay

**SECOND PRIZE**  
Sony Cyber-shot HX5

Digital still camera with built-in GPS for location tagging of photos. Sweep panorama so you can capture the whole holiday experience.

**THIRD PRIZE**  
Sony Bloggie camera

HD video camera with revolutionary 360° video capture. Easy upload of videos via built-in USB connector.

# \$118 a day

Travellers visiting New Zealand are likely to spend \$118 per day according to statistics for the year ended March 2010. Their average spend per trip is \$2,633.

## Flirting with Floristry

Need a high-quality gift or a beautiful bunch of flowers? Look no further than The Florist.

Located between the Hollywood Bakery and NZ Post Training Centre at the Airport Shopping Centre, The Florist is open Monday to Friday 8.30am to 5.30pm and Saturday 10.30am to 2.30pm. You'll get fabulous service from owner Rhonda Collins or her sister Lorraine.

Rhonda says she loves stocking her shop with New Zealand-made products including Simunovich Olive Estate's Tebe and Olive ranges, Wild Country chutney and syrups, Wild Appetite jams and jellies, Molly Woppy biscuits, an extensive range of baby products like toys and blankets and Jenz Studio Ceramics. "I am a bit of a shopper so this is an outlet for me," Rhonda says. "We have something different and cater for the interests of travellers from overseas and the locals."

Rhonda completed a floristry course at what was then known as Carrington Polytechnic.

The Florist's blooms, from an auction in Mt Wellington, are fresh on Mondays, Wednesdays and Fridays. Irises are in season at the moment and they're Rhonda's favourite flower, so she's always happy to create a beautiful bouquet using the unique bloom.



# Coffee worth travelling for

The first pleasant experience travellers have on arrival and a lasting pleasant memory when they depart: that's what Retro Espresso owner Brent Gore says a cup of coffee from his 1964 vintage Airstream caravan, parked outside Gate 8 at the international terminal, should be.

Using the Allpress Espresso brand, staff at Retro Espresso are all trained baristas and Brent says they are all trained to make your cup of coffee as if they were making it for themselves. You can also pick up a brownie, afghan biscuit or muesli slice, baked fresh by a small Titirangi café, which Brent also owns.

When he approached the airport company about setting up his Retro Espresso caravan, which he bought after discovering it in the Arizona desert, in USA, Brent digitally enhanced a photo of the place he wanted the business to be located so it included his caravan. This convinced executives the retro caravan was the right look for the airport. "Simon Moutter has said he wants the airport to be a



destination and not just a transition place and Retro Espresso delivers that," Brent says.

Retro Espresso has been at the airport for 16 months now and Brent says he's developed a loyal clientele of airport staff and regular travellers. His caravan is so popular Wellington airport have asked him to set up there and Perth airport has also approached him.

At this stage Brent is focused on starting a new Retro Espresso in a caravan at Victoria Park Market from June 30.

Brent says you'll know when you have a good cup of coffee. "A good coffee should be smooth. You shouldn't walk away with a bitter taste in your mouth and you should be wanting more once you have finished," he says.

# Celebrating success together



© Bruce Jarvis

This year's Airline of the Year Award Dinner was a double celebration for all those involved. Not only did guests celebrate Air New Zealand winning the Airline of the Year award, but the event brought together all the different organisations who had input into the airport's top ten in the world placing at the Skytrax awards earlier in the year.

Auckland Airport was keen to give thanks to all those organisations who had participated in helping the airport to win such a prestigious award – from the border agencies like MAF, Immigration, Customs and Aviation Security to the ground handlers and the 18 airlines that were present on the night.

"We wanted to thank everyone and let them know we consider the Skytrax award to

be everyone's award. It was a chance for the whole group to celebrate the success," says Mike Clay, Auckland Airport Manager Aeronautical Policy.

The awards dinner was held at the Auckland Museum on June 24, with MC John Campbell keeping the audience entertained. "He went down well with the group, and he understood the industry, which was great," says Mike. "The event finished at midnight, and we were almost pushing people out, because they didn't want to leave."

Simon Moutter gave a speech that emphasised the importance of the awards to the industry, and giving his thanks to all those who helped Auckland Airport – essentially an underdog – punch well above its weight at an international level.



## Keeping safe

### With the Auckland Airport Police

Auckland Airport continues to provide a world-class passenger service that is enhanced by very low levels of crime and the feeling of being safe and secure for both passengers and staff.

By studying other international airports, we know that these two factors are paramount in the minds of people when they travel.

How do we, the airport police, maintain this level of safety? Put simply, we talk and, more importantly, we listen to our community. It is only by doing this that we can establish what is needed and react when called upon.

The winter months are well and truly upon us, and now is the time to remain vigilant, as people will potentially use the low light levels to offend.

Counties Manukau police are seeing positive results from their community police projects and the airport is benefiting from this. However, complacency is a dangerous thing. If you know something that might impact upon the safety and security of the airport, then please let us know either by calling the crime stoppers free call number **0800 555 111** or **09 275 9046**.

## Shopping delights

Travelling overseas and looking for great shopping deals? You shouldn't walk past the new duty free shopping booklet.

The booklet, available in brochure stands in the international terminal both before and after security, is packed with vouchers for fantastic deals including jewellery, fashion and more.

Did you know you could buy before you travel then pick up your purchases on your return?

The booklet is full of useful information such as a list of all the great duty free shops and allowances for other countries.

You can even download a copy online at [www.aucklandairport.co.nz](http://www.aucklandairport.co.nz). Just click on "Shop, dine and relax", "International terminal" then "What's hot at the airport".



**1,943,942**  
overseas trips

Kiwis have taken **1,943,942** overseas trips in the year ended April 2010. This is an increase of 4,100 or 0.2%

Compared with the same time last year

