

# Regional Tourism Organisation Workshop 2019

## Australian Buyer BIOS

### **AAT Kings**

Helen Napolitano Riviezzo

E [helen.napolitano@aatkings.com.au](mailto:helen.napolitano@aatkings.com.au)

T +61 2 9028 5645

At AAT Kings we strive to represent the very best that Australia and New Zealand has to offer. Our people are warm, friendly, engaged and enthusiastic. We love a laugh and a good story. We celebrate our great characters and our authentic personalities, and we will show you landscapes and cities that are beautiful beyond belief. With a wide range of Guided Holidays, Short Breaks and Day Tours, we have a travel style to suit every traveller's taste and budget. Our goal every day is to share Australia and New Zealand with our guests, to bring Australia and New Zealand to life.

Company Type	Wholesale
Company Profile	Guided Holidays
Customer Demographic	40+ Years
Website	<a href="http://www.aatkings.com">www.aatkings.com</a>

### **Abercrombie & Kent**

Gabrielle McCarthy - Product Manager

E [gmccarthy@abercrombiekent.com.au](mailto:gmccarthy@abercrombiekent.com.au)

M +61 427 431 395

We are an ITO/DMC specialising in high-end, luxury touring for FIT, tour series, ad-hoc groups and cruise markets. USA is our primary market followed by UK, EU. Brazil & Mexico are growing markets.

Company Type	ITO/DMC
Company Profile	Luxury Tour Operator offering tours and experiences to discerning travellers from US, UK, Europe, Latin America, South America
Customer Demographic	40+ Years
Website	<a href="http://www.abercrombiekent.com.au">www.abercrombiekent.com.au</a>

**ANZCRO**

Louise Bilbie - Head of Product

E [louise.bilbie@anzcro.com.au](mailto:louise.bilbie@anzcro.com.au)

M +61 437 729 866

ANZCRO is a significant New Zealand wholesaler in Australia and one of the very few who specialize entirely in New Zealand. Head office is located on the Gold Coast, with two smaller offices in UK and Queenstown. We also own Kirra Tours and manage all their FIT content. ANZCRO produces an annual 148 page New Zealand Book and a ski brochure - Ski Express New Zealand Winter Holidays. Our target market is FIT at all levels and "couples" and "families" are particularly solid segments for ANZCRO. We place a strong emphasis on sightseeing, attractions, accommodation and transport, as our aim is to sell the entire package.

Company Type	Wholesaler
Customer Demographic	Couples & Family Market
Website	<a href="http://www.anzcro.com.au">www.anzcro.com.au</a>

## **Expedia**

Rachael Glendinning  
Associate Acquisition Manager  
E [rglendinning@expedia.com](mailto:rglendinning@expedia.com)  
M +61 438 488 286

Expedia is committed to providing customers the opportunity to book the widest range of tours, attractions, tickets, activities, and transfers in the world and that means working with you! As an Expedia supplier, your product will be distributed throughout our network of brands and affiliates spanning the globe, meaning a huge audience of leisure travelers will have access to your offerings. Our main priority is creating an experience by working closely with suppliers like you to provide travelers the best array of things to do (and options for how to get there), both in popular destinations and lesser-known locations. Expedia has the resources to provide your company with international exposure, the platforms to give customers direct access to book your products, and Destination Managers on the ground committed to securing mutual success.

Company Type	Online Travel Agent
Company Profile	A leading provider of activities and destination experiences, Expedia Local Expert (LX) offers expertise and assistance in booking events, activities, tours, attractions, ground transportation and other services to our consumers in over a thousand destinations around the world. Drawing from a rich portfolio of thousands of tours and adventures across the globe, these services are available online, over the phone and face-to-face at one of our many concierge and activity desks in more than 100 hotels and other retail locations worldwide.
Customer Demographic	All Demographics
Website	<a href="http://www.expedia.co.nz">www.expedia.co.nz</a>

## **Experience Oz**

Tammy Schumacher – Supplier Relations Manager  
E [tammy@experienceoz.com.au](mailto:tammy@experienceoz.com.au)  
T +61 7 5592 2233

Experience Oz + NZ is an Australian based company specialising in tours and activities within Australia and New Zealand. We sell direct to consumer, wholesale out to online and retail partners within Australia and also partner with OTA's in China.

Company Type	Online Travel Agent
Company Profile	Experience Oz is an online tourism and leisure company offering over 3000 experiences across Australia and New Zealand. We sell direct to consumer, have agents within Australia and in the Eastern markets that use our B2B platform to book experiences and also wholesale products out to a number of online partners. Our partner network consists of over 800+ agents and 400+ online wholesale partners. Our focus is to sell experiential product and promote the destinations in which we do this.
Customer Demographic	25 – 45+ years & families
Website	<a href="http://www.experienceoz.com.au">www.experienceoz.com.au</a>

## **Flight Centre – Global Procurement Network**

Jane Lodge – Product Manager

E [jane\\_lodge@flightcentre.com](mailto:jane_lodge@flightcentre.com)

M +61 466 922 385

Flight Centre Global Procurement Network (GPN) is a division of Flight Centre Travel Group (FCTG) and is the internal global wholesale procurement division responsible for all land based product.

Distribution is through 40 FCTG brands in 90 countries, including Infinity Holidays in Australia, New Zealand, UK, South Africa and Asia; Explore Holidays in Australia; Escape Holidays in New Zealand; and GoGo Worldwide Vacations, Worldwide Traveller and Liberty Travel in the United States and Canada.

We manage the booking process and global inventory and are a centralised point for supplier payments.

Company Type	Tour Wholesaler
Company Profile	Flight Centre Travel Group (FCTG) is one of the world's largest travel agency groups, with more than 2,000 leisure, corporate and wholesale businesses in 11 countries.
Customer Demographic	Multiple Demographic
Website	<a href="http://www.flightcentre.com">www.flightcentre.com</a>

## **G Adventures**

Hugh McMillan – Operations Supervisor

E [hmcmillan@gadventures.com](mailto:hmcmillan@gadventures.com)

M +61 499 976 230

G Adventures is an adventure travel pioneer offering the widest selection of affordable small group tours, safaris and expeditions to more than 100 countries on all continents. It was the first adventure travel company to offer 100% guaranteed departures in 2013. Powered by an international team of passionate travellers, the award-winning trips embrace authentic accommodation, exotic cuisine and local transport to put travellers on a first-name basis with the planet's people, cultures, landscapes and wildlife. The intimate, authentic and sustainable approach to small-group travel introduces travellers to the highlights of a destination while offering the freedom to explore it on their own. Whatever age, interest, ability or budget, G Adventures has a genuine life-changing experience. For more information please visit [www.gadventures.com](http://www.gadventures.com).

Company Type	Tour Operator
Company Profile	Small Group Adventure Tour Operator
Customer Demographic	All ages
Website	<a href="http://www.gadventures.com">www.gadventures.com</a>

### **GetYourGuide**

Shahreen Goodrick – Regional Manager  
Australia & New Zealand  
E [shahreen.goodrick@getyourguide.com](mailto:shahreen.goodrick@getyourguide.com)  
M +61 420 569 664

Sophie Byrne – Destination Manager New Zealand  
E [sophie.byrne@getyourguide.com](mailto:sophie.byrne@getyourguide.com)  
M +61 435 064 623

GetYourGuide is Europe's leading online travel agency which has been transforming their customers' trips into amazing experiences since 2009. With a website translated into 17 different languages, from German to Japanese to Mandarin, customers from all over the world are now able to find and book the best tours and activities in their chosen destination. Be it tasting wine in the Barossa or jumping on a tour to Hobbiton, you can find it, book it and enjoy, all with the help of GetYourGuide.

Company Type	Online Travel Marketplace
Company Profile	GetYourGuide is the booking platform for incredible travel experiences. Powered by a global team of over 400 travel experts, GetYourGuide helps travelers find the best things to do wherever they're headed — including skip-the-line tickets to the world's most iconic attractions, walking tours by top local experts, immersive food and beverage tours, cooking and craft classes, bucket-list experiences and niche offerings you won't find anywhere else. Since its founding in 2009, travelers from more than 170 countries have booked over 20 million tours, activities and attraction tickets through GetYourGuide. The company is based in Berlin, Germany and has offices in 14 countries around the world.
Customer Demographic	18-65 Years
Website	<a href="http://www.getyourguide.com">www.getyourguide.com</a>

### **Goway Inbound Travel**

Graziella Caruso  
E [graziellac@goway.com.au](mailto:graziellac@goway.com.au)  
T +61 2 9262 4755

Josh Akel - Product Executive  
E [josha@gowayinbound.travel](mailto:josha@gowayinbound.travel)

Goway Travel has been operating travel to Australia and New Zealand since 1970. We are committed to providing the best value, quality holidays. We provide a complete and reliable ground handling service, no matter the size or complexity, we can meet your most demanding requirements. Our FIT Department has dedicated consultants with extensive product knowledge. Along with a dedicated First Class division specializing in first class product and offering a personalized service. All eligible bookings receive value added benefits. We also offer a separate division that handles self-drive itineraries. Our self-drive packages include a quality backpack with detailed maps, discount coupons, general information and a fully detailed itinerary. Our groups consultants have a wealth of experience, they can handle all types of groups, incentives, conferences and tailor-made tours. We have relationships with the best guides so you can be assured your group will be well looked after.

Company Type	Inbound Tour Operator
Customer Demographic	All age groups
Website	<a href="http://www.gowayinbound.travel">www.gowayinbound.travel</a>

## **Grand Pacific Tours**

Kristy Makinson – Product Executive

E [kristy@gptnz.com](mailto:kristy@gptnz.com)

M +61 416 034 347

Grand Pacific Tours is a New Zealand Coach Holiday specialist aimed at the mature age traveller and recognised as the market leader offering travellers a quality experience that represents excellent value for money. We promote five distinct styles of touring:- • Affordable Coach Tours • Signature Tours • Ultimate Small Group Tours (20 seat deluxe vehicle) • Cruise & Coach Holidays • Special Interest Tours. Our portfolio of special interest tours includes: Festive Tours, Solo Travellers, Aviation and Garden Tours. Grand Pacific Tours offer over 200 guaranteed departures per season and a range of itineraries from 09 to 19 Days.

Company Type	Wholesale
Customer Demographic	50+ years 80% Australian, 10% UK/US
Website	<a href="http://www.gptnz.com">www.gptnz.com</a>

## **Great Tour Experiences**

Charmaine Edwards - Owner / Manager

E [greattourexperiences@outlook.com](mailto:greattourexperiences@outlook.com)

M +612 47 330 638

“Great Experiences”: This is what we offer. After ten years in the family Company, I am now Wholesaling and Direct-mail marketing in my own ‘Groups Only’ Inbound Tour Operator business, selling New Zealand product in Australia, UK/ Europe, and the USA. We are New Zealand Travel Gold Specialists and members of SYTA. (Student Youth Tour Association of America) and NTA (National Travel Assoc). We sell ‘Youth, College, Student / Schools Market; Educational Study Groups, Music / Performing Arts, Earth and Environmental Science, Geography, Science, Sport, Adventure and Adult Special Interest, Leisure / Senior, Gardening, Probus, Cruise and Coach Tours. We need International competitive INBOUND rates for students, adults, and seniors. We need margins sufficient to promote your products in Australia, USA and UK, not just have it on hand. Suppliers should hold QUALMARK status and tender Risk Management documents if requested. We are interested in product suppliers prepared to partner with us to get the business.

Company Type	Group Travel
Customer Demographic	Students & Adults from Australia & USA
Website	<a href="http://www.greattourexperiences@outlook.com">www.greattourexperiences@outlook.com</a>

## **Helloworld Travel Limited**

Dominique Atzenhoffer – Head of Contracting – Australia & New Zealand

E [Dominique.atzenhoffer@helloworld.com.au](mailto:Dominique.atzenhoffer@helloworld.com.au)

M +61 411 762 212

Established in 1987, AOT Inbound is the largest inbound tour operator in Australia / New Zealand. With the Head Office located in Melbourne, AOT Inbound also has offices in Sydney and Auckland and has recently appointed representatives in London, Milan, Munich and Rarotonga who specialise in their markets. In January 2015, we opened a customer service centre in London. Operating a seven day a week reservations centre and one of the most sophisticated travel trade booking engines in the world, AOT Inbound provides global trade partners access to the largest range of Australian, New Zealand and South Pacific travel products, from accommodation and tours to car hire, events, attractions and activities, and can both package and tailor make holidays to suit all travellers' needs. The AOT Group was privately owned by Andrew and Cinzia Burnes until its merger with Helloworld Limited in February 2016. Helloworld Limited is a leading Australian based integrated travel service provider comprising retail travel businesses, destination management services (inbound), wholesale, corporate, government, air ticket consolidation and online operations. Helloworld Limited is publicly listed on the Australian stock exchange (ASX: HLO) and has over 1800 staff located in Australia, New Zealand, Fiji, the USA, South East Asia, India and Europe and has an annual Total Transactional Value (TTV) in excess of \$5 billion. Helloworld products are contracted by the AOT Group Procurement Team consisting of Contracting Managers with geographical responsibilities. This team contracts products on behalf of all divisions.

Company Type	ITO
Customer Demographic	Varies
Website	<a href="http://www.helloworld.com.au">www.helloworld.com.au</a>

## **Luxury Escapes**

Rebecca Maitland - Contracting & Partnerships Manager

E [rebecca.maitland@luxuryescapes.com](mailto:rebecca.maitland@luxuryescapes.com)

M +61 422 244 243

The Luxury Escapes team has been working in travel for years, we live it and breathe it. Luxury Escapes, complemented by our informative digital travel magazine and video reviews, is dedicated to providing the very best in luxury travel, getaways, exclusive special offers and accommodation packages to some of the most luxurious holiday destinations on earth, at a price that is obtainable. We feature a selection of exclusive special offers to destinations Australia-wide to over 1.5 million dedicated members, which continues to grow each day globally.

Company Type	Online
Customer Demographic	45 years +
Website	<a href="http://www.luxuryescapes.com/au">www.luxuryescapes.com/au</a>

## **RedBalloon**

Rhett Pearson - Market Associate  
E [rhett.pearson@redballoon.com.au](mailto:rhett.pearson@redballoon.com.au)  
T +61 2 8755 0025

Matt Grudge – Head of Consumer Marketing  
E [matt.grudge@redballoon.co.nz](mailto:matt.grudge@redballoon.co.nz)

We connect customers with the largest and most diverse range of experiences. If you do nothing else but explore the range of RedBalloon experiences, you will soon be inspired to fill in your wish list and share it with your friends. From the many thousands of experiences that we have sourced from our partners around Australia and New Zealand, you will find something that truly delights. Our customers tell us the thing they love the most about what we do is 'that moment'. The moment when his or her loved one opens the Red envelope and discovers what has been chosen for them. There is nothing quite like giving the perfect gift. You feel great, and they feel great.

Company Type	Online Travel Agent
Customer Demographic	AOV: \$180 69% female, 31% male. 61% 25-44 years (37% 25-34, 24% 35-44)
Website	<a href="http://www.redballoon.co.nz">www.redballoon.co.nz</a>

## **Scenic**

Liz Crowley - Product Manager  
[liz.crowley@scenic.com.au](mailto:liz.crowley@scenic.com.au)  
+61 400 436 490

Scenic are one of the Australia and the United Kingdom's number one luxury group escorted operators of New Zealand tours. They offer the most innovative and inclusive tours from Australia operating at 4.5-5 star level. Scenic's packages include hotels, and a wide range of higher-end land product, excursions and dining.

Company Type	Tour Operator
Customer Demographic	Australian and UK guests, over 60 years
Website	<a href="http://www.scenic.com.au">www.scenic.com.au</a>

## **Topdeck Travel**

Pat Eastman – Product Manager  
E [p.eastman@topdeck.travel](mailto:p.eastman@topdeck.travel)  
M +61 435 657 631

Topdeck is a youth tour operator providing trips for people age 18-39 years. We have been operating for more than 40 years and we are passionate about providing authentic experiences and freedom for our passenger to explore with loads of free time during their trip. Topdeck offers variety, comfort and value for money. Our passion is to inspire young people through life changing travel experiences.

Company Type	Tour Operator
Customer Demographic	18-39 years
Website	<a href="http://www.topdeck.travel/">www.topdeck.travel/</a>



### **TripAdvisor Experiences**

Nathan Singh - Account Manager, New Zealand  
& South Pacific Islands  
E [nsign@tripadvisor.com](mailto:nsign@tripadvisor.com)  
T + 612 8378 3200

Michelle Bassil – Regional Manager, South East  
Asia, New Zealand & South Pacific Islands  
E [mbassil@tripadvisor.com](mailto:mbassil@tripadvisor.com)

TripAdvisor Experiences (a trading name of Viator, Inc.) is the business unit of TripAdvisor dedicated to global tours, attractions, and activities. Acquired by TripAdvisor in August 2014, TripAdvisor Experiences is TripAdvisor's largest long-term growth opportunity outside of hotels and a key driver in the company's non-hotel revenue growth. We contract wholesale rates directly from local operators and advertise their products to a global consumer base at TripAdvisor.com, Viator.com, additional consumer-facing websites, mobile websites, and through our global network of affiliates. TripAdvisor Experiences is a global business with offices in the US, Europe, Australia, and Asia.

Company Type	Online Travel Agent
Customer Demographic	All Demographics
Website	<a href="http://www.tripadvisor.com">www.tripadvisor.com</a>