

# *Destination* **Queenstown**

## *Travel Trade Sales Managers* *2023 Contact Directory*





# Queenstown accommodation



## Danielle Ingle



**Position:** General Manager  
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Danielle was lucky enough to be mentored by Joanne Ross and Gavin Swan during her first 8 years at Azur. While Gavin showed Danielle the operations of the lodge, Joanne trained her in Sales and Marketing.

She found a passion for both as she loves connecting with people, so she decided to leave to complete the level 7 post grad diploma in Hospitality Management at QRC.

Danielle has since returned to Azur as the GM since the start of 2022. She loves the lovely small team, and alongside Lou at Unique stays, she stays connected with Azur's supporters.

## Kylie Hogan



**Position:** Group General Manager  
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Welcome to New Zealand's ultimate ensemble of luxury accommodation & dining.

Eichardt's sets the standard of gracious luxury accommodation. It marries the exquisite flair of New Zealand design, with flawless comfort and attentive service.

Their world-class boutique hotel offers every guest a magical and memorable experience.

## Jacques Meyer



**Position:** National Account Director New Zealand  
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Jacques Meyer is the National Account Director New Zealand at EVT Hotels & Resorts, based in Wellington. In his core role he drives strategy for top government and C&E key accounts at QT, Rydges, Atura & LyLo hotels across the country.

His expertise in developing high-level stakeholder engagement and relationship management supports the strategy of building long-term partnerships with clients.

Originally from South Africa, he has 20 years of hotel experience on three continents, and specialises in business development and hotel revenue growth across multiple brands.

Prior to joining EVT, Jacques worked in corporate sales at Hilton and IHG and managed key national accounts at Southern Sun Hotels. He has earned an MBA from Winthrop University, and a Bachelor of Commerce degree from the University of South Africa.

## Tuané Olivier



**Position:** National Sales Manager Inbound & Sport  
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Tuané looks after Inbound market segment for all EVT Hotels & Resorts across New Zealand.

One of her focuses is group enquiries across all brands as well as brand enhancement within the market segment and cross selling for New Zealand and Australia.

She also looks after the Sports market for all EVT Hotels across New Zealand.

## Melissa Couch



**Position:** Sales Manager  
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Melissa is the Sales Manager for Heritage Queenstown Hotel where she has enjoyed selling the hotel for the last 7 years having moved to the Queenstown region back in 2011.

A lover of great wine, food and adventure are only some of the reasons she is proud to call Queenstown home. She brings a wealth of knowledge to her role with a demonstrated history of working in the tourism industry across Australia and New Zealand.

Skilled in food and beverage, operations management, incentive travel, sales and hotel management. Melissa's passion for exceptional customer service has seen her build strong relationships with customers as well as industry peers.

The Heritage ethos "You're Somewhere Special " embraces the location and resort style facilities at the Heritage Queenstown.

## Jenny Quinn



AN IHG® HOTEL  
QUEENSTOWN

**Position:** Senior Director of Sales  
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Located in the adventure capital of the world, the new 4-star Holiday Inn Express and Suites Queenstown is centrally located providing close proximity to city centre dining, entertainment, shopping and all of Queenstown's adventure activities.

The location also provides easy access to famous ski destinations, world class golf courses and is in the gateway city to the UNESCO World Heritage site of Milford Sound. Boasting stunning views of Lake Wakatipu, the Remarkables Mountain Range, and Cecil & Walter Peaks from its 227 rooms and suites, Holiday Inn Express and Suites Queenstown offers every guest Free Express Start Buffet Breakfast and Free Uncapped High Speed WIFI.

The hotel also features two flexible meeting rooms, fitness room, sauna, self-service laundry, onsite parking and free business centre. We are the smart choice for savvy business and leisure travellers, delivering more where it matters most

## Simon Rees



**Position:** Director of Sales & Marketing  
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Simon has over 15 years experience working with leisure travel across NZ and AU, and has represented IHG in several locations in both countries.

He absolutely loves working with this part of the industry and understand a lot of the variables involved, including the challenges!

Simon looks forward to being of assistance for Holiday Inn Queenstown Remarkables Park - one of Queenstown's newest full service hotels. It's truly a fantastic property and he is extremely proud to be representing it - so please do get in touch.

## Whitney Wanous



**Position:** Sales & Marketing Manager  
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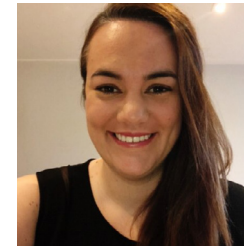
Whitney has been part of the Queenstown tourism industry for nearly 20 years. Originally, from the Florida Keys in the USA, she was chasing winter when the magic of Queenstown captured her heart and she now proudly calls this wonderful mountain town home.

She often says she simply traded one paradise for another! Having spent 5 years with Accor at the start of her Queenstown journey, she returned to Hotel St Moritz and Sofitel Queenstown Hotel & Spa just as the borders opened in 2022 and the industry exploded back to life.

In between her stints with Accor, she worked within the local events industry, and was on the marketing team for the ski fields, giving her a great understanding of Queenstown's unique proposition.

Hotel St Moritz and Sofitel Queenstown are Accor's only 5 star, luxury properties in Queenstown and both are ideally positioned for small groups and incentives. Whitney would love to help you craft an exquisite Queenstown experience for your guests.

## Caroline Brault



**Position:** Sales Manager  
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As the Sales Manager for Mercure Queenstown, Caroline will assist you to make the most of your stay with personal touches for your clients, group, and everything else you can think of, she can help you!

Mercure Queenstown is a springboard to exploration. At Mercure Queenstown, they inspire their guests to discover their destination through their authentic hotel décor and their love for the local food culture.

Mercure Queenstown offers warmth & thrill of discovery with a comforting standard of welcome. Enjoy a true locally inspired experience.

## Brian Howie



**Position:** Director of Operations  
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Set up on 650 acres of rolling hills and gentle streams, Millbrook Resort is a five-star lifestyle and golf resort showcasing 160 rooms.

Offering a variety of luxurious deluxe studios, one and two bedroom suites, three and four bedroom Resort Homes, and exclusive Luxury Retreats - all designed to capture the history of the resort, the surrounding views of the championship golf course and majestic mountains.

Millbrook Resort sets the standard for romantic getaways, golfing holidays and relaxing retreats - with a round of golf, whiskey at Smithy's Smoke House, lunch at the Hole In One Café, a signature massage, daily yoga and health & fitness classes, and an evening at the award-winning Millhouse Restaurant or Japanese inspired Kobe Cuisine, just one of the many ways to spend a day at Millbrook Resort.

## Brendan Davies



**Position:** Director of International & Corporate Sales  
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Millennium Hotels & Resorts operate 550 rooms in Queenstown across 3 hotels. All are conveniently located all within walking distance to the lakefront, shops and restaurants.

They are currently completing a major refurbishment of the Millennium hotel including all rooms and bathrooms with walk in showers, due for completion by the end of 2023.

## Trish May



**Position:** Founder  
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Trish is a tourism marketing and sales professional with a career spanning more than 30 years in the tourism industry.

In 2000 Trish established and manages a boutique marketing and sales consultancy. She has worked with a range of leading tourism businesses over the years. Prior, she held management roles in regional tourism organisations and commercial visitor attractions in Rotorua.

Trish has led delegations and represented tourism products and regions internationally throughout Asia, Australia, North America and United Kingdom. Most recently she attended Kiwilink events in North America, United Kingdom/Europe and Asia (July/August 2022).

The New Zealand Travel Collective is a sales representation brand created by Trish in the wake of the pandemic. Trish's goal is to present the very best of New Zealand's visitor experiences to international markets via specialist travel agents, inbound agents, travel advisors and travel re-sellers.

## Roger Taitt



**SH SAFARI  
HOTELS**  
HOTEL MANAGEMENT

**Position:** General Manager  
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[www.ramadaqueenstowncentral.co.nz](http://www.ramadaqueenstowncentral.co.nz)

It's been a crazy time in our awesome industry, one that I genuinely love and I'm incredibly privileged to be part of the Safari family here in beautiful Queenstown.

I too have tried to escape on many occasions, but it's the people that keep drawing me back in. I manage and look after Ramada Queenstown Central & La Quinta Queenstown.

These outstanding 4-star properties are ideally positioned for the leisure, ski, and small group markets. Any sales inquiries or if you need anything to please just let me know.

## James Niu



**SUDIMA  
HOTELS**

**Position:** Corporate Sales Manager  
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James joined Sudima with over a decade of hotel operations and sales experience, most of which was for an international hotel chain, 5 star property in London.

He started out working in front office operations, then quickly moved into the sales team where he worked just about every role in the department, from Groups and Events, to proactive sales managing the Diplomatic and Geo-markets - Middle East and India.

He returned home to Auckland after 11 years away, and he started with Sudima Hotels in June 2022, tasked with the responsibility of growing the corporate and MICE business segments across the hotel's property portfolio.

## Michel Adolphe



**SUDIMA  
HOTELS**

**Position:** Chief Commercial Officer  
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A highly motivated and skilled Chief Commercial Officer whose effectiveness comes from a proven Sales & Marketing skill set developed over 30 years in the hospitality industry and proven further with the dramatically successful growth of the Sudima brand in New Zealand.

Michel strategically delivers "5 star" growth for a brand across all its segments by motivating his team, effectively using the marketing mix - including ecommerce and leveraging rock solid industry-wide relationships.

He is strategic, analytical, empathetic, insightful, and articulate.

# Matthias Schulz



**Position:** Regional Director of Sales and Marketing  
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Swiss-Belresort Coronet Peak Queenstown  
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Matthias is looking forward to working closer together and please reach out anytime.

He looks after Sales and Marketing for all hotels in Australia and New Zealand for the Swiss-Belhotel International chain.

Swiss-Belhotel International is recognized as one of the world's fastest-growing hotel management groups. Swiss-Belhotel International provides professional expertise and management services for hotels, resorts and serviced residences.

Auckland - Swiss-Belsuites Victoria Park, Napier - Swiss-Belboutique Napier, Queenstown - Swiss-Belsuites Pounamu, Queenstown - Swiss-Belresort Coronet Peak, Sydney - The York by Swiss-Belhotel, Brisbane - Swiss-Belhotel Brisbane.

Please reach out anytime via email or mobile.

# Justin Crane



**Position:** Owner & Operator  
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Justin and Kirsty have the pleasure of owning and operating The Cottages at Lake Hayes, luxury lakefront accommodation on the shores of Lake Hayes, Queenstown.

The Cottages were launched in 2020 and the stunning views, luxurious interiors, a curated art collection and exquisite attention to detail have already welcomed back many returning guests. Each of the 5 cottages sleep up to 4 adults with 2 en-suite bedrooms with private terraces, a fully-equipped kitchen, dining, bar, and lounge with wood-burner.

Each cottage has their own parking, plus secure storage for skis, golf clubs, bikes, and a laundry and drying room. There is also a communal Pinot Pit and you can treat yourself to a cottage with a hot tub.

The Cottages are perfect for a private escape or an extended group get-together.

# Mark Rose



THE REES HOTEL  
THE REES LUXURY APARTMENTS  
THE REES LAKESIDE RESIDENCES  
**TRUE SOUTH**  
QUEENSTOWN, NEW ZEALAND

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Mark brings a wealth of talents and experience to the role as first Chief Executive of The Rees Hotel & Luxury Apartments Queenstown.

Mark has spent his working life in the hospitality industry in the UK, the USA, Australia and New Zealand. He is a trained chef and a specialist in food and beverage services who has managed vineyard and winery operations in addition to his hotel management duties.

He came to The Rees Hotel and Luxury Apartments Queenstown directly from an appointment as General Manager of the prestigious Cameron House on Loch Lomond, one of Scotland's finest luxury hotels. Two golf courses, five dining rooms, a marina, a spa [voted best spa in Scotland], a staff of 450 - and a guest list that ranges from sport stars and celebrities to the King of Jordan.





# Queenstown activities



## Marc Perry



**Position:** Queenstown Sales Manager  
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**LinkedIn:** [Marc Perry](#)  
**Website:** [www.bungy.co.nz](http://www.bungy.co.nz)

Marc represents all of our sites and experiences in Queenstown including the 'World Home of Bungy' at the Kawarau Bridge, the Nevis Playground, and the Ledge. Queenstown has 3 different site locations with a total of 7 different experiences.

Marc leads our team and sales channels in Queenstown that include Trade, Conference & Incentive, Entertainment Events, Groups, Education and our newly created Wellness Experiences. Marc has 15+ years experience in Adventure Tourism in Queenstown and has been with AJ Hackett Bungy New Zealand for 7+ of them. We are stoked to have him...most of the time!

Ever since 1988, AJ Hackett Bungy New Zealand has been in the business of fuelling people with courage and adrenaline. AJ Hackett Bungy also a proudly Kiwi organisation, with innovation, life experience and fun at the core of what they do.

## Antony Sproull



**Position:** Operations Manager  
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Youngest son to Hank and Kerrie (company Directors), Antony joined the business full-time in 2011. He combined his studies in tourism and child born love for aviation to attain a commercial pilot's licence in 2014.

Words cannot describe how much he enjoys working in the family business - it's truly a dream job. From the cockpit of their aircraft making memories with customers, to travelling and marketing the business at trade events, every day presents a unique office environment.

Air Milford is proud to be Queenstown's most sustainable airline. Antony gives credit to his parents, who have drawn on 50 years of local aviation experience, to establish a successful business focused on personalised flight seeing tours."

## Penny Hayes



alpine  
helicopters



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Alpine Helicopters specialise in scenic flights, private and commercial charters. Our comfortable, modern helicopter fleet ensures you panoramic views and the ability to travel to incredible places few people ever visit.

Our team of friendly and experienced pilots are on hand to ensure you have an unforgettable aerial wilderness adventure.

Southern Lakes Heliski has been delivering the very best heliski experiences since 1985. we have terrain extending over 17 mountain ranges and boasting in excess of 800 runs, which means we have the most heliski terrain in the Southern Lakes region.

## Lee Saunders



**Position:** Founder  
**Company:** Alpine Luxury Tours  
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Lee's passion for showing people New Zealand is evident as soon as you meet him. Having grown up in and around Queenstown, he knows the region like the back of his hand; and if there's somewhere he hasn't been, it's likely because he knows at least five places that beat it.

As Alpine Luxury Tours' founder, Lee built a number of key relationships over the years. Such relationships allow them to customise any adventure or experience at a moment's notice to ensure guests see the best of Queenstown and New Zealand. Through the eyes of their local knowledgeable guides, Alpine Luxury Tours love being able to share New Zealand with their guests in private luxury vehicles.

Family owned and operated, Lee takes pride in luxury and environmental practices above all else. The bespoke experiences including private transfers, sightseeing experiences, wine experiences, heli wine experiences, hikes, heli hikes, helicopter flights, and Ski experiences (during winter)- each available at a moment's notice. Because when a trip to Queenstown is an all-access-pass to stunning vistas and adventurous activities, who better to show than people who have called it home for decades.

## Kim Botherway



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Kim is the Business Development & Sales Manager for Altitude Tours & BLACK, working with wonderful travel agents, trade, and industry partners throughout New Zealand and beyond.

She has worked within the New Zealand tourism industry for 15+ years and has called Queenstown home since 2011.

Since 2020, she has had the pleasure of promoting two of Queenstown's top day touring brands.

Altitude Tours operates award-winning, small-group day tours. These include Milford Sound, Mt Cook, Glenorchy, and Queenstown sightseeing, in addition to their award-winning Wine Tours and NZ's first Gin & Heli Gin experience.

BLACK offers full-service and discreet luxury transport, touring, and adventures for couples, families, and groups. A BLACK experience allows visitors to explore Queenstown and beyond in premium vehicles with an expert local guide. Some of the options available are wine touring, sightseeing, hiking, biking, flyfishing, and visiting Ben Lomond high country station.

## Lise O'Leary



**Position:** Sales & Marketing  
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Lise's background is in C&I hotel tourism but has worked within the dedicated team at Appellation Wine Tours for 9+ years, primarily selling to the local, domestic and international travel trade.

Her passion for the industry as well as local knowledge and operational experience has been instrumental in maintaining strong relationships with clients and agents alike.

Appellation Wine Tours offers a range of daily small-group and private tour options to fit with different itineraries combining perfectly with other Queenstown activities. They have a modern fleet which includes luxury Mercedes-Benz minivans as well as smaller private touring vehicles.

Appellation Wine Tours have built up strong relationships with vineyards over the years and as such have access to extra special bespoke experiences.

## Sarah Russell



**Position:** General Manager  
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Sarah joined the tourism sector 7+ years ago as General Manager for Appellation Wine Tours. Sarah oversees all sales and trade channels, product development, marketing, and day to day operations.

With over 23 years of experience showcasing the magnificent world-class Central Otago wine regions, Appellation Wine Tours have built up an excellent reputation for their dedication to their clients and agents. This is reflected in continuous 5-star reviews and 6-year consecutive Gold Qualmark.

Departing from Queenstown, they offer a range of all-inclusive small-group, daily, private and custom wine tours. They have a range of tour options to fit with different itineraries combining perfectly with other Queenstown activities.

Appellation have a modern fleet including luxury Mercedes-Benz minivans as well as smaller private touring vehicles. Their passionate guides set them apart and are incredibly knowledgeable ensuring every aspect of the day is memorable. They have built up strong relationships with vineyards over the years and as such have access to extra special bespoke experiences.

## Lisa Cooper



**Position:** Manager  
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Since the Queenstown Trail opened in 2012, Around The Basin have been a key operator on this trail network. Now into their 11th year of business, and with years of riding around the Whakatipu Basin behind them, they are one of the most experienced local operator getting riders onto the Trail.

Offering quality analogue and electric bike hire, self-guided and supported ride packages they have the perfect ride available to suit your desire and ability.

Around The Basin are gold Qualmark rated and pride themselves on offering a friendly, personalised Kiwi-flavour to take your Queenstown biking experience from good to great. Around The Basin provide all the tools needed for a great adventure while riding in Queenstown.

## Matt Hirst



**Position:** Owner  
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Matt Hirst has been working in the tourism and hospitality industry since leaving school. He started his career and family in Japan and became fluent in speaking Japanese before moving back to New Zealand.

Matt and his business partner Dylan Thomas established the bike hire company over ten years' ago and started operating on the same day that the Queenstown trail opened.

Fast forward to today and the business is thriving, offering a premium product (including ebikes and mountain bikes), and benefiting from happy and returning customers.

Matt has built up a talented and loyal team who now all belong to the Better By Bike family. Book Better By Bike for the Best Day Ever!

## Debbie Zampieri



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Debbie looks after the sales & marketing at Fiordland Discovery.

Born in Australia to Italian parents Debbie fell under the magical spell of Queenstown and the South Island of New Zealand while traveling and relocated with her kiwi husband and two children shortly after... now over 15 years ago!

If you have any questions about Queenstown or Fiordland please don't hesitate to get in touch with Debbie who will share her passion for the truly unique experiences that Fiordland Discovery offers.

## Tegan Worthington



**Position:** Sales & Marketing Manager  
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Queenstown Snowmobiles  
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[www.queenstownsnowmobiles.co.nz](http://www.queenstownsnowmobiles.co.nz)

Sales Manager at Glacier Southern Lakes Helicopters, owned and operated by Helicopters Queenstown 2020 Ltd & Queenstown Snowmobiles.

Having joined the team back in June 2022, Tegan has been assisting the company with the relationship rebuild of local, domestic & international trade. She has been in the Tourism industry for 10yrs with an extensive background in Queenstown Hotels, with dealings from inbound agents to Conference and Incentive.

Tegan is looking forward to reconnecting with her fellow tourism colleagues and providing unforgettable helicopter experiences around Milford, Queenstown, Fiordland & Mt Aspiring National Parks.

## Tess Kelly



**Position:** Sales & Marketing Manager  
**Company:** Heliworks Queenstown & Heli Glenorchy  
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[www.heliglenorchy.co.nz](http://www.heliglenorchy.co.nz)

Tess is the Sales & Marketing Manager for Heliworks Queenstown and Heli Glenorchy.

Heliworks Queenstown and Heli Glenorchy are family-owned companies based in Queenstown and Glenorchy, New Zealand. With a genuine connection to the area and access to some of the world's most spectacular scenery at their doorstep, Heliworks Queenstown and Heli Glenorchy provide their guests with a once in a lifetime heli adventure.

Within minutes of flying, you can discover Queenstown and Glenorchy from above, Milford Sound or their exclusive hidden gem, the Earnslaw Burn. Their local, experienced team of pilots will show you the best of their backyard while making you feel like part of their family.

No matter which flight you choose, you'll enjoy an experience of a lifetime, one that is truly unique, authentic and full of stories about our incredible region.

## Sophie Koehler



**Position:** Sales Manager  
**Company:** iFLY Indoor Skydiving Queenstown  
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**Telephone:** +64 27 2935 445  
**LinkedIn:** [Sophie Koehler](https://www.linkedin.com/in/sophiekoehler)  
**Website:** [www.iflynz.co.nz](http://www.iflynz.co.nz)

Sophie has recently joined the iFLY Indoor Skydiving team as Sales Manager after years of experience at Destination Queenstown, Cardrona Alpine Resort and RealNZ.

iFLY Queenstown is a Kiwi owned business in the heart of the world's hub for adrenaline and adventure. Their idea of adventure is a little different, though; iFLY Queenstown believe that all people of any age and every body of any ability should have the opportunity to fly.

iFLY Queenstown first opened in 2018 and are now a solid fixture on Brecon Street for multi-generational families, groups of friends, team building or just a quick body flight on your own. Rain, shine, snow or sleet, their team of friendly flight instructors and customer service superstars are there at iFLY Queenstown to provide an experience unlike any other.

Experience the rush of 100% pure human flight at iFLY, New Zealand's only indoor skydiving attraction and Queenstown's most exhilarating new adrenaline experience! From the Maori legends of New Zealand's ancestral people, to our modern-day aviation innovators, there is nothing more quintessentially Kiwi than the dream of flight. It's in this country's DNA. It's in theirs, too.

## Nicky Sygrove



**Position:** Chief Executive  
**Company:** Kinross Winery  
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**Telephone:** +64 21 546 710  
**LinkedIn:** [Nicky Sygrove](https://www.linkedin.com/in/nickysygrove)  
**Website:** [www.kinross.nz](http://www.kinross.nz)

Nicky has worked in private and public sectors, has over 15 years experience, and with a sales / marketing and tourism background, Nicky is completely focused on world class guest experiences that authentically tell New Zealand stories and hero the people who are pushing boundaries and protecting our beautiful environment.

Kinross Winery is all about immersing guests in the Central Otago world of wine. Representing five wineries (Coal Pit, Hawkshead, Kinross, Valli and Wild Irishman) allows the teams to really showcase a broader story of the region - how the history, climate, terroir and personalities of the place really make it world famous.

If you're looking for an authentic NZ wine experience, Kinross loves sharing the stories of this special place with your guests.

## Gemma Wilson



**Position:** General Manager  
**Company:** Kiwi Park  
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**Telephone:** +64 21 956 547  
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Gemma Wilson is a third generation family member at the Park taking over from her parents and prior to that her grandparents who started the park in 1984.

She was born and bred in Queenstown and is passionate about the family owned and operated wildlife sanctuary located in the heart of Queenstown.

They hold and display over 20 species of native NZ wildlife in their 5 acre park, all of which are part of nationally managed conservation programmes. Your entry fee supports their conservation work. They offer guaranteed kiwi viewing in their specially constructed nocturnal houses, audio tours (available in English, German, French, Mandarin and Japanese), Conservation Shows and Kiwi Encounters.

To top-off your visit, check-out the Honey Bee Centre where you can view our see-through beehive and taste NZ honey The Kiwi Park is set in beautifully landscaped gardens, surrounded by majestic trees, and is the perfect place for a relaxed break from the hustle and bustle of downtown Queenstown.

## Chloe Seaforth



**Position:** Sales Manager  
**Company:** KJet Queenstown  
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**Website:** [www.kjet.co.nz](http://www.kjet.co.nz)

Chloe is the Sales Manager at KJet Queenstown and looks after the local, national and international markets. Originally from the UK, Chloe has lived in New Zealand for over 6 years and has worked at KJet for the past four years.

KJet is New Zealand's original Jet boat ride. Based in Queenstown, KJet has been operating since 1958 and are proud to be known as the world's first commercial Jet boat operator.

As a family-owned business their aim is to give every guest a memorable experience. KJet enjoy sharing stories and sights that only this slice of New Zealand offers. Their focus is to deliver a value-for-money, friendly and exciting Jet boat ride.

KJet also powers Time Tripper, Queenstown's only underwater cinematic experience that takes you on a journey through time and legend, where you can experience 90 million years in under 30 minutes.

## Brian Howie



**Position:** Director of Operations  
**Company:** Millbrook Resort  
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Set up on 650 acres of rolling hills and gentle streams, Millbrook Resort is a five-star lifestyle and golf resort.

Encompassing two 18 hole championship golf courses (home of the New Zealand Open), five tiers of luxurious accommodation, an award-winning day spa, five restaurants, health & fitness centre, various conference venues and real estate.

Millbrook Resort sets the standard for romantic getaways, golfing holidays and relaxing retreats - with a round of golf, whiskey at Smithy's Smoke House, lunch at the Hole In One Café, a signature massage, daily yoga and health & fitness classes, and an evening at the award-winning Millhouse Restaurant or Japanese inspired Kobe Cuisine, just one of the many ways to spend a day at Millbrook Resort.

## Martin Langford



**Position:** National Sales Manager  
**Company:** Ngāi Tahu Tourism - Shotover Jet, Dart River Adventures, Guided Walks New Zealand  
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**Website:** [www.shotoverjet.com/](http://www.shotoverjet.com/)  
[www.dartriver.co.nz/](http://www.dartriver.co.nz/)

Martin Langford is the National Sales Manager for Ngāi Tahu Tourism.

Ngāi Tahu have a range of experiences across Aotearoa, New Zealand including in Queenstown the worlds most exciting jet boat - Shotover Jet and the scenic Dart River Adventures based in Glenorchy. Dart River offers a Wilderness jet boat experience into Mount Aspiring National Park and also a full day jet boat and Funyaks adventure. They also have Guided Walks New Zealand (GWNZ) based in Queenstown.

GWNZ offer a range of walks including a full day guided walk on the Routeburn Track, the Aspiring Wilderness Experience which combines Dart River Wilderness Jet boating with a beautiful off trail walk and lastly a 1/2 day walk at Bob's Cove, just a short distance from Queenstown.

Ngāi Tahu also offer experiences across Aotearoa, including Hollyford Valley Guided Walks, Franz Josef Glacier Guides, Dark Sky Project, Agrodome Farm Experience, National Kiwi Hatchery, Huka Falls Jet and the All Blacks Experience.

## Anna Wang



**Position:** Business Development Manager  
**Company:** Nomad Safaris  
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Anna Wang brings nearly 15 years tourism Sales & Marketing experience and knowledges of markets.

She has been working at all sectors on tourism industrial chain, from a professional tour guide leads travel groups to explore natural and cultural wonders, to a frontline staff communicating with consumers on daily basis; from a product manager who oversees AU&NZ FIT market in world leading OTA, to a Sales & Marketing consultant who represents clients' brand to targeted market.

Anna has called Queenstown home since 2013. She joined the Nomad Safaris team in 2022. In her current Business Development Manager role, she looks after all Asian market and C&I business.

Nomad Safaris offers best 4WD experience and opportunities to explore Queenstown Lord of the Rings filming location and Otago gold mining settlements. Nomad Safaris has teamed up with Info & Track, a dedicated booking agency, great walks, and info&Snow ski transport company so we can offer the best of everything to you, summer and winter.

## David Gatward-Ferguson



**Position:** Director of Sales and Marketing  
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Natural Selection  
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[www.nomadsafaris.co.nz/tesla](http://www.nomadsafaris.co.nz/tesla)

Consummate marketer, passionate after all these years, keen to assist and mentor.

A long and varied career in both sales and marketing roles covering wine to IT to business consulting to tourism.

Nomad Safaris want you to experience the best that Queenstown, New Zealand has to offer. They offer small group, personalised tours into the New Zealand backcountry.

With Nomad Safaris, you can explore Queenstown Lord of the Rings filming locations and Otago gold mining settlements. You will witness stunning Southern Lakes scenery, from Queenstown to the Shotover and Arrow Rivers, to the Remarkable Mountains. They will tell you about New Zealand Maori folklore and European pioneer culture.

With their local guides, Nomad Safaris can paint a vivid picture of the wonderful land of ours.

## Tom Broe



**Position:** Business Development Manager  
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**Website:** [www.nzoneskydive.co.nz](http://www.nzoneskydive.co.nz)

Business Development Manager at NZONE Skydive and Skydive Wanaka. Tom is proud to have been with the business since April 2014, as an avid skydiver himself, he lives and breathes the world of skydiving.

In his role he oversees their international trade partner portfolio along with their Inbound Tour Operator channels. Owned and operated by Experience Co, NZONE Skydive is the birthplace of tandem skydiving in New Zealand with over 350,000 completed skydives, commenced operation in 1990 and is the only Tandem Skydive company to have won the New Zealand Supreme Tourism Award.

Skydive Wanaka commenced operation in 1995 and has completed over 150,000 tandem skydives. NZONE Skydive and Skydive Wanaka are proud to be New Zealand's leading skydive operator, with over 55 years of combined operational experience and over 500,000 completed tandem skydives.



## Pedro Martinez



**Position:** Marketing & Operations Manager  
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**Website:** [www.flynz.co.nz](http://www.flynz.co.nz)

Their resident Englishman Pedro started with Over The Top in 2013. Working his way up from hangar rat and client delivery service through to his current role as Operations and Marketing Manager.

Pedro knows the ins and outs of every aspect within the company. With his desire to be the best of the best and his inability to stay still he has now set his sights on becoming a commercial helicopter pilot.

In his position of marketing and with his thorough knowledge of operations he has the perfect ability to plan and design the unique and personalised packages we are famous for.

## Fleur Casey



**Position:** Product & Business Development Manager  
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**LinkedIn:** [Fleur Casey](#)  
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Fleur Casey brings nearly 20 years experience in the Tourism Industry. During this time, she has worked across a number of Sales and Business Development roles throughout New Zealand including Rydges Hotels & Resorts, Kirra Holidays, Ngāi Tahu Tourism, Highlands Motorsport Park and in more recent years, Experience Co.

In her current Product and Business Development Manager role at Oxbow Adventure Co, she oversees and manages revenue and growth performance through trade sales, MICE sales distribution, delivery of events, coupled with management of the Sales & Marketing team.

With one of our core values 'one step ahead' at the forefront of everything we do at Oxbow Adventure Co, our unique experiences are world-firsts.

We cater for a diverse range of clientele, FIT's, couples, Honeymooners, Families and Conference & Incentive groups and customise each personal enquiry.

## Kate Danaher



**Position:** Sales & Marketing  
**Company:** Pure Milford  
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Kate is Sales & Marketing manager for Pure Milford, and has been with company since first arriving in Queenstown in 2015.

Throughout various roles in reservations, sales, operations and marketing, she has had the pleasure of building relationships with local, domestic and international agents and industry partners alike. Having stepped away from her physiotherapy background to pursue a career in tourism, she hasn't looked back and has found the ideal union of people and place in this spectacular part of the world.

Pure Milford provides year-round two hour scenic cruises of Milford Sound in Fiordland's only glass roof catamaran, the Gem of the Sound. The Gem has been specifically designed with Milford Sound in mind, with comfortable booth seating, stylish interior décor, HD cameras showing outdoor footage and large spacious viewing decks.

Pure Milford offers all-inclusive day tour coach excursions from both Queenstown and Te Anau, with scenic flight connections available from Queenstown. Private charters of the Gem of the Sound are available on request.

## Morgan McCammon



**Position:** General Manager  
**Company:** Queenstown Expeditions, Professional Touring  
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**Website:** [www.queenstownexpeditions.com](http://www.queenstownexpeditions.com)  
[www.professionaltouring.com](http://www.professionaltouring.com)

Morgan has spent a huge part of his life working within his family business here in Queenstown over the past 40 years.

A true long time Queenstown family company. Queenstown Expeditions offers high quality day tours off the beaten track in and around the region while its other brand Professional Touring provides a diverse range of vehicles from smaller Mercedes to larger touring coaches providing a multitude of options from luxury tours for families and day touring.

## Cam Mitchell



**Position:** Mountain Sales Manager  
**Company:** Cardrona x Treble Cone  
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**LinkedIn:** [Cameron Mitchell](#)  
**Website:** [www.realnz.com](http://www.realnz.com)

Cam Mitchell is the Mountain Sales Manager for Cardrona x Treble Cone.

He is kiwi born and bred, has always loved what Aotearoa has to offer and is stoked to be working in such an awesome industry. He feels at home in nature, whether it's up the maunga, swimming in our waters or out for a hike/walk.

Cardrona is New Zealand's fun and family-friendly ski resort with the most reliable snow conditions in the region. Its high elevation and southerly aspect mean dry natural snow is plentiful, which is further enhanced by snowmaking facilities. Cardrona has NZ's only combined gondola chairlift, easy-to-use surface lifts, specialized beginner packages and plenty of wide open trails spread over three basins.

Treble Cone, the largest ski area in NZ's South Island, is famous for its long, uncrowded groomed runs, legendary off-piste terrain and unrivalled views over Lake Wanaka and the Southern Alps. Located just a 35 minute scenic drive from Wanaka and a 90 minute drive from Queenstown via the Crown Range road.

## Fiona Boffy



**Position:** NZ & AU Sales Manager  
**Company:** RealNZ  
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**LinkedIn:** [Fiona Boffy](#)  
**Website:** [www.realnz.com](http://www.realnz.com)

National Sales Manager Fi Boffy has recently added the Australian market to her portfolio to become the NZ and AU Sales Manager and will assist International Sales Manager, James Mulcahy in serving the distribution partners and tour operators in Australia.

Fi's career with RealNZ began in 2018 at Go Orange, since then she has had a variety of sales positions working closely with our partners to grow both their business and ours.

RealNZ - in business for good - offering spectacular experiences in Stewart Island, Fiordland and Queenstown, and International Antarctic Centre in Christchurch. Motivated by a vision to protect these precious places, today we strive toward a bold vision for our future; to become a conservation business, enabled by tourism.

## Geraldine McMillan



**Position:** Western Markets Business Development  
**Company:** RealNZ  
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**Telephone:** +64 27 5910 018  
**LinkedIn:** [Geraldine McMillan](#)  
**Website:** [www.realnz.com](http://www.realnz.com)

Queenstown is home! Geraldine has a genuine connection to this town, the people, and the surroundings.

During the weekends, in the winter months you'll find Geraldine skiing up Cardrona supporting her eleven-year-old as he develops with the Cardrona Parks Squad team, and in the summer months she will be out hiking or biking many of the amazing tracks and mountain peaks that we have on our doorstep.

Geraldine look forward to talking about all the amazing experiences and brands within the RealNZ portfolio.

## Li Li



**Position:** Sales Manager - Eastern Markets  
**Company:** RealNZ  
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**LinkedIn:** [Li Li](#)  
**Website:** [www.realnz.com](http://www.realnz.com)

Welcome to RealNZ - in business for good - offering spectacular experiences in Stewart Island, Fiordland and Queenstown, Wanaka and International Antarctic Centre in Christchurch.

Li Li leads the Eastern sales team for RealNZ and is an experienced Sales Manager with over 10 years of experience in the tourism industry.

Li Li has a deep understanding of the cultural nuances and business practices in the Asian markets and is passionate about building long-term relationships with travel trade partners from the Greater China, South Korea, Japan, Singapore and other Southeast Asian markets.

If you are interested in exploring further opportunities for cooperating with RealNZ, please do not hesitate to reach out to Li Li.

## Richard Crouch



**Position:** Sales Manager  
**Company:** Skyline  
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**Website:** [www.skyline.co.nz/queenstown](http://www.skyline.co.nz/queenstown)

Richard has been in this crazy industry for over 25 years.

Despite trying to escape on a number of occasions, the vibrancy, the environment and the people keep drawing back in!

Take a scenic ride in the iconic Skyline Gondola and discover a spectacular panoramic view of Queenstown and the surrounding mountains. Get your fix of downhill fun with the Luge - the global thrill ride for all ages and abilities. Celebrate the best of New Zealand and international cuisine at Stratosfare Restaurant & Bar - their buffet-style restaurant with stunning views to match. For something more casual, pick from a selection of fresh, local fare in the Market Kitchen café.

Situated an easy five-minute walk from central Queenstown, a visit to Skyline Queenstown is a must-do during every visit to Queenstown!

## Kerry Lahood



**Position:** International Sales Manager  
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As International Sales Manager at Southern Discoveries, Kerry is responsible for developing their international and domestic sales activities and relationships with inbound tour operators, wholesale partners and OTA's from international markets.

Southern Discoveries is a premium tourism company dedicated to sharing some of New Zealand's most iconic scenery and extraordinary experiences with the world. They offer lake cruises experiences in Queenstown and a range of cruises, kayaking and underwater observatory visits in Milford Sound. They also offer daily coach trips from Queenstown to Milford Sound, and specialise in private charters, conference and incentive packages.

Southern Discoveries is the original Milford Sound operator and continues to provide the widest range of excursions in the fiord. The company is Qualmark Gold endorsed and maintains an ongoing commitment to the conservation and sustainability of the area through the Sinbad Sanctuary Project in conjunction with the Department of Conservation and the Fiordland Conservation Trust.

## Brad Patterson



**Position:** Sales Manager  
**Company:** The Helicopter Line & Totally Tourism  
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Part of The Totally Tourism Group The Helicopter Line (THL) is one of New Zealand's leading helicopter company. Formed in 1986 THL has grown to become the largest Kiwi owned Helicopter Company in New Zealand operating scenic flights from Franz Josef, Fox Glacier, Mt Cook and Queenstown.

THL's fleet consists of 17 AS350 Squirrels. They are perfectly suited to scenic flights, the open plan cabin allowing for excellent views from all seats. Our professional team is dedicated to ensuring you experience the best.

The Helicopter Linespilots have specialist experience flying in New Zealand's alpine environments and all of their crew are qualified to ensure guest safety, both in the air and on the ground. Please do not hesitate to contact Brad if you require any rates, images or information.

## Penny Bolton



**Position:** Owner  
**Company:** The Playground  
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**Website:** [www.theplayground.kiwi.nz](http://www.theplayground.kiwi.nz)

Penny, and her partner designed The Playground with a passion for creating a fun environment where groups of adults can come and play.

She loves watching groups relax and unwind, while having a laugh together, connecting with each other and their inner child. The Playground gives you permission to play. As adults so often we forget to play but it is so good for our mental wellbeing.

With five core group activities, Archery Combat, Human Foosball, a Ropes Challenge, Bubble Soccer and Paintball. Meaning there is something affordable for everyone aged 8 to 80 years olds and all fitness levels.

Penny enjoys customising each booking so it ticks all the boxes for the demographic of the group. So whether you are wanting to burn off some energy, have a little friendly competition or a laugh with mates The Playground have you covered.

# Anita Smits

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Position: Sales/Marketing  
Company: True South Flights  
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Led by Peter Daniell alongside Anita Smits since 2012, True South Flights has established itself as a family owned and operated business. Over the years, the company has experienced growth, expanding its fleet and business offerings, while managing to maintain its small-business ethos of delivering personalized customer service.

True South Flights offers a range of captivating day trip options departing from Queenstown. Customers can embark on a journey to Mt Cook, immersing themselves in its majestic beauty.

For those seeking an active experience, the company can fly them to the Tasman Glacier for hiking or skiing adventures. Another enticing destination is Stewart Island, which can be conveniently reached by air. If you haven't had the chance to witness the enchanting Milford Sound, True South Flights can fly you there.

Once you arrive, you'll have the opportunity to embark on a scenic cruise across the stunning fjord. The possibilities for thrilling adventures are boundless with True South Flights.



# Queenstown transport



# Ying Lu



**Position:** Owner Manager  
**Company:** Albatross Travel Service Ltd  
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Ying Lu is the Owner Manager of Albatross Travel Services. With bases in Queenstown and Auckland, Qualmark-endorsed Albatross Travel Services has been providing premium transfers and sightseeing services for over eight years.

Offering a pristine fleet of the late model Audi A8L and Mercedes cars, 4WD's and vans, there is a personalized touring solution for clients from one guest to 25 guests.

Choose Albatross Travel Services for your clients:

To provide transport on a per day or half day charter hire basis Transfers: for example, from private airport terminal to luxury lodges.

Full service customized day and multi-day tours with inclusions The fleet is especially suitable for multi-generation families, small groups and FIT's.

# Anna Magennity



LIMOUSINE  
SERVICES  
QUEENSTOWN

**Position:** Managing Director  
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Anna is the Managing Director of Limousine Services Queenstown. With more than a decade of experience in managing luxury transport, Anna has a passion for exceeding expectations and delivering a fabulous experience for our guests.

Backed by a team of exceptional driver-guides and operational support specialists, Anna and her team deliver premium transport services to discerning travellers.

They love to share this gorgeous place we call home. With the South Island's biggest fleet of late-model luxury passenger vehicles and decades of experience, they will take care of transporting you and your group in comfort in the Queenstown-Wanaka area or across the South Island.

Whether your passion is golf, skiing, Central Otago wines, sightseeing or adventure activities, you are planning your wedding or organising a corporate or large group event, they can help design your personalised itinerary to make the most of your time here.

# Ting Li



**Position:** General Manager  
**Company:** Limousine South  
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Limousine South makes luxury transport accessible for visitors throughout the South Island of New Zealand.

Our fleet features luxury sedans, Tesla vehicles, minivans and small coaches. With style and quality in mind, our late-model BMW and Mercedes vehicles are selected for the ultimate in comfort and safety and are available to you in Queenstown, Christchurch and Nelson.

The South Island is a remarkable place to visit. Luxury touring makes it a privilege.



# Queenstown food & drink





## Kristel Maroszek



**Position:** Sales and Marketing Manager  
**Company:** Future Hospitality Group - Little Blackwood, Margo's, Minus 5° ICE BAR, Little Mez, Odd Saint, Queenstown Ice Bar  
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A marketing and sales all-rounder with a strong background in hospitality and event management, Kristel oversees six local venues in Queenstown.

Future Hospitality Group has been delivering award winning experiences since 2011. Well known for their unique spin on classic dishes and drinks, the group has doubled its outlets post covid and established a strong identity nationwide. Their venues include two ice bars, an underground tequila bar, a lakefront cocktail bar (2022 winner of 'Best Bar in New Zealand'), a Mexican inspired restaurant and a garden side all-day eatery - all located in the heart of Queenstown.

Self-proclaimed as "Across the street from ordinary", the locally owned group pride themselves on exceptional customer service and hospitality that goes above and beyond. Training and nurturing great team members is integral to Future Hospitality Groups success and reputation, proven by their recent accolade of '2022's Most Outstanding People and Culture' award, judged by Hospitality NZ. Guests will be delighted by the eclectic range of experiences and consistently great service on offer from this leading group.

## Louise Clark



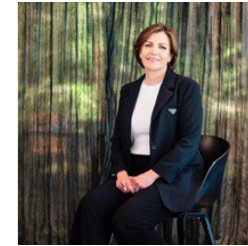
**Position:** Marketing  
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Louise manages the online presence and digital strategy for both Broken Heart Spirits and the Gin Garden in line with organisational objectives.

This includes development of website content, paid and organic digital channels, development of SEO strategy and monitoring channel performance.

Her favourite Broken Heart Spirit is the Queenstown Edition Gin and if she is not enjoying a delicious cocktail then you will find her out biking with my family or hiking the mountains of Arrowtown and Queenstown.

## Fleur Caulton



**Position:** Co-Founder  
**Company:** Go to Collection - Rātā, Madam Woo  
**Email:** [fleur@gotocollection.co.nz](mailto:fleur@gotocollection.co.nz)  
**Telephone:** +64 21 2213 624  
**Website:** [www.ratadining.co.nz](http://www.ratadining.co.nz)  
**Website:** [www.madamwoo.co.nz](http://www.madamwoo.co.nz)

Rātā is modern light-filled eatery tucked away in the center of bustling Queenstown, surrounded by an urban forest of native trees with a backdrop of some of the regions oldest historic buildings. It is the essence of New Zealand. Madam Woo, "Flavours from the Malacca Straits" a long time Queenstown favourite for delicious modern asian cuisine. Small bites, steamed and fried to big flavours all sharing style.

Rātā has been a "Must Go To" Queenstown restaurant for over 10 years. The menu is of New Zealand. The best they have to offer from diverse cultural traditions coupled with freshest quality produce and ingredients from the region which includes their commitment to sourcing organic ingredients and following sustainable practices.

At Madam Woo, groups are catered for with their "WOO ME" menu where they take your preferences and feed you an array of tasty plates. Refreshing cocktails and a eclectic wine and beer list to suit all tastes. Madam Woo has a prime location on the Mall a hundred yards from the picturesque Lake Whakatipu.

## Nicky Sygrove



# KINROSS

**Position:** Chief Executive  
**Company:** Kinross Winery  
**Email:** [nicky@kinross.nz](mailto:nicky@kinross.nz)  
**Telephone:** +64 21 546 710  
**LinkedIn:** [Nicky Sygrove](https://www.linkedin.com/in/Nicky_Sygrove)  
**Website:** [www.kinross.nz](http://www.kinross.nz)

Nicky has worked in private and public sectors, has over 15 years experience, and with a sales / marketing and tourism background, Nicky is completely focused on world class guest experiences that authentically tell New Zealand stories and hero the people who are pushing boundaries and protecting our beautiful environment.

Kinross Winery is all about immersing guests in the Central Otago world of wine. Representing five wineries (Coal Pit, Hawkshead, Kinross, Valli and Wild Irishman) allows the teams to really showcase a broader story of the region - how the history, climate, terroir and personalities of the place really make it world famous.

If you're looking for an authentic NZ wine experience, Kinross loves sharing the stories of this special place with your guests.

## Emma Foreman



# THE BAVARIAN

**Position:** General Manager  
**Company:** The Bavarian Queenstown  
**Email:** [eforeman@bavarianqueenstown.nz](mailto:eforeman@bavarianqueenstown.nz)  
**Telephone:** +64 27 3885 707  
**LinkedIn:** [Emma Foreman](https://www.linkedin.com/in/Emma_Foreman)  
**Website:** [www.thebavarians.com](http://www.thebavarians.com)

Emma is the General Manager of the Bavarian Queenstown.

She learnt her skills in Paris before coming to our side of the world and she has been calling Queenstown home for 7 years.

Hospitality is not just her career, it's her passion. She will go above and beyond to accommodate you and ensure you and your guests have an amazing time.

The Bavarian is the biggest venue in town and her focus is to fill it!

## Jax Smith



# REPUBLIC

HOSPITALITY GROUP

**Position:** Head of Sales  
**Company:** Republic Hospitality Group - Winnies Gourmet Pizza & Bar, Soda, The Ballarat, The Sundeck, Attiqa, Habana, Birdy, Below Zero Ice Bar, Zepher and The Frankton Arm Tavern  
**Company:** Republic Hospitality Group - Winnies Gourmet Pizza & Bar, Soda, The Ballarat, The Sundeck, Attiqa, Habana, Birdy, Below Zero Ice Bar, Zepher and The Frankton Arm Tavern  
**Email:** [jax@republicqt.co.nz](mailto:jax@republicqt.co.nz)  
**Telephone:** +64 27 2679 376  
**LinkedIn:** [Jackie Smith](https://www.linkedin.com/in/Jackie_Smith)  
**Website:** [www.republichospitality.co.nz](http://www.republichospitality.co.nz)

Jax look after ten local bar and restaurants in Queenstown New Zealand

She helps facilitate people booking for private events and looking for dazzling service and unique venues.

Republic have been in hospitality for 20 years and offer exciting and unique Queenstown bars & restaurants. They got there thanks to an awesome group of people who understand what it takes to deliver exceptional customer service and consistent quality in some of the best bars & restaurants in Queenstown.

Their eclectic mix of social establishments are favourites with locals and newcomers to town, serving up your favourite drinks, bites and experiences at great value prices.

# Heidi Hellsten

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TRUE SOUTH  
DINING ROOM

THE REES HOTEL

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**Position:** Events  
**Company:** The Rees Hotel, Luxury Apartments & Lakeside Residences, True South Dining Room  
**Email:** [events@therees.co.nz](mailto:events@therees.co.nz)  
**Telephone:** +64 XXXXX  
**Website:** [www.therees.co.nz](http://www.therees.co.nz)

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The award-winning True South Dining Room epitomises sophisticated elegant dining where guests are treated to experience a sense of surprise.

The genuine taste of the true South and pride in the region is expressed with a menu of dishes based strongly on local produce. Sourcing high quality suppliers in the South Island and buying local is important to the restaurant, it not only assures freshness and quality control, it reduces food miles and encourages sustainable practices.

Offering mouth-watering monthly menus, with daily tweaks and seasonal changes, it showcases True South's signature style that is fresh, clean on the palate and exhibits creativity, innovation and above all, amazing flavour.

# Meet the Business Development Team

## About Us



The Destination Queenstown Business Development team work closely with all travel trade and business events to help promote Queenstown, New Zealand.

When it comes to selling Queenstown, NZ to the world, the Business Development team knows the importance of understanding the destination so that you can build itineraries and events confidently and dream weave travel experiences that are tailored to your business and client's specific needs.

If you need support with telling our story, organising your event or incentive or selling Queenstown, New Zealand to the world, you can contact us below or head to our website and learn more about the Destination Queenstown [Travel Trade](#) and [Queenstown Convention Bureau](#) teams.



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Business Development Executive

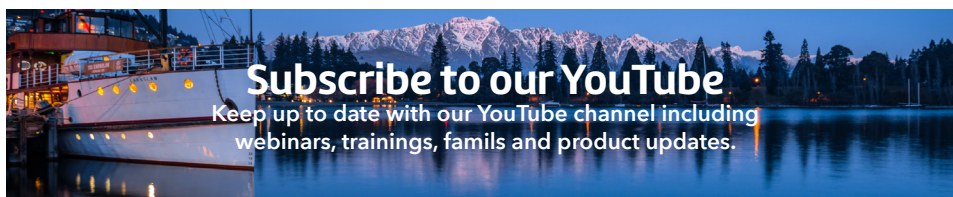
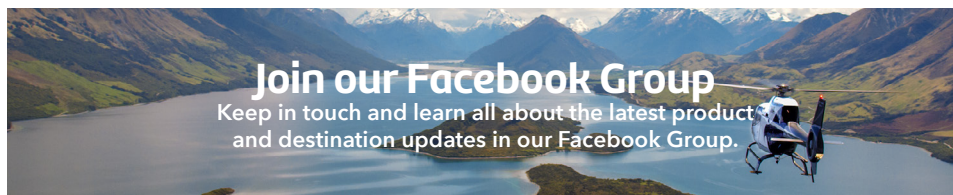
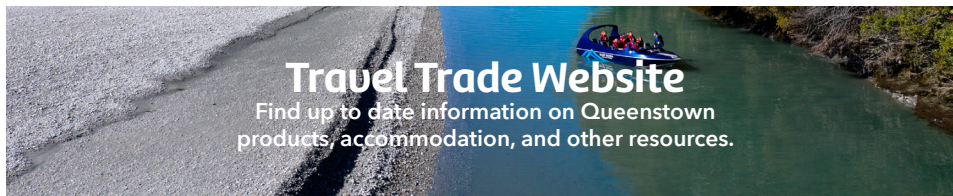
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# Business Development Resources

## Travel Trade



## Queenstown Convention Bureau

