

# AOT Product News

## AOT News:

6 July 2018

For any changes and newly added special deals, don't forget to refer to the Tariff Update Chart and Bonus Offer Chart located on the online tariff.

### Australia and New Zealand

Avis Budget Group – Additional Driver Policy

#### Australia:

##### Updates

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- Orpheus Island Lodge - Update
- Adina Serviced Apartments Sydney, Martin Place – Change of Name
- Rydges Adelaide – Change of Name
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##### Refurbishments

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- Mantra Club Crocodile, Airlie Beach – Refurbishment
- Shantara Resort Port Douglas – Refurbishment
- Oaks Casino Towers, Brisbane – Refurbishment
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Destination Feature – Palm Cove, QLD

***The Reef House Palm Cove, QLD –  
MGallery Collection & Mantra  
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##### Updates

- Awatuna Homestead, Hokitika – Bedding Configuration Change
- NZONE Skydive, Queenstown – New Weight Limit Policy
- Tourism Holdings Limited (THL) – Maui and Britz Minimum Hire Period
- Abel Tasman Kayaks, Marahau – Department of Conservation Fee Increase

Destination Feature – Lake Taupo

***Hilton Hotel Lake Taupo***

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### Avis Budget Group – Additional Driver Policy

*From Lara Kelly, Sales Manager - Leisure AU:*

Avis Budget Group is introducing some changes to the existing Additional Driver Policy.

Effective immediately, all new bookings will now incur an Additional Driver fee whenever an additional driver is added to any rental taking place in Australia.

#### The good news is:

- The spouse of the lead driver will not incur this fee\*
- The fee is only up to maximum 5 rental days per additional driver.
- Existing bookings will not be affected by this change.

\*The 'Spouse' includes someone, of any gender, that is married to or in a relationship with the Lead Driver.



#### What you need to know:

- Additional Driver fees are outlined below for clarity, and will apply to each individual additional driver - with the exception of the lead driver's spouse.
- Charge is \$5.00 AUD/NZD + GST per day, per additional driver
- Max charge of \$25.00 AUD/NZD + GST per additional driver (5 day max charge)

The process of adding and authorising additional drivers has not changed. The applicable paperwork will continue to be provided on collection of the rental vehicle and processed by the Avis or Budget renting location.

**Bookings made prior to 01 July will not be affected by this change, and will not incur any Additional Driver fees.**

Further to this, a card transaction fee of 1.29% (including GST) has been introduced on rentals in Australia and will apply to all credit and debit transactions.

### Daydream Island Resort and Spa – Update

*From Richard McKisack, Business Development Manager:*

Further to Product Newsletter 15 June 2018:

The re-opening of Daydream Island Resort and Spa has been delayed and is now expected to re-open in April 2019.

## Orpheus Island Lodge – Flight Update

*From Sam Rutledge , Business Development Manager:*



Effective immediately Orpheus Island Lodge has updated their flight services to Orpheus Island departing Cairns.

They will no longer run the daily scheduled helicopter charter from Cairns to Orpheus for bookings made after the end of May; however private charters from Cairns to Orpheus Island can still be booked.

All bookings made before the beginning of June will still be honoured.

## Adina Serviced Apartments Sydney, Martin Place – Change of Name

*From Toga Far East Hotels:*

Effective immediately, Medina Serviced Apartments Sydney, Martin Place has been renamed Adina Serviced Apartments Sydney, Martin Place.

## Rydges Darwin Central – Change of Name

*From Event Hospitality & Entertainment:*

Effective immediately, Darwin Central Hotel will be managed by Event Hospitality & Entertainment. The property has been renamed Rydges Darwin Central.

## Rydges Adelaide – Change of Name

*From Event Hospitality & Entertainment:*

Effective immediately, Rydges South Park Adelaide has been renamed Rydges Adelaide.

## Harbour Rocks Hotel Sydney - MGallery by Sofitel – Restaurant Refurbishment

*From Accor Hotels:*

Effective immediately, refurbishment works have commenced on the restaurant which is expected to be completed by 24 September 2018. During this time, Scarlett Restaurant will be closed.

There will be drilling, hammering and painting however minimal disruption is expected. The rest of the hotel is operating as usual.

Work will take place from Monday to Friday between 8:00am and 5:00pm.



## Mantra Club Crocodile, Airlie Beach – Refurbishment

*From Mantra Group:*

Effective immediately, maintenance works have commenced which is expected to be completed by 16 July 2018. Works will be undertaken on the Atrium roof of the reception area.

During this time, the lobby will be closed off to the public however reception will still be fully operational during the works. There will be hoarding and scaffolding in place throughout the foyer and some noise disruption is expected.

Works will take place from Monday to Friday between 8:30am and 4:30pm.

## Shantara Resort Port Douglas – Refurbishment

*From Mike Webley, Business Development Manager:*

Effective immediately, construction work have commenced on the vacant block of land next door to the property, which is expected to be completed by late June 2019.

Works are taking place daily between 7:00am and 6:00pm. Some noise disruption is expected.



## Oaks Casino Towers, Brisbane – Refurbishment

*From Peta Phillips, National Sales Manager Coach and Wholesale:*

From 16 July 2018, refurbishment works of the swimming pool and spa will commence and is expected to be completed by 15 August 2018.

Works include retiling of the spa and pool edging and replacement of pool glass panels. Some noise is expected while the old tiles are being removed. During this time, the pool, spa and sauna area will be closed. The hotel can provide access to a swimming pool at another Oaks property on a request basis.

Works will take place from Monday to Friday between 7:00am and 4:00pm.

## Passions of Paradise, QLD – Maintenance Update

*From Laura Deegan, Sales & Marketing Manager:*

From 10 September 2018, the Passions III vessel will be out of the water for scheduled maintenance. Operations will resume on Saturday 22 September 2018.

## Destination Feature - Australia

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### Palm Cove, QLD

Palm Cove is located in Far North Queensland on the Australian coast. Arlington Reef is the closest section of The Great Barrier Reef to Palm Cove being around 30 km offshore. The reef shelters the inshore waters from the Coral Sea swells creating relatively calm waters between the reef and the beach.

Palm Cove is a beautiful stretch of land which has white sandy beaches lined with the palm trees which gave this holiday destination its name. The town is located 27 kilometres north of Cairns and is nestled between Daintree Tropical Rainforest and the sapphire waters of the Great Barrier Reef.



### *The Reef House Palm Cove, QLD – MGallery Collection*

Nestled in the heart of Palm Cove, The Reef House is a unique and stunning getaway and one of the few boutique resorts that can boast history and character moulded from a remarkable background.

In 1972, Brigadier The Hon. David Thomson, acquired the property and operated 'Reef House' as a private residence with visitors treated as personal guests. Guests helped themselves to drinks from the bar, and in the true tradition of an officer's mess, signed chits on an honesty system. This still prevails today in The Brigadier's Bar. With only 67 rooms and suites, The Reef House maintains the relaxed feel and sedate pace of a small, boutique hotel.



All 69 rooms are richly appointed with stylish, tropical-inspired interiors, evoking the elegance of a colonial beach house and feature a private verandah, spa or patio, LCD TV's with in-room movies and cable TV and king-size beds draped in light muslin netting.

The property offers room service, a tour desk and boasts 3 swimming pools and 2 Jacuzzis. The iconic Reef House Restaurant is a must-experience dining indulgence offering a la carte evening menu, a seasonal degustation menu and seasonal special events

Rates can be found on the online tariff.



### *Mantra Amphora, Palm Cove, QLD*



Mantra Amphora Resort is a four star property located on the spectacular waterfront of Palm Cove's palm-fringed beach.

Mantra Amphora Resort features 107 rooms which range from self-contained one, two and three bedroom apartments all with quality finishes and most featuring an indulgent spa bath. All rooms and apartments offer private balconies with garden or ocean views providing the perfect space to relax as the sun disappears and the moon lights up the sky.

Wander the stretch of Palm Cove Esplanade to discover a chic range of restaurants and cocktail bars that will satisfy both discerning palates and family appetites, or dine at Vivo Bar and Brill which sits just next to the Mantra Amphora Resort and offers delicious Italian with subtle tropical flavours.

Rates can be found on the online tariff.

## PRODUCT NEWS – NEW ZEALAND

### Awatuna Homestead, Hokitika – Bedding Configuration Change

*From Product Team, AOT NZ:*

Effective immediately the Pretty Woman's Gully room at Awatuna Homestead has been changed to single occupancy only. The rates have been updated to reflect this change and all forward bookings have been upgraded to the Stafford Room at no additional charge.

**WAS:** 1 x Queen Bed

**NOW:** 1 x King Single Bed.

Agents with existing bookings have been advised.

### NZONE Skydive, Queenstown – New Weight Limit Policy

*From Derek Melnick, Business Development Manager, NZONE Skydive:*

As part of our commitment to making the incredible experience of Tandem Skydiving as accessible as possible to the widest travel audience we are adapting our Weight Limit policy.

#### **What will the surcharge be?**

- Passengers between 95-104.9kgs will have a NZD\$50 surcharge.
- Passengers between 105-115kgs will have a NZD\$75 surcharge.

#### **When will the weight surcharge be introduced?**

Please note all existing booking remain unaffected by the above change, the new weight surcharge will only apply to new bookings made from Wednesday 04 July 2018.

#### **How will the weight surcharge be charged?**

We will assess all passenger weights at the time of check in and calculate what surcharge is required.

Surcharge payments will need to be made directly by the passenger at check in time.

#### **Is there a new maximum weight?**

Yes, our new maximum weight limit is 115kgs/253Lbs.



### **Why is there a surcharge being charged to passengers over 95kgs/209lbs?**

- Tandem Masters must be fit for the job – Skydiving is obviously a very physically demanding job for our Tandem Masters, a job which is made harder with every extra kilogram. Only certain Tandem Masters are compatible in size and strength to take customers over the 95kg/209Lbs threshold.
- Like our Tandem Masters, our gear (harnesses, parachutes, etc) are also put under extra stress with every additional kilogram. When your canopy opens, the gear strapped to you that keeps you safe is stretched. The more it is stretched, the sooner it has to be replaced.
- Planes need expensive fuel to fly, and the more weight on board the plane, the thirstier the plane gets, and the more fuel it burns through.
- If a plane load is comprised of heavier customers, we have to shuffle the whole plane around, and sometimes are required to take less passengers on board to keep within our legal operating weight limits.

We are confident that our revised Weight Limit Policy will bring about a great opportunity for growth which we look forward to partnering with you on and kindly ask that you share this policy update with all of your team and any sub-agents/retailers/wholesalers and tour leaders that you may work with that book our product through you.

### **Tourism Holdings Limited (THL) – Maui and Britz Minimum Hire Period**

*From Product Team, AOT NZ:*

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THL have advised a new 14 day minimum hire period is now applicable for all new bookings made from 02 July 2018 between 20 December 2018 and 10 January 2019.

### **Abel Tasman Kayaks, Marahau – Department of Conservation Fee Increase**

*From Product Team, AOT NZ:*

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Please be advised that from 01 August 2018 the Department of Conservation (DOC) has increased their fees for International citizens (non NZ citizens) walking the great walks of New Zealand. As a result rates have now increased for Abel Tasman Kayaks, our team is working on updating our system to reflect these changes.

All forward bookings will be honoured.



## Destination Feature – New Zealand

### Lake Taupo

Lake Taupo is centrally located in the middle of the North Island, approximately a 3 ½ hour drive from Auckland and a 4 ½ hour drive from Wellington.

Lake Taupo was created nearly two thousand years ago by a volcanic eruption so big it darkened the skies in Europe and China. Visit the Craters of the Moon and you'll see evidence of the lake's fiery birth in the geysers, steaming craters and boiling mud pools. At some of Lake Taupo's beaches, swimmers and paddlers can enjoy warm, geothermal water currents.



Just north of Lake Taupo you'll find New Zealand's most visited attraction, the magnificent Huka Falls, where more than 220,000 litres of water thunder over the cliff face every second. Taupo is a great lake for water-skiing, sailing and kayaking. The Maori rock carvings at Mine Bay, which can only be seen from the water, make for a great boat trip or kayaking excursion. The forests surrounding the lake offer hiking and mountain biking to suit all levels of experience.

But what Lake Taupo is really known for is fishing. The town of Turangi has the largest natural trout fishery in the world; this is the place to cast a line and look for the big one. Turangi also happens to provide a convenient base for exploring Tongariro National Park, whether it be walking the Tongariro Alpine Crossing (New Zealand's most popular day walk) or skiing at Whakapapa and Turoa ski fields.



### *Hilton Hotel Lake Taupo*

Bask in the breathtaking natural beauty of Taupo from Hilton Lake Taupo. Nestled among the epic scenery of Taupo on New Zealand's North Island, the hotel was originally built in 1889 as The Terraces Hotel.

Hilton Lake Taupo is a short drive from Taupo town centre and only 15 minutes from Taupo Airport. Explore the natural cliffs of the Huka Falls, tour the area mountain trails on horseback or mountain bike, go parasailing or just lounge poolside and marvel at the surrounding beauty.



Choose from 113 contemporary rooms, suites and apartments in the Heritage Wing, boasting spectacular lake and thermal valley views or the newer wing with sweeping vistas of Lake Taupo or Onekake Thermal Valley.

Hilton Lake Taupo have everything you need for a relaxing stay. Hit the fitness centre for a workout or play a match on the tennis courts. Their sauna, steam room and heated spa pool are great places to unwind at the end of the day.

Gareth Stewart's menu at Bistro Lago is a favourite among guests and locals alike. Savour the celebrity chef's creations, accompanied by thoughtfully sourced wines spanning the best of NZ and beyond. Dine outside on the sweeping balcony and enjoy spectacular views.



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If you have any queries on the features above, please contact AOT's Product Departments.

AOT Inbound - [product@aot.com.au](mailto:product@aot.com.au)

AOT New Zealand & South Pacific - [NZproduct@aot.co.nz](mailto:NZproduct@aot.co.nz)

Experience Tours Australia - [product@experiencetours.com.au](mailto:product@experiencetours.com.au)

[www.aotonline.net](http://www.aotonline.net)

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