

AOT Product News

AOT News:

21 September 2018

Friday 28 September 2018 is a Public Holiday in Victoria and the AOT Inbound Product department will be closed on this day. The AOT Inbound Reservation team will be operating on skeleton staff.

Australia:

Updates

- Hotel name change:
 - Pacific Hotel Brisbane
 - Ramada Brisbane Windsor
 - Heritage Lodge in the Daintree
- Heron Island – Launch Transfer
- Holiday Inn Old Sydney – NYE Dinner

Refurbishments

- Adina Apartment Hotel Coogee, Sydney – Renovation Works
- Novotel Cairns Oasis Resort, Cairns – Refurbishment
- Ramada Resort by Wyndham Port Douglas – Refurbishment
- Mantra Crown Towers, Gold Coast – Refurbishment
- Palms City Resort, Darwin – Refurbishment

Specials

- Ramada Eco Beach Resort, Broome – Stay/Pay

Destination Feature – Melbourne, VIC

***Park Hyatt Melbourne &
Gray Line Melbourne***

New Zealand:

Updates

- Hotel Grand Chancellor James Cook, Wellington – Refurbishment
- Aspen Hotel Queenstown – Room Name Change

Destination Feature – Lake Taupo

***Hukafalls Jet &
Hilton Hotel Lake Taupo***

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Pacific Hotel Brisbane – Change of Name

From Erdigroup:

Effective immediately, the Hotel Urban Brisbane has changed management. The hotel has been renamed the Pacific Hotel Brisbane.



Ramada Brisbane Windsor – Change of Name

From Michael Gillis, Business Development Manager:

Effective immediately, the Brisbane International Windsor has changed name to Ramada Brisbane Windsor.

Heritage Lodge in the Daintree – Change of Name

From Ros Harries Marketing:

Effective immediately, Heritage Lodge & Spa has changed name to Heritage Lodge in the Daintree.



Heron Island – Launch Transfer

From Karen Sweeney, Sales Manager:

Effective 03 April 2019, the following update will apply to the launch transfer timetable:

The Heron Islander will depart the Gladstone Marina at 10:00am arriving at Heron Island at approximately 12:15pm on Monday, Wednesday, Friday, Saturday and Sunday. Check in at the Gladstone Marina, Bryan Jordan Drive will open at 8:00am with guests having access to their Heron Island Resort room at 2:00pm.

Guests arriving by air via the Gladstone Airport can book a transfer at the time of making their reservation. The transfer service will depart the Gladstone Airport in front of the Airport Arrivals area for the Gladstone Marina at 8:30am and will be available on Monday, Wednesday and Friday. Arrival by air into Gladstone Airport is recommended prior to 8:00am.

The Heron Islander will depart Heron Island Resort at 1:15pm arriving back at the Gladstone Marina at approximately 3:30pm. Guests will be required to check out of their room by 9:00am and will have access to a departure lounge with showers available for their use until their departure from Heron Island.

Guests departing by air via the Gladstone Airport can book a transfer at the time of making their reservation. The transfer service will depart the Gladstone Marina at 4:00pm for the Gladstone Airport (dependent on the boat arriving on time) and will be available on Wednesday, Friday and Sunday. For departure by air from the Gladstone Airport it is recommended that flights are booked no earlier than 4:45pm.

There are no changes to the scenic transfers to Heron Island. These will continue to operate daily on demand by Helicopter and Seaplane from the Gladstone Airport. Scenic transfers are subject to availability, weather constraints and the Seaplane is subject to tide times.



Holiday Inn Old Sydney – NYE Dinner

From Intercontinental Hotel Group:

Please note guests staying at the hotel on New Year's Eve must make dinner arrangements well in advance to avoid disappointment. Holiday Inn Old Sydney will host two dinner sittings at 6:00pm and 8:45pm, in the Playfair Terrace Restaurant located on Level 1. As spaces are limited, bookings are essential.

Guests wishing to dine at Holiday Inn Old Sydney on New Year's Eve need to complete a booking form and make full payment by credit card to secure a booking. Strict terms and conditions apply for the NYE dinner. Please contact our reservations team with any enquiries.



Adina Apartment Hotel Coogee, Sydney – Renovation Works

From Cathryn Evans, Relationships Manager, TFE Hotels:

Further to Product Newsletter 07 September 2018:

The closure date for renovation works have been amended to 01 October to 08 November 2018 (previously – 14 October to 03 November 2018).

Novotel Cairns Oasis Resort, Cairns – Refurbishment

From Accor Sales Team:

Further to Product Newsletter 14 September 2018:

The correct completion date for the room refurbishment is 15 December 2019 (previously – 15 December 2018).

Ramada Resort by Wyndham Port Douglas – Refurbishment

From Vanessa Mikola-Dori, Sales Manager:

Effective 15 October 2018, refurbishment works will commence which are expected to be completed by 22 December 2018.

Works will include re-decking of the existing restaurant and pool areas, re-carpeting of all the corridors throughout the accommodation blocks, minor roof and guttering works as well as the renovation of some rooms. During this time, the restaurant and bar will be relocated to The Wharf in the centre of the resort and will be open for Breakfast, Lunch and Dinner. The swimming pool will remain open throughout the renovation period.

Works will take place Monday to Friday between 9:00am and 5:00pm.



Mantra Crown Towers, Gold Coast – Refurbishment

From Tina Strazdins, Sales:

Effective immediately, an extensive external repaint of the property has commenced which is expected to be completed by 31 May 2019.

Works will take place from Monday to Saturday. Access to balconies and parts of the recreational facilities may be restricted between the hours of 7:00am and 3:30pm from time to time. Guests will be informed as to when access may be restricted and the hotel will allocate guests away from the areas of work where possible during the course of the project.

Palms City Resort, Darwin – Refurbishment

From Raja Iyyaswamy, Front Office Manager:

Effective 28 October 2018, maintenance works will be carried out to their pool and public barbecue area which is expected to be completed by 25 November 2018.

Works include replacing the pavers in the outdoor pool area and the existing pool furniture. Hoarding will be in place and surrounding rooms will be blocked off for the duration of the project. During this time the pool area will be closed, however, two outdoor spas will be open for guests to use between 6.00am and 10.00pm.

Works will take place Monday to Friday during the hours of 8:00am to 4:00pm.



Ramada Eco Beach Resort, Broome – Stay/Pay

Stay 3 nights and receive the 4th night free (maximum 1 free night).

OR

Stay 5 nights and receive the 6th and the 7th night free (maximum 2 free nights).

Conditions:

- Valid New bookings only
- Offer not combinable
- Option Codes: RMAH, RMAF, RMAI, RMAK, RMAJ and RMAG

Validity:

- Sale: 21SEP18 to 31OCT19
- Travel: 01APR18 to 31OCT19

Rates can be found on the online tariff.



Destination Feature - Australia

Melbourne, VIC

Melbourne, the capital of the state of Victoria is located approximately 25 km from Melbourne Airport. Discover this city's secret laneways and rooftops, the cultural hub of Federation Square, buzzing bars, boutiques and eateries, and the iconic MCG. Experience St Kilda, the Royal Botanic Gardens, bohemian Brunswick Street and the nation-stopping excitement of the Spring Racing Carnival. Join world class events such as the Australian Grand Prix or take a day trip to the Mornington Peninsula or to Phillip Island to see the fairy penguins. Adding to this, you will find destinations like The Great Ocean Road and the Yarra Valley on its door step.



Park Hyatt Melbourne

This 5 star property provides a warm ambience and exceptional levels of personalised service and luxurious amenities. Overlooking St. Patrick's Cathedral, Fitzroy Gardens and the cosmopolitan mix of Victorian and modern architecture, Park Hyatt Melbourne offers exclusive, luxury accommodation located a short stroll east of the city.

The property has 240 guestrooms & suites over 12 floors with walk in robes, Italian marble bathrooms and open windows; this property provides an unparalleled experience of elegant, contemporary luxury. The guestrooms are spacious spanning up to 48-60 square metres featuring a king bed or twin share bed, generous work area with high-speed Internet access, deep soaking tub and TV.

The Park Hyatt Melbourne Hotel offers guest service facilities like expert concierge assistance, parking, 24 hour reception with room service, disabled rooms, babysitting, Club health and Day Spa offering a fully equipped gym, 25 metre heated swimming pool, spa, sauna, steam room and outdoor sun terrace. The on-site Raddi Restaurant and Bar is a chic and relaxed corner of Park Hyatt Melbourne, where guests delight in the delicious sights, sounds and aromas of contemporary dining.



Rates can be found on the online tariff.



Gray Line Melbourne

Gray Line Tours is one of Australia's leading tour operators, offering a wide range of quality day tour options including Melbourne city, Great Ocean Road, and Phillip Island tours.

Gray Line's **Melbourne City Tour - 381** is a great introduction to Melbourne. Head North East of the city and tour through 'Little Italy' with its plethora of restaurants and boutique shops. See the exquisite architecture of Melbourne University and the Royal Exhibition Building before spending time at Fitzroy Gardens. The tour includes a guided walk through some of Melbourne's best arcades and laneways with the chance to enjoy the atmosphere.



Gray Line's unique **Best of Melbourne - 352** is a showcase of Melbourne's charm. Enjoy a gourmet boxed lunch as you cruise the Yarra River taking in the sights of the city from a different perspective. The coach tour will then show you a side of Melbourne that will give you a better insight into Melbourne's way of life visiting the Botanic Gardens, Acland Street in St Kilda and Brighton Beach bathing boxes. Complete your day with an unforgettable experience of dining in a 1927 Colonial Tramcar Restaurant where a sumptuous three course dinner with beverages is served.

Rates can be found on the online tariff.

Hotel Grand Chancellor James Cook, Wellington – Refurbishment

From Hotel Grand Chancellor Director of Sales & Marketing, Sarah Croskery:

Effective immediately, James Cook Hotel Grand Chancellor has commenced a room refurbishment which is expected to be completed by 2020.

The 200 rooms and suites in their Lambton Wing are being modernised which includes a complete re-fit of the bathrooms, bedrooms and furnishings.

The refurbishment works is carried out between 8:00am to 5:00pm and the works involve drilling, hammering, painting, carpeting, moving furniture, tiling and grouting.

In order to minimise disruption to guests, the hotel will complete the work in stages (3-4 floors at a time), starting from the top floors of the hotel. A buffer floor is also in place to minimise noise. An external construction lift will be used for the workers and building materials. The construction is not expected to impact the hotel's restaurant or conference floor.



Agents with affected bookings will be contacted.

Aspen Hotel Queenstown – Room Name Change

From Aspen Hotel Queenstown Reservation Manager, Courtney Woodrow:

Aspen Hotel Queenstown has advised of the following changes to their room names:

Was:	Now:
Courtyard Twin/Kamana Queen	Kamana Queen
Lake View Room/Tahuna Lakeview	Tahuna Lakeview
Superior Room/Kamana King	Kamana King



Destination Feature – New Zealand

Lake Taupo



Beautiful Lake Taupo sits alongside a remarkable triad of volcanoes standing shoulder to shoulder on the Central Plateau. The impressive lake is about the size of Singapore and is more of an inland sea. Lake Taupo was created nearly two thousand years ago by a volcanic eruption so big it darkened the skies in Europe and China. According to Maori legend, the lake is the pulsating heart of Maui's fish (New Zealand's North Island).

The results of its earth shattering creation can be seen everywhere with active volcanoes, spectacular steaming cliffs, geysers, boiling lakes, bubbling mud pools and floating rocks (pumice).

The lakeside town of Taupo provides a base for visitors who love to fish for trout, ski Mount Ruapehu and explore the local geothermal phenomena. Popular Taupo experiences include Huka Falls, geothermal walks, a prawn farm, lake cruises, New Zealand's first public cable Wakeboarding Park and guided kayak expeditions to see the rock carvings at Mine Bay.



Hukafalls Jet

The Huka Falls is regarded as one of New Zealand's most spectacular and most visited natural attractions.

Huka Falls are created by water that has flowed through a wide riverbed around 100 metres wide and four metres deep, that is then confined to a narrow river section about 15 metres in width and 10 metres deep.

At the top of the falls is a set of small waterfalls dropping over about eight metres. However, the most impressive part of the Huka Falls is watching extensive amounts of water flow over a cliff 11 metres (35 ft) high. The flow over the Huka Falls fluctuates between 32 and 270 cubic metres per second. On average the daily flow over the falls is 160 cubic metres per second. Depending on the flow of water, the height of the falls fluctuates between seven and nine and a half metres.



The unique blue colour of the water at the base of the falls is created by the clear water reflecting the blue light and the air bubbles in the water intensifying the colour further.



Hukafalls Jet is the only jet boat company permitted to take you to the base of the mighty Huka Falls. The exhilarating power of the Hukafalls Jet is an experience you will never forget. You'll marvel at the incredible water-level views of the spectacular Huka Falls as you slide past cliffs and trees at an incredible 80km an hour in one of their state of the art jet boats. Then get ready for their trademark 360 degree spin as the boat turns on its own length, leaving you with a beaming smile and a heart pumping with adrenaline.

The manoeuvrability of the Hukafalls Jet boat is legendary, you'll awe at the speed and precision in which you torpedo gracefully down the river to play in the tail of the mighty white water of the Huka Falls. You will pass by clouds of steam rising where a hot stream joins the river, you will see the Huka Prawn Park, the Wairakei Geo-Thermal Power Station and the Aratiatia Dam. You will zoom past sheer rock cliffs with just centimeters to spare, exhilarated and secure in the knowledge that your driver is an expert and that you're enjoying the most thrilling ride of your life.



Hilton Hotel Lake Taupo



spectacular lake and thermal valley views or in the newer wing with sweeping vistas of Lake Taupo or Onekenke Thermal Valley.

Feel at home in a contemporary Guest room which benefits from a terrace overlooking the thermally heated pool. Enjoy your stay in the elegant Deluxe Room situated in the Heritage wing of the hotel with complimentary use of the tennis courts, sauna, thermally-heated swimming pool and spa. Unwind in the spacious Guest Room Plus with stunning lake views, 24-hour Room Service and a marble bathroom with a large walk-in shower.



Spoil yourself with a choice of contemporary Suites and Apartments, which are perfect for short break or long stay guests, featuring extra space and personal touches of home. The fully self-contained Apartments offer sweeping views across Lake Taupo, a fully equipped kitchen and your own private terrace.

Gareth Stewart's menu at Bistro Lago is a favorite among guests and locals alike. Choose a delicious dish from the tempting menu created which places an emphasis on quality and locally sourced ingredients. The Bistro's unique decor includes welcoming open fires and leather furnishings, creating a warm ambience. In the summer, dine outside on the sweeping balconies and enjoy the spectacular views.

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

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