

Ngathi

A Rennies Travel publication

JUNE 2007



about
US

HRG™ induction workshops

*We are family! ... I got all my sisters
with me! We are family!
Get up everybody and sing!*

Sister Sledge had it spot on way back in '79 (it's way back for some of us) when they belted out this number about family and teamwork. Another lady with a microphone, Rosie Routledge (HRG Regional Manager for Africa), sang a similar tune recently when she held a number of HRG Induction Workshops around the country.

As with any good gig, these workshops were sell-outs. The highlights package started off with Rosie taking us through the ins and outs of the HRG family and where we all fit in on the HRG tree. To give you a broad picture, HRG alone is a company with 160+ years' service experience, with roughly US\$7 billion turnover in 24 key markets, employing 6,800 staff. On an even grander scale, the greater HRG worldwide network, of which Rennies Travel is a part, extends to nearly 100 countries with about 12,000 staff generating about US\$12 billion.

Strategic partners

On a local level, HRG has three partners in SA – Connex, World and Rennies Travel. Rennies Travel, however, is classified as a Strategic Partner for South Africa and the greater African region – kinda like a favourite cousin. This means that we adopt full HRG branding and sit on the HRG Global Board, exposing us to global travel trends ahead of our time. Rosie also neatly clarified the recent splits, mergers, acquisitions and consolidation which, over the past year or so, have altered the landscape of global travel management agencies.

Competitively speaking, Carlson Wagonlit and Navigant now sing from the same song sheet, while BCD and TQ3 have also banded together. As you know, HRG and BCD (the previous BTI owners), went their separate ways after evolving different strategies: BCD angling for the high volume/low value business, while HRG focuses on a high value approach. HRG's vision is to "provide a comprehensive portfolio of services which add real value to their clients' corporate travel expenditure". The five major service areas they do this in are Corporate Travel Management, Expense Management, Consulting, Sports Travel Management and Events & Meeting Management.

Impressive list of blue-chip HRG clients

Rosie then took us through the impressively long list of blue-chip HRG clients, highlighting major corporates that have come on board in the last few months, such as Gambio AB (Global), Credit Suisse (Global), Daimler Chrysler (USA), Merrill Lynch (USA), Ericsson (UK), Tesco (UK) and the UK government Home Offices. She also gave us regional overviews of HRG's extensive coverage of the globe.

As far as Africa goes, besides our current HRG partners (Cameroon, Ghana, Nigeria, Kenya – a new partner – Tanzania, Zimbabwe, Namibia, Malawi and Botswana), some exciting new markets are also under research, namely Angola, Ivory Coast, DRC, Ethiopia, Equatorial Guinea, Mauritius, Mozambique, Uganda, Zambia and Senegal.

This gives us the local expertise to meet individual client needs and, at the same time, a network that supports regional and global consolidation. Partners are carefully selected and subject to audits, service level agreements and various other stringent criteria to ensure that only the best become members of the HRG network. In turn, agencies profit from this partnership through benefits such as access to HRG products and services, training and support, HRG Network negotiated prices, and the excellent HRG Intranet and Global Hotel Programme.

Find it all on the intranet

www.hrgconnectworldwide.com aims to be the single online source that meets the needs of all the HRG Network. Its key areas cover the A-Z of all you could ever need, including News, Partner information, Client Management, Global Data Procurement, Client Finance, Marketing, Operations, Sales, Technology, Training and, of course, the HRG Global Hotel Programme – a real winner.

The newly revamped HRG Hotel Programme consolidates global hotel purchasing, offering great benefits like last room availability (at fixed contract rates), black-out dates, no minimum night restrictions, a Block Space programme for busy/last minute bookings, and extensive information and search capability on hotels. Since finding hotels can sometimes be as much fun as exploratory root canal of late, this is truly a brilliant service!



From left: Linda Shelah (RT Pinetown), Neville Polly (RT Montclair), Lynn Botha (RT Pinetown), Lynn Creamer (RT Pinetown) and Christine Linser (RT Richards Bay).

Go to www.hrgconnectworldwide.com and register now for this fantastic programme, and explore all the other services available. Future updates for the HRG Intranet include a Global Data Transfer Area, an IATA Database, Client Areas and, most importantly for us, an Africa Regional Area.

All in all, an awesome set of resources – so get connected and tap in to them all. In closing, Rosie reminded us that HRG's people are their number one priority and the company prides itself on being "A COMPANY WITH A WAITING LIST TO JOIN".

by Miles Bigg



From left: Hestia Vlok (RT KZN), Shelley Fourie (RT Rainbow In-house) and Tessa Lee (RT Umhlanga Ridge).



Back: Roger Phillips (RT Head Office). Front from left: Rosie Routledge (RT Head Office), Tanya Frara (RT Isando) and Lesley Neal (RT Sandton Corp).

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EDDIE

ON THE MOVE WITH RENNIES EDUCATIONALS

GOING MALAGAS FOR MADAGASCAR

A group of Rennies Travel Leisure Consultants recently visited the very unique and interesting islands of Madagascar on an educational with Unusual Destinations and Air Madagascar.



Back row, from left: Rita Bachmann (Unusual Destinations), Jeanne Thirion (RT Kimberly), Tronel Barnard (RT Bloemfontein), Claire Behan (Air Madagascar), Kaitlin Earl (RT Marketing) and Elinor (ZA Tours). Front row, from left: Frances Hendricks (RT Belville), Priscilla Govender (RT Umhlanga), Constance (Unusual Destinations), Monica Burton (Jet Travel) and Rene Grundlingh (Jet Travel).

The itinerary was packed with activities and covered a variety of property inspections in various parts of the country. The team experienced the majestic islands off the east and west coasts of Madagascar, the capital Antananarivo with its bustling markets, and went for a long trek through the Perinet rain forest in search of the infamous lemurs.

Most of the flora (orchids) and fauna (lemurs) found in various parts of the country are totally unique to the island and are simply spectacular.

Madagascar is not a destination for the faint-hearted, however, or for your typical client/family looking for a 5 star beach holiday. This is an adventurer's paradise. It's wild and rustic, but the locals welcome visitors with generous hospitality and you always feel safe.

From the Malagasy rain forest with its indigenous Indri Lemur, to the pristine paradise of Iranja Island and its turtle population, this country will touch you suddenly and unexpectedly.

MAD FOR MADRID

A smooth check-in followed by a few drinks in the Premier Lounge set everyone up for the 10 hour flight to Madrid. Ignoring the freezing cold weather on arrival, the excited group headed off to their hotel, Sofitel Plaza De Espana.

Fazlin Samodien (RT Yale), Bruce Moodley (ABSA In-house) and Erika Vorster (RT Sandton Corp) shopping in Madrid.



Despite being best suited to business travellers, the Sofitel Plaza is only a street away from the beautiful Plaza De Espana, a picturesque park filled with lovely fountains, statues and couples in love, in which the snap-happy group lazily spent a few hours.

With lots to see and so little time, they were soon off to the Royal Palace. Normally viewed in half a day, they flew around in an hour. With more than 3,000 rooms, the sheer size is impressive – and even a little overwhelming. After stopping for tapas at the Plaza Mayor, the next destination was The Museo del Prador, a magnificent museum hosting an age of Spanish kings' breathtaking private art collections.

Ignoring the jetlag and exhaustion, the intrepid group seized the moment when they were invited to attend a bullfight by a fellow travelling

Namibian. Definitely not for the faint-hearted, but a must-see for those with the stomach for blood and gore! In one instance, it was a close call between the Matador – splendidly attired in gold lamé – and the bull.

Madrid is a beautiful, lively city with a mix of old and modern buildings, and is internationally recognised for its incredible architecture. The public transport, especially the underground, is easy to use and very affordable, although the language barrier can sometimes be a problem as many people don't speak English.

After a much-needed and well-earned sleep, the group was off again, this time to HRG Madrid to meet up with Rennies Travel's local partner, and to get a feel for the life of a Travel Agent in Spain. It turned out to be a very large and professional environment, with an Events and Incentives division alone of over 30 people.

As shopping before their evening flight was an essential part of the trip, it was time to really play the tourist before heading home with a suitcase full of souvenirs. ADIOS!



Because together we can work 121ers

121 is your programme. It gives you the opportunity to recognise and reward colleagues who go the extra mile and to celebrate dedication and hard work.



Left, Lynda Green and right, Kaitlin Earl (both RT Marketing Head Office) present Jose Cruz (Head Office) with a 121 for his assistance with the Kaya FM Listeners Tour to the Cape Town Jazz Festival. His time and effort made the group's check-in procedure smooth and hassle-free.

EAST LONDON

Tammy Krause and Heidi Hawkes.

YALE

Paula Santos and Dawn Jacobs.

HEAD OFFICE

Christine Pennings.

CONGRATULATIONS

TO ALL THIS MONTH'S AWARDEES

ngathi competition

Wanna win? Sure you do, so simply tell us the exact source that aims to meet the needs of the HRG Network and you could be spending R250 of Woolworths vouchers next month. The winner of the May competition was Ureshni Vallabh, and the answer was Rennies Travel Glenwood.



preferred partners

THOMPSONS TOURS SIMPLIFY LIFE

You'll be delighted to hear that Thompsons Tours is making the life of a travel agent easier. How? Simply by doing away with the need for a signed booking form to begin the booking process. Initially, Thompsons Tours will simply need the clients' names (as stated in their passports), travel dates, accommodation requirements, and any other specific travel details. Your Thompsons Tours' consultant will advise when the completed and signed booking form will be required, which ensures that the client has read and accepted the terms and conditions.

If you have any other suggestions on how Thompsons Tours can improve their service, email Hayley August on hayley.august@thompsons.co.za

AVIS GOES BIG IN DURBAN

There's great news on the horizon for car rental customers at Durban International Airport (DIA): AVIS is upgrading its customer service facilities to the tune of R2.5 million. More than just a cosmetic facelift, the kiosk will be three times larger and the number of parking bays will double, to over 150.

AVIS is also expanding its vehicle preparation depot with faster vehicle turn-around facilities, which are expected to come online in June this year. The new AVIS counter will have up to 15 service terminals and an administration centre to process rental transactions, from start to return. The serving area has been increased for improved space and customer comfort. Naturally, the pending move to the proposed La Mercy airport has put on hold any significant infrastructural development, besides the desperately needed multi-storey parkade at DIA. However, following meetings between ACSA and the car rental forum, additional parking and kiosk development space was provided to car rental operators in the meantime. Similar plans are underway to ease congestion at Cape Town and OR Tambo international airports, as well as Port Elizabeth, East London, Kimberley and Bloemfontein airports. AVIS is working with ACSA to source additional space and facilities to better serve their growing customer base at these large and congested airports.



An artist's impression of the new AVIS kiosk

BEACON ISLAND GETS A FACELIFT

The landmark Southern Sun Beacon Island Hotel, a firm favourite with so many holidaymakers in Plettenberg Bay, is closing its doors from the 21 July until 11 August 2007.

The closure promises to be highly worthwhile, as the hotel will undergo a major refurbishment of the lobby and guest restrooms in order to ensure that the Beacon Island continues to match the standards of all of the other Southern Sun Hotels & Resorts.

TAKE A BREAK IN THE SUN!

Our SunBreaks rates offer the best value for money for a holiday or weekend away. What's more, kids stay for free and eat breakfast for free when sharing with parents at participating hotels. If you book online at www.southern.sun.com, you receive an additional 5% discount. Book that break now, you deserve it!



RTM is forging ahead with new customers daily. In August 2005, we had three customers. In August 2006 we had 32 customers. In 2007 to date, we have 48 customers trading regularly on RTM. We have signed up more customers – not all regular traders – and we have nearly 10 customers in the process of implementing RTM.

HOT OFF THE PRESS

A quality control process has been developed allowing online users to 'request assistance from an agent'. This highlights the necessity of 'human help' when booking online. Contact your RTM Account Manager for this additional training, if they have not contacted you:
Gauteng (Alberton/Midrand/Pretoria/Isando): Anita Zielske
Gauteng (Sandton & Yale): Julia Nontayi
KZN & ELS: Linda Shelah
Western Cape: Shaqeelah Abrahams

ONLINE TRANSACTIONS

Our online transactions are climbing month by month. Here are the stats:

Month	No. of Online Transactions
2006	
September	1245
October	1484
November	1545
December	678
2007	
January	1424
February	2058
March	2142
April	1610
As at 16 May	1207

and counting!

chatter BOX
news from the branches



VODACOM SAYS THANK YOU!

The In-house team at Vodacom was recently taken to breakfast by Vodacom's Procurement Manager to thank them for their hard work and commitment.



Back: Charlotte Olivier (Senior Consultant), Helene Kruger (Kitso), Musa Ndlovu (Conference Bookings), Chantel Reid (Account Management), Tanya Ras and Fatima Carrim (Intermediate Consultants). Seated: Michele Grant (In-house Supervisor) and Raylene van Wyk (Account Management).

MITTAL STEEL CHECK OUT THE WEST COAST

Rennies Travel Belville recently enjoyed a site inspection educational with the Mittal Steel (Saldanha Steel) travel co-ordinators, with the objective of viewing alternative West Coast guesthouse accommodation and conference venues.



From left: Rene de Goede, Gaylen Coraizen, Carol March and Marizelle van Heerden (all from Mittal Steel) and Deidre Serfontein (RT Stellenbosch) at The Farmhouse.

ARABELLA AND IMPERIAL CAR RENTAL EDUCATIONAL

Rennies Travel Cape Town Corporate and Deloitte Cape Town enjoyed a wonderful educational with Arabella and Imperial Car Rental. Starting with breakfast and a site inspection at the Arabella Grand Hotel, Imperial then transported everybody to the Arabella Western Spa in Klienmond.



health tips

TOP 5 WINTER FOODS

Use food to your advantage this winter – the right ones can cut your risk of colds and flu and help you stay in general good health.

CITRUS FRUIT

Oranges, grapefruit and naartjies are all packed with protective nutrients such as vitamin C and bioflavonoids that help to ward off winter colds and flu. Vitamin C is the 'glue' in the body that keeps your cells strong so that they can fight viruses and bacteria. It can also alleviate cold and flu symptoms once illness sets in. Bioflavonoids are a group of plant components that have been shown to help the immune system.

THE PUMPKIN FAMILY

Butternut, pumpkins and squash are all great sources of beta-carotene, one of the most powerful antioxidants in our winter arsenal. Beta-carotene is a carotenoid which the body converts into vitamin A. Carotenoids, the naturally occurring pigments that give fruits and vegetables their colour, have been credited as having powerful disease-preventing powers.

PROBIOTIC FOODS

Probiotics are cultures of the 'good' bacteria that occur naturally in the intestinal tract of healthy human beings. These good guys compete with harmful bacteria in the GI tract for food and prevent them from wrecking havoc in the body. In winter, we need to boost our probiotic intake to make up for the increased exposure to germs. Include low-fat yoghurts that contain the Bifidobacterium and Lactobacillus strains, or take a good probiotic supplement.

FISH

Fish is a fantastic, healthy and versatile source of zinc and the omega-3 fatty acids, both of which will give your health a boost this winter. Zinc increases the production of white blood cells that fight infection. Many people are more susceptible to depression in the colder months, but studies show that omega-3 fatty acids are important in preventing and lifting depression.

GARLIC

Garlic does more than add flavour to your food. This pungent vegetable also has antibacterial and antiviral effects, and seems to be particularly useful in terms of chest infections. Unfortunately, you will reap the most benefits from garlic if you eat it raw and in large amounts: half a kilogram of garlic foods a week, or one-third of a teaspoon of powdered garlic a day.

hrg interchange – could it be you?

Interchange, the HRG company-wide employee exchange programme, is designed to give a few lucky employees the opportunity to spend one month working overseas in a Hogg Robinson location of their choice. Following on from the phenomenal success of the inaugural programme in 2003, the scheme has become even more exciting and rewarding, offering our employees a greater number of opportunities across more locations. For the first time, HRG will be expanding the programme to include some of their partner operations. This year, HRG are delighted to offer their employees and partner employees a choice of 30 job roles across 19 countries on five continents – an option for everyone. The scheme is designed to be a platform for career development, giving people the opportunity to grow personally and professionally during their one month placement. All interested employees were asked to submit a standard application form, selecting a preferred position and explaining what made them an ideal Interchange candidate. They were encouraged to provide supporting material to enhance their application (a presentation, a written essay or video clip). Applications were then carefully assessed and considered by an international judging panel. If you would like more info on how to apply for the next HRG Interchange programme, please call Hadifele Mofokeng in HR on 011 407 2926.



South African Winner! Clarice Moon (right) from Rennies Travel PMB (Finance department) has been chosen to act as an ambassador for HRG and ActionAid and visit the education project in Brazil. Clarice will head off in September and we wish her the very best of luck for an opportunity of a lifetime – we know she will make the most of it.



Rennies Travel Workplace Forum is in full swing

Rennies Travel Workplace Forum (RTWPF), the travel arm of the previously combined Bank and Travel Workplace Forum which split in April, enjoyed its first meeting on the 17th May.

Together with the new logo (which will be unveiled next month), there was a new National Chairperson when Belinda Meyer was unanimously nominated for the position. Belinda takes a very critical approach to overseeing the NWPF and being a liaison between the Forum and the Directors. In accepting this position, Belinda said "Rennies Travel employees are close to my heart and I will continue serving them with passion."



The first meeting of the new Rennies Travel Workplace Forum generated much interest.



rennies roundup

GOING FLAT OUT!

The new flat screen monitors have caused much excitement and praise from our staff. As well as heightening the feeling of professionalism, it brought comfort and improved ease of use. The feedback is that the staff are thrilled that Rennies Travel constantly looks for innovative and creative ways of making life faster and easier, for them and our customers.



Kit van der Merwe and Galaletsang Moswele, both from Finance at Head Office.



From left: Jill Franke (Senior Consultant), Bronwyn White (Senior Consultant) and Lungile Ndokweni (Junior Consultant) at Cape Town Corporate.

THOMPSONS TOURS' TOP TEN GO WILD

Thompsons Tours took their top ten supporting agents to Kwa Madwala Game Reserve to thank them for their support. It was a fun-packed trip, and included a day in Maputo, dinner at a Swazi village, massages, elephant back riding, a half day trip to the Kruger, and even microlighting. Now, that's how you say 'thank you'!



Thompsons Tours' Top Ten, with Rennie's Travel representative, Trish Difford of Jet Travel.

Trish Difford from Jet Travel in PE represented RT. Jet Travel was the only agency from PE, and the third top supporting agency in the Western Cape – a great achievement. Said Trish, "I had the most wonderful time on the Thompsons Top Ten Getaway. A huge thanks for all the time and effort that went into planning such a special trip. I enjoyed all the fun and banter with such a wonderful group of people."

AWARD-WINNING PERFORMANCES!

Didn't they do well! Two of our branches picked up highly sought-after industry PMR awards.

RT Vanderbijlpark was presented with the Diamond Award for First Overall in the 'Travel Agents' Category for doing most in their sector to stimulate Sedibeng's economic growth and development.

Rennies Travel Menlyn was voted the winner in the Best Travel Centre in Pretoria category in the Pretoria News' Best of the Best competition. They will be featured in the newspaper's Reader's Choice 2007 'Best of the Best' supplement.

Kathy Harris and Craig Holmes are delighted for the award winners and would like to congratulate Liz Kingon (General Manager, Rennies Travel Menlyn) and Ottie Thirion on their well-deserved success.



Ottie Thirion (Manager Rennies Travel Vanderbijlpark).

RE-BRANDING IN NAMIBIA

The re-branding functions of the new Rennies Travel and HRG logo, held in Swakopmund at the Strand Hotel on the 17 April, and in Walvis Bay at the Pelican Bay Protea Hotel on the 18 April, were both well attended and very successful.



Having a great time at the Swakopmund re-branding function are Heike Schulz (MD Rennies Travel Namibia), Carol Ann-Sowden and Moira Ruziecki (both Roessing Uranium) and Birgit Ellinger (Rennies Travel, Swakopmund).

AFRICAPASS BECOMES INBOUND ARM OF BIDTRAVEL



Africapass took a stand at the recent annual Travel Indaba in Durban to promote themselves to the industry. The result of the exciting merger between Africapass Travel (Pty) Ltd and Rennies Travel Inbound, Africapass will now be the inbound arm of BidTravel. BidTravel (Pty) Ltd is the holding company of the BidVest Group travel portfolio, under the leadership of MD, Allan Lunz.



Hannes Bellingan, Renate van den Elzen, Janit O'Connor-Pretorius and Herbie Rosenberg.

Africapass directors Herbie Rosenberg, Janit O'Connor-Pretorius and Renate van den Elzen are proud of their association with BidTravel, and are optimistic about future opportunities. For further details or queries regarding Africapass, please contact Herbie Rosenberg on 011 407 2819, 011 802 7730, 082 444 9558 or e-mail him at herbie@africapass.com

OUR BLOOD IS RED!

Cancel your subscription to Couch Potato Monthly ... Rennies Travel is launching a Sports Club! What exactly does that mean? It means we want you to participate in a number of fun and exciting sporting events across the country. The events include a variety of sporting disciplines – walking, running, swimming, cycling, triathlon, adventure racing and much, much more.

It doesn't matter if the only "shape" you're in is "round", or if the only place you can go 0-100 in three seconds is on the bathroom scale, it's all about having a jol. The emphasis is on PARTICIPATION + FUN, not on creating a team of elite athletes. So, whether you usually time yourself using a stop watch or a calendar, there is no excuse not to join. If you would like to be part of the team that drives this exciting initiative, please email Tracey Larkan (representing the coast) or Miles Biggs (representing Inland) – we would love a representative from each hub.

And while our teams are out there embracing the acid that is lactic, they'll need all the support they can get so, even if the only 6-pack you want to think about is Castle, your cheers are still needed on the sidelines to spur Rennies' teams on.

Let's face it, half the fun of sports is the cool kit you can get. With the awesome kit designs we'll show you next month, we are bound to arrive at all our events looking cool and ready to rock! Remember – Spandex is a right, not a privilege! Sizes and order forms will be sent out soon.

To show that their blood is red, Rennies management stepped up to the plate and offered to sponsor 50% of all race entry fees for the first 50 entrants per event. So make sure you get your entries in early when we send out race schedules – ADMs will be issued to all late-lurkers!

What's more, in anticipation of this grand initiative, Exco are leading from the front by committing themselves to attend certain events. So, iron your hotpants, dust off those sweatbands, and saddle up your chariots of fire, 'cos you'd be two helpings of mad and an extra scoop of crazy to miss out on this one!



caring for our communities

FEELING GOOD ABOUT GIVING

RT Alberton collected non-perishable foods, clothes, shoes and toys for the Golden Gate Care Centre in Walkerville. The centre cares for abused children and rehabilitated adults.



Pictured left is Isabel who runs the home, with some of the live-in adults, together with Jabu Maseko and Rebecca Mosiane from the Rennies Travel Alberton.

BLOEM COMMITS TO FUNDRAISING

RT Bloemfontein donated R500.00 to PricewaterhouseCoopers (PWC) for the Persons with Disabilities Association fundraising Golf Day on the 27th April, and intend being involved with PWC every year in this capacity.



Bernadine Venter (Branch Manager, Rennies Travel Bloemfontein), Connie Hertzog (Senior Partner, PWC) and IR Van der Merwe (Senior Manager, Assurance PWC).

NEW KZN REGIONAL OFFICE

The new KZN Regional Office, incorporating account management, new business sales, KZN Conferencing and MyMarket, is now up and running, as are their phone lines – eventually! Their direct numbers are:

Sacha Arumugam.....031 717 9467
Rozane Bezuidenhout.....031 717 9464
Lynn Creamer.....031 717 9470
Shirley Mac Gregor.....031 717 9461
Neville Polly.....031 717 9468
Riaan Prinsloo.....031 717 9469
Tootsie Reddy.....031 717 9465
Linda Shelah.....031 717 9466
Hestia Vlok.....031 717 9463



From left: Lynn Creamer, Tammy Heher, Tootsie Reddy and Shirley MacGregor, outside their new office.

PRESENTING NEW LOOK TO RT SECRETARIES IN NAMIBIA

Rennies Travel Namibia held a function in Windhoek for the secretaries, where they presented the re-branding of the Rennies Travel logo and the HRG logo.



Getting down at the Arabian Nights themed secretary function.



A happy prizewinner receives her gift from Heike Schultz (Rennies Travel).

editorialdetails

Ngathi is your publication – your contributions are welcome and valued. Whatever your news, send it to The Editor at lynda.green@renniestravel.com or call 011 407 2852. Remember, we love photos, so send these too.