

1949  
NEW ZEALAND

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# DEPARTMENT OF TOURIST AND HEALTH RESORTS

(ANNUAL REPORT OF THE)

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*Presented to Both Houses of the General Assembly by Command of His Excellency*

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The Hon. the MINISTER IN CHARGE OF THE DEPARTMENT OF TOURIST AND HEALTH  
RESORTS to HIS EXCELLENCY THE GOVERNOR-GENERAL

Wellington, 15th June, 1949.

I HAVE the honour to submit to Your Excellency the report of the Department of  
Tourist and Health Resorts for the year ended 31st March, 1949.

W. E. PARRY,

Minister of Tourist and Health Resorts.

His Excellency the Governor-General of New Zealand.

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## ANNUAL REPORT OF THE GENERAL MANAGER OF THE DEPARTMENT OF TOURIST AND HEALTH RESORTS

Wellington, 22nd June, 1949.

SIR,

I have the honour to submit the following report on the organization and work  
of the Department of Tourist and Health Resorts for the year ended 31st March, 1949

I have, &c.,

L. J. SCHMITT, General Manager.

The Hon. W. E. Parry,

Minister of Tourist and Health Resorts.

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## TRAVEL PROMOTION

### (a) ORGANIZATION

THE passenger-booking organization of the Department now consists of eleven active Bureaux at Auckland, Te Aroha, Rotorua, Wellington, Christchurch, Dunedin, Queens-town, Invercargill, Sydney, Melbourne, and London. In addition, there are in New Zealand twenty-one selling Agencies which provide an extension of the services of the main Bureaux.

In Australia, agreements are in operation with private travel agencies in the principal cities and towns whereby visitors to New Zealand are afforded complete travel service. Similarly, in the United Kingdom, United States of America, and Canada commercial travel firms are associated with the Department's regional representatives. Honorary Representatives, equipped by the Department to provide travel information, are located in North America, South Africa, India, the Far East, and Fiji.

### (b) SALES

During the year under review all offices and Agencies of the Department were provided with up-to-date selling-material, and despite transportation shortages and the alteration in the exchange-rate results have been most encouraging. Actual sales reported reached a record total of £1,451,341—an increase over 1947-48 of £228,630. This figure relates only to clients who actually booked with the Department after inquiry. There is, of course, a great volume of persons who make use of the Department's advice and then book elsewhere. Value of sales quoted covers journeys by air, rail, steamer, and motor, plus hotel accommodation and sightseeing.

The major portion of this business consisted of transactions for specially planned independent travel, but increased popularity was evidenced in respect of the Department's programme of conducted tours and special party movements. A feature of the year's operations was the number of groups that visited New Zealand from Australia, a phase of departmental activities that commenced in 1929 and appears to have prospects of further development in the immediate future.

### (c) OVERSEAS BUREAUX

#### *Australia*

Sales of tours at Sydney Bureau increased by £19,588 and the turnover at Melbourne Bureau showed an increase of £21,000 for the year.

Prospects for the coming year are bright and tourist business in sight includes special party tours from Western Australia, South Australia, and Victoria.

During the year Melbourne office arranged the South Australian farmers' party tour to New Zealand in March. Sydney office arranged parties for New South Wales farmers and for Australian bowlers. Both offices, in conjunction, also operated several other conducted parties of tourists to the Dominion. Considerable numbers of pre-planned individual tours for the coming season have also been arranged.

The most significant development of the year was the improvement in surface transport between Australia and New Zealand, and *vice versa*.

*Britain*

The report of the Department's Travel Manager in London discloses that the prospects for development of tourist traffic from the United Kingdom are still dependent on sea-transport conditions. The situation is improving gradually and there is every reason to hope that more individual tourists will come from Britain in 1949-50, although it is unlikely that their numbers will be great. The actual business for 1948-49 was much better than in 1947-48.

*(d) TRANSPORTATION FROM OVERSEAS*

Shipping facilities are still below requirements, although with the resumption of the Vancouver-Auckland, Sydney-Auckland, Sydney-Wellington, and South Africa-New Zealand services, and additional vessels on the England-New Zealand run, improved traffic trends are indicated. Regular schedules will enable overseas travel agents to make more specific offerings to prospective visitors to New Zealand. Increased air-transport frequencies are responsible for a marked improvement in New Zealand's tourist traffic, and it is likely that with the advent of further services during the coming year the tourist movement to New Zealand by air will be accelerated greatly.

*(e) TRANSPORTATION : DOMESTIC*

During the past twelve months there has been a considerable increase in transportation services within New Zealand. The provision of additional modern road equipment, the restoration of several railroad schedules, and more frequent airways services have enabled the movement of people to be accomplished without difficulty.

*(f) ACCOMMODATION*

In New Zealand, as well as in other countries, accommodation for tourists continues to present problems. The local position has been eased somewhat, despite shortages of labour and materials. The reopening of two major resort hotels (the Chateau Tongariro and Wairakei), and the Hotel Trans-Tasman in Auckland, has given very welcome relief. Plans also exist for further increases in accommodation by both private and governmental interests.

*(g) TOURIST ARRIVALS*

Persons arriving in New Zealand describing themselves as tourists numbered 7,828, showing an increase of 136 as compared with 1947-48. The countries of origin were :—

Australia	..	..	..	..	..	4,580
Great Britain	..	..	..	..	..	1,105
United States of America	..	..	..	..	..	465
Canada	..	..	..	..	..	175
Pacific islands	..	..	..	..	..	976
Other British countries	..	..	..	..	..	379
Other foreign countries	..	..	..	..	..	106
Europe	..	..	..	..	..	42
						7,828

Total tourist arrivals in previous years were as follows :

1938-39	..	13,054	1944-45	..	1,425
1939-40	..	6,890	1945-46	..	2,576
1940-41	..	3,810	1946-47	..	4,840
1941-42	..	1,798	1947-48	..	7,692
1942-43	..	630	1948-49	..	7,828
1943-44	..	974			

## ADVERTISING, PUBLICITY PLANS, ETC.

### (a) GENERAL

As it was not considered timely to enter into commitments for advertising programmes overseas, especially in view of the uncertainty of transport to New Zealand, the Department confined its efforts to the servicing of offices and travel agents abroad, and to renewing associations with many travel-selling firms that had business contacts with the passenger-booking organizations in pre-war years. This work was a prerequisite to the scheme for the revival of tourist-traffic promotion from other countries and was implemented by means of the supply of comprehensive travel information in a concise form. Overseas travel organizations were equipped with special publications, maps, standard tours, photographs, film strips, posters, and other selling aids for this purpose. The material provided will enable agencies to resume New Zealand business in pace with redeveloping facilities for tourist transport to this country.

Indispensable accessories to the proper training of selling staff abroad include modern colour film and other visual aids, but delays in production precluded a full supply during the past year. Copies of colour film, on order from England, will increase these accessories within the coming year. The popularity of this colour-film publicity is clearly indicated by the experience of our Sydney and Melbourne offices, which arranged 5,500 displays of films during the year.

General publicity by the Department in overseas countries has produced good results. New Zealand's tourist attractions have gained publicity from the visits to this country of many well-known travel writers and transportation executives. Other activities in this field included a programme of short-wave broadcasts: the distribution of film strip with a set lecturette: and the supply of literature, film strip, and photographs with descriptions in the Esperanto inter-language to hundreds of addresses throughout the world. (Voluminous correspondence with overseas Esperantists originated with a brief report in an Esperanto journal of the Department's experimental use of the inter-language for a film-strip lecturette.) Photographs and specially written articles were supplied to selected newspaper and magazine publishers in principal English-speaking countries. The voluntary efforts of former New Zealanders now resident in certain foreign countries have been supported fully by the Department, and the results have been good.

The Department became a full member of the International Union of Official Travel Organizations, and associations have been established with other travel bodies. These associations are an indication that New Zealand is in the forefront of those countries that recognize the value of the tourist industry. The Department's identification with these activities calls for extended direct overseas representation, notably in North America and South Africa, whence it is reasonable to expect a substantial increase in inward tourist traffic to New Zealand in the immediate future.

### (b) PUBLICITY WITHIN NEW ZEALAND

An outstanding feature of the traffic during the year was an increase in the numbers of New Zealand residents who visited the resorts of their own country.

At certain periods of the year, notably at Christmas, New Year, and Easter, accommodation at all tourist centres was at a premium, but by a system of specially pre-planned itineraries and tours the Department's Bureaux were enabled to spread the traffic fairly uniformly throughout the country, and many people were thus in a position to take advantage of the holiday opportunities made available. This result was achieved partly by press advertising and partly by radio appeals. There is still, however, ample scope for the expansion of internal tourist traffic in the so-called "off season," which is often a more pleasant time in many ways, and the Department has

accordingly planned moderately priced "package tours" which are being offered to the New Zealand public as an encouragement to take their holidays when they will enjoy them much better than when crushes are experienced. There is great need for holiday periods to be spread or staggered in order that the peak seasons may be relieved.

## **MAINTENANCE AND DEVELOPMENT OF HOTELS, RESORTS, AND RESERVES UNDER THE DEPARTMENT'S CONTROL**

### **(i) HOTELS, ETC.**

Notwithstanding the many difficulties associated with labour and materials, the Department was able to provide improved facilities at various accommodation establishments. These improvements included the renovation and extension of existing plant and buildings. The more outstanding developments were the reconditioning of the Chateau Tongariro, which was brought up to *de luxe* hotel standards, and the renovating and refurnishing of Hotel Wairakei, which was reopened as a first-class house on 14th April this year.

Arrears of maintenance are being overtaken gradually at other hotels, but at some resorts there is much to be done before the planned standard is reached. Both guests and staff at most of the departmental hotels now enjoy better accommodation facilities and amenities. Further work of this type is in hand or scheduled for early action. An example is the Franz Josef Glacier Hotel, where attention is being given to almost complete renovation and to refurnishing, additional bedroom accommodation, and staff quarters.

The work of equipping hotels with 16 mm. cinematograph projectors and topical film programmes for the entertainment of guests and staff was completed during the year.

There is much to be done in the Fiordland area. Enlarged staff quarters and guest recreational facilities are expected to be ready at the Milford Sound Hotel by the beginning of the next tourist season. The resiting and rebuilding of Pompolona Huts, together with other improvements on the Milford Track, are also contemplated. Cascade Creek Camp, in the Eglinton Valley, has been provided with a new dining-sitting room, and hot and cold showers have been installed at this establishment.

### **(a) WAITOMO CAVES (HOTEL WAITOMO)**

The Manager reports that 31,800 persons visited the Waitomo Caves during the year, as compared with 20,159 in 1947-48. There was a noticeable increase in visitors from overseas, the majority being from Australia, and a fair number also came from the United Kingdom and the United States of America. This resort was particularly well patronized by New Zealand residents, and, in addition to individual visitors and week-end excursionists, 75 conducted parties inspected the caves.

Development work at Waitomo Caves included a renewal and expansion of the hotel water-supply system and complete overhaul of electrical equipment. Fluorescent lighting installed in the caves now enhances the natural beauty of this world-famous resort.

During recent years more and more New Zealanders are selecting Waitomo Caves Hotel as a very comfortable and restful place for an extended holiday.

### **(b) LAKE WAIKAREMOANA (LAKE HOUSE)**

The annual report from Lake House discloses that 2,500 guests were accommodated during the year and that many hundreds of casual visitors made use of the adjoining camping-ground. The volume of visitors to this resort was affected adversely by flood

damage to the road from Rotorua, which was closed for about five months during the late autumn, winter, and early spring of 1948. It is recorded, however, that there was an increase in the number of guests during the period November to March as compared with the preceding season.

Guests have expressed appreciation of the additional comforts and amenities resulting from work undertaken during the year. A recreation-hall has been built, there have been general renovations and some refurnishings, fireplaces have been reconstructed, and the stores and laundry have been replanned.

#### (c) WAIRAKEI (HOTEL WAIRAKEI)

Excellent progress was made in the work of re-establishing this hotel. Additions have been made to guest and staff quarters and improvements made to tracks, hot bathing-pools, the hotel grounds, and the recreation areas. Particular attention has been given to Geyser Valley and Karapiti Blowhole to facilitate sightseeing at these outstanding natural attractions.

The hotel was completely refurnished and renovated throughout, and by the end of the year this work had almost been accomplished and the establishment was ready to receive a limited number of guests during the Easter period. One hundred guests can now be accommodated at Wairakei, and this will ease accommodation difficulties.

Progress was made in the installation of a central heating-system which utilizes natural steam from a bore. The scheme has been very successful and the hotel is now nicely heated by it.

#### (d) TONGARIRO NATIONAL PARK (THE CHATEAU TONGARIRO)

The Chateau Tongariro was reopened in August, 1948, accommodation and other services being of a high standard. The 1948 winter sports season was very successful. The work of constructing a ski tow was commenced on upper Scoria Flat, and the apparatus should be operating during the forthcoming season.

Recreational facilities have been extended. In addition to the existing tennis-courts and golf-links, a bowling-green has been made and it is expected that it will be ready for play next summer. Indoor bowls have been provided for use in the hotel.

During the years that the Chateau Tongariro was closed to guests, snow-sportsmen, motorists, and others continued to make use of the huts and lodges. Patronage of these auxiliary establishments was also well sustained during the past year.

In February the activity on Mount Ngauruhoe was very spectacular. The phenomenon directed considerable popular attention to the Tongariro National Park, and many New Zealanders and overseas visitors visited the Chateau Tongariro to witness the extraordinary volcanic displays.

The water-supply system, derived from a new source, was completed and is giving satisfaction.

#### (e) LAKE TAUPO (TOKAANU HOTEL)

The hotel has been improved and some alterations have been made which include new storage buildings, repapering and renovation of bedrooms, and the painting of all roofs. A bore was sunk in the grounds, and it is intended to pipe natural hot water to the hotel for mineral baths.

Tokaanu Hotel is patronized chiefly by rod and gun sportsmen. It is reported that the fishing was good during the early part of the season.

## (f) MOUNT COOK (THE HERMITAGE)

This resort becomes increasingly popular year by year. The latest figures show a 12½-per-cent. increase on the previous year. It can be claimed that the extension of facilities for the comfort and entertainment of guests is reflected in this increasing popularity.

Maintenance and general work were carried out as usual and a comprehensive scheme of fire protection has been planned and tested. The immediate surroundings of the hotel have been improved.

A most successful winter sports season was experienced, and the installation of two ski tows on Ball Glacier proved a great attraction to ski-ers and spectators alike. Climbing conditions were excellent and the total number of peaks ascended was 98. There was a large number of trans-alpine crossings via the Copland Pass and Graham Saddle. The services of the Department's guides were in great demand. The Hermitage is the headquarters for the training of young men as mountain guides, and activities in this direction have produced good results. They are the means of furnishing technical assistance to climbers and also bring experience and skill to search and rescue operations.

The rebuilding of the high-altitude Haast and Hooker Huts was completed during the year, and aircraft were used to supply building-materials to the Mueller and Malte Brun Huts. These two huts will be repaired and reconditioned thoroughly as soon as weather conditions permit. The Ball Hut was renovated and extended and new quarters for staff were added. Plans are well advanced for an increased water-supply and for hot showers, which will be appreciated by the increasing numbers of visitors to this snow-sports base.

Garage accommodation at the Hermitage, destroyed by fire some months ago, has been restored. There were one or two very short periods during the year when the hotel was isolated because of heavy flood damage to the access road. Bridge and road works in progress will serve to minimize this inconvenience in the future.

Until recently the Hermitage depended on a party-line service, but it now enjoys direct telephone communication with all parts of New Zealand.

## (g) FRANZ JOSEF GLACIER (GLACIER HOTEL)

This hotel has just completed its first full year under the Department's control. Increasing popularity is evidenced by New Zealand residents and overseas tourists who visit this resort. The Department's plans for renovations, improvements, and extensions scheduled for attention within the next few months are most urgently needed to meet the requirements of the visitors.

An interesting phenomenon reported by the Manager is the rapid advance of the Franz Josef Glacier. After having for sixteen years receded up its valley, the glacier is now entering a period of fast forward movement. The rate of ice-movement during the past twelve months averages 2 ft. per day at the terminal face. Recently the lake at the foot of the glacier's terminal moraine has disappeared.

Sightseeing side-trips, additional to the most popular glacier excursion, have been provided for visitors. The principal subsidiary excursion at this resort is a cruise on Lake Mapourika, where a new launch is located, and where splendid reflections of the mountains and Franz Josef Glacier are features. Climbing during the season was restricted to trans-alpine journeys to the Hermitage. These are becoming more and more popular and the services of the Department's local guiding staff are accordingly in increasing demand.

The aerodrome at the Glacier Hotel has been well maintained. Many visitors make their first acquaintance with air travel here, and invariably concede that it is a novel way of becoming more familiar with the magnificent alpine, lake, glacier, and forest scenery for which the region is renowned.

The farm associated with the hotel continues to be a most useful adjunct for the supply of fresh meat, milk, poultry, &c., to the hotel.



## (h) LAKE TE ANAU (TE ANAU HOTEL)

The 1948-49 tourist season saw this hotel booked to capacity and large numbers of people were unable to obtain accommodation. Te Anau is the starting-point for the Eglinton-Hollyford-Cleddau road to Milford Sound and for the Milford Track route, which is approached from Glade House after the voyage up Lake Te Anau.

Plans for immediate extensions and improvements to the hotel have been ready for some time, but because of the current shortages of building labour and materials arising out of priorities for housing it has not been possible to implement them.

A complete new fresh-water service has been installed. The bowling-green and the tennis-courts are being renovated.

Some very interesting caves were discovered during the year. These are located on the opposite shore of Lake Te Anau only a short launch voyage from the hotel. A launch service operated by Fiordland Travel Co. provides transport for tourists who wish to see the caves.

## (i) EGLINTON VALLEY (CASCADE CREEK CAMP)

This camp is normally open during the summer months and, in common with all other stop-over points in the Fiordland area, enjoyed a record season. The enlarged dining-room and lounge and the improved sleeping-quarters and hot showers proved a boon to the growing numbers of visitors to the Eglinton and Hollyford Valleys, as well as to those returning via the Homer Tunnel from Milford Sound or the Milford Track.

It is estimated that the number of automobiles that visited the Eglinton Valley during the Christmas and New Year period alone was approximately 2,000.

## (j) FIORDLAND (THE MILFORD TRACK)

Extensive repair work on the Milford Track between Glade House and Milford Sound at the beginning of the season brought the surface back to its pre-war standard, but avalanche damage and continuous severe flooding during one of the wettest years yet experienced caused marked deterioration again by the end of the season. Early opportunity will be taken to carry out extensive repairs now necessary.

Overseas visitors formed a fair proportion of the greatly increased numbers of trampers who walked the entire track.

Glade House was completely renovated and all buildings were painted. This hostel is now very comfortable again and will be used increasingly next season to accommodate those who undertake the "World's Wonder Walk."

## (k) MILFORD SOUND (HOTEL MILFORD)

Forward accommodation bookings for the Hotel Milford prior to the opening of the season gave promise of a most successful period, and despite late avalanche and flood damage to the access roads and consequent difficulties in transportation of staff and stores, a most satisfactory year's work was accomplished. The co-operation of the New Zealand Railways Road Services and of the Ministry of Works in dealing with the transport emergency made it possible for the hotel to open for the season on the advertised date. Some indication of the handicaps overcome may be gauged by the fact that a packhorse train had to be put into operation for a period of over two months to supply the hotel with necessary stores.

Refitting of the launches during the off season permitted the operation of regular cruises on the Sound throughout the season. Day trips to Lake Ada and to the Giants Gate Fall proved most popular. Visitors to the Hotel Milford are unanimous in their praise of the service and comfort provided by the Department at this distant outpost.

Members of the New Zealand - American Fiordland Expedition operating in George and Caswell Sounds were also most favourably impressed and were well satisfied with the services extended while *en route* to and from their base.

Development of the natural attractions in the Fiordland area is retarded by many physical difficulties, and in particular by prolonged wet weather, but the Department's programme of progressive improvement is being carried out as well as natural obstacles will permit.

Communications have been improved considerably by the active co-operation of the Post and Telegraph Department. Two-way radio connection between Te Anau Hotel, Glade House, and the Government Tourist Bureau, Queenstown, has been installed. Telephone-lines again link Milford Sound and Quintin Huts and Glade House and Pampolona Huts. This is a very valuable service in the event of accident, sickness, or other emergency.

It is expected that during the next season a bus will replace the present taxi service operating between the Hotel Milford and the ten-mile peg on the western side of Homer Tunnel. The bridges on this road are being reinforced to take the additional load.

## (ii) ROTORUA

### (a) WAIMANGU ROUND TRIP

A most successful year was experienced and continuity of service was maintained.

The small launch "Maroro" has been repaired extensively. Wharves and jetties have given some concern, particularly at Lake Rotomahana. Two new jetties, one a floating pontoon type and the other with three landing-stages, were constructed at this lake. These works were carried out under great difficulties and reflect credit on the workmen concerned.

Row-boats have been repaired and additional boats or boat-frames constructed. On Lake Tarawera the launch "Rangitiki" underwent repairs and alterations. A loud-speaker system was installed in the vessel. The launch "Kahurangi" was transferred from Lake Tarawera to Lake Mapourika, South Westland. It has been replaced by the ex-Army launch "Nissan" from Auckland. The latter craft, a towing launch, will be converted by the Department's workmen for passenger transport.

### (b) ELECTRIC SYSTEM

The reticulation system has been well maintained and some major improvements have been effected, principally in the Township of Mamaku. The extension of the supply system to bring in the farming community of Kaharoa was continued during the year, and this work was practically completed. Owing to the priority given to Kaharoa, and to a shortage of materials, it has not yet been practicable to extend the supply to Okareka Settlement.

### (c) GARDENS, RESERVES, AND PLAYING-AREAS

Playing-grounds were used to the fullest extent during the year, but the bowling-greens and tennis-courts, subjected to very hard wear-and-tear, had deteriorated by the end of the season. The gardens Superintendent is hopeful that an improvement will be shown during the coming year in a greater resistance by the greens through special treatments.

Recreational facilities at Rotorua are insufficient for local demands. At present, certain sporting amenities are limited to those provided by the Department alone. It is interesting to note that proposals for the establishment of private tennis-courts and bowling-greens have recently received considerable local support. When new areas are available for games, the pressure and hard usage of the Department's playing-areas will be diminished and the sports concerned will benefit accordingly.

Special floral displays were prepared in the Government Gardens in anticipation of the Royal visit, and excellent results were obtained. A tree and shrub nursery was established on part of the Sanatorium Reserve for the maintenance of the Gardens and local reserves, and for transfer to other resorts as required.

The Model Pa at Whakarewarewa was completely renovated and restored.

#### (d) WARD AND BLUE BATHS

The Blue Baths showed a substantial increase in the number of bathers compared with the attendances of recent years. Attendances and receipts at the Blue Baths would doubtless have been even greater but for the fact that restrictions on juveniles in connection with the poliomyelitis outbreaks were still in force during the May school holidays. Seven swimming carnivals were held at the Blue Baths during the season.

Normal maintenance was carried out to both the Blue and the Ward Baths buildings during the year. Each establishment suffered to some extent from lack of attention during the war period, but the arrears are being overtaken steadily. Almost the whole of the interior of the Ward Baths has been renovated. A small broadcast radio with an extension sound system has been installed.

#### (e) WHARVES AND BEACONS, LAKE ROTORUA

Work was confined to normal maintenance.

The inauguration of a private launch service on Lake Rotorua at the commencement of the 1948-49 tourist season proved a popular adjunct to the sightseeing facilities of the district.

#### (f) MOUNT NGONGOTAHA LOOKOUT

An observation platform known as "Parry's Lookout," and incorporating the trig. station, was constructed on the summit of Ngongotaha Mountain. The Lands and Survey Department and the New Zealand Railways Road Services contributed towards the cost of the structure.

The installation of a direction-finding plane table on the lookout platform will be completed in the near future. An interesting tourist amenity for this district has thus been provided.

#### (g) HOT MINERAL-WATER SUPPLY

The supply of thermal waters to the Blue and Ward Baths and to the Main Bath Building from the bores was maintained satisfactorily and the difficulties of previous years appear to have been disposed of effectively.

### (iii) TE AROHA

#### (a) RECREATION AREAS AND PLAYING-GROUNDS

These have been kept in good order throughout the season and have been used extensively. A picnic-ground with recreational facilities for children has been laid out in part of the Domain and it has proved popular. The remaining old pines were removed from the base of Bald Spur and are being replaced satisfactorily by new natural growth.

#### (b) WATER AND DRAINAGE

The old main drain has been replaced. This carries, in addition to waste, the waters of several streamlets from Te Aroha Mountain. Subsidiary drains were connected, and there is now a complete drainage system.

Three hundred feet of cold-water main was replaced and re-connected to the borough supply. The Domain reservoir was cleaned and water pressure for fire-hydrants has been improved considerably.

Reboring of the Mokena Geyser was carried out, with beneficial results to the hot mineral-water supply.

### (c) BUILDINGS AND INSTALLATIONS

A refreshment-stall has been established and leased. A site has been prepared for a croquet-pavilion, and when this building has been constructed quarters will be available in the old pavilion for the tennis club.

Repairs were carried out in the Cadman Bath Building, which was partly rewired. The massage-rooms and facilities were brought up to date.

### (d) BATHS AND TREATMENTS

The number of baths taken increased by 20 per cent. to 31,587. During the six months that the restored No. 1 Ladies' Hot Bath was open it was availed of on 2,124 occasions. The cold swimming-bath was also well patronized during the summer months.

A qualified physio-therapist established his practice in leased premises, and massage and special treatments that include short-wave, ray, and heat therapy are now available at this spa.

### (e) GENERAL

Various improvements in access and accommodation at Te Aroha have been made for the convenience of visitors.

The jubilee of Te Aroha last year resulted in an increased number of visitors, and served to focus popular attention upon this tourist resort.

## (iv) MORERE HOT SPRINGS

This thermal health resort continues to enjoy popular patronage. The swimming-pool and various baths were availed of by visitors on more than 18,000 occasions.

The reserve has been maintained in excellent order, the natural attractions of the area have been preserved, and the services for the visitor have been well conducted. Constant vigilance and energetic measures by the Caretaker and the co-operative neighbouring landholders have minimized the damage by deer and goats, but, unfortunately, opossums are becoming a serious menace to the splendid natural forest that is an outstanding feature of this reserve.

Maintenance of baths and buildings has been carried out and some renewal of boundary fences is in progress. Improvements have been made to the Manager's cottage and repairs to the footbridge have been effected.

## (v) QUEENSTOWN

### (a) THE PENINSULA DOMAIN

Late snows and frosts persisting into December retarded growth and floral displays in the Department's gardens, but as soon as summer conditions prevailed the plots and borders were a source of pleasure to the many visitors to the Domain.

All playing-areas were in good condition and were kept to an excellent standard. Both bowling-greens were "plugged" and top-dressed. Perfect surfaces resulted. The tennis-courts were treated and likewise gave good service to players. Proposals to lay down an additional bowling-green have not been proceeded with owing to shortage of labour.

It is proposed to extend the Tea Kiosk building and thus provide more space for catering for visitors and also additional locker space for players.

(b) TRACKS AND HUTS

Repair gangs were actively engaged on the walking routes at the head of Lake Wakatipu, and by the close of the period had almost completed the reconditioning of the track from the Divide to Howden Hut, thence to Lake Mackenzie. Bad weather prevented the repair of Howden Hut, but the work will be undertaken next season. When the track is completed to Lake Mackenzie, material will be packed through for the erection of a hut at that point.

The tracks to Ben Lomond and Queenstown Hill were maintained in tramping order. Ben Lomond Hut received attention, and notices have been placed there warning vandals and indicating the approved source of camp firewood.

Motor services operating from Kinloch and Glenorchy to Routeburn and Paradise respectively have again given good service to numbers of tourists. Both routes are in good repair. The bridge across the Rees River was put in order and vehicles may now proceed beyond Paradise to the Dart Valley.

(c) SKI-ING

Coronet Peak was again a popular rendezvous for snow-sportsmen. Conditions were not favourable until late in the season and competitors in the New Zealand Ski Championships, 1948, were obliged to climb higher to suitable snowfields. This deterred many spectators. Access was improved by moving the ski tows directly under Coronet Peak, with a motor road to the lower tow. Certain advantages have resulted and it will now be practicable for ski-ing to continue into mid-October and perhaps later.

(d) ACCOMMODATION

The Honorary Tourist Agent reports that Queenstown experienced the busiest tourist season for many years and that there was a marked increase in the numbers of New Zealand and overseas visitors and it was impossible to satisfy the demand for accommodation. At this otherwise excellent resort, accommodation for visitors calls for a realistic policy on the part of local interests, and any concerted move with the object of improving the position should be encouraged. The Department has given consideration to the building of an hotel at Queenstown, but if local interests will provide what is necessary there may be no need for a Government institution.

(e) GENERAL

Passenger services to Queenstown provided adequate transport facilities for many visitors and the voyage to the head of the lake and the motor side-trips from Glenorchy and Kinloch were extremely popular.

The Department prepared a commentary descriptive of the main trip on Lake Wakatipu. This was recorded by the National Broadcasting Service and is used on the vessel's public-address system.

(vi) LITTLE BARRIER ISLAND

The Caretaker reports that bird-life on the sanctuary continues to thrive. There is a marked increase in kingfishers. It is interesting to note that the short-tailed bat, hitherto thought to be extinct on the island, has been rediscovered. Several were observed early in 1949, but the roosting-place of the colony has not yet been located.

Numbers of animal pests have been destroyed.

A permanent water-supply is being connected to the Caretaker's residence.

Tracks have been kept clear and the usual patrols of the island were undertaken.

## (vii) LAKE PUKAKI

Hydro-electric developments at Lake Pukaki made it necessary to remove the Pukaki Hotel and rebuild it on a suitable site on the south-western shores of the lake at a point near the junction of the Queenstown and Hermitage highways.

Pukaki Hotel now provides comfortable accommodation for about 20 guests. It is not operated by the Department and has been leased for many years.

**SPORT**

Although the Department has ceased to be an active agency in acclimatization matters, it retains a prime interest in all forms of sport in field, stream, and sea, inasmuch as these pursuits are tourist attractions.

New Zealand's opportunities for mountaineering, snow-sport, walking, and other outdoor activities are also recognized as tourist attractions, and the encouragement of visitors whose principal interests centre upon various forms of sport is one of the original objects with which the Department was charged at the time of its inception.

Various publications dealing with outdoor sport, especially rod and gun sport, have been produced, and information in respect of other activities has been a feature of the service extended by the Government Tourist Bureaux in New Zealand and elsewhere.

The co-operation of the Departments of Internal Affairs and Marine and of the various acclimatization societies which has been extended to this organization is therefore acknowledged and their assistance to this Department's officers is much appreciated.

During the year active steps were taken to publicize overseas New Zealand's sporting attractions, particularly fresh-water and deep-sea angling. High-class material designed to induce anglers and other sportsmen to visit this country has been prepared and will be distributed during the next twelve months.

**CONCLUSION**

The year 1948-49 has been a record tourist year for New Zealand, the business handled by the Department being more than double that of the best pre-war year, and the present period points to still further progress. Comparative statement of turnover at Government Tourist Bureaux, departmental hotels, reserves, &c., is as follows:—

						£
1948-49	..	..	..	..	..	1,738,542
1938-39	..	..	..	..	..	782,376
Increase	..	..	..	..	..	<u>£956,166</u>

As the more essential and priority building programmes are satisfied, the Department expects a great expansion in suitable tourist accommodation to take place. It is now mainly upon increased and improved accommodation that the development of the tourist industry of this country, which undoubtedly has a very great future, depends.

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