#### Find great staff™

# The news & jobs magazine from Attractions Management

AM2.jobs

25 JANUARY 2017 ISSUE 70

## **US institutions offer respite for Donald Trump inauguration**

A number of the US's top museums and galleries offered special events and some alternatives to the inauguration of President-elect Donald Trump fo his inauguration, with many institutions offering free or pay what you wish entry for the landmark day in American history.

New York's Whitney Museum is hosted 'Speak Out On Inauguration Day,' a free event allowing artists and writers the chance to "affirm their values to resist and reimagine the current political climate."

The Brooklyn Museum hosted a marathon reading of Let America Be America Again, with Langston Hughes's 1935 poem read every 30 minutes by the writers, poets and other creatives.



US President Donald Trump was inaugurated on 20 January

Boston's Institute of Contemporary Art, offered pay-as-you-wish entry, with a statement adding the institute "believes strongly in the role of museums to advance discourse and

engagement in a pluralistic society," inviting its community to "join us in reflection and conversation on 20 January and in the weeks, months, and years to come."

In the US capitol of Washington DC, The Smithsonian's collection of museums remained open bar the National Museum of the American Indians, which closed due to its proximity to the event. The National Museum of African American History and Culture hosted a Peace Ball honouring the progress made in the four years before the election. A photo of Trump, taken in 1989

for an American business edition of Fortune magazine, was also added to the Smithsonian's National Portrait Gallery for the inauguration. More: http://lei.sr?a=9e5Z9\_A

## Historic Eiffel Tower to undergo 15-year €300m renovation

France's most iconic landmark is about to undergo a €300m (US\$320m, £260m) renovation, with officials announcing a massive 15-year project that will preserve the attraction for many decades.

The 128-year-old structure, originally designed by Gustave Eiffel as a temporary structure for the 1889 Universal Exhibition, now attracts more than 7 million visitors a year and is a symbol of the French capital.

Works will include a full structural analysis, with plans also to replace the structure's lighting systems and elevators - some of which use the tower's original workings. Improvements will also include modernisation of security technology and enhancement of visitor experience through improved facilities.



The tower attracts 7 million visitors a year

Around €20m (US\$21.4m, £17.4m) will be invested each year over a 15-year period, an increase from the €13.7m (US\$14.6m, £11.9m) spent each year on essential maintenance of the tower, which is also repainted every seven years over the course of 20 months.

The announcement coincides with Parisian officials' plans to host the 2024 Olympic Games and the 2025 World Expo.

The project will be managed by the tower's operator, the Société d'Exploitation de la Tour Eiffel. The renovation proposal will be presented to Paris council at the end of January for final approval.

The tower most recently underwent major works in 2012. Prior to that, major work had not been carried out on the tower since 1986.  $More: http://lei.sr?a=p2S2R\_A$ 

AM2.jobs

#### Leisure Media

Tel +44 (0)1462 431385 Fax +44 (0)1462 433909 e-mail fullname@leisuremedia.com

#### **Subscriptions**

subs@leisuremedia.com

#### **Editor**

Liz Terry +44 (0)1462 431385

#### Head of news

Matt Campelli +44 (0)1462 471912

#### **AM2 News editor**

Tom Anstev +44 (0)1462 471916

#### **Attractions Management**

Alice Davis +44 (0)1462 471918

#### **Journalists**

Kim Megson +44 (0)1462 471915 Jane Kitchen +44 (0)1462 471929

#### **AM2 Products editor**

Kate Corney +44 (0)1462 471922

#### **AM2 Publisher**

Julie Badrick +44 (0)1462 471919

#### Associate publisher

Sarah Gibbs +44 (0)1462 471908

#### Sales

Simon Hinksman +44 (0)1462 471905 Jed Taylor +44 (0)1462 471914 Paul Thorman +44 (0)1462 471904 Chris Barnard +44 (0)1462 471907

#### Design

Jack Emmerson +44 (0)1462 471136

#### Web team

Michael Paramore +44 (0)1462 471926 Dean Fox +44 (0)1462 471900 Tim Nash +44 (0)1462 471917 Emma Harris +44 (0)1462 471921

#### Research

Joe Neary +44(0)1462 431385

#### Financial administrator

Denise Adams +44 (0)1462 471930

#### Circulation manager

Michael Emmerson +44 (0)1462 471932

#### Subscribe to AM2:

Online www.am2.jobs/subs
Email subs@leisuremedia.com
Tel +44 (0)1462 471913
Annual subscription rates are UK £31
Europe £41, Rest of world £62
UK Students £16

AM2 is published fortnightly by The Leisure Media Company Limited, Portmill House, Portmill Lane, Hitchin, Herts SG5 IDJ, UK and is distributed in the USA by SPP, 75 Aberdeen Road, Emigsville, PA 17318-0437. Periodicals postage paid @ Manchester, PA POSTMASTER Send US address changes to Spa Opportunities, c/o PO Box 437, Emigsville, PA 17318-0437. The views expressed in print are those of the author and do not necessarily represent those of the publisher The Leisure Media Company Limited. All rights reserved. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by means, electronic, mechanical, photocopying, recorded or otherwise without the prior permission of the copyright holder. Printed by Preview Cromatic Ltd. @Cybertrek Ltd 2016 ISSN Print: 2055-8171 Digital: 2055-818X



The 2.5 metre-high (8.2ft) acrylic glass maze is coated with a dichroic film

### **Brut Deluxe creates rainbow infinity maze**

Design studio Brut Deluxe have unveiled a light-filled labyrinth, with the immersive light installation part of the Luneng Sanya Bay Light and Art Festival in Hainan, China.

Created using a formula of triangular geometry, the 2.5 metre-high (8.2ft) acrylic glass maze is coated with a dichroic film – a very accurate colour filter used to selectively pass light of a small range of colors while

reflecting other colours. As visitors walk through the maze, light and colour will change, shifting through the entire colour spectrum. On the other side of the glass is a specifically created pattern of grooves, while panels on the outer perimeter of the maze are fitted with a mirror film, turning the maze into a psychedelic infinity room.

More: http://lei.sr?a=G5x4Y\_A

# Ninjago comes to Legoland Florida after multi-million dollar investment

Legoland has made a significant addition to its Florida resort with the launch of Ninjago World.

The immersive land, filled with several hands-on, outdoor, ninja-themed activities, is centred around a 4D dark ride by Triotech, with guests using striking gestures to blast animated fireballs, lightning, shockwaves and ice as they travel through dojos to master their skills.

The four-person cars represent the four main Ninjago characters, each with a different ability, and it incorporates 4D effects such as heat, smoke and wind, offering guests a unique interactive experience.

Additionally, the attraction includes Zane's Temple Build – an experience where visitors can add to a giant model of the Ninjago Monastery, with bins of loose lego bricks

Twitter: @AM2jobs



The launch comes ahead of the Ninjago movie in September

allowing them to use their creativity. Single child platforms will teach children the art of "Spinjitzu," while an area with light-up targets offers a chance to test precision and reflexes. A rock-climbing wall is also featured, as is an immersive retail element themed on Wu's Warehouse.

 $More: http://lei.sr?a=r6T5K\_A$ 

## Singapore's S\$1bn nature heritage precinct moves forward

The Mandai nature and wildlife park planned for an area near Singapore Zoo has kicked off the development phase with a "ground-seeding ceremony" and revealed further details about the project.

Developer Mandai Park Holdings (MPH) says the S\$1bn (US\$703m, €657m, £570m) project will include a bird park, a rainforest park, an indoor attraction and eco-accommodation. Aside from these attractions, there will be plenty of public park and landscaped spaces with boardwalks, walking trails, streams and a waterfall.

The plans have been in the works since September 2014, when Prime Minister Lee Hsien Loong revealed plans to "transform" the zoo by 2020. The environmental impact assessment has now been cleared.

The new bird park will absorb Singapore's existing one, which is relocating after almost 50 years. A huge variety of birds will be living at the park, and it will continue to feature presentations and interaction opportunities to help educate guests about the creatures.



Mandai - home to Singapore Zoo, Night Safari and River Safari - will be a leading attraction

Aiming to be one of the foremost avian attractions in the world, MPH says the park will follow the highest welfare and ethics standards and ensure all birds are able to spread their wings and fly, with much of the attraction based around large walk-through aviaries.

The rainforest park is being arranged across multiple tiers, allowing guests to journey from a subterranean cavern passing upwards through ariel walkways that lead all the way to the forest canopy.

More: http://lei.sr?a=V5A3p\_A

## Jamaica's Appleton Estate tour getting US\$7.2m upgrade

Work is progressing on a US\$7.2m (€6.8m, £6m) upgrade to Jamaica's Appleton Estate Rum Tour, with Jack Rouse Associates (JRA) taking charge of completely redeveloping the historic brand's visitor experience.

Scheduled for completion in October 2017, work will include the renovation of the existing sugar estate and distillery that has been handcrafting rums since 1749, with the addition of modern rum tasting rooms, an expansive retail store, and a new restaurant and lounge offering Appleton-infused traditional Jamaican cuisine.

In addition to renovation work, the estate will receive a 23,000sq ft (2,200sq m) expansion, as well as an outdoor tour of the estate grounds, distillery and ageing house, highlighting the history and process of crafting a premium rum. There is also talk of future development of a hotel.

"Appleton has the distinction of being Jamaica's oldest sugar estate and rum distillery in continuous production," said Clara Rice, director of communications for JRA, speaking to AM2. "We'll be building



Jack Rouse Associates (JRA) are taking charge of completely redeveloping the visitor experience

on that history while adding some new experiences as well."

In addition to renovation work, AM2 understands that estate owners J. Wray & Nephew Ltd, are in talks with Jamaica's government to revive a rail service for the tour, which could potentially triple visitor numbers.

The rail line, which hasn't been operational

since the 1990s, travels between the estate where the rum is distilled and the dock where cruise ship passengers dock. If the train was brought into operation it would cut in half the current three-hour bus ride, with visitors also able to start their rum experience on the train as they travel to their destination.

 $More: http://lei.sr?a=v8U4V\_A$ 

## **Zuckerberg testifies for Oculus in US\$2bn tech theft lawsuit**

Facebook CEO Mark Zuckerberg has appeared in court to testify on behalf of his virtual reality company Oculus Rift, which has been accused of stealing the technology from another developer.

Zenimax Media, owner of games studio id Software – known for creating the likes of Quake and Doom – filed a US\$2bn (€1.87bn, £1.62bn) lawsuit against Facebook claiming that its early innovations were copied when Palmer Luckey created the Oculus Rift headset.

The lawsuit is centred around games designer John Carmack, who co-founded id and for a short time was working for both id and Oculus before leaving the former completely in November 2013.

Zenimax has accused Carmack of sharing intellectual property with Oculus while at id, later taking the software he was working on with him. Speaking at the trial, Tony Sammi, lawyer for Zenimax called the alleged theft "one of the biggest technology heists ever".

Speaking at the trial on 17 January, Zuckerberg called the charges "false", adding



Zuckerberg also revealed plans to invest around US\$3bn on Oculus over the next decade

that "it's pretty common when you announce a big deal that people just come out of the woodwork and claim they own part of the deal."

In his testimony, Zuckerberg said Facebook researched Oculus for months and that he

was not aware of any theft claims against the company. Zuckerberg also denied Carmack had unfairly used computer code from his time at id, stating "there is no shared code in what we do".

More: http://lei.sr?a=t2N7T\_A



Hunt will replace director Martin Roth

# MP Tristram Hunt named new V&A director

Tristram Hunt – Labour MP for Stokeon-Trent Central – is to step down from his role in order to become director of the Victoria and Albert Museum (V&A).

Hunt will replace former V&A director Martin Roth, who resigned from his position in September – a decision fuelled in-part by his disillusionment at the recent Brexit vote.

In his new role Hunt will oversee a number of big events planned for the V&A in 2017, including *The Pink Floyd Exhibition: Their Mortal Remains*, which runs between May and October. *More: http://lei.sr?a=T2s8V\_A* 

# CA\$65m waterpark opens doors in Quebec's Village Vacances Valcartier

The Aquatic Development Group (ADG) is behind designs for a new waterpark in Quebec, Canada, which opened its doors last month.

The indoor waterpark, developed at a cost of CA\$65m (US\$48.7m, €45.7m, £39.5m) is the first of its kind in Quebec.

The Polynesianthemed 102,000sq m (1.1 million sq ft) Bora Parc features advanced waterpark technologies, including the FlowRider system, a 4,000sq ft

Twitter: @AM2jobs

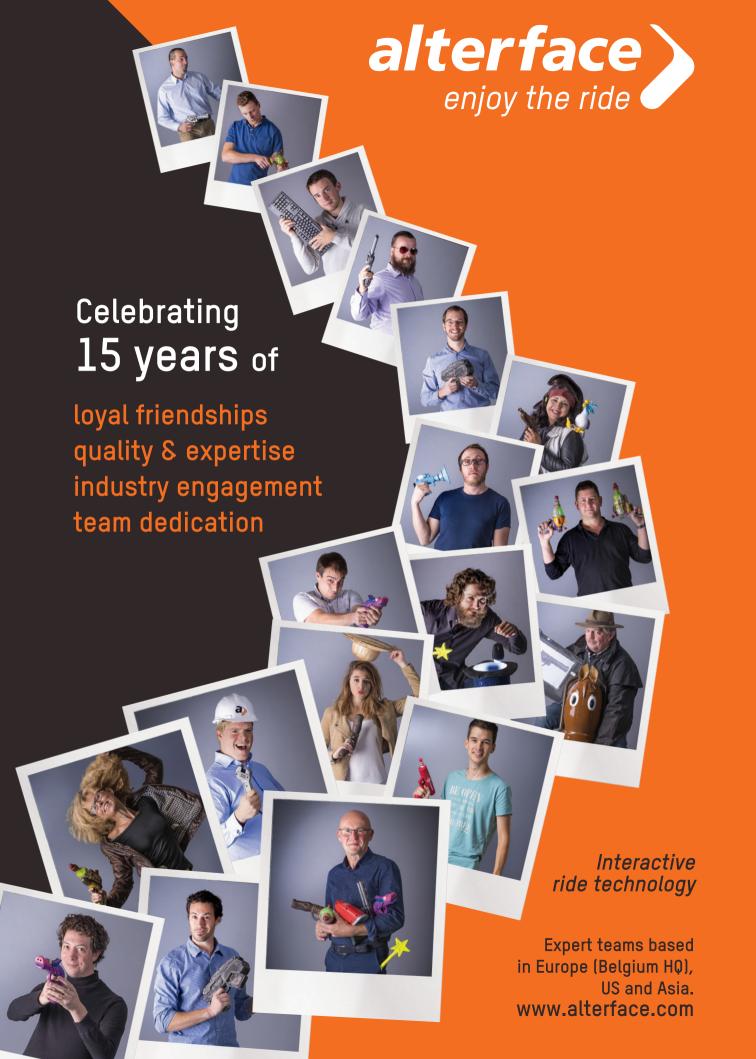
(371sq m) wave pool and an adventure wave river using ADG's WaveTek technology.

With a capacity for 1,000 people, 14 slides feature in the park, as does a family area with its own pool and separate activities. Dry option include private cabanas and a restaurant terrace with space for private events.



14 slides feature, as does a family area with its own pool

Villages Vacances welcomes an estimated 500,000 visitors annually. The waterpark and hotel complex – added to the destination to increase average guest length of stay – has been predicted to boost those figures by around 200,000 visitors annually. More: http://lei.sr?a=K8H4P\_A



## George Lucas picks LA for long-awaited museum project

George Lucas's long-held dream to build a museum celebrating the art of storytelling may finally come to fruition, with the Hollywood director closing in on an agreement to construct the complex in Los Angeles' Exposition Park.

The long-running saga - which has seen the project beset by legal battles and location changes - took a surprising twist last month when Lucas unveiled alternative designs for the museum in LA and San Francisco, also announcing he would choose between the two.

Chinese architect Ma Yansong and his studio MAD created the designs, and officials from the two cities were invited to make their case for winning the project, which Lucas has pledged to fund himself.

The museum's board of directors confirmed LA as their site of choice on 10 January, pledging to build "one of the most imaginative and inclusive art museums in the world - a global destination that all Angelenos and Californians will be proud to call their own."



When open, the Lucas Museum of Narrative Art will house George Lucas' personal art collection

Explaining the decision in a statement, the board added: "While each location offers many unique and wonderful attributes, South Los Angeles' Promise Zone best positions the museum to have the greatest impact on the broader community, fulfilling our goal of inspiring, engaging and educating a broad and diverse visitorship."  $More: http://lei.sr?a=x4W9t\_A$ 



Balshaw was favourite for the new role

#### Maria Balshaw named new Tate director

Maria Balshaw, director of Manchester's Whitworth art gallery, has been named Sir Nicholas Serota's replacement at Tate.

Balshaw has been director of Whitworth since 2006. In 2011 she became joint director of both Whitworth and the Manchester Art Gallery. In 2014, she was named strategic lead for culture by Manchester city council.

Balshaw will take over from Serota, who was named Arts Council England (ACE) chair last year and is scheduled to take up his new role on 1 February. More: http://lei.sr?a=x5s8D\_A

# **Dubai's first theme park to undergo AED1.8bn mixed-use redevelopment**

Wonderland - Dubai's first theme park which closed its doors in 2013 - will be resurrected after developers revealed plans for a AED1.8bn (US\$490m, €460m, £402m) redevelopment of the abandoned attraction.

To be executed in three phases, Ento Capital Management is in charge of the redevelopment, which is scheduled to start in Q1 2017, with work taking three years.

As part of the overall masterplan by Forrec, the existing park will be

Twitter: @AM2jobs

redeveloped to include amusement parks, apartments, retail, restaurants and a cultural centre. According to Ento, the company will team up with a number of real estate firms and popular brands to increase interest.

"This will be one of the most attractive entertainment destinations in the region,



The park, which closed in 2013, will be completely transformed

drawing visitors worldwide and enhancing the status of the emirate on the world's map of leading entertainment centres," said Hayssam El Masri, CEO of Ento Capital. "The location is a prime factor in appealing to visitors with a wide array of amusement options." More: http://lei.sr?a=B3S2r\_A



## THE IMMERSIVE STORYTELLING STUDIO



NSC CREATIVE IS AN AWARD-WINNING UK STUDIO WITH 15 YEARS OF EXPERIENCE IN IMMERSIVE MEDIA

VR • DOME • THEME PARKS • ATTRACTIONS • MUSEUMS

**NSCCREATIVE.COM** 

# AM2 DIARY DATES

#### 29 JANUARY - 1 FEBRUARY 2017

#### **FEC Summit 2017**

We-Ko-Pa Resort, Scottsdale, Arizona, US

Family Entertainment Centre operators from around the globe will gather for the fifth year, with an optional post-tour of FECs in the Scottsdale area.

Email: iaapa@iaapa.org Tel: +17038364800 www.IAAPA.org

#### 22-24 FEBRUARY 2017

#### **IAAPI Amusement Expo**

#### Bombay Exhibition Centre, Mumbai, India

The three day exhibition provides a platform to share and learn new ideas, with big players from within the industry showcasing new schemes and experiences.

Email: info@iaapi.org

Tel: +91 22 6523 1643 www.iaapi.org

#### 2-4 MARCH 2017

#### **RAAPA 2017**

#### Moscow, Russia

Organised by the Russian Association of Amusement Parks and Attractions (RAAPA), the event is the premier trade show in the Russian amusement industry. Email: raapa@raapa.ru
Tel: +7 (495) 234-50-15
www.raapa.ru

#### 9-11 MARCH 2017

#### **AAA 2017**

#### China Import and Export Fair Pazhou Complex, Guangzhou, China

www.chinaexhibition.com

The Asia Amusement & Attractions
Expo covers 80,000sq m (860,000sq ft)
and will have a number of top suppliers
exhibiting, with companies coming from
more than 30 countries worldwide to
showcase their products.
Email: gzhw@grandeurhk.com
Tel: +86 20 2331 8547

Disney's California Adventure will be among the tour locations during the IAAPA event

#### 8 MARCH 2017

#### **IAAPA Leadership Conference**

Anaheim/Hollywood, California

For owners and operators, the IAAPA Leadership Conference 2017 provides fresh perspectives and unique ideas to enhance the guest experience and drive business. 2017 tour locations include Disney's California Adventure, Knott's Berry Farm and Universal Studios Hollywood. Email: iaapa@iaapa.org Tel: +1 703 836 4800

www.IAAPA.org

#### 13-16 MARCH 2017

#### **EAZA EZE Conference 2017**

#### Paris Zoo, Paris, France

The biennial EAZA European Zoo Educators conference brings together educators from across Europe for three days of presentations, workshops, and activities focused on sharing good practice and highlighting future trends. Email: info@eaza.net

Tel: +31 20 520 07 50 www.eaza.net

#### 27-29 MARCH 2017

#### **DEAL 2017**

#### Dubai World Trade Centre, United Arab Emirates

Held annually, DEAL is the region's most anticipated and biggest attraction for global and local stakeholders in the amusement and entertainment industries that are looking for a strong entry into these markets. Email: lilia@iecdubai.com

Tel: +971 4 3435777 www.dealmiddleeastshow.com

#### 17-18 MAY 2017

Twitter: @AM2jobs

#### **Museums + Heritage Show**

#### ${\it Kensington\ Olympia,\ London,\ UK}$

The free-to-attend Museums + Heritage Show offers two days of seminars, cultural attraction experts and sector suppliers. Those in attendance are given advice, ideas and tools that they can walk away with and put into practice in their own organisations. An awards ceremony will also take place, recognising best practice within the world of museums, galleries, and cultural and heritage visitor attractions, with a submission deadline of 1 February. Email: anna@museumsandheritage.com Tel: +44 1905 724 734

www.museumsandheritage.com/show

7-10 MAY 2017

#### **AAM MuseumExpo 2017**

#### St Louis, Missouri, US

The American Alliance of Museums (AAM) will host more than 5,000 museums professionals in May when they convene for the organisation's Annual Meeting and MuseumExpo. This year's meeting will explore "Gateways to Understanding: Diversity, Equity, Accessibility, and Inclusion in Museums". More than 100 sessions are scheduled to take place, with topics ranging from collections management and curatorial practice, to education and audience research. Email: registration@aam-us.org
Tel: +1 202 289 1818
www.annualmeeting.aam-us.org











Messe Berlin Exhibition Center Berlin, Germany

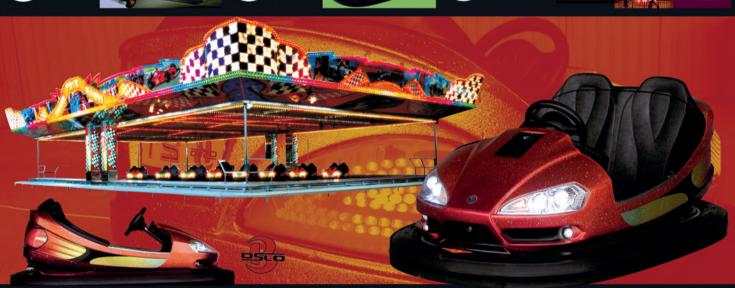
Conference: 24–28 Sept. 2017 Expo: 26–28 Sept. 2017

www.IAAPA.org/EAS

WHERE THE BUSINESS OF FUN BEGINS

The Carousel Company

Kidde Kart Major Rides





Venetian Carousels







Bumper Cars





BERTAZZON
The Carousel's Company

BERTAZZON 3B SRL, 31020 SERNAGLIA (TREVISO) ITALY PHONE +39.0438.966291 FAX +39.0438.966165 E-MAIL: BERTAZZON@BERTAZZON.COM

## Campaigner outrage as Stonehenge tunnel plans finalised

Controversial plans for a road tunnel near Stonehenge have been finalised, with campaigners opposing the development claiming it would cause "irreparable damage" to the surrounding landscape.

The plan, which has been created to ease traffic congestion around the ancient site, would see a new four-lane 1.8m (2.9km) tunnel built, which the Department for Transport says would remove the sight and sound of traffic from the famous monument.

Among Britain's top tourist attractions, Stonehenge welcomes more than 1.3 million visitors annually, but is only accessible by a series of small country roads linking London with the southwest. The stretch of road nearest to Stonehenge is a single-lane, which creates extensive traffic jams sometimes stretching back several miles as drivers slow down to get a look at the heritage site in passing.

The Stonehenge Alliance – the main body opposing the £2bn (US\$2.4bn, €2.3bn) roadworks – say "permanent harm" would be done to a landscape "considered



The move is an attempt to ease traffic congestion around Stonehenge, which can stretch miles

the most archaeologically significant land surface in Europe without parallel."

"All archaeology in the construction zones would be destroyed and the A303 would become the largest ever human intervention in an area fashioned and revered by over a hundred generations of our ancestors," said the Alliance in a petition opposing the plans, which has more than 22,000 signatures.

More: http://lei.sr?a=C3R6A\_A

# Thawing US relationship pays dividend as Cuba breaks tourism records

Cuba's tourism sector has benefitted from the effects of a thawing relationship with the US, with the island nation's visitor numbers hitting record levels in 2016.

Cuba and the US restored diplomatic relations on 20 July 2015, with then President Barack Obama reaching an agreement with President Raul Castro to relax tensions between the two countries, with the effect notable on its tourism sector.

For 2016, Cuba welcomed four million tourists, up 13

per cent over the previous year's figures, which had already leapt 36 per cent over five-month period following the agreement in 2015.

In a statement, Havana's Ministry of Tourism said that the island had exceeded projections by six per cent, with a surge of visitors coming from the US and Europe.



The US and Cuba came to a historic agreement in 2015  $\,$ 

According to tourism statistics, 137,000 US citizens visited Cuba in the first half of 2016 – an 80 per cent increase on the previous year.

For 2017, the tourism ministry is predicting 4.1 million visitors, boosted by a significant increase in access to international flights. More:  $http://lei.sr?a=h4c2j\_A$ 



1.1 million balls fill the installation

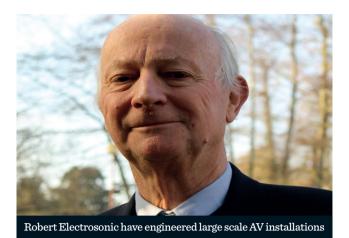
#### Snarkitecture's beachthemed ball pit returns

New York design studio Snarkitecture have once again revived *The Beach*, their popular indoor seaside experience featuring an ocean of plastic balls.

Sydney is the latest destination to host the piece, which was first created in 2015.

Taking cues from the familiar experience of a summer day at the beach, the installation utilises everyday materials, including scaffolding, panelling, and mirrors to create a sloping pit leading to an ocean of 1.1 million recyclable, antimicrobial plastic balls.

More: http://lei.sr?a=u5N6d\_A



#### **Electrosonic co-founder Robert Simpson awarded MBE**

Robert Simpson, co-founder of Electrosonic, has been awarded an MBE for services to the audio-visual industry.

From the company's inception in 1964, Simpson has engineered large-scale audiovisual installations, including complex multi-media shows in Tehran in the 1970's, the world's largest video wall at EXPO 92 in Seville and major

theme park installations from 1990 onwards.

The MBE is one of a number of awards recognising Simpson and Electrosonic's impact on the audio-visual industry. Other awards include: the Queen's Award to Industry for Export Achievement in 1978 and the INFOCOMM Distinguished Achievement Award in 2008.



#### **Phaidon launches book series at Design Museum**

London's Design Museum has collaborated with leading international publishing house Phaidon to curate a selection of books for its shop.

Titles available include: The Story of the Design Museum,
Toast: The Cookbook, Ettore
Sottsass and The Poetry of
Things, Plain Space John Pawson,
Grace Thirty Years of Fashion at
Voque and Fear and Love.

Phaidon has received worldwide recognition for producing high-quality books, that are cutting edge and meticulously curated.

Phaidon's headquarters are based in London and New York, and its books have been published in over 100 countries and are available in English, French, Spanish, Japanese and German.



1 icsolve will histail the solution across Dubai 1 alas and hesoi ts

#### Picsolve to implement world's largest photo installation

Picsolve will implement the world's largest photo installation at Dubai Parks and Resorts (DPR).

Picsolve DigiPass technology will be integrated into the DPR ticketing system, and a full range of image capture solutions will be installed across the parks. This will enable guests to access photos across multiple touch points including park entry, fast track queues and F&B venues.

"It was important that our partnership with DPR took into consideration consumer demand for easy-to-use digital solutions," said Picsove CEO Alan Wright. "By deploying the latest innovations in technology and being part of the park's ticketing eco-system, we are guaranteeing complete guest satisfaction with a fully connected, omni-channel photo and retail experience."



#### The Mary Rose Museum launches new visitor app

The Mary Rose Museum in Portsmouth's historic dockyard has launched a new app to enhance its visitor experience.

The app, developed by Mobidaze, uses geo-fencing technology to identify when users are in the dockyard and notifies them of events and talks taking place during their visit.

Guests using the app will have access to a number of different features to enhance their experience, including an audio tour of the museum.

The app also features: museum maps, information about Henry VIII, large print versions of museum text for the visually impaired and highlights of specific exhibits selected by the museum's experts.

# Training that works.



CREW understand that staff development can be difficult and time consuming, but we know that your people can make the difference between a good business and a great business.

#### CREW training will:

- Inspire great customer service
- Boost retail and FOH confidence
- Enhance communication and presentation skills
- Develop interactive talks and shows
- Improve team morale
- Increase revenue

"As a direct result of CREW training our fund pot for "Gems of the Jungle" at £5000 in August went through the roof and we amassed a further £18,000 in just six weeks. Brilliant!" (summer season 2011)

Dianne Eade, Newquay Zoo Head of Finance, Human Resources and Administration



www.crew.uk.net info@crew.uk.net 0845 260 4414

# **Chief Executive**

# The Deep

**Location:** Hull, UK **Salary:** circa £100,000



The Deep is the most commercially successful of all the Millennium landmark projects. Designed by Sir Terry Farrell, The Deep visitor attraction opened in 2002 and has to date welcomed over 6,000,000 visitors becoming an icon of success and triggering a renaissance in its home City of Hull. The facility also includes a successful business centre catering to knowledge-based industries.

Powered by this commercial success, The Deep has established itself as a respected educational and environmental charity and a genuine force in marine conservation. It has chaired and hosted the Net Gain project which established a network of Marine Conservation Zones along the

East Coast and continues to work on projects from Coral propagation to Shark and Ray conservation in the Sudan, alongside Equipe Cousteau. A new and unique partnership with the IUCN Red List has also recently been pioneered.

A member of BIAZA, EAZA and the Eco Attractions Group, The Deep represents a new sustainable relationship between Hull and the oceans.

With the current Chief Executive, Colin Brown, retiring this is an exciting opportunity to lead an organisation of regional, national and international significance through the next phase of its development.

The Chief Executive will provide effective and



inspirational leadership to the visitor attraction, the business centre and to the charity their income supports. They will provide proposals for The Deep's longer term plans and strategies as well as providing leadership to the Senior Management Team. They will inspire, motivate and engage the "Crew" of the Deep and develop constructive relationships with other stakeholders notably Kingston upon Hull's City Council, the University of Hull, our staff and the wider city. They will attend a monthly Trustees' meeting and work closely with the Chair and individual Trustees as required.

The role requires someone with both well rounded opera-

tional management skills and the ability to take a strategic lead. It requires excellent people skills, an entrepreneurial spirit and an understanding of how this needs to be tempered in a charitable setting.

They will be able to communicate effectively with a wide range of customers, staff and stakeholders articulating a clear and compelling vision for this unique organisation.

They will share our commitment to excellence and to our charitable aims.

Please note that the closing date for applications is 5pm on Monday 6 February 2017.

Apply now: http://lei.sr?a=W8J4E

#### **Zoological Society of London**

The Zoological Society of London (ZSL), a charity founded in 1826, is a world-renowned centre of excellence for conservation science and applied

ZSL LET'S WORK FOR WILDLIFE

conservation. ZSL's mission is to promote and achieve the worldwide conservation of animals and their habitats.

#### WZ Seasonal Presenters - Zoo Live Team

**Salary:** £9.86 per hour (inclusive of allowances) **Job location:** Whipsnade or London, United Kingdom

#### **Role Profile:**

ZSL London Zoo and ZSL Whipsnade Zoo deliver a large number of high quality and innovative live interpretation events. The presenter's role is key to delivering these events effectively to a high standard in order to achieve the educational and visitor enjoyment targets set by the ZSL. Presenters are expected to provide interpretation experiences throughout the day on a variety of topics within the zoos. Effective presentation skills are the main requirement however there are opportunities for presenters to become involved in the development of live interpretation events within the ZSL. Key to the presenter role is excellent interpersonal and communication skills with zoo departments within the ZSL Applicants must be able to start early March with contracts ending in September. Applicants will need to be flexible as regular weekend

**Apply now:** http://lei.sr?a=1G7E7

working is required to meet the needs of the business.

# AM2

The news & jobs magazine from Attractions Management

# Next issue: 8<sup>th</sup> February 2017

Book by noon on: 6<sup>th</sup> February 2017

Book online at am2.jobs or contact Sarah Gibbs: Tel: +44 (0)1462 471908 email: sarahgibbs@leisuremedia.com

AM2 is published every two weeks

For more details on the following jobs visit www.am2.jobs or to advertise call Sarah on +44 (0)1462 471908



#### General Managers

The Original Bowling Company

Salary: Up to £40,000 (OTE £60,000)

Job location: Across the South West, United Kingdom

#### Vice President, IAAPA Europe Operations

**IAAPA** 

Salary: Competitive Job location: Belgium

# Director of Business Development Sales/ Marketing

Super 78

Salary: Competitive Job location: Los Angeles, United States

#### Chief Executive

The Deep

Salary: Circa £100,000 Job location: Hull, United Kingdom

#### Duty Manager

**Legoland Discovery Centre** 

Salary: Competitive Job location: Boston, United States

#### Event Coordinator

Legoland

Salary: Competitive Job location: Florida, United States

#### Commercial Manager

**Darlington Hippodrome** 

Salary: £36,019.00 -£39,660.00 Annually Job location: Darlington, United Kingdom

#### Heritage Business Manager

Bath and North East Somerset Council

Salary: £41,500-£45,500 /annum

Job location: Bath, United Kingdom

#### Front Office and Operators

**Gardaland Resort** 

Salary: Competitive

Job location: Castelnuovo

del Garda, Italy

# Guest ExperienceManager - Retail

**Madame Tussauds** 

Salary: Competitive Job location: New York, United States

#### Events Coordinator

**Madame Tussauds** 

Salary: Competitive Job location: London, NW1, United Kingdom

# SEA LIFEOperations Lead

Sea Life

Salary: Competitive Job location: California, United States

#### Curator (Aquarium)

Sea Life

Salary: Competitive

Job location: Brighton,
United Kingdom

#### Brand Manager

Chessington World of Adventures

Salary: Competitive

Job location: Chessington,
United Kingdom

#### Commercial Director

The Eye Brand

Salary: Competitive Job location: London, United Kingdom

#### Finance and Commercial Manager

The Flintshire Leisure Society

Salary: Circa £50,000+ (inclusive of market supplement) Job location: Flintshire, United Kingdom

#### WZ Seasonal Presenters - Zoo Live Team

**Zoological Society of London** 

Salary: £9.86 per hour (inclusive of allowances) Job location: Whipsnade or London, United Kingdom

#### Head of Exhibit Development

Merlin Entertainments Group

Salary: Competitive Job location: New York NY, United States

#### Head of E-Commerce

- Midwav UK

Merlin Entertainments Group

Salary: Competitive Job location: Chessington, United Kingdom

# Trade PartnershipsExecutive

**Legoland Discovery Centre** 

Salary: Competitive Job location: Manchester, United Kingdom

# Disney partners with local institutes to expand Shanghai talent pool

Disneyland Shanghai is joining forces with a number of local education institutions as it aims to increase its local talent pool with a new specialised training programme.

Partnering with a selection of 10 universities, colleges and schools within the region, each Shanghai Disney Resort Talent Class will host 30 to 50 people, teaching them best practice in service excellence to a Disney standard.

According to Disney, outstanding participants will be able to apply for further training in the US, with internships available at Disney World Florida for animation designers, makeup artists, accountants and mechanical technicians.



Disney wants to source 98 per cent of its employees locally

The operator has already shown its commitment to training staff locally, hiring more than 10,000 from China.

Shanghai Polytechnic University, Shanghai Sanda University, Rizhao Polytechnic and the Tourism College of Zhejiang have been confirmed as partner institutions for the scheme, which has been created to help the company to source 98 per cent of its staff locally.

More: http://lei.sr?a=w2v2Z\_A

# Google plans to distribute augmented reality platform Tango to museums

Google's augmented reality platform Tango is partnering with a number of museums, offering visitors, starting at the Detroit Institute of Arts, opportunities to interact with works using the technology.

Devices capable of hosting Tango utilise sensors not found in most phones, allowing added depth and scale, which allows digital overlays to be applied more accurately over 3D surfaces.

Visitors to the museum, can request a Lenovo Phab 2 Pro – the first Tango-enabled smartphone – for use in the museum, using the handset to learn more about different artefacts, with examples offered including revealing the



Google is offering museum visitors Tango-enabled devices

inside of a mummified body, visualising lost architecture and showing limestone works with their original colouring.

Following its initial run in Detroit, the Google

Tango technology will be rolled out to a number of yet-to-be-named museums, enhancing the interactive experience for institutions worldwide. More: http://lei.sr?a=R9g4R\_A

#### **ADDRESS BOOK**

American Association of Museums (AAM)

T: +1 202 289 1818 W: www.aam-us.org

Association of American Zoos & Aquariums

T: +1 301 562 0777 W: www.aza.org

Association of Art Museum Directors

T: +1 212 754 8084 W: www.aamd.org

Association of Independent Museums (AIM)

T: +44 (0)1584 878 151 W: www.aim-museums.co.uk

Association of Leading Visitor Attractions (ALVA)

T: +44 (0)20 7222 1728 W: www.alva.org.uk

Association of Science and Technology Centers (ASTC)

T: +1 202 783 7200 W: www.astc.org

Association of Scottish Visitor Attractions (ASVA)

T: +44 (0)141 229 0923 W: www.asva.co.uk

Association of Zoos and Aquariums (AZA)

T: +1 301 562 0777 W: www.aza.org

Australian Amusement Leisure & Recreation Association (AALARA)

T: +61 7 3807 35 08 W: www.aalara.com.au

European Association of Amusement Suppliers Industry (EAASI)

T: +39 0522 554 176 W: www.eaasi.org

European Association of Zoos and Aquaria (EAZA)

T: +31 20 520 07 50 W: www.eaza.net

European Network of Science Centres and Museums (Ecsite)

T: +32 2 649 73 83 W: www.ecsite.eu

Giant Screen Cinema Association (GSCA)

T: +1 919 346 1123 W: www.giantscreencinema.com

Historic Houses Association (HHA)

T: +44 (0)20 7259 5688 W: www.hha.org.uk

Indian Association of Amusement Parks & Industries (IAAPI)

T: +91 22 6523 1643 W: www.iaapi.org

International Association of Amusement Parks & Attractions (IAAPA)

T: +1 703 836 4800 W: www.iaapa.org

International Planetarium Society

T: +1 808 969 9735 W: www.ips-planetarium.org

Irish Science Centres Awareness Network (ISCAN)

T: +353 (0)51 302 865 W: www.iscan.ie

Museums Australia

T: +61 2 6230 0346 W: www.museumsaustralia.org.au

National Farm Attractions Network (NFAN)

T: +44 (0)1536 513 397 W: www.farmattractions.net

NAVET

T: +46 (0)33 41 00 09 W: www.navet.com

Outdoor Amusement Business Association (OABA)

T: +1 407 681 9444 W: www.oaba.org

The Aquarium & Zoo Facilities Association (AZFA)

E: rlf@tnaqua.org W: www.azfa.org

The Canadian Museums Association

T: +1 613 567 0099 W: www.museums.ca

The Canadian Association of

Science Centres (CASC)
T: +613 566 4247 W: www.canadiansciencecentres.ca

Themed Entertainment Association (TEA)

T: +1 818 843 8497 W: www.teaconnect.org

World Waterpark Association (WWA) T: +1 913 599 0300 W: www.waterparks.org

Zoo & Aquarium Association

T: +61 2 9978 4797 W: www.zooaguarium.org.au