

Remarks of Returning Tourists.—As in past years, returning tourists, almost without exception, express appreciation of the service extended by the Department and, as in the past, the keynote of the comments is the Department's attention to personal service. Many tourists call at the Bureau when they return to England, and it is found that in a number of instances that their memory of New Zealand is not so much the beauty of particular resorts, but of little courtesies and attentions extended to them by members of the Department's staff.

The Department's letter-of-authority system continues to meet with very favourable comment and is being availed of more and more each year. There does not appear to be any similar system in operation in Great Britain or on the Continent.

TOURIST AGENT, TE AROHA.

The acting Government Tourist Agent at Te Aroha reports that the various springs, drinking-fountains, bath buildings, &c., have been kept in good order during the year. All the bath buildings and offices were painted, an improvement which added to the attractiveness of the Domain.

The track to the summit of Mount Te Aroha was kept in good order, and a large number of visitors climbed the mountain.

Music in the Domain.—The Te Aroha Municipal Band has rendered a number of programmes in the Domain during the year. These programmes have been very much appreciated by both visitors and residents.

General.—General maintenance-work in connection with baths, gardens, buildings, drinking-fountains, pumps, &c., was carried out during the year.

No. 1 bore is still giving satisfactory results. Owing to a soft formation of minerals solidifying and clogging the pipe it has to be cleaned out down to about 30 ft. every week. If the pipe is not kept clear of this formation the water-supply, instead of flowing at intervals, flows continually, and the supply of water is not sufficient.

No. 2 bore was put down, but so far the result is not as satisfactory as was anticipated, but a gradual improvement is being shown.

Two shelters have been erected for the use of the croquet players, and a Louvre window was put in the lower pavilion.

There has been a fine display of flowers during the year, and the attractive flower-beds and neatly kept lawns have been much admired by the visitors.

DISTRICT MANAGER, ROTORUA.

The District Manager reports that the total revenue collected for the year was £64,388, as compared with £55,596 for the previous year, and all sections showed an increase in receipts.

The baths and playing-areas continue to show good returns, their popularity being reflected by further increases in revenue. The increase in baths fees was not so substantial as was anticipated, but the position was affected due to two Easter periods falling within the previous year, whereas the year under review did not receive the benefit of any Easter business, which, especially in the case of the Blue Bath, is quite substantial.

There is no doubt, however, of the value of the baths from both the recreational and curative points of view. In this latter connection it is particularly pleasing to report the greater use made of the massage and special treatment side of the institution. This is proved by the fairly substantial increase in fees of £424 over the previous year, which represents approximately 25 per cent. The staff and appointments available have been taxed to the utmost.

An analysis of the players' fees shows an increase of £94 in golf fees. This is also very pleasing in view of the fact that the links were under reconstruction during the year, and a portion of the area was closed for play. The total received from this source was £624, which is a record and proved the popularity of the game and the justification of expenditure in gradually improving the course. A further increase should be recorded next year.

The passenger-booking section has been exceptionally busy, particularly over the season, and a further increase of £360 is recorded in ticket sales. Rotorua retains its attraction and interest for tourists, and it has experienced a record season. With the increases in the Department's returns, business generally should show a corresponding increase. The office has been very freely used by the travelling public and overseas tourists alike, and a very useful and essential service is rendered by the bureau. A very considerable volume of work is transacted by the office on behalf of other bureaux, particularly in regard to the securing of hotel accommodation and reservations generally.

With an increase in the number of cruise liners visiting New Zealand last season and a larger number of organized conducted parties visiting Rotorua, considerable work was entailed in the preliminary organization of special Maori receptions, guiding, &c. The local arrangements worked very smoothly, and the Maori entertainments provided and the arrangements for sight-seeing were the subject of favourable comment and appreciation by the tourists.

In the main building considerable renovation was undertaken in both the men's and women's public Priest Baths. The walls and ceilings in these sections were in a dangerous condition on account of the condition of the plaster, and this was stripped from the walls and ceilings. Similar work was done in other sections of the main buildings and a good deal of time occupied in erection and dismantling of scaffolding for the purpose of painting these particular sections.

Certain alterations were effected to the Sanatorium, and in particular one veranda was closed in to provide additional accommodation for staff and patients.