

# Say hello to your best travel friend



YOU may have noticed a new spot on Kinghorne Street.

In fact, you may have noticed a few new spots – all of them signifying a new look for one of the area's most trusted travel agencies.

Harvey World Travel has recently become helloworld Nowra CBD, a move that has allowed owner Kevin Longford to offer his clients more benefits.

"It gives us better buying power," he said.

"And that means better prices of course. It opens up different products. It also means we will have in-house departments for things like cruising and ticketing. These won't need to be outsourced anymore."

But that doesn't mean everything is changing.

"The people and the service will stay the same," Kevin said.

"In fact it's going to be better; we hope to be busier and more efficient.

"The only other thing changing is the looks – we now have this completely new, modern look."

Harvey World Travel has been servicing the needs of travellers for over 25 years, helloworld will be a new beginning.

"We've seen a lot of changes over the years – we are used to change – this business is always changing," Kevin said.

Kevin originally spent time in the navy which first exposed him to travelling.

He then ran a delivery company.

After selling that he was looking for something to do and thought he'd give the travel industry a go.

"I think it suited quite well," he said.

Kevin and his wife, Catherine, took over Harvey World Travel in 1988, when the business was in Egans Lane, where Grants Seafood is now.

Around 1996-97 they moved to the current location on Kinghorne Street.

Kevin recalled some of the challenges over the years.

"I was here when the roof blew off in 2003," he said.

But the successes have outweighed any trials.

"Our overseas tours have been to most corners of the world – South America, the Rockies, Russia, Asia,"



**Raul Arregui, Janice Aljancic and Emma Longford in the new-look helloworld Nowra CBD store on Kinghorne Street.**

Kevin said.

"We started group tours in 2001. That was something we always wanted to do."

Groups of anywhere up to 40 people from mostly the South Coast, but also various other states, have been a part of these tours.

"One gentleman had his 84th birthday with us in Canada," he said.

The biggest change Kevin has seen over his time in the travel industry is the shift to computers.

The office got its first computers in the mid-90s.

"They were pretty basic then," Kevin said.

The advent of the internet has changed things for the better.

"A lot of people do their research on the internet, but they book with us," Kevin said.

"What the internet has done, it has talked more people into travelling, and as the world has expanded there are more people travelling now than ever.

"So we haven't lost anything to the internet – that's what we want is to get ideas out, to help people expand their horizons."

The business is well known for its involvement in the local community.



**helloworld Nowra CBD store owner Kevin Longford.**

Kevin said they have been active on a personal and business level in sponsoring causes and events.

"It's important because we are part of the community, we have been and will continue to be," Kevin said.

"People know we are local and where to find us."

The team today includes Kevin's daughter Emma Longford, a senior consultant with over a decade of experience in the industry and co-owner.

Janice Aljancic is the office manager and Raul Arregui is the marketing guru.

"My grand-daughter Hannah comes in some Saturday mornings to help out," Kevin said.

The future looks bright for helloworld Nowra CBD.

"I hope we are here forever," Kevin said.

"We hope to increase our trade and provide, if not the same service, better service for our clients.

"Harvey World Travel has been a big name in travel, but we think this is going to be bigger and it's exciting to be a part of that.

"We'd like to welcome people to see the new shop and tell us what they think."

*'...we think this is going to be bigger and it's exciting to be a part of that...'*

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