

# TABS ON TRAVEL TODAY

Incorporating Tabs on Travel

Friday 17 June 2016

Issue 3331

7am every weekday Wellington to Auckland ✈

Jetstar

## Banks Demanding Increased Security

Major trading banks appear to be again demanding travel agents provide security to cover their credit card transactions, according to a statement released this morning by TAANZ.

TAANZ acknowledges banks may have a 'valid concern about their exposure to chargebacks', but added they appear to be over-calculating the risk they do face. TAANZ boss Andrew Olsen has said that the vast majority of credit card transactions are related to airline, BSP or consolidator services... which are therefore covered under the TAANZ/IATA arrangement and the consumer bond. The TAANZ advice continues: The balance of credit card transactions are for many and varied land suppliers who are unlikely (certainly) not prone to failure at the same time. The actual risk is, therefore, substantially smaller than the banks presume.

Travel Today also understands that the major banks are demanding 'unreasonable' merchant fees, in that they seem to be applying fees, irrespective of whether the transaction is \$50 or \$5000, or even \$10,000... transaction amounts not unusual for travel agents.

### ... Alternatives?

Travel agencies may have to seek alternative payment solutions if the banks continue demanding or increasing securities, and applying 'over-the-top' merchant fees. Given the slim margins travel agencies operate on, a 3% or 4% merchant's fee knocks a big hole in any commissions earned; and any fee that is passed on to the client obviously increases the purchase price. It could be that travel agencies start to discourage the use of credit cards, by offering alternative payment methods.

POLi could be one alternative open to travel agents not happy with their bank's demands for increased security provisions. POLi provides its clients with services for online debit payments, which interface directly with the banks.

● TAANZ is requesting any member contacted by their bank on this security issue contact them by e-mailing emmy@taanz.org.nz

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## Monkey Business

A village in China is overrun with wild monkeys after a plan to boost tourism backfired. Xianfeng village reportedly came up with an idea to attract more tourists by bringing in 73 wild monkeys from nearby mountains and creating a tourist park. However, the park was forced to shut down in 2014 when its main investor passed away, and since then, the group of monkeys has grown to more than 600, who were left to fend for themselves. Locals reportedly thought the monkeys would make their way back to the mountains, but it turns out they quite enjoy living in the village, and have been destroying crops and damaging homes.

## Air Chathams Buys Kiwi

Kiwi Regional Airlines, which launched last year in an attempt to fill the gap left by Air New Zealand's regional cuts, is to be 'absorbed' into Air Chathams.

Air Chathams bought Kiwi's Saab 340A and will offer employment to most of Kiwi's full-time staff. It will use the 340A on Whanganui-Auckland services from 01 Aug, when NZ discontinues the route.

Kiwi boss Ewan Wilson, who also founded the failed Kiwi International Airlines in 1994, says the carrier had 'a choice to either expand by adding a second aircraft to our own fleet, guaranteeing reliability of service, and splitting the very high compliance costs; or be absorbed into a larger player'. Kiwi passengers booked on flights after 1200 on 30 Jul will receive full refunds, or be offered alternative travel before that date. Charter flights with school groups in Aug and Sep will operate.

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## More CX Bags To China

Cathay Pacific has increased its baggage allowance to 45kg for flights between Auckland and mainland China, with the new allowance available across economy, premium economy and business class.

"With mainland China growing in popularity as a destination amongst Kiwi travellers, a generous 45kg baggage allowance will allow Kiwis to bring more of their trip back with them," says CX sales and marketing manager New Zealand Vanessa Traill. Fares between Auckland and 22 destinations across China are currently from \$1019 for travel to 30 Nov and 16 Jan-31 Mar.

CX also recently increased its baggage allowance on routes between Auckland and UK/Europe to 30kg in economy, 35kg in premium economy and 40kg in business.

## FJ Fares To NAN, SFO

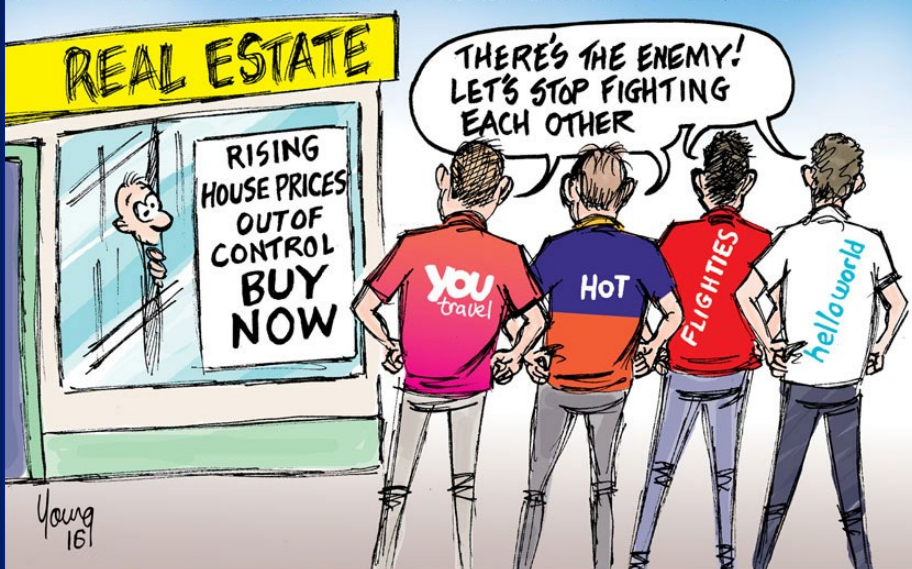
Fiji Airways is offering fares ex New Zealand to San Francisco starting at \$999 to celebrate the launch of its new flights overnight. FJ also has flights to Fiji starting at \$205 one-way. The flights are on sale until 20 Jun, with travel dates through to 31 May 2017 (blackouts apply).

## EY Branded Fares

Etihad has introduced Sabre's Branded Fares technology, which Sabre says enables EY to more effectively market and sell its fares to more than 425,000 travel agents globally. Branded Fares allow airlines to address growing demand for more personalised services, says Sabre. Agents can now provide clients with EY's Fare Choices, enabling passengers to book different classes with a variety of options, such as bags and seats.

## Industry Comment

NEWS ~ ANOTHER CALL FOR RETAIL TRAVEL BRANDS TO WORK TOGETHER



# The End Of Falling Airfares?

**While airfares have fallen around 5% this year, this ongoing decline is likely to fade in the coming month as oil prices are on the rise, which may be welcome news for the industry.**

Globally, fares have fallen 5% year-on-year in constant exchange rate terms in the first part of this year, says IATA in its airlines financial monitor for Apr-May. "Airfares are expected to decline further in the near future as prior declines in jet fuel prices feed through," says IATA. "That said, with oil prices now up more than 80% since their Jan low, the stimulus to demand from lower airfares is likely to fade in the second half of 2016."

Lower airfares have previously been called a 'double-edged sword' for the industry—while they stimulate travel demand among consumers, they also make it harder to meet targets.

## ... Brussels Disrupt

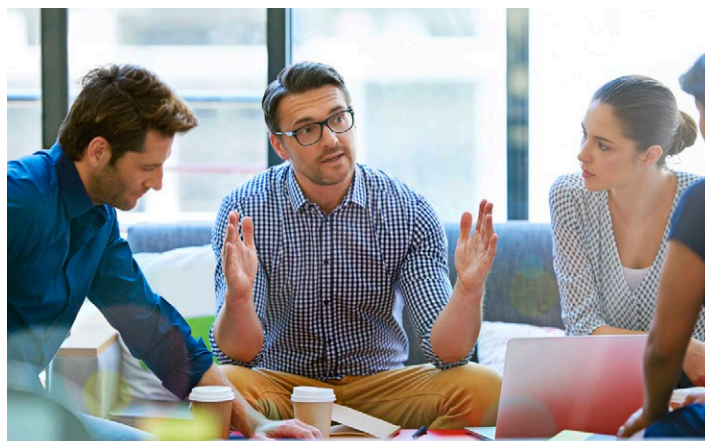
Disruption from the Brussels terror attacks weighed on air passenger

traffic growth, which slowed to 4.6% in Apr, its slowest pace since Jan. Despite this, the global air passenger market made a 'robust' start to the year, adds IATA.

Airlines have been adding capacity cautiously but while growth slowed to 4.9% in Apr, it still outpaced traffic growth for the third consecutive month. The load factor for the first

four months of the year came in at exactly the same record level as last year, but seasonally adjusted loads have slipped in recent months, adds IATA.

"High achieved passenger loads have helped to support recent financial results, so we will continue to monitor whether this marks the start of a downward trend," it adds.



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## BNE Good Food Month

Jul is Good Food Month in Brisbane, meaning the city will host a packed calendar of foodie events showcasing the best restaurants, cafes, bars and producers from around the state. They include Momofuku Sei bo's Paul Carmichael and local Josue Lopez collaborating at GOMA; David Thompson from internationally award-winning Nahm in Bangkok hosting a pop-up at LONGTIME; and Sydney's Mark Best hosting an event at Esquire. For details see [brisbane.goodfoodmonth.com](http://brisbane.goodfoodmonth.com)

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[news@traveltoday.co.nz](mailto:news@traveltoday.co.nz)  
[tony@traveltoday.co.nz](mailto:tony@traveltoday.co.nz)

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PO Box 305-167, Triton Plaza,  
Auckland 0757, New Zealand.  
Bld F, 14-22 Triton Dr, Albany,  
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# Philippines' New Agent Training



**Tourism Philippines is encouraging agents to complete its Fun Travel Expert programme to learn the latest on the destination ahead of anticipated growth out of this market—and be in to win a place on a megafamil.**

The Philippines is still largely an unknown destination to Kiwis, but it's a key gateway into Southeast Asia and among the fastest growing economies in the region, says tourism attache Norjamin Delos Reyes.

Among its drawcards are more than 7500 islands including Palawan, Boracay and Cebu, voted among the best in the world; locals who are renowned for their friendliness; value for money (a beer costs around \$1); world heritage sites; and marine biodiversity including 76% of the world's coral species, six of the world's seven marine turtle species and at least

2228 reef fish species. "Travellers are becoming increasingly aware of the stunning beauty of the Philippines. It's an incredible destination that is perfect for this market, considering New Zealanders' love of adventure, travel and passion for discovering unexplored destinations," says Reyes.

## ... Travel Experts

The Fun Travel Expert programme offers agents benefits including leads and promotion on the Tourism Philippines website, news and updates, priority access to training sessions, and priority famil trips including an upcoming megafamil.

See [tourismphilippines.com.au/funtravelexperts/](http://tourismphilippines.com.au/funtravelexperts/)



## SB's Meal Upgrades

Aircalin has launched a new menu option where passengers can pay extra for a 'more elaborate' meal than what's included with the ticket price. For between \$21 and \$42, clients can opt for one of four meal options including hamburger, fresh, around the world or gourmet. The service is only available to passengers travelling in economy with a ticket showing an SB flight number and travelling on a flight operated by an SB aircraft.

## New Hanoi Show

A new cultural show, My Village, will launch at Hanoi's Opera House from Jul, says World Journeys. It will be performed every Mon and Tue, and recreates rural life of Northern villagers using props, cirque and rhythmic dance, juggling, and acrobatics to distinct folk music. It's perfect for clients spending a few nights in Hanoi, who 'enjoy a dose of culture with their entertainment', say World Journeys.

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- Extensive knowledge of the travel & tourism industry in NZ
- Strong understanding of commercial business acumen, including the ability to strategically solve complex issues
- Strong negotiation, presentation and interpersonal skills
- A solid understanding of travel distribution systems and processes
- Ability and willingness to travel both domestically and internationally
- A current NZ drivers licence

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Only suitable candidates will be accorded an interview. Applications close Tuesday June 21, 2016



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## Heritage Appt

Heritage Hotel Management has appointed Dylan Rushbrook as the new general manager of sales and marketing. Rushbrook is based in the Auckland corporate office and will be leading the national sales and marketing team activity for the group's 19 hotels nationwide. He joins the team from Skycity Entertainment Group.

## Industry Diary

### JUNE

#### Starwood Expo

**Auckland:** Mon 20, The Maritime Room, 1500-1930.

#### Tourism Philippines 'More fun in the Philippines' Roadshow

**Auckland:** Tue 21, The Maritime Room, Princes Wharf, 1800.

**Wellington:** Wed 22, Amora 1 & 3, Amora Hotel, 1800.

**Christchurch:** Thu 23, Rakaia/Crossings Lounge Novotel, 1800.

#### Globus family of brands, Rocky Mountaineer 2017 "The Americas" Season

**Auckland, Central:** Mon 27, Novotel Hotel, 1745.

**Auckland, North:** Tue 28, Takapuna Boating Club, 1745.

**Wellington:** Tue 28, Lone Star Café, 1745. **Nelson:** Wed 29, Lone Star Café 1745. **Blenheim:** Thu 30, Ten Pin Bowling, 1745.

#### Spain Leisure Product Update

**Auckland:** Mon 27, Rydges Hotel (Hobson Room), 1730-2000.

### JULY

#### Globus family of brands, Rocky Mountaineer, 2017 "The Americas" Season

**Invercargill:** Mon 04, Kelvin Hotel, 1745. **Dunedin:** Tue 05, Lone Star Café, 1745.

**Christchurch:** Wed 06, Lone Star Café, 1745. **Hamilton:** Mon 18, Hamilton Gardens Café, 1745.

**Tauranga:** Tue 19, Macau, 1745. **Napier:** The Crown Hotel, 1745.

#### Hong Kong Airlines "Fresh + very Hong Kong" Agent seminars

**Auckland Central:** Tue 05, Novotel Hotel Ellerslie, 1800.

**Auckland North:** Wed 06, Spencer on Byron Takapuna, 1800.

For more see Monday's  
**TRAVEL TODAY**

# Summer Of Vegas F&B Events

**MGM Resorts in Las Vegas has several food and beverage opportunities throughout Jun.**

At Bellagio's Tuscany Kitchen an Executive Chef's Culinary Classroom: Summer Harvest takes place on 30 Jun. Cost is USD135 pp and participants will learn to make homemade ricotta. Until 30 Jun MGM Grand the Joseph James Brewery will take over Michael Mina's Pub 1842 for a Summer of Beer: 2016 Tap Takeover. Cost is USD6 for a 12oz special brew or USD10 for a flight of four beers. Michael Mina's will also celebrate its third birthday on 23 Jun with a 12 hour Pilsner Urquell special at USD5 for 12oz. Also on the 23rd at the Mandalay Bay a Husic Vineyards

Wine Dinner will offer a four-course meal paired with an appropriate selection of hand-selected red and white wines. Cost is USD175 pp and dinner begins at 1830.

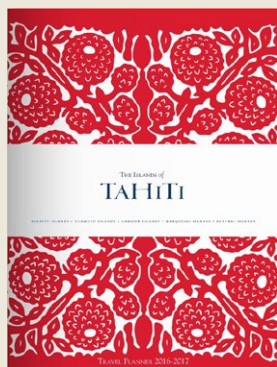
The Mirage has a special guest appearance by in the Parlor Lounge by Terry Frator on 29 Jun. Frator is a ventriloquist, impressionist and comedian and *America's Got Talent* winner. Cost is USD35.

## EK, Jordan MoU

Emirates has signed a Memorandum of Understanding with the Jordan Tourism Board which will see them work together to market the destination.

## Four Points For Sydney

Not long after it was announced the Four Points by Sheraton Sydney Darling Harbour hotel is to become a Hyatt Regency hotel, Starwood has announced it will open a new Four Points property in the city in 2018. The 297-room new-build Four Points by Sheraton, Sydney Park will open in the Central Park urban village at the former Old Kent Brewery site. The hotel will be close to Central Station, and opens up the former brewery to Sydney residents for the first time in 150 years.



## New Tahiti Planner

Tahiti Tourisme has released its 2016/17 destination guide, with information on Tahiti's five island groups including accommodation, dining, activities and general travel information. The planner can be downloaded or hard copies can be ordered via Brochurenet. See editions.tahiti-tourisme.org

## Thailand Marine Safety

Thailand is stepping up its efforts around marine safety, with new regulations in the pipeline including drug and alcohol checks for boat operators, says the Tourism Authority of Thailand. Safety standards are being reviewed and tightened in order to reduce accidents and improve the travel experience for both tourists and residents, says TAT. Other preventative measures and regulations in the pipeline include new speed limits, requiring passengers wear life jackets, CCTV systems to be installed at ports, and severe penalties will be introduced for operators that break the rules.

## News & Product

## Hervey Bay Deals

Mantra Hervey Bay and BreakFree Great Sandy Straits have released a range of accommodation packages for this year's whale watching season at Hervey Bay. Clients can stay at Mantra from AUD130 per night in a hotel room, from AUD150 in a one-bedroom apartment or from AUD225 per night in a two-bedroom apartment. See mantra.com.au/whale-watching. Or clients can stay at BreakFree from AUD125 per night in a one bedroom apartment, from AUD175 per night in a two bedroom apartment or from AUD215 per night in a three bedrooms apartment. See breakfree.com.au/whale-watching. A minimum two-night stay applies. Clients can also secure a 10% discount on whale watching tours when booking through the hotel.

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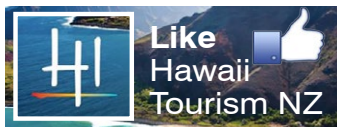
## More Kiwis Opt For Inter-Island Break

**New figures from Hawaiian Airlines show the continued growth of Kiwi travel to the state's neighbour islands.**

Statistics released by the carrier yesterday show a 12% increase in the number of Kiwi travellers visiting a neighbour island other than Oahu, compared to the same time last year. HA New Zealand manager Russell Willis says the airline is seeing strong growth in vis-

its to Maui and Hawai'i Island. "The onset of winter here always brings a surge in New Zealand bookings to Hawai'i and with our strengthening dollar trading above USD0.70c mark, we're expecting further interest."

While the tropical climate is a big drawcard for Kiwi visitors to Hawai'i, Willis says more Kiwis are now taking the opportunity to experience a slower pace of life free from internet connectivity or see sights such as active volcanoes and whale watching.



### Fleetwoods Experience

Fleetwood's On Front St (owned by rocker Mick Fleetwood) is highly recommended for clients visiting Lahaina. The venue includes a general store, night club and multi-storey restaurant—and is 'the' place to watch the sun set in Lahaina. Happy hour is 1400-1700 daily and dinner (highly recommended) is served from 1700. For a memorable experience urge clients to pre-book a rooftop table for the nightly sunset ceremony—which alternates between an Hawaiian Kumu and a highly entertaining Scottish piper. [CLICK HERE](#) for more or see [fleetwoodsonfrontst.com](#)

### ... Maui Stays

Maui continues to be the most popular island for Kiwis after Oahu, with a range of options to suit different budgets and interests.

Kaanapali, on the west of Maui, is a popular destination with Kiwis. With 12 beachfront hotels linked by a boardwalk there's a range of accommodation options for all budgets. The Kaanapali Beach Hotel offers five-star views for a three star price, through to the well-known five star international brands. There's some 90 shops and restaurants at the Whalers Village within the resort and the picturesque waterfront town of Lahaina is a short drive away.

Upscale Wailea is likened to the Beverly Hills of Maui, and the purpose-built community offers high end restaurants and accommodation options, while Kihei is a typical beach town, with condo accommodation and a casual feel. Kapalua is home to the Ritz Carlton, high end villas and condo and two stunning beaches, while Makena in the south offers something of a quieter Maui experience. For clients embarking on the famed road to Hana (600 corners and more than 50 one-lane bridges) the quaint town at the end of the highway is like a trip back in time. While there's one hotel, an eclectic selection of B&Bs is available.

### Molokini Explored

A trip to Molokini is becoming an increasingly popular family-friendly day trip. The volcanic atoll is a state marine life park and a number of operators offer boats tours with snorkelling, scuba and even snuba (air hose connected to the boat rather than a tank) allowing visitors to explore the colourful tropical underwater playground. Tours operate in most weather conditions. See [molokinicrater.com](#)

### Whale of a Time

The increasing number of migrating humpback whales mean visitors to Maui between Nov and May will often spot one of the whales—from the coast, plane or on a tour. Visitors can often spot the whales off the coast between Ma'alaea and Lahaina (Highway 30), or from Kihei and Wailea or up on the North Shore, Paia Bay, and Ho'okipa Beach Park. Whale watching boat tours also operate.



### Hale Huak'ai: Beach Activities With Cultural Twist

Ka'anapali Beach Hotel, well-known as Hawaii's most Hawaiian hotel, has opened a new water activity centre—which under the guidance of respected Hawaiian waterman, Iokepa Nae'ole looks to educate visitors on the ocean and its importance to Hawaiian culture.

Paying homage to Hawaiian traditions, the Hale Huaka'i (adventure centre), offers a range of ocean activities such as surfing, stand up paddle boarding, snorkelling, conch shell blowing and many more.

Visitors can hire equipment, such as boogie boards and snorkel sets—but Nae'ole's vision is to also 'talk story' about Hawaiian traditions and legends and urge travellers to respect the ocean.

Nae'ole hopes the somewhat holistic approach to water activities catches on with other properties—and says there's plenty of room for travellers to experience what the area has to offer while also being respectful of the marine eco-system.

Honu (sea turtles) are plentiful along the beach, particularly around the Pu'u Keka'a (Black Rock), and are something of a magnet for tourists. But on Nae'ole's watch (pictured) tourists are urged to watch but not touch or approach the friendly turtles—as even sunscreen can harm them.

In addition, semi-private cabanas located on a lawn overlooking the beach are available for day rental for USD35 for non-guests and USD30 for hotel guests. See [kbhmaui.com](#)

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