

# TABS ON TRAVEL TODAY

Incorporating Tabs on Travel

Thursday 15 June 2017

Issue 3563

5.35pm every weekday Wellington to Auckland ✈

Jetstar

## Disruptions And The Travel Industry

With mobile devices and Airbnb encroaching on the domains of travel agents and hotels, 'creative and critical thinking' must be deployed to weather the disruption, says entrepreneur Melissa Browne.

"If there is one certainty in business, it's that change happens," Browne says. "If I look at every industry I'm involved with there is possible change and even extinction from technology, globalisation or any other number of big changes. I think the lesson to be learned is not to be apathetic and believe that change will never happen to your sector."

In particular for the travel industry, Browne says travel firms should look at their interaction with customers to understand what frustrates them in a bid to grasp what it is that drives disruption in the industry and how it can be faced.

"I think one of the biggest lessons

we can learn from disruptors such as Airbnb, Uber, Netflix is to really lean into our customers and find out what they need," she says.

"We need to be spending time in our business asking the question, 'If I was to start a business tomorrow to put me out of business how could I do that?'"

Browne's remarks come ahead of the first annual Travel Industry Exhibition and Conference, 20-21 Jul at Sydney's Crystal Palace and 25-26 Jul at Melbourne's Conference and Exhibition Centre, where she will host a presentation. Tickets are still available. See [travelindustryexpo.com.au](http://travelindustryexpo.com.au)

### Airpoints Changes Ahead

Air New Zealand's Airpoints Dollars and Status Points earn rates on NZ flights are being refreshed to reflect airfare changes across the network since the last rate change in 2014.

NZ's loyalty gm Mark Street says where fare class prices have increased, the accrual rate has also increased; and where it's gone down, so has the accrual rate. The new earn rates are effective for all new bookings from 01 Jul, including all NZ and qualifying partner airline flights.

### Jail Time For Amin

TAANZ advises that disgraced travel agency owner Nimesh Kumar Amin has been sentenced to three years and two months' jail time and ordered to repay \$105,000 to clients and creditors. TAANZ boss Andrew Olsen, adds that he has served 12 months concurrently. "It has taken some time to get this result which would not have been possible without the perseverance of the New Zealand Police assigned to the case and their listening to our urgings that Amin was in fact involved in criminal activity," says Olsen.

### Service Charge Update

In-line with Auckland Airport's recent announcement that International Passenger Service Charges will reduce by 1.7%, Air New Zealand has advised of some changes. Effective for tickets issued on/after 15 Jun and for travel from 01 Jul 2017 to 30 Jun 2018, the charge for international departures and arrivals at AKL is \$18 and international transfers is \$4.91; and for travel from 01 Jul 2018 to 30 Jun 2019, the charge for international departures/arrivals is \$17.66 and international transfers is \$5.54. Price changes for travel in 2020, 2021 and 2022 also apply. The GDS will be updated.

### Italian Transport Strike

Plane, ferry, train and bus services throughout Italy are expected to be affected 16 Jun (local time) with trade unions set to protest privatisation in the sector. Alitalia has had to cancel several domestic and international flights, though the carrier says it has moved to rebook affected travellers onto the first available flights. However, some flights are still able to operate: Those 0700-1000 and 1800-2100. Clients should visit [alitalia.com](http://alitalia.com) for a complete list of cancelled services.

Meanwhile, local reports say Rome's bus and metro services should run as normal before 0830 and 1700-2000, Trenitalia regional trains are expected to be affected during some hours, as are regional flights and local sea travel.

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## New LH Destinations

Lufthansa is expanding its long-haul network, with new destinations from Frankfurt and Munich to operate from (northern) summer 2018. From Frankfurt, the carrier will offer five weekly flights to San Diego; and from Munich, LH will reintroduce its Singapore route, flying to the city 10 times per week.

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news@traveltoday.co.nz  
tony@traveltoday.co.nz  
adsales@traveltoday.co.nz

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# News & Product

## Qatar: We Are Still Flying High

Despite a turbulent couple of weeks, Qatar Airways advises that **90% of its 1200 flights over the past week departed within 15 minutes of scheduled departure times.**

In a statement QR's chief executive His Excellency Akbar Al Baker says the carrier's global operations continue

**Jetstar**

**SEE PAGE 7**

## New Owners For Hotel

Recognising opportunities to further develop its portfolio and to coattail onto a growing tourism boom in the Waikato region, the Australia and NZ International Investment Group recently purchased Hamilton's Quality Hotel Ambassador. Choice Hotels Asia Pacific has also entered into a franchise agreement with ANZIIG.

## A380 On More Routes

Lufthansa is introducing the A380 on its Los Angeles, Hong Kong and Beijing routes, ex Munich, from (northern) summer 2018.

to run smoothly with the majority of the network unaffected by the current circumstances (referring to the suspension of flights by Emirates, Etihad Airways, Saudia and Bahrain's Gulf Air and the closure of airspace around Qatar by neighbouring nations). (See *Travel Today* 06 Jun).

Al Baker reiterated that the blockade is unprecedented and is in direct contradiction to the convention that guarantees rights to civil overflight and is calling for the International Civil Aviation Organisation to declare this an illegal act.

In light of the blockade, extra measures have been put in place to cover the increased operations of the airline's global call centre and social media including a new functionality on Facebook offering callback options. Its commercial policy has also been extended offering greater flexibility for refunds and rebooking by passengers affected by the travel bans.

The news comes on the back of the airline reporting a net profit of USD541 million for the fiscal year 2017 and the launch of a new direct-Dublin service earlier this week.



## Oz Monopoly Winners

Following a hotly contested battle, the Australian destinations to be featured in the new, limited-edition Australian Monopoly game have been announced. After a 'massive' collaborative campaign by Tourism Whitsundays, Whitsunday Regional Council and those in the travel industry, the Whitsundays managed to secure a spot, as did the Gold Coast and Tropical North Queensland. Also featured is hotspots like Margaret River, Alice Springs, the Barossa Valley, Sydney Harbour, Great Ocean Road and Hobart. See monopolyaustralia.com.au

## Tahiti Trip Up For Grabs

One lucky agent will win a five night Tahiti package staying at three resorts with international Air New Zealand fares and a domestic flight provided by Tahiti Tourisme for attending the SPANTO trade show in Nelson on 11 Jul. See the industry diary for more details.

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## Viking Down Under: Agent Benefits

Viking Cruises is gearing up for what will be its inaugural visit to New Zealand next year, with a renewed focus on the travel trade distribution, says director of sales for Australia and New Zealand, Liz Sawers.

Early next year, Viking Sun will be the first in the fleet to visit New Zealand, calling to various ports around the country as part of its World Cruise, in what will also be another first for the line.

Meanwhile, Viking Spirit is to be based in Australia and New Zealand over the 2018/19 summer season, offering a series of sailings between Auckland and Sydney.

And in a bid to leverage both the World Cruise visits and summer sailings, the cruise line has plenty of trade-focused initiatives up its sleeve, says Sawers.

### ... Agent Rates

Agent rates for both ocean and river itineraries are now available and the cruise line plans on hosting a series of ship inspections; a new dedicated agent Facebook page (see facebook.

com/vikingcruisestravelagents) is on-line; and more agent-focused material is still to come, promises Sawers.

"We really appreciate all the support that we receive from the New Zealand trade and these tools should assist them in accessing the latest information on Viking," says Sawers. "Agents are now really beginning to understand that we have a point of difference to other cruise companies; we don't take children (no one under 18 on ocean ships and no one under 12 on river) and we don't take huge numbers of guests."

### ... Trends

An increasing number of Kiwi clients are said to be combining the cruise line's ocean and river cruises. Sawers says many are taking up the fly free river offers, doing their river cruise, extending and doing an ocean cruise, before flying home. She expects Viking Spirit's Auckland to Sydney, and vice versa, sailings will be hot sellers, with interest already high.

## NCLH Appt, Plans

Wendy Collins has settled into the newly-created role as the New Zealand business development executive for Norwegian Cruise Line Holdings, representing Regent Seven Seas, Oceania and Norwegian Cruise Lines. Based in Sydney, Collins visits New Zealand regularly, with plans underway to host a roadshow, for all three brands, throughout the country later this year.

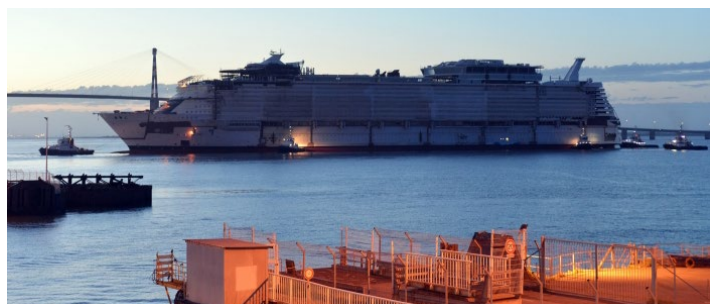
Collins is working alongside New Zealand sales manager Chris D'Anvers.



## Cherry Blossoms Cruise

Just in time for Japan's cherry blossom season, MSC Splendida will set sail on a nine-night round-trip cruise from Yokohama, with cherry-blossom viewing celebrated with picnics in parks and poetry sessions, while everything from fizzy drinks to cherry-flavoured cakes will be bright pink.

The cruise will see MSC Splendida circumnavigate the main island of Honshu, calling at Fushiki-Toyama, Kanazawa and Maizuru before spending half a day at Busan and then visiting Kagoshima on Kyushu Island and Kochi on Shikoku Island. The cruise, departing 06 May, is priced from \$1699pp.



### Royal's Symphony Floated Out

Royal Caribbean's Symphony of the Seas is one step closer to full completion, having been floated out of dry-dock with the exterior now complete. With her Apr debut looming, construction of the ship's interior has now begun. The ship will claim the title of the world's biggest when it launches, with capacity for close to 7000 passengers.

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## Excite's Dubai Campaign

Excite Holidays has teamed up with Visit Dubai in a new agent incentive. For every night booked in Dubai 12-25 Jun, agents will earn 500 bonus rewards points. As part of the promotion the duo has also released a curated destination guide to help agents sell the destination. See [exciteholidays.com/engage/dubai](http://exciteholidays.com/engage/dubai)

## For The Greater Good

Outrigger Resorts are getting behind World Oceans month this Jun, with many of its beachfront properties engaging in Ozone eco-activities. In Thailand, the Outrigger Koh Samui is planting coconut trees and doing a beach clean-up and the Outrigger Fiji Beach Resort is building and sinking fish houses made of transplanted coral, to one day become a coral nursery.

# Where Kiwis Got Luxury For Less

**Southeast Asia has come out on top in Hotels.com's latest Hotel Price Index, which reveals where Kiwis enjoyed luxury hotel stays, for less, in 2016.**

Top-of-the-range luxury was for 'far less' in Kuala Lumpur during 2016, with the Malaysian capital offering the cheapest five-star stays, among those analysed. According to the index, the average price paid for a five-star stay was \$143 per night. Siem Reap followed close behind, with Kiwis paying, on average, \$152 per night for a luxury stay; while a five-star room in the beachside town of Pattaya placed third, with rates at an average of \$160 per night. Hanoi (\$174) and Bangkok (\$179), round out the top five spots. Across the ditch, Kiwis snapped up affordable five-star hotel stays in Brisbane (\$184), Adelaide (\$191)

and Cairns (\$196); whilst in New Zealand, Christchurch, Dunedin, Tauranga and Nelson all offered five-star hotel stays for under \$200 per night.

"Luxury hotels can be extremely pricey—but they don't have to be if you're a smart traveller," says Hotels.com's David Spasovic. "The Hotels.com Hotel Price Index showcases exotic and culturally-rich destinations around the world where Kiwis are spoilt for choice when it comes to luxury accommodation on a lemonade budget."

## ... Higher End

At the other end of the scale, the Hotel Price Index saw Rarotonga named as the top city in the world, among those analysed, where Kiwis paid the most for a five-star stay, with an average price of \$811. This was followed by Honolulu (\$618), Rome (\$585), Tokyo (\$573) and Venice (\$555), to take out the second to fifth places, respectively. The Hotels Price Index data is drawn from bookings made on the Hotels.com website.



## Eat For Free In Fiji

With the opening of its renovated kid's club, the Koro Sun Resort and Rainforest Spa in Fiji has extended its 'eat for free' family deal for sales to 30 Jun.

For stays of five nights or more, guests receive complimentary daily breakfast and a three-course lunch and dinner.

The special also includes ground transfers from Savusavu airport; a coconut milk foot massage, coconut drink on arrival, and free kid's club and nanny service. Contact preferred wholesaler or visit [korosunresort.com](http://korosunresort.com)

# Industry Diary

## JUNE

### SPANTO Agent Events

**Christchurch:** Wed 14, Addington Race Course, 1800.

### Launch of CroisiEurope Earlybirds

**Wellington:** Tue 20, Great War Exhibition Venue, 0730.

**Hawkes Bay:** Thu 28, No 5 Café & Larder, Hastings, 0730.

### Lufthansa Agent Training Days

**Queenstown:** Thu 22, Double Tree by Hilton Hotel, 0830.

## JULY

### SPANTO Agent Events

**Nelson:** Tue 11, Nelson Suburban Club, 1730.

**Blenheim:** Wed 12, Scenic Hotel Marlborough, 1730.

## AUGUST

### The Beautiful Samoa Roadshow

**Christchurch:** Tue 01.

**Wellington:** Wed 02.

**Auckland:** Thu 03.

Venues tba.

### Aloha Down Under

**Christchurch:** Mon 14, 1730-2030.

**Auckland:** Tue 15, 1730-2030.

Venues tba.

### Visit Anaheim Roadshow

**Auckland:** Mon 28, the Grand Millennium Hotel, from 1730.

## SEPTEMBER

### Tourism Fiji Luxury & Couples Roadshow

**Queenstown:** Mon 04, am.

**Christchurch:** Mon 04, pm.

**Wellington:** Tue 05, pm.

**Hamilton:** Wed 06, pm.

**Auckland:** Thu 07, pm.

**Auckland, North Shore:** Fri 08, am.

Venues, times tba

### Visit USA NZ Regional Roadshow 2

**Dunedin:** Wed 06, from 4pm, venue tba.

### The Travel Corporation's Europe Launch Events

**Tauranga:** Mon 18, pm.

**Christchurch:** Mon 18, pm.

**Auckland:** Tue 19, pm.

**Dunedin:** Tue 19, pm.

**Hamilton:** Wed 20, pm.

**Wellington:** Thu 21, pm.

**Napier:** Mon 25, pm.

**Palmerston North:** Tue 26, pm.

**New Plymouth:** Wed 27, pm.

**Whangarei:** Thu 28, pm.

**Queenstown:** Fri 29, am.

## OCTOBER

### The Travel Corporation's Europe Launch Events

**Nelson:** Thu 05, pm.

**Blenheim:** Fri 06, am

### Destination NSW Agent Quiz Events

**Wellington:** Wed 18, 0700 hot breakfast, quiz starts at 0730

**Christchurch:** Wed 18, refreshments from 1730 quiz starts at 1800.

**Auckland:** Thu 19, refreshments from 1730 quiz starts at 1800.

Venues tba.

## DECEMBER

### Visit USA NZ Regional Roadshow 3

**Tauranga/Mt. Maunganui:** Mon 04, from 4pm, venue tba.



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Applications close Friday, 23 June 2017.



## Orbit LON Office Proves Its Worth



Celebrating Orbit London's first birthday: Caitlin Whelan, Hazel Wright, Jamie Fraser and Jessica Florance.

Orbit World Travel's London office celebrated its first anniversary this week—as recent events in England highlight the importance of the move.

The TMC's London-based Kiwi team has provided an after hours service for almost 8000 Kiwi business travellers, and marketing manager for the Orbit group Paul Halford says the success of the after hours offering has reinforced just how important round-the-clock service is for clients.

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### Mantra SYD Airport

Mantra Hotel at Sydney Airport has released a pre-opening special of AUD159 per night in a studio king room, including 1GB of data, a welcome drink voucher and room upgrade (subject to availability). Located a short distance from Sydney's T2 and T3 domestic terminals, when the hotel opens on 19 Jul, it will feature 126 guest rooms, restaurant and bar, express check-out, internet kiosk and reception space.

Recognising the importance of supporting an organisation's employees when they travel abroad, and the growing relevance of duty of care (both as an employer and as a travel management company) is something Halford says was a key factor in establishing the after hours service.

"With recent situations in both London and Manchester for instance, both events occurred during New Zealand day time hours however our team in London were able to be a central part of managing the needs of our travellers in London," says Halford. "As a group we had over 350 travellers in London so being able to be responsive, and give extra support for our clients is exactly why we have set up our after hours in this manner."

Halford says as a TMC, 'it's impossible to ignore how important it is for employers in looking after staff—and giving them peace of mind, and a robust and efficient process for responding to situations when our clients need us'. "TMC's need to ensure they have a business structure that can constantly adapt and change based on clients needs and the way the industry is changing—after hours is a central part of that," he adds.



### Pullman To Open In Tokyo

AccorHotels is set to open its first upscale band, the Pullman Tokyo Tamachi in the heart of Tokyo towards the end 2018. The 143-room business and leisure hotel will be fashioned in a contemporary design that connects the style of Pullman with a touch of Japanese culture.

Access to the city's efficient public transport system will be at the hotels doorstep with it being connected to the JR Tamachi Station east exit, 30 minutes by public transport to Haneda International Airport and one stop from JR Shinagawa station to Osaka and Kyoto via bullet train.

### Six In A Row For FMC

Clocking up its sixth consecutive award for Australasia's Leading Travel Management Company, FCM Travel Solutions NZ general manager Andy Jack says winning the prestigious award again in 2017 was a great honour.

"Being recognised once more shows we are achieving our goals and delivering amazing travel experiences to our corporate travellers," he says. The announcement was made at the World Travel Awards Asia & Australasia held recently in Shanghai.

### Free Breakfast Reminder

Agents have till 27 Jun to ensure their clients receive the free breakfast offer from selected Best Western properties in Australia and New Zealand.

Plus Best Western Rewards members who make a free breakfast booking will receive 1000 bonus points, for stays up to 31 Oct. Details see [bestwestern.com.au/free-breakfast](http://bestwestern.com.au/free-breakfast)

### JQ Min Points Guarantee

Jetstar reminds agents that on all of its domestic New Zealand bookings, clients will earn a minimum of 400 Qantas frequent flyer points.

### Travel Advisories

Agents are reminded that the official, and most up-to-date New Zealand Ministry of Foreign Affairs and Trade travel advisories can be found at its Safe Travel website. [CLICK HERE](#)

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### The Senna Suite

Fairmont Monte Carlo has unveiled a new suite dedicated to racing legend Ayrton Senna. The suite, one of four dedicated to former Formula One icons, is decorated with signed photos and memorabilia of Senna's six victories in Monaco and has a view that any FI fan would pay thousands for; it overlooks the famous hairpin on the F1 circuit. The suite also has a separate lounge area, two marble bathrooms and two Interactive televisions with Internet. Research indicates that the suite, during race season, can cost up to GBP69,000 for a seven day stay.

## NYC's Unlikely Ambassadors

The Teenage Mutant Ninja Turtles will continue their role as Official NYC Family Ambassadors, in a bid to highlight New York City as a family-friendly destination.

A new campaign features *Teenage Mutant Ninja Turtles* themed artwork, family-friendly itineraries across all five boroughs, interactive SMS messaging with exclusive content, and more, advises NYC & Company. "Just as each family visiting NYC has their own unique interests, each Turtle has their own favourite ac-



tivities across the five boroughs, and we're pleased to bring those itineraries to life for our visiting families," says NYC & Company chief executive Fred Dixon.

Since the launch of the Family Ambassador programme in 2009, family travel to NYC has seen steady growth, adds Dixon. In 2015, family visita-

tion made up 22% of total visits to the city.

For child-friendly NYC itineraries, attractions, articles and more, as well as itineraries and maps catered to each turtle, see [nycgo.com/family](http://nycgo.com/family)

### STB Appointments

Singapore Tourism Board has appointed two new Oceania team members. Sydney based Fang-Xun Ong will focus on marketing campaigns across Australasia and Joelle Vella is responsible for leisure and MICE activities for the trade in Victoria.



## HOUSE OF TRAVEL

### Corporate / Business Travel Consultant - House of Travel Tauranga (CBD)

We are the largest House of Travel outlet in the BOP a team of 20 staff with several divisions one being Corporate / Business Travel now caring for over 100 Bay of Plenty businesses from SME through to global scale organisations with International brand recognition. You would be joining a dynamic busy office with a great atmosphere and a highly successful team. This role will see you combine your industry knowledge and using that to drive efficient Corporate travel solutions over our client's desks. You may have a leisure travel background with an interest in making a career change, if so we would love to have a chat!

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[HOUSEOFTRAVEL.CO.NZ/CAREERS](http://HOUSEOFTRAVEL.CO.NZ/CAREERS)

## News & Product

### Peru Savings For July

Viva Expeditions is offering 15% off selected Jul departures of tours which include the Salkantay Trek, the Sacred Valley and the Lares region.

Applicable tours include the Lares Adventure to Machu Picchu, five- and seven-day itineraries, and the Luxury Trekking to Machu Picchu, a seven-day lodge to lodge trek. Jul is considered one of the best months to hike across the Andes as the weather conditions are settled, with snowcapped mountains and glaciers a perfect backdrop along the routes, adds Rachel Williams from Viva Expeditions.

"Much of the region will also be celebrating Independence Day and it creates a fun atmosphere to be around."

The offer applies to new bookings made 01 Jun-15 Jul on specific departure dates. For details, see [vivaexpeditions.com](http://vivaexpeditions.com)

## Support Specialist



Serko is a leading edge hi-tech company providing corporate travel software solutions. We have an opportunity for a Support Specialist to join our Client Services team. Due to the thorough understanding of our systems that are gained through working and problem solving in the support team, our Support team members are well placed to either further their career in Support or move into our Test team in product development.

The position will be responsible for providing functional support to clients and configuring our software with client data to meet their needs.

### If you join our team you will be:

- Resolving client problems and queries in an effective and timely manner
- Logging client issues via the Serko Web Portal issue tracking system
- Providing technical support from a remote location either by telephone or email
- Creating solutions to technical/application client problems and queries
- Reporting any issues found in the software to the development team.

### Key Skills:

- High attention to detail and quality
- Commitment to constant improvement
- Problem analysis and problem solving skills
- Strong ability to converse with both end-users and IT people at all levels of the organisation
- Proven ability to effectively problem solve and technically test solutions

### You are also likely to have:

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- Software configuration experience
- Experience working with online booking tools (Serko experience preferred)
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- NZ Residency/Citizenship or NZ Work Visa.

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