

TABS ON TRAVEL TODAY

Incorporating Tabs on Travel

Friday 29 July 2016

Issue 3361

Low fares at peak times ✈️

Jetstar

Trade A-chatter Over Webjet Ads

Webjet's latest adverts infer agents are dated, however anger has turned to bemusement in the Kiwi trade after the discovery the on-line travel agent sources its air through a major transtasman retail travel brand as airlines won't supply Webjet direct.

Agents and air suppliers say the news leaves Webjet somewhat red-faced, and have questioned why a retail chain would support an OTA that attacks '[the chain's] bread and butter distribution'.

Travel Today fielded strong agent feedback on the Webjet adverts, which infer traditional agents are out of date and that there's better airfares on-line. Generally-speaking agents are up in arms and wanted action.

TAANZ has responded to its membership, but has pragmatically noted the adverts do not breach advertising standards or competition law.

"The view of the TAANZ Board, the leaders of your industry is that we ignore this puerile shot and get on with the business of servicing the customers that need your travel agency services and solutions," says TAANZ boss Andrew Olsen.

... Talking Point

Olsen acknowledges the negative inferences in the Webjet adverts, and says the TAANZ board is now looking at how to best promote the value a travel agent offers. "I think there's going to be a good outcome from a ridiculous ad—we're thinking what to do," says Olsen. "We've had feedback that people would still like to see TAANZ take a stronger advertising position in the public domain. Is that a pursuit for the brands of TAANZ in collaboration with the TAANZ brand and value position? That we need to investigate."

... AGM Topic

"We're now going to open up a dialogue at the AGM so our members can have direct conversations with the board that represents them," says Olsen. "But thanks Webjet for pointing out that booking through agents is a fantastic way to do business."

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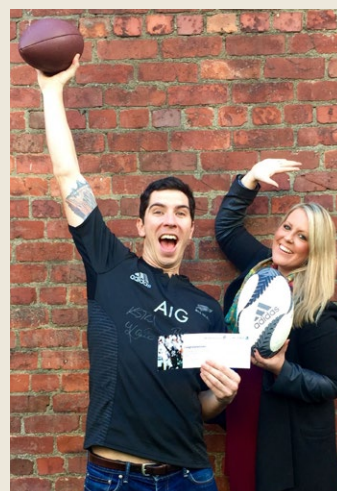
CLICK HERE

Bangkok Airways

Wellington Agent: It's A Dream Come True

Mark Bascand from BCD Travel in Wellington has become the third agent to win a place on the Air NZ/United Airlines incentive trip of a lifetime to see the All Blacks play in Chicago and watch the 49ers in San Francisco.

"It's an actual dream come true to travel to Chicago and not only that but to watch the All Blacks play Ireland is just insane," says a very excited Bascand. "Top this off with a NFL game in San Francisco? I'm truly blown away and words could never express my gratitude..." Bascand is pictured with Air NZ TMC account manager CJ McCarthy. For more agent winners in the sale incentive see pg 3.



TAANZ Calls Out SCTI

TAANZ is investigating if Southern Cross advertisements for insurance that's 'cheaper than a travel agent' are in breach of advertising standards, and says it will take action if they are.

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Martin's Aussie Move

Air New Zealand's senior manager sales New Zealand regions Jenni Martin has been promoted and is set to cross the Tasman. Martin has been appointed the carrier's new Sydney-based senior manager national sales and operations Australia.



In her new role, Martin will be responsible for the development and implementation of the Australian region trade sales strategy, along with leadership of the national sales and operational teams. "It's a great opportunity for her to gain experience in one of NZ's key markets outside of New Zealand and play a pivotal role in achieving NZ's significant growth aspirations within the Australian market," says Leanne Geraghty, NZ's rgm government, corporate and distribution. Martin says she's looking forward to the move to Sydney and the challenge of the new role. In the coming months she will be travelling between Auckland and Sydney as she transitions into the new role. Geraghty says a search for Martin's replacement will commence soon.

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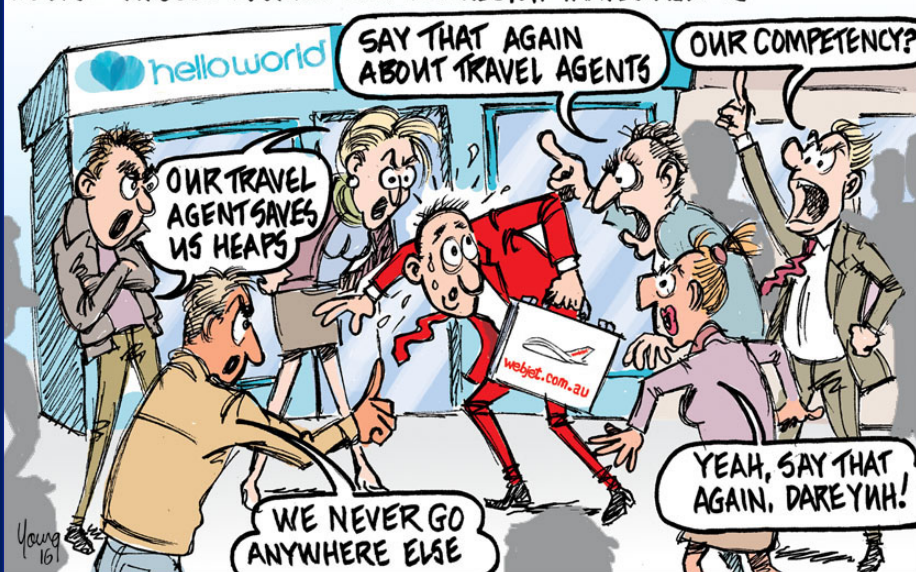
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Industry Comment

NEWS ~ WEBSITE ADVERTS SAID TO RUBBISH TRAVEL AGENTS



Win Big At Accor Hotel Showcase

Agents will be in to win a luxury Wellington weekend, including a \$5000 shopping spree at David Jones, at this year's AccorHotels Showcase.

The event, formerly known as World of Accor, sees representatives of properties from South America, Asia, Australia, Fiji and New Zealand meet in one room to update the industry on their latest offerings. This year it will also include the group's newest acquisitions, like Fairmont, Raffles, Swissotel and OneFineStay. Some 500 people are expected to

attend the event, which will be MC-ed by Mike McRoberts and Paula Penfold. All registered guests will be in to win a grand prize including return flights for two to Wellington, two nights in the Sofitel Wellington's Le Miellerie Suite including breakfast for two, a Sofitel 'My Bed', and \$5000 to spend at David Jones. Other prizes up for grabs include Emirates flights to Sydney, Melbourne and Brisbane, including three nights accommodation; and Fiji Airways flights for two with five nights at Sofitel Fiji Resort & Spa's new Waitui Beach Club.

The showcase is on 06 Sep, for details and to register [CLICK HERE](#)

HKG Airport Tax

Air New Zealand has been advised of a new airport construction tax (G3) for all international passenger departures (including transits) at Hong Kong. The new tax will apply for tickets issued on or after 01 Aug, for travel from the same date. The amount will be based on the cabin and journey type, and ranges from HKG70 to HKD180 (\$12.70-\$32.70). It will be collected as a ticketable airline tax, and is being used to fund the airport's three-runway system expansion.

EK's Busy Six Months

Emirates aircraft have travelled more 432 million km in the first six months of this year, the equivalent of traversing the globe more than 10,700 times, and the carrier has released a time-lapse of its busy terminal in Dubai to mark the occasion. In a typical week, EK operates more than 3600 flights. It currently serves 154 destinations across 81 countries on six continents operating 252 aircraft. Check out the time lapse [HERE](#)

Long Names Now Ok

Australia's government has reportedly fixed a bug in its SmartGate machines that meant it couldn't recognise passports of arriving passengers with names containing more than 24 characters.

The machines couldn't match up a discrepancy between immigration records of people's names, and a truncated version of their name stored in the passport's machine readable zone (MRZ), reports *iTnews*.

It's now been fixed for Aussie and Kiwi passengers (the main users of the machines), however although not for other nationalities, says *iTnews*.

prevu
trade

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CHC's New Strategy

Christchurch has released a 'bold new visitor strategy' which will help it substantially increase visitor numbers and the quality of the visitor experience, says Christchurch and Canterbury Tourism.

The new strategy was adopted by Christchurch City Council yesterday, and puts the region on a path to target the right visitors at the right time, says Christchurch and Canterbury Tourism boss Vic Allen. "Christchurch and Canterbury Tourism has been working hard and has achieved some success in the recovery of tourism to the city," says Allen. "Now we have a roadmap for the next step, for not only returning Christchurch to pre-earthquake market share, but taking it to a new high."

Jet Blast Reminder

Cook Islands Tourism has reiterated that it's dangerous to stand in the jet blast area at end of Rarotonga Airport's runway, after reports emerged that a tour company has been taking tourists to experience what some see as a key visitor attraction on the island.

"One of our kia orana values is 'tiaki meitaki' or responsible hosts, and as responsible hosts we should not be encouraging any of our visitors to put themselves in danger," Cook Islands Tourism director of destination development Metua Vaiimene told the Cook Islands News.

Last year, three people were taken to hospital after being blown over while watching a 777 take off.

Cook Islands Tourism itself was questioned after the jet blast was included in one of its marketing videos—but the NTO says it was used for humour, and not to advertise it as an attraction.

Touring Vs FIT: Big Globus Campaign

Globus will pour a record amount of money into promoting the benefits of touring over FIT travel as it kicks off its largest New Zealand campaign to date this weekend, including a call to action for travel agents.

Globus Family of Brands is expecting a strong year out of New Zealand, with early bookings currently more than double this time last year, says general manager New Zealand Troy Ackerman.

The company has established a record marketing budget for New Zealand to promote its Globus and Cosmos brands in the upcoming sea-

son, under the tagline 'Time to Tour'. It includes its first television advertising here, with commercials running on TVNZ and Prime from Sun, as well as press and digital advertising running through to Nov.

"Demand for touring is strong among New Zealanders at the moment, particularly for North America where early bookings for 2017 are well beyond double what they were at this time last year," says Ackerman. "The Time to Tour campaign is designed to further fuel that demand and remind travellers of the advantages of touring."

The ads will direct consumers to see travel agents or visit timetotour.co.nz, which goes live Sun and will highlight the advantages of touring over independent travel.

"It's designed to support many of the key messages that travel agencies promote—that travellers can have a much more rewarding experience when they travel with the support of care and professionals, instead of going it alone and suffering the stress and uncertainty of independent arrangements," says Ackerman.

Rooftop Duomo Stay

A US man reportedly spent the night under the stars on top of Milan's Duomo cathedral after finding himself accidentally locked in the landmark. According to an AAP report the man was in the loo when security accidentally locked him in the cathedral. However he was able to access the church's spired rooftop. The man is not facing any charges, reports AAP.

Space Bins On AS

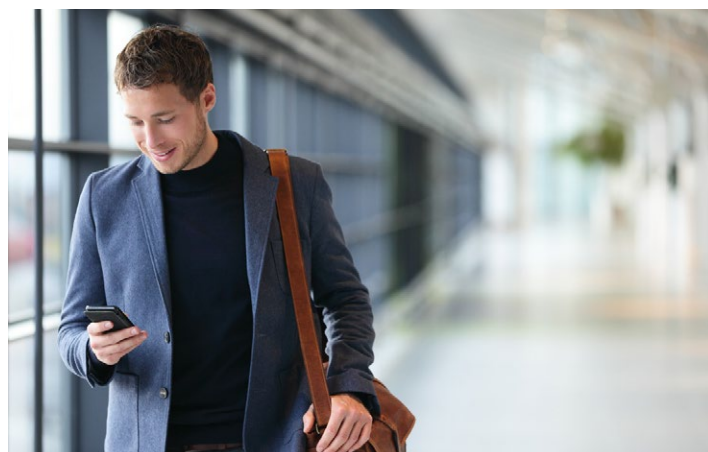
Alaska Airlines is to introduce Space Bins, which increase the room for carry-on baggage by up to 50%, to its in-service Boeing Sky Interior 737 aircraft in the coming year. Alaska is the launch customer for Boeing's retrofit Space Bin program, which will see 24 of its aircraft, primarily 737-900ERs, receive the new overhead bins. Space Bin stows six bags, two more than the current pivot bins installed on Next-Generation 737s with the Boeing Sky Interior. The bins also hang lower so travellers can access them more easily.



More Prizes For Agents

Air New Zealand and United Airlines are also giving out spot prizes as part of the joint sales incentive which will see six Kiwi agents fly to Chicago to watch the All Blacks vs Ireland, and a 49ers game in San Francisco.

Vivienne Blackmore from Helloworld Napier, is the first spot prize winner. Blackmore, pictured with NZ regional sales manager Colin Barriff, won two NZ tickets to Auckland, and match tickets to watch the ABs take on Australia in the Bledisloe Cup test. For more details on the incentive, which will see the agents watch the ABs game in the UA corporate box along with All Black legend Keven Mealamu, [CLICK HERE](#)



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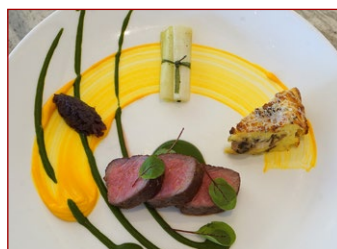
Geographical History In The Making



Pic: Don Hutzler

Clients heading to Hawii Island may be able to see history in the making as the lava flow from the island's Kilauea crater is flowing over a cliff into the ocean for the first time since 2013.

Reports says the lava flow reached the ocean on Tue—and is estimated to be around 20m wide.



Royal Dining Journey

The Royal Hawaiian will host a special 'epicurean journey' of Kualoa Farms in Aug, with a two-day event celebrating the farm's famous produce. The Fanta-Sea weekend begins 26 Aug with a chef's dinner, followed by a tour of the farm on 27 Aug, with a gourmet lunch on-site. The menus for the weekend include Kualoa's oysters, shrimp and ribeye beef. Prices start at USD for dinner (without wine), through to USD280 for the dinner and farm tour with wine pairing. For details contact the Royal Hawaiian resort.

The cooling of the lava is effectively creating new land, and demand to see the natural phenomena in action has been high.

Helicopter companies and cruise operators are running tours taking in the lava flowing into the ocean, with cruise operators offering sunrise and sunset tours. However, local authorities are warning visitors not to get too close, because there can be flying debris when the lava hits the ocean as well as the toxic acid plume.

Clients who are keen can make the 5km hike to the site, but there are now measures in place to ensure spectators do not get too close to the volcanic action. For lava boat tour details, see lava.com



Arrivals Up In Jun

New Zealand arrivals to Hawaii increased 2.2% to 7454 in Jun compared to Jun 2015, although they're down slightly for the first six months of the year compared to what was a record year last year, says the Hawaii Tourism Authority. Overall, Hawaii achieved record visitation and spend in the first half of this year, with visitor numbers topping 4.4 million, and spend reaching USD7.7 billion.



Mai Tai Festival

A day-long celebration of the iconic Mai Tai cocktail will take place at the Royal Kona Resort on the Big Island on 13 Aug. The Don the Beachcomber Mai Tai Festival kicks off with a Battle of the BBQ, when local chefs compete for the title of best BBQ, with tasting plates available. There's also a Mai Tai Marketplace, with arts, crafts and food from local suppliers; and Grammy-nominated musician Henry Kapono will perform a free concert in the afternoon. From 1630, the Mai Tai Mix-off will see bartenders and Mai Tai aficionados across the world compete to the produce the world's best Mai Tai. For details, see donsmaitaifest.com

Watch Out On PokeHunts

Hawaii is urging people on PokeHunts (that's people hunting for Pokemon, not poke, a delicious local raw fish salad) to be careful not to wander onto sensitive cultural or natural sites.

The app increases the potential of visitors ignoring public safety when on beaches, parks and trails, as they're paying attention to their phone rather than signs, says Hawaii's Department of Land and Natural Resources. Two people recently walked into a sensitive heiau (temple) on Kauai where a cultural protocol was underway while on the hunt for the virtual creatures. The DLNR is encouraging 'good outdoor ethics' including staying on trails and using electronics responsibly.

Turtle Bay Agent Rates

Turtle Bay Resort in Hawaii is offering agent appreciation rates, starting from USD229pn including daily breakfast for two. The rates are available for stays in the main building, for travel 21 Aug-15 Dec.



New Marine Reserve For Hawaii Island

A new marine reserve has been created at Kaupulehu on Hawaii Island's west coast, in front of the Four Seasons Resort Hualalai, with a 10-year 'rest period' introduced to allow for the recovery of reef fish stocks. Hawaii's Division of Aquatic Resources says coral reef ecosystems can recover in just five to 10 years under the right conditions, and it's hoped the area will recover enough that at least some types of fishing will eventually be able to be re-introduced.

Upgrade to Extra Comfort Economy Class Seating



Pullman BNE GM

Michael Daviss has been appointed general manager of the Pullman Brisbane King George Square. He joined AccorHotels in 1999 and has held numerous operational roles across Darwin, Sydney and Brisbane. In 2013, he was appointed gm of Novotel Sydney Parramatta before moving to his most recent role as gm Novotel Sydney Central.



Mackerel Is. Open

Following a partial closure, the Mackerel Islands are now in full operation for business, advises Tourism Western Australia, and visitors will now enjoy improved features such as refurbished beachfront cabins, daily ferry services to and from the islands, a range of family friendly activities as well as fishing and diving options. The region is made up of 10 islands, located 22km off the coast of Onslow in the state's Pilbara region.

Industry Diary

AUGUST

SPANTO roadshow

Palmerston North: Tue 09, The Distinction Hotel, 1730.

New Plymouth: Wed 10, Novotel Hobson Hotel, 1730.

SEPTEMBER

Bula Marau Fiji Roadshow - Couples & Luxury

Tauranga: Mon 05, Mills Reef Winery, 0700-0930.

Hamilton: Mon 05, Ferrybank Reception Centre, 1730-2015.

Christchurch: Tue 06, Peppers Clearwater Resort, 1730-2015.

Wellington: Wed 07, InterContinental Hotel, 1730-2015.

Auckland: Thu 08, Pullman Hotel, 1730-2015.

Auckland North Shore: Fri 09, QBE Stadium, 0700-0930.

The Travel Corporation 2017 Launch Event

Auckland: Wed 21, venue tbc.

Destination NSW Agent Quiz Nights

Auckland: Tue 27, Albion, 119 Hobson Street, CBD, 1730-1900.

Christchurch: Wed 28, Lonestar Riccarton, 364 Riccarton Road, 1730-1900.

Niue Island To Host Ukulele Festival

Niue is set to host its first ukulele festival this Oct, when ukulele players and fans will descend on the island for workshops, concerts and instructional sessions.

Top ukulele players including New Zealand's Paul Jonson, as well as players from Hawaii, Niue, Samoa and the Cook Islands, will attend NiueKulele (21-24 Oct).

The recent global resurgence in popularity of the ukulele and its links to the Pacific region drove the decision to host a festival dedicated to the musical instrument, says Niue Tourism chief executive Felicity Bollen. "It's such a great instrument because it's affordable and accessible and can be played by anyone from

young children to virtuosos like Jake Shimabukuro and James Hill. We thought it'd be great to gather some of the best ukulele players from the Pacific and host an entertaining and educational event here on Niue which will showcase the region's different styles and techniques."

The festival will also include an auction of hand-painted ukuleles. See niueisland.com



Muppets Disney World

Muppets including Kermit the Frog, Miss Piggy, Fozzie Bear, The Great Gonzo and Sam Eagle will be appearing at Walt Disney World from Oct in a new show. *The Muppets Present... Great Moments in American History* will see the Muppets gather outside the Hall of Presidents to present historical tales in true Muppets fashion, including an original song and plenty of Muppets humour.

Japan Cultural Offering

Japan's Hakone Hotel Kowaki-en is now offering Japanese summer-themed activities and events for its guests. This includes the likes of an odawara paper lantern workshop, the chance to try out Sake cocktails at its Bar Lounge, and it will also have Yukata, informal cotton kimonos, available to rent or purchase, among others. For full details, [CLICK HERE](#)

SYD City2Surf

Sydney's famous City2Surf fun run is on again next month, advises Tourism Australia. Clients in Sydney 14 Aug can take part in the 14km charity run which attracts around 60,000 runners. For more, see city2surf.com.au

News & Product

Boyne Valley Travel App

The Boyne Valley in Ireland's Ancient East has a new free app clients can utilise when planning a trip to the area, advises Tourism Ireland. The app covers counties Meath and Louth, both of which are a one-hour drive north of Dublin, and features a what's on guide and suggested itineraries. It works offline and there are no data or roaming charges. See discoverboynevalley.ie

LAX From \$989 Rtn

Hawaiian Airlines has released return Los Angeles fares from \$898 return, for sales to 19 Aug and travel 01 Sep-08 Dec and 16 Jan-31 May, some blackout dates apply. Bookings are in O class and a stopover in HNL is permitted either way at no charge.



SALES EXECUTIVE

Singapore Airlines is seeking a highly motivated and dynamic individual to join our Sales team based in our Wellington office.

Applications are invited from individuals who:

- Possess relevant sales experience
- The ability to work autonomously and in a team environment
- Experience with managing business relationships and managing accounts
- Think analytically with good problem solving, IT and business and communication skills
- Demonstrate a high degree of self reliance, adaptability and motivation
- Relevant industry experience and a tertiary qualification would be beneficial

Key areas of responsibility include:

- Maintaining and developing a portfolio of accounts, including travel agents, Priority Passengers and corporate business
- Ensuring Singapore Airlines and SilkAir's high profile is maintained and present at all relevant opportunities
- Develop sales plans to meet sales targets
- Identify and leverage all opportunities to increase passenger revenue

Applicants must have NZL permanent residence.

Applications should address the criteria listed and be emailed no later than 5.00pm Fri 05 Aug 2016 to: pamela_matthews@singaporeair.com.sg

(Only short listed candidates will be contacted)