

TABS ON

TRAVEL TODAY

Incorporating Tabs on Travel

Wednesday 07 December 2016

Issue 3453

Low fares at peak times ✈

Jetstar

Kiwi Travel To QLD Just Keeps Growing

Despite increased competition Kiwi travel to Queensland continues to grow—off a significant base, and the STO is thrilled with the latest arrival figures released today.

Tourism Research Australia's international visitor survey statistics for the year ending 30 Sep show New Zealand arrivals to Australia were up 3% to 1,215,000 arrivals—and while nationwide length of stay was down 4.3% to 15.3 million nights—Kiwi spend jumped 5% to AUD2.7 billion.

Looking at the Queensland figures the trend continues. New Zealand holiday arrivals to the state for the year ending 30 Sep were up 6.2% to 435,000. Kiwi market spend jumped 11% to AUD591.9 million. The average length of stay also increased

from 11 to 12 nights, show the IVS statistics.

“New Zealand is our major western market and our second biggest international market—so to continue to have this growth is fantastic,” says visiting Tourism and Events Queensland director of western markets Ross Gregory. “With so much activity and competition out there these are very pleasing results. New Zealand is second only behind China.”

The latest figures put the Kiwi market firmly on track to meet the ambitious 2020 growth targets, adds Gregory.

... Dispersal Up

In addition to an increase in Kiwi arrivals, stay and spend—the STO is reporting growth in dispersal for the Kiwi market. More New Zealanders are taking advantage of the direct flights into the likes of Cairns and the Sunshine Coast and heading beyond the gateways, says Gregory.

... Capitalising

The STO is now looking to capitalise on its sustained growth from the mature New Zealand market with the launch of its new campaign, which Gregory says is a significant departure from its past approaches in New Zealand. For more details on the new thinking, and pics from today's launch see tomorrow's issue of *Travel Today*.



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Get Involved Says TAANZ

TAANZ is encouraging agents, and agencies, to get behind the Travel Agent Awareness Week by sharing the #TAANZ, #TravelAgents and #TravelAgentAwareness hashtags on social media this week.

“Spread the word, make it daily news, join the campaign,” says TAANZ communications manager Emmy Hanrahan, who adds that so far participation is ‘more than what we could have hoped for given the very short preparation time we’ve had’.

TAANZ is backing the campaign, which originated in the US, in a bid to highlight the benefits of booking through an agent.

New Pill For Flyers?

British Airways is reportedly developing an ‘ingestible sensor’, or digital pill, that, once swallowed by passengers, would relay information about how their body is coping to the cabin crew on board. Reports say the pills would detect when the passenger needs a drink of water or a blanket, if they are feeling nervous and even if they are hungry. The pill would be wrapped in silicone and would pass through the digestive system within one to two days. Hmmm?

JQ's Nov OTP At 81%

An average of 81% of Jetstar's domestic A320 flights departed on-time in Nov, and the carrier operated 99.4% of all scheduled flights for the month. For peak flights on the main trunk routes, on-time performance averaged 91% on Auckland-Christchurch, 73% on Auckland-Wellington and 87% on Wellington-Christchurch.

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LAX Gets Festive

Los Angeles International Airport is getting into the festive spirit, with a number of activities planned during 05-25 Dec. There'll be visits by Santa, performances by dancers and carolers, kids can keep entertained with arts and crafts, while there'll also be a holiday wish wall and the airport's therapy dogs will even be dressed up in their holiday best. The airport hopes to 'put the fun back into travel' over the festive season, with the unexpected extras on offer.



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NZ's Xmas Song To Help Starship



Air New Zealand's much-loved Christmas song has now attracted more than eight million global views since its premier last week. Now the carrier has announced that the *Summer Wonderland* track will be released as a commercial track to raise funds for the Starship Foundation. The song, which stars multi-platinum musical artist Ronan Keating and teenage Kiwi actor Julian Dennison, will be available to download

on Spotify, iTunes, Google Play and Apple Music from Fri for \$1.29. Proceeds will be donated to the Starship Foundation. Go on...its Christmas after all!

SQ Upgrade Extension

Singapore Airlines has extended its special upgrade surcharges (economy to business class) on its WLG-SIN route for sales and travel from 06 Dec-31 Jan. Clients who are traveling beyond Singapore can upgrade for \$999pp, valid in one direction only.

NZ O&D Update

Air New Zealand has added New Zealand/Australia to South America and vice versa to its Origin and Destination inventory management system. Effective 07 Dec, all new bookings and changes to existing bookings on the route are now under O&D availability control. NZ will progressively add more markets to the O&D network over the coming months. See airnzagent.co.nz/origin-and-destination. There's also an online training module covering O&D, see airnzagent.co.nz/training

HAL Pricing Change

From 09 Dec, all new Holland America Line bookings will be quoted in AUD, rather than USD, advises Francis Travel Marketing, who adds that the move will be favourable for clients.

"Our market is closely aligned to that of Australia as far as destinations we sell and sales periods," says FTM's Tony Smith. "This move will ensure that the campaigns we run better match the selling seasons for the wide range of destinations that Holland America Line are well known for. That the AUD is more closely aligned to the NZD than the USD will also help us to be more competitive with our pricing."

All existing bookings made prior to 09 Dec will remain in USD until completion. E-mail kelly@ftmcruise.co.nz for further details.

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AIRLINES**

Aga Reef Agent Rates

Agents are reminded that Samoa's four-star Aga Reef Resort has an industry rate of WST172 per night (approximately \$95). The rate is valid for travel through to 31 Mar, for a minimum three-night stay, and includes accommodation in an ocean view hotel room, continental breakfast daily and use of kayaks and snorkelling equipment. E-mail local rep mike@eye4travel.co.nz for further details.

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Aussie Airlines Refute Complaint

A 'super complaint' has been laid against Australia's domestic airlines for alleged breaches of consumer law—but carriers say the complaint shows a misunderstanding of consumer law and how airlines work.

Australian consumer body Choice launched the complaint after a six-month investigation, which it says uncovered systemic breaches of the Australian Consumer Law such as widespread use of 'no refund' signs, excessive cancellation fees and a lack of compensation.

"From repeatedly informing travellers they do not have a right to a refund to charging sky-high cancellation fees, our domestic airlines have been flying below the radar when it comes to consumer protection," says director of campaigns, communications and content Matt Levey.

The investigation reveals a 'significant power imbalance' between consumers and airlines, who aren't held to the same standards as other industries, says Levey.

They're allowed to make blanket 'no refund' claims, cancellation fees are excessive and 'no-show' clauses mean

airlines can cancel multiple tickets if passengers miss a leg of their journey, he says. Choice is calling for airlines to remove no refund signs and no show clauses, and for the ACCC to take action against airlines.

... Misunderstood

Airlines including Virgin Australia and Jetstar have refuted the claims, and point out that they offer a range of fare types that include different refund options.

"Choice's report shows a complete misunderstanding of Australia's consumer laws and how airlines work," says a JQ spokesperson.

"While a supermarket or retailer can refund an item and then easily sell it again, airlines can never re-sell a seat after a flight has departed with empty seats and JQ's fares and conditions reflect this."

VA says it 'always complies with Australian Consumer Law'.

Dubai Wi-Fi Upgrades

Thanks to a major upgrade, clients can now enjoy unlimited, free, high-speed Wi-Fi at Dubai airports.

Holiday Goes Ahead

A Kaikoura family is praising House of Travel Shirley and Allianz for their efforts in ensuring the stranded family made it onto the cruise they had booked before the earthquakes.

The family was airlifted from Kaikoura to Christchurch to ensure they made their Royal Caribbean Cruise. "Being on the ground here in New Zealand, we understand what people in Kaikoura have been through so we will go above and beyond to take care of them," says HOT owner-operator Mike Smith.

Meanwhile Allianz's Will Ashcroft says the event was a useful reminder that travel insurance needs to be booked 'when you start booking tickets and not the week before you leave'.

More JLo Vegas Dates

Jennifer Lopez has added 15 more performances to her record-breaking residency at the Axis at Planet Hollywood Resort and Casino, says Discover the World. The *Jennifer Lopez: All I Have* show sells out on a regular basis, and has been a huge hit since it launched in Jan. The extra dates are for Sep and Oct 2017. Ticket prices range from USD59 to USD229, plus tax. See jlovegas.com

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IHG's New LON Hotel

InterContinental Hotels Group has officially opened the 708-room Holiday Inn London—Kensington. Located on the doorstep of the city's most popular landmarks, such as Kensington Palace and Royal Albert Hall, the hotel is complete with a lounge bar, restaurant, meeting rooms, a health club and spa and free Wi-Fi, while at its heart is a central open space area.

**Industry
Diary**

DECEMBER

Air New Zealand South Island Roadshows

Nelson: Mon 12, Trailways Hotel, 0730-0900.

Dunedin: Mon 12, Dunedin Public Art Gallery, 1730-1930.

Christchurch: Tue 13, CHC Airport, 1130-1330.

FEBRUARY 2017

2017 Adventure World USA Roadshow

Auckland: Tue 07.

Wellington: Wed 08.

Christchurch: Thu 09.

Venues, times tba.

MARCH 2017

2017 Adventure World Roadshow

Auckland: Mon 06.

Bay of Plenty: Tue 07.

Wellington: Wed 08.

Christchurch: Thu 09.

Venues, times tba.

JAWS Roadshow 2017

Dunedin: Mon 06.

Christchurch: Tue 07.

Nelson: Wed 08.

Whangarei: Tue 14.

Auckland North: Wed 15.

Napier: Mon 20.

Wellington: Tue 21.

Palmerston North: Wed 22.

New Plymouth: Thu 23.

Tauranga: Tue 28.

Hamilton: Wed 29.

Venues tba.

Tourism Fiji Roadshow

Nelson: Mon 27, Grand Mercure Monaco Hotel, breakfast.

Wellington: Mon 27, Rydges Wellington, evening.

Christchurch: Tue 28, Addington Raceway & Events Centre, evening.

Auckland, CBD: Wed 29, Pullman Hotel, evening.

Hamilton: Thu 30, Ferrybank Reception & Conference Centre, evening.

Auckland, North Shore: Fri 31, QBE Stadium Albany, breakfast.



HLO Marketing In Running For Award



helloworld (HLO) marketing is a finalist in the New Zealand Direct Marketing Awards for its Play hello Monday campaign—and says it's the only retail travel chain this year to do so.

The campaign, which ran late August to Sep, via social media, press and radio, in partnership with Air New Zealand and Tahiti Tourisme, was



Sth America Wine Tasting

Adventure World has added a wine-focused itinerary to its South America 2017/18 collection, taking in Buenos Aires, Salta, Mendoza and Santiago with wine tasting and winery visits in each town. The 13-night Wines of Argentina & Chile itinerary is priced from \$5335pp, with many inclusions.

Thailand's New Record

Thailand has welcomed its record-breaking 30 millionth visitor for 2016, in what has been an 'amazing year' for tourism in the country. "We have reached 30 million and the high season has only just kicked off," says Tourism Authority of Thailand governor Yuthasak Supasorn. "We know that much more people will be coming to enjoy the cool weather and holiday festivities," he adds.

The 30 millionth visitor, who flew to Bangkok from China, received two economy class return tickets to Thailand as part of TAT's Thailand's Luckiest Visitor Campaign, in which every millionth visitor to the country from Jun to Dec received a prize.

designed to grow the HLO database and build on consumer engagement with the brand—and that it did, says HLO.

HLO's brand agency Chemistry Interaction's managing director Mike Larmer says the campaign achieved database growth of 103% while it also resulted in sales leads to stores growing 82%.

"helloworld had a tremendously successful launch into the market this year against fierce competition. Having the Play hello Monday campaign recognised in the NZDM Awards as a finalist is a real credit to the work the helloworld Marketing team are doing," he says.

Pictured before going out to celebrate is HLO Marketing's Rachel Cruikshank, Lilia Petrova, Stacey Wallis, Brent Thomas, Whitney Towers, Sarah Bouchier, Karina Tedjapoenama and Hannah Plom. Jacqueline Unsworth and Maddy Fay, who are also part of the team, are not pictured.



\$1590 For Waiiau Pool

Heritage and the tourism industry has raised \$1590 to rebuild the Waiiau School pool, which was irreparably damaged by the earthquake recently. Heritage and CityLife Hotels donated a two-night accommodation voucher for a special TradeMe auction last week to raise money for the pool. The winning bid of \$795 was from Martin Horgan of Southern World, and Heritage matched the amount to create a donation of \$1590. Horgan is pictured with Dylan Rushbrook, general manager of sales and marketing at Heritage and CityLife Hotels. To donate directly to the pool fundraiser visit givealittle.co.nz/cause/waiiauschoolpool

Le Vasa Commission

Samoa's Le Vasa Resort is offering agents up to 20% commission on its transfer packages; while for pre-booked activities, agents will receive 10% commission.

AA's Human Rights Win

American Airlines has, for the 15th year, received the highest possible rating in the Human Rights Campaigns' 2017 Corporate Equality Index, which evaluates America's top workplaces and their inclusion of LGBT employees and their allies.



Texas Tourism Roadshow

More than 100 agents met in Auckland on Mon night for the first Texas Tourism roadshow, developed to help agents learn how to best match their clients' needs with the diverse offerings in the state. Pictured at the event is:

- 1 Brand USA's Wayne Mitcham, Flight Centre's Kirsty Jackson and Tommy Woods of Texas Tourism.
- 2 Flight Centre's Illaina Darvill, Liliana Rivera of the Dallas Convention & Visitors Bureau, and Flight Centre's Lachlan Lepper.
- 3 Texas Tourism's Tommy Woods and Lauren Whicker with US Ambassador to New Zealand, Mark Gilbert

The mix of adventure and cultural experiences was a hit for Blenheim based Jackie Hegglin from Thornley and Turner Travel Associates on her recent famil trip to Fiji. Tourism Fiji recently hosted a series of agent famil sights, culture, food and resorts around Fiji and Jackie experienced an adventure themed famil, and in particular she loved the white water rafting and jetboating.

“Fiji has something for all travellers and I think to get a feel for the real Fiji I would definitely encourage a self drive and a humbling village experience to my customers. Fiji has so much more to offer other than being just the perceived flop’n drop destination.”

Jackie adds that she found the contrast from plush resorts with beautiful beaches to village life and stunning vistas great. “It perfectly showcased the diversity of the Fiji holiday experience.”

Tourism Fiji Trade



Left: The group enjoying their final night at DoubleTree Resort by Hilton Fiji with a beach party with the other famil groups. (Left to Right) Amy Dixon, Danielle Hannagan, Matilda Green, Jodine Russell & Melissa Ritchie.

Right: The staff at Naviti Resort, Coral Coast, talked to agents about the coconut tree and its uses demonstrating how to weave a basket and hat using the coconut leaves.

Partnerships Manager Cameron Taylor says, “Fiji is a firm holiday favourite with Kiwis and ensuring that agents actually experience the destination themselves is vital so they can sell the Fiji knowledgeably and fit their customers with the right experience.

“There’s a lot more to Fiji than sun and beaches - culture, amazing hospitality and great local food also make for a great Fiji holiday.” For Melissa Ritchie, helloworld Cambridge, the Coral Coast famil was her first trip to Fiji and she says actually experiencing the destination is invaluable for selling Fiji holidays to customers.

The highlight of her trip was the village experience, which was part of the Sigatoka River Safari Tour, a half-day eco/cultural adventure. “We reached the village onboard the Sigatoka River in safari jet boats and spent most of the day in the village. We did a village tour with one

of the locals, experienced a welcome ceremony finalizing our presence with drinking a bowl of Kava (tree root drink).

“The ladies prepared us a traditional meal for lunch and then we finished off the afternoon with dancing and our offering of gifts to the village. It was such a beautiful experience and the community welcomed us in with open arms. The people I spoke with had so much love for life and their family, it was beyond words.”

Cameron says he’s sure that all the agents will find their Fiji experience hugely beneficial when it comes to selling future Fiji holidays to their clients.



Left to right: Daniel Nightingale, Flight Centre; Lisa Mead, A Walkers World; Rivers Fiji guide; Rupesh Kumar, The Travel Brokers and Jackie Hegglin, Travel Associates.



Onboard the jet boat to a Fijian village on the Sigatoka River Safari tour are (left to right): Terressa Azevedo, Melissa Ritchie, Makayla Hurrell & Lindalee Gillanders.

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