

# TRAVELincMEMO

Your personal magazine twice a week



- TAANZ seeks 'urgent address' of complaint against Trivago

Developments in Australia have helped renew the Travel Agents' Association of New Zealand's (TAANZ's) pursuit of a complaint against Trivago.

In a just released TAANZ Talk, the association's chief executive, Andrew Olsen says the industry here may be aware that 'Trivago has accepted it misled customers and faces the full wrath of the ACCC (Australian Competition and Consumer Commission).

'You may also recall in December 2016, TAANZ lodged a similar complaint with the NZ Commerce Commission against Trivago's pricing, inventory manipulation and general disregard of NZ's Fair Trade Act,' the newsletter goes on to say. 'The commission politely acknowledged the complaint and advised it would 'keep an eye on things'. When the ACCC case arose in August 2018 we reminded the commission that we felt they had an obligation to act. Instead they chose to take a wait and see approach.'

Olsen went on Radio New Zealand's Morning Report today and says he had a chance to urge the commission to follow the ACCC's lead. 'This was followed up with another letter to the Commission seeking swift and urgent address of the complaint against Trivago.'

- Flight disruption due to Auckland weather

Thunderstorms in Auckland have caused significant disruption to Air New Zealand services at Auckland Airport this morning, the airline reports.

Gate availability is causing delays to arriving aircraft. Ground staff who load and unload aircraft are required to stop activity on the tarmac when lightning is in the vicinity.

A number of departures have also been delayed or cancelled as a result of several aircraft requiring engineering inspections due to possible lightning strikes. Additional engineers are being deployed and will work through this as quickly as possible.

Air New Zealand chief operational integrity standards officer Captain David Morgan says while aircraft are insulated and designed to withstand lightning strikes, they must be inspected before they can depart.

The airline is expecting significant flow-on disruption across its domestic network throughout the day.

This is a special edition of TRAVELinc Memo, your personal travel and tourism trade magazine brought to you in PDF form, and uploaded onto our website, 48 weeks a year, on Tuesday and Friday mornings. We focus on keeping international and domestic travel sellers current on industry matters, destination developments and new products, at home and around the world.

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