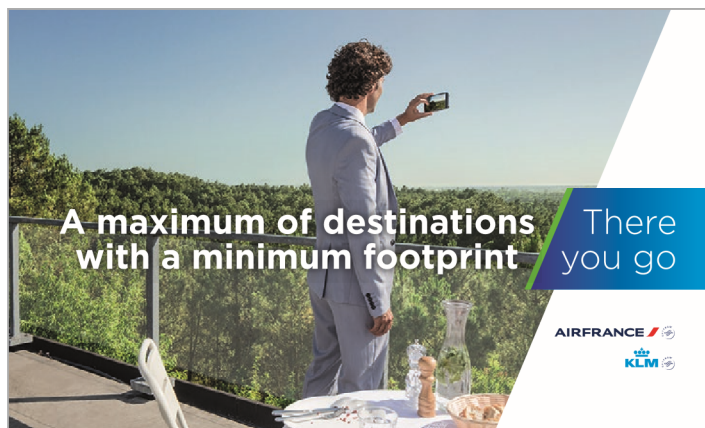


TABS ON TRAVEL TODAY

Incorporating Tabs on Travel

Thursday 28 November 2019

Issue 4149



Fly for business Wellington to Christchurch 8:20am weekdays

Jetstar

Don't Be Scared To Embrace TIME

The New Zealand chapter of the Travel Industry Mentor Experience (TIME) officially commenced last night with the first two mentorships—and one industry stalwart is urging industry employers that they should not be scared of the programme.

TIME was launched in Australia 10 years ago, by Penny Spencer, and has been a resounding success and helped progress the careers of many industry staffers across the Tasman.

"It's a fantastic opportunity and I'm truly excited about it—but I get the feeling some employers are a bit paranoid that their staff might learn too much and move on," says APTI's Grant Bevin. "But I think we need to put any paranoia to the side and show true leadership."

Grant is putting his money where his mouth is and sponsoring APTI's Hayley Dawson (who has been teamed up mentor Andrew Dale from Air NZ). "I hope Hayley will gain insights into the breadth and depth of the industry; discover and accelerate goals and discover her leadership potential."

At the same time Alana Puschmann

from APX has been teamed up with mentor Gaye Wood from Regency Tourism.

Alana says she's researched TIME in Australia, and its success stories, and is now investing in herself and her career.

"It's great to be the first [mentees] and I'm really excited," says Alana. "There's a lot to discover, and it's driven by us and I can't wait to see where this takes me."

... Going Great Guns

Andrew Bowman, a driving force behind the mentor programme's Kiwi launch, says the concept is 'going great guns' as he reiterates that TIME is a tried and proven programme, that takes pains to ensure the integrity of both the mentor and the mentee.

"It's so exciting to reach this first milestone, and we need TIME to help this industry to continue on and to prosper and accelerate," says Andrew. "We can multiply this [first two mentorships] exponentially; we all need to benefit from the knowledge that is in the industry, this is just the beginning of TIME."

More Recruits

The next in-take of the New Zealand TIME mentees is slated for 19 Feb, and expressions of interest for the Feb mentee opportunity close mid-Dec, says TIME's New Zealand coordinator Marg Spiro. "We'd love to hear from any industry mentors, or mentees that are looking to explore the TIME concept." See p6 for details.

Trevi Barrier

As Trevi Fountain's popularity soars, so too does bad behaviour from tourists. In fact, it's gotten so bad that CNN reports that Rome's city council is considering installing a protective barrier around the fountain to stop people from getting too close.

Guru Travel Liquidation

The liquidator's first report on the collapse of Guru Travel, in liquidation, shows that preferred creditors are owed \$46,795, while unsecured creditors are owed approx \$370,157. The total number of creditors, according to the report, is around 22. According to a trade source, there appears to be a disagreement with some of the contents of this liquidator's report.

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BLACK FRIDAY SALE

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J Class Europe With QR

Qatar Airways has tactical business class fares for sale to 04 Dec, with return levels ex Auckland to Dublin from \$6189; to Barcelona from \$6209; to Paris from \$6339. Other Europe destinations are on sale. The offer is for travel on select dates 20 Jan-30 Nov, blackouts and conditions apply. Refer to the GDS.

Got News?

e-mail news@traveltoday.co.nz

Win With AC

Agents are reminded of Air Canada's Inaugural Flight Competition where two travel packages to Vancouver worth more than \$8000 each are up for grabs. The packages include return tickets for two to Vancouver. There is one entry per agent. AC will commence the seasonal Auckland to Vancouver flights from 14 Dec.

New Park & Ride

Auckland Airport has announced that a second Park & Ride facility will open for travellers coming from the south. Park & Ride South will deliver 3200 new carparks upon its completion in Dec 2020.

"We know how popular the Park & Ride service is for travellers. This new development will make things easier for those southern travellers who otherwise have to drive right through the airport to get to Park & Ride North," says AKL gm retail and commercial Richard Baker. "It will also help to ease traffic for all road users and keep business around the airport flowing."

ISSN 1176-5275

Travel Today (incorporating Tabs on Travel) is published by Tabs on Travel Ltd, New Zealand. Ph +64-9-415 8111.

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Quicker GC Airport Bag Screening

Following a successful trial, Gold Coast Airport is set to install up to 12 new carry-on baggage scanners fitted with the latest screening technology—in a move which is expected to expedite the process.

The airport company says a key focus of the cabin baggage screening system is to produce 3D images, which allows security officers to inspect cabin baggage effectively without the need for passengers to remove items such as laptops, gels or liquids.

The announcement comes ahead of new security regulations that are expected to take effect in Australia in coming years. Initial installation will see four of the CTIX units installed at the existing screening point in Apr, with the remaining eight units to be

installed in line with the opening of the southern terminal expansion (mid 2021) and refurbishment of the existing terminal (late 2022).

Gold Coast Airport gm operations and service delivery, Brett Curtis, says the equipment will improve the detection of suspicious items and streamline security processes.

"The trial was successful and we found the scanner worked well from security, operational efficiency, and passenger experience perspectives," adds Brett.

Air NZ Apologises

Air New Zealand has apologised today, on the 40th anniversary of the Mt Erebus tragedy. "While words will never bring back those lost on Mt Erebus this day 40 years ago, I would like to express regret on behalf of Air New Zealand for the accident which took the lives of 257 passengers and crew," says NZ Chairman Dame Therese Walsh. "I apologise on behalf of an airline which 40 years ago failed in its duty of care to its passengers and staff." Dame Therese also apologised on behalf of the airline for the way in which the families of those lost on Mt Erebus were treated in the aftermath of the incident.

Thanksgiving In AKL



These two turkeys, aka Visit Anaheim duo Pip Ashford and Lisa Linn, were spreading the Thanksgiving cheer around Auckland today. "Anaheim continues to be the number one mainland US destination for Kiwis and we just want to say thanks to the trade for their on-going support for the ever-evolving Anaheim-Orange Country region," says Pip.

USA Add-on Update

Air New Zealand has amended its long-term US and Canada add-ons for travel from 15 Oct 2020. NYC add-ons have been removed, indirect routings are now common-rated with non-stop fares; via NYC routing is now available to 12 beyond destinations within the US. The UA domestic flights to/from NYC are expected to show in the GDS from 05 Dec. For Canada via NYC, agents can route clients to five destinations within Canada including Halifax (YHZ), Montreal (YMQ), Ottawa (YOW), Quebec (YQB), and Toronto (YTO). Refer to airnzagent.co.nz

SQ And CLIA Enter Joint Partnership

Cruise Lines International Association (CLIA) and Singapore Airlines have entered into a joint partnership, with the carrier becoming an Executive Partner and the head sponsor at the 19th annual Cruise Industry Awards next year.

CLIA Australasia managing director Joel Katz says SQ was a welcome addition to the association's global cruise community. "Singapore Airlines operates at the heart of a region that offers enormous potential for cruising, connecting the rapidly developing destinations of Asia with the thriving cruise markets of Australia and New Zealand," says Joel. SQ regional vp South West Pacific, Philip Goh, says it was pleased to support CLIA as well as become the headline sponsor of the cruise industry awards. "The cruising and airline industries are intertwined and this newly formed partnership allows us to enhance and further strengthen

the close working relationship we've had with the cruising industry for many years," he says.

The black-tie awards dinner will be held at The Star Sydney 15 Feb with the evening honouring the top achievers of CLIA's Australasian travel agent community. As the event's headline supporter, SQ will also sponsor the evening's welcome drinks.

Black Friday Sale

Clients can receive up to \$500 on-board credit per stateroom and cruise deals when booking select Royal Caribbean International, Celebrity or Azamara cruises until 01 Dec. A 10-night cruise on-board Ovation of the Seas is now from \$1299pp twin share ex Sydney 23 Mar. Eleven nights on-board Celebrity Solstice is from \$1999pp t/s ex Auckland 14 Apr, or 13 nights on-board Azamara Quest ex Barcelona on 26 May is from \$6749pp t/s.

RCL'S New Structure

RCL is making changes to its local operations, which will see the creation of dedicated single brand teams to better support trade partners and take advantage of opportunities within the region's growing cruise sector. Under the re structure, Royal Caribbean will continue to be led by Sydney based managing director of RCL, Gavin Smith, while Susan Bonner vp of strategic projects for Celebrity will oversee the search for a managing director for Celebrity Cruises in New Zealand and Australia. Azamara will also be bolstered with new local sales resources and international support. General manager New Zealand, Mark Kinchley says the new structure will bolster and grow the resources for its travel partners both in New Zealand and Australia and these changes will be better for the agents.

HAL Savings

Holland America Line has limited offers on its Top 10 cruises for sales to 04 Dec, advises Francis Travel Marketing. See francistravelmarketing.co.nz

Bourbon And Blues



American Queen Steamboat Company has up to USD2000 per couple off its new Bourbon and Blues river cruise for sales to 31 Dec, advises Cruise World. The 05 Jul sailing ex Louisville on-board the new American Countess cruises for seven nights on the Ohio and Mississippi rivers and includes guided hop-on-hop-off excursions and a bonus beverage package. Cruise only prices start from USD2135pp twin share.

NCL Goes Black

NCL has up to 30% off select cruises in Europe, Asia, Hawaii, Alaska and Australasia for sales to 13 Dec. The Black Friday deal applies to the cruise only (not to the land portion of cruise tours or bundles) for new bookings made for travel in 2020/2021. The deal is also combinable with the cruise line's Free at Sea. Conditions apply. Visit ncl.com

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Gingerbread House



Located in the main lobby of Aria Resort & Casino Las Vegas is a life-sized (and edible) gingerbread house. The house, which took three weeks to create, features peppermint tiles, giant sugar bears, and gingerbread bricks and will be on show until 06 Jan.

Don't Get Bumped

A study by *Upgraded Points* has revealed that Frontier Airlines is the US airline most likely to bump you, with 6.28 passengers bumped per 100,000 people. It was followed by Spirit Airlines (5.57), Alaska Airlines (2.30), PSA Airlines (2.29) and American Airlines (1.95).

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Sri Lanka — “Do Try It”



Last night members of the trade were treated to a Sri Lankan celebration, highlighting all the things Kiwi travellers love about the island nation—its food, people, landscape, wildlife and tea, as Kiwi visitor numbers to the destination rebound. World Journeys

marketing manager Caroline Clegg says Sri Lanka is definitely growing in popularity again, as heightened security since the attacks earlier this year have created increased traveller confidence in the destination.

“Kiwi travellers are attracted to Sri Lanka for its ancient and colonial history, natural beauty and delicious cuisine. Often travellers have experienced India already, and are keen to discover the differences that Sri Lanka represents – it’s seen as a less touristed hidden gem to some extent,” she says. “It has a wonderful reputation for warm hospitality.” Traditional Sri Lankan dishes were served in between presentations by Malik Fernando, the son of Dilmah founder Merrill Fernando and managing director of the family’s small, luxury resort brand Resplendent Ceylon.

Resplendent’s cliff-top resort in Cape Weligama on Sri Lanka’s Southern Coast is all about the sea with whale watching and surfing on offer, while Resplendent’s tea bungalow (said to be a world first)

in Ceylon is all about tea, trekking and wellness. Resplendent’s tented lodge with cocoon pods sits next to Yala National Park and is renowned for leopards.

1: Norman Harper, Resplendent Ceylon, with World Journeys’ Kate Couling, Malik Fernando from Resplendent Ceylon and World Journeys’ Judith Wesley, Zoe Clarke, Davina Bennetto and Caroline Clegg.
2: Gilpin Travel’s Lianne Stott with Gina McCarthy from YOU Travel Takapuna.

3: YOU Travel Newmarket’s Jaine Were with Fleur Gosling from Stars Travel Newmarket.

4: Sarah Jenson, Stars Travel Newmarket, with Clinton Sangster, The Private Travel Company, and Ken Were, YOU Travel Newmarket.

5: Jeryl Bromley from YOU Travel Waiheke with Travel Managers’ David Goulstone and Ann-Marie Goulstone.

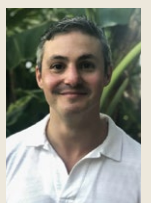
6: World Journeys’ Dorothy Chambers with Seane Gifford from World Journeys, and Yumi Wang from Fortis Travel.

Avani In South Aus

Avani Hotels & Resorts has opened its first South Australian property. Avani Adelaide Residences is located on Franklin Street, within walking distance to Adelaide Central Markets, and features 76 studios and one, two and three-bedroom suites with full kitchens and laundry facilities. There is also a heated pool, cinema, library, an AvaniFit gym and a rooftop lounge area with barbecues.

New At Six Senses

Jared Green has been appointed as director of sales and marketing at Six Senses Fiji. Jared has extensive sales and marketing experience, previously working as director of sales and marketing at The Sanchaya Indonesia.



Off The Beaten Track



Adventure World Travel has launched its 2020 Canada, Alaska and High Arctic brochure, which features an increased collection of off-the-beaten track experiences.

Highlights include the new five-day Great Bear Rainforest journey. Priced from \$5835pp twin share, the tour includes grizzly bear viewing by boat or on foot, accommodation in safari style tents at Skull Cove and offers opportunities to search for whales, sea otters and bird life. Also new is the two-night stay at Quirpon Lighthouse Inn, where guests can spend a night with whales and icebergs floating beneath them through a glass enclosure bottom. Prices start from \$759.

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News & Product

Philippines Wins Travellers' Hearts

The Philippines was named the eighth best country in the world in a recent ranking—and it appears the love of the Philippines is shared by Kiwi travellers as well.

The Philippines scored 90.63% in the Conde Nast Traveler's Top 20 Countries in the World: Readers' Choice Awards 2019. The list was topped by Indonesia, Thailand and Portugal, respectively.

New Zealand traveller arrivals jumped 15.03% from 28,983 in 2017 to 33,340 in 2018. The figures have been up at least 12% every year since 2014.

Norjamin Delos Reyes, Tourism Attaché at Philippine Department of Tourism Australia and New Zealand, is delighted with readers' choice ranking. "To be named as the eighth

Troppo Update

Turama Pacific Travel Group advises agents that Going Troppo Night Life Tour in Rarotonga is now \$59pp. No changes will be made to the current wholesale net rates until 31 Mar 2020. This comes as a new bus is added to the fleet.

favourite country in the world for travellers in this much coveted award win, whilst also being recognised for our beautiful islands, once again, is a huge honour."

... Best Islands

Three Philippine islands were also included in the publication's best islands in Asia list, with Boracay taking the top spot. Following a rehabilitation period, only 19,000 tourists can stay on the island at any one time, and 6,405 tourists are allowed to enter the island per day.

Glimpse Of India



Exotic Holidays has an 11-day tour of India, which the company describes as a 'perfect introduction to the heritage of the north'. The Glimpse of India itinerary travels ex Delhi to Jaipur, Agra, Orcha, Khajuraho and Varanasi, visiting key palaces, forts and temples as well as colourful bazaars. Land only prices start from \$3300 including accommodation, daily breakfast, private car with driver and domestic flights.

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TIME Programme Officially Begins In New Zealand



Industry heavyweights gathered in Auckland last night to officially welcome the Travel Industry Mentor Experiences' (TIME) first two mentorships, marking an important milestone in the roll out of the programme in New Zealand.

The two inaugural TIME mentees were inducted into the programme, which will run through to 19 Feb—when the pair graduate.

As well as a networking opportunity, the event also included a keynote address by the formidable industry force that is Lindy Christian. She said that the industry had changed a lot over the years, but that the underlying importance of having a mentor, in her case Andrew Bagnall, remained.

1: Mentee Hayley Dawson from APTI with one very excited mentor, NZ's Andrew Dale. **2:** Tony Laskey from ServiceIQ with TIME committee member Grant Bevin. **3:** TIME New

Zealand Programme manager Marg Spiro with Jacquie McLennan from First Travel Group.

4: Air New Zealand's Leanne Geraghty with Tony Smith from Francis Travel Marketing.

5: Andrew Bowman with APTI's Hayley Dawson.

6: Andrew Dale from Air NZ with keynote speaker Lindy Christian.

7: Nicola Segal from Accor with Air New Zealand's Racheal Nicholson.

8: Mentor Gaye Wood from Regency Tourism with mentee APX's Alana Puschmann.

9: First Travel Group's John Willson with TIME sponsor Paul Davies from TA Accounting.

10: Peter Ashford from the Crown Institute with Seasonz' Anne Abernathy and Chris Armstrong from CA Business Services.

11: 360 edge's Kristin Edgeworth and YOU Travel Mairangi Bay's Chris Harrop.

The Changing Face Of The TAANZ Board



In another industry milestone, today the new-look TAANZ board met in Auckland for the first time, since the organisation's move to appoint a board which better-represented the industry.

Travel Today understands that the TAANZ board is looking to work with its membership to ensure it remains relevant in the changing market.

Pictured is the TAANZ board of directors: Gilpin Travel's Keith Sumner, House of Travel duo Mark Abbott and Brent Thomas with Andrew Bowman, NZ Travel Brokers, and John Willson, First Travel Group, at the back. In front is House of Travel's Jayne Alldred, GO Holidays' Sarah Hunter and YOU Travel's Trish Ryder. Inset: The Travel Brokers' Jackie Bell.