

TABS ON TRAVEL TODAY

Incorporating Tabs on Travel

Thursday 30 January 2020

Issue 4173



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Jetstar

NZ Plane Chartered For Wuhan Uplift

The New Zealand Government has chartered an Air New Zealand aircraft to bring home Kiwis stranded in Wuhan, due to the coronavirus.

Foreign Minister Winston Peters says the flight remains subject to Chinese Government approval. "We are working to have the aircraft depart as soon as possible," he adds. The government will absorb most of the flight costs.

... Under Pressure

House of Travel's commercial director Brent Thomas says agents are under added pressure during a peak times—as airlines and tour operators continue to cut services in China. "It shows the added value that an agent does provide," he says. "Customers are grateful for the support they are getting from consultants."

... Airlines

Following Cathay Pacific's China capacity cuts yesterday, it has made changes to its in-flight services on CX and Cathay Dragon flights to and from destinations in mainland China. Amenities including hot towels, pillows, blankets and magazines will not be offered to passengers and in-flight

duty-free sales are suspended. First and business class meals will consist of a single tray. Trolley services are suspended. Premium economy and economy class passengers on medium- to long-haul mainland China flights will be served a disposable snack bag including a hot snack. Other airlines suspending or scaling back flights include British Airways, Air Canada, Air Lion Air, and JetStar Asia, United and American airlines.

... Economic Impact

The World Travel & Tourism Council (WTTC) says previous cases have shown that closing airports, cancelling flights and closing borders often has a greater economic impact than the outbreak itself—while research firm GlobalData says the impact on airport retailers could be severe.

The rapid escalation of the coronavirus could have detrimental effect on airport passenger numbers globally, causing concern for airport operators and retailers, GlobalData predicts. Global airport retail sales are forecast to reach USD48.2 billion in 2020, with Asia Pacific forecast to be the fastest growing region for airport spend

TAANZ Seeks Feedback

TAANZ is seeking feedback around the coronavirus. It is asking consultants to let them know if clients are deferring all but non-essential travel to China and Hong Kong; and if there's 'been any deferral of travel in general until the containment of the virus is more certain'.

Allianz Update

Allianz Partners has updated its travel advice for coronavirus. The insurer encourages impacted travellers check their policy wording. For those who entered a policy prior to 1200 30 Jan, the insurer says it will 'assist customers where possible and within our ability to do so'.

AKL Virus Update

Auckland Airport is providing masks and gloves for its staff, and hand sanitiser at helpdesks for travellers in the wake of the coronavirus. The airport is working with health authorities to meet travellers arriving from mainland China. AKL is following the ARPHS Ill Traveller Protocol, in line with international health regulations.

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Sell SQ with SSH and win!

See Page 6

Sell SQ & Win

Agents who sell a Singapore Airlines ticket and book a Singapore Stopover Holiday between 13 Jan-03 Feb can be in to win a Singapore holiday for themselves and a companion. The ticket and stopover package must be sold in the same itinerary, with the SQ ticket ex New Zealand to SIN and beyond to anywhere on the SQ/MI/TR network.

The winning agent will take home return premium economy class flights for two, a three-day Singapore Explorer Plus Pass and three-nights accommodation in a category E hotel. Terms and conditions apply, see details [HERE](#).



QR Europe Deal

Qatar Airways has tactical fares to select destinations on sale to 04 Feb, for departures between 01 Feb-31 Mar, blackouts apply.

Return level ex Auckland to Athens is from \$1549 in economy class, from \$6869 in business; to Rome from \$1439 (economy), from \$6229 (business class). Refer to the GDS.

New HA Service

Hawaiian Airlines has launched a new nonstop service between Las Vegas and Kahului Airport in Maui. The service will operate four times weekly utilising an Airbus A321neo aircraft.

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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Boeing Financials Still Struggle

The 737 MAX groundings continue to hit Boeing's bottom line, as it reveals today that 2019 saw a full year loss of USD636 million and revenue down 24% to USD76 billion.

According to reports, this is the manufacturer's first annual loss in more than two decades.

These results come as ceo David Calhoun says the aircraft manufacturer has a lot of work to do, as it focuses on returning the 737 MAX to service safely and restoring the long-standing trust that the Boeing brand represents with the flying public.

"We are committed to transparency and excellence in everything we do," adds David. "Safety will underwrite every decision, every action and every step we take as we move forward."

... Facts & Figures

Operating cash flow was down USD2.4 billion, which the manufacturer attributes primarily to the impact of the 737 MAX groundings. It comes as its deliveries also suf-

fer; Boeing's Commercial Airplanes fourth-quarter revenue was USD7.5 billion and fourth-quarter operating margin decreased to 38.1% reflecting lower 737 deliveries and an additional pre-tax charge of USD2.6 billion related to estimated potential concessions and other considerations to customers related to the 737 MAX grounding.

The 737 MAX fallout is expected to continue into this year as well, as Boeing says the suspension of 737 MAX production and a gradual resumption of production at low production rates will result in approximately USD4 billion of abnormal production costs that will be expensed as incurred, primarily in 2020.

IATA Vs Batteries

IATA is cracking down on rogue lithium batteries, in partnership with Global Shippers Forum, the International Federation of Freight Forwarders Associations and the International Air Cargo Association. The new campaign has seen IATA launch a new incident reporting and alert system for airlines and work to increase industry awareness of the dangers of shipping undeclared and misdeclared lithium batteries. This comes as the airline association also calls on governments to get tougher on manufacturers of counterfeit batteries, and mislabelled and non-compliant shipments.

OU Reduced Bag Charge

Croatia Airlines has reduced its first bag charge on domestic flights to HRK40 plus VAT for travel until 28 Mar. The offer applies to FBAG prepaid up to 24hrs before the flight.

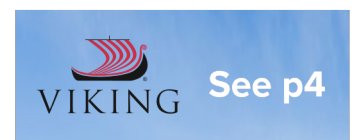
oneworld's Awards Haul

Airline alliance oneworld is celebrating a string of wins, scooping up four awards recently. The alliance nabbed the Best Airline Alliance award for the 10th consecutive year from the *Global Traveler* GT Tested Reader Survey awards.

It also won the Best Airline Alliance for the fifth year running in *Business Traveler North America's* Best in Business Travel Awards. For the 17th consecutive year, oneworld took home the gong for the World's Leading Airline Alliance in the World Travel Awards. It also scored the Best Alliance Wines on the Wing in the *Global Traveler* Wines on the Wing airline wine survey.

TG J Class Reminder

Following the widespread media coverage, Thai Airways is reminding agents of the carrier's infant and adult size restrictions for passengers travelling on its 787-9 which operates flights between New Zealand and Thailand. The business class seats on TG's 787-9s are fitted with safety belts which cannot be extended due to the integrated airbag mechanism which prevents this. For this reason, reiterates TG, 'we cannot accommodate a passenger in our 789 business class cabin when the passenger's waist exceeds 56" (142 cm) or parents/guardians have an infant who has not purchased a child fare ticket and not provided an FAA-approved car seat'. TG says any passenger that cannot be accommodated due to these restrictions 'will be downgraded to economy class for their safety'. The restrictions only apply to TG's 787-9 aircraft, it adds.



Success For 777X

Boeing's new 777X jetliner has taken to the skies as it enters the next phase of its rigorous test programme. The newest member of Boeing's wide-body family, the manufacturer says the 777X will deliver 10% lower fuel use and emissions and 10% lower operating costs than the competition through advanced aerodynamics, the latest generation carbon-fiber composite wing and the most advanced commercial engine ever built, GE Aviation's GE9X. Boeing expects to deliver the first 777X in 2021.

NZ HKG Sale

Hong Kong is on sale with Air New Zealand until 31 Jan, with one-way level ex Auckland from \$439. The deal is valid for travel on select dates Apr-Jun, capacity restrictions apply.



QF To SIN

Singapore is on sale with Qantas until 03 Feb, with one-way levels ex Auckland, Christchurch or Wellington from \$949; business class from \$4019. Travel periods vary through to 03 Dec, capacity restrictions apply.

NZ Adds To AKL-WLG

Air New Zealand has added one additional return service between Auckland and Wellington on 03 Feb. NZ411 departs AKL at 0830, arrives 0940; NZ418 departs at 1015, arrives at 1120. The GDS has been updated.

Greece

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Avalon's Options For All Travellers

The Danube River is not a 'one-and-done' cruise destination, says Globus Family of Brands head of New Zealand, Brett Simon.

"It's just not; whether clients are there for the first time or the fifth, there are always new places to explore and new experiences to try just around the river bend," says Brett. For Kiwis looking to 'dip their toes' into river cruising, Brett recommends Avalon's four-day A Taste of the Danube. The itinerary visits Austria, Slovakia and Hungary and gives first time cruisers the chance to 'sample river cruising and the Blue Danube without breaking the bank.' Cruise-only prices start from \$1112pp twin share.

For the seasoned traveller who has traversed the upper Danube, Avalon's nine-day Balkan Discovery travels ex Budapest to Bucharest to the Balkan states of Croatia, Serbia, Bulgaria and Romania. Cruise only prices start from \$4791pp t/s.

Brett adds that Avalon offers nearly 30 cruise itineraries on the Danube, ranging from four to 27 days, as well as Avalon excursions on each



itinerary. "Not only is the Danube Europe's second longest river, it also sails through almost a dozen countries, which offers clients exceptional diversity in food, culture and history, as well as plenty of palaces, villages and vineyards to explore once in port" says Brett. Visit avalonwaterways.co.nz

Got Cruise News?

e-mail ruth@tabsontravel.co.nz

Top 10 Savings

Holland America Line has savings on its top 10 cruises for sales to 06 Feb, advises Francis Travel Marketing. The 26 Feb Sydney to Auckland sailing of the Noordam is from \$1499pp twin share for the 15-night cruise or the 15 Mar South Pacific Crossing & Hawaii voyage is now from \$2299pp t/s for the 19-night Papeete to San Diego cruise. The 12-night Venice to Rome voyage, Adriatic Dream, departing 27 May is from \$1699pp t/s, and the 05 Apr Panama Canal voyage from Fort Lauderdale to San Diego is from \$2139pp t/s for 18 nights. The deal is for new bookings only for travel in 2020, conditions apply. Visit hollandamericaline.com

Last-Minute Offer

There is still some last-minute availability on select Feb and Mar cruises on-board the PS Emmylou cruising on the Murry River, advises Francis Travel Marketing. Last-minute cabins have up to 40% discount for sales to 31 Jan. Term and conditions apply. For more visit psemmyloucruises.com

Lights Of The North Cruise Deal

Cruise & Maritime Voyages is offering the second person cruises free on its 15-night Land of the Northern Lights Norway itinerary departing 18 Feb 2021, advise GO Holidays. The cruise travels round trip from Tilbury on-board the Marco Polo for a voyage along Norway's coastline to high above the Arctic Circle. Highlights includes port calls at Stavanger, the oil capital of Norway; Tromsø, capital of the Arctic; Alta, the largest town in Finnmark and Bergen, known as the gateway to the fjords. Cruise only prices start from \$4759pp twin share for sales to 14 Feb. Conditions apply.

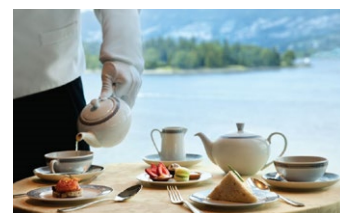


RCL Cancels Sailings

As coronavirus continues to disrupt travel plans, Royal Caribbean has suspended three sailings through to 08 Feb of Spectrum of the Seas, currently homeported in China. RCL says it is working directly with guests to provide full refunds on these cancelled sailings.

The cruise line also says it is implementing rigorous precautionary measures to protect the health of its guests and crew, including health advisories, medical consultations, and escalated sanitisation protocols on vessels. Across the fleet, boarding is being denied to anyone who has travelled through the Hubei Province in China. Guests who have transited through mainland China in the past 14 days will receive enhanced secondary, health screenings to determine boarding eligibility. For the welfare of its crewmembers who reside in China, RCL has temporarily postponed shipboard returns. The company will continue to access the situation as developments arise.

OLife Offer & Savings



Oceania Cruises has up to 25% off plus an amenities package on select 2020 itineraries for sales to 08 Feb. Clients can receive the OLife Ultimate package, which includes free internet and pre-paid gratuities, up to 16 free shore excursions per stateroom, up to USD1600 free shipboard credit per stateroom and a free house beverage package per person.

The deal includes the 18-day Memorable Far East departing 24 May, the 20-day 11 Nov departure of the Southeast & Sunny Coast itinerary and the 01 Dec sailing of the 16-day Coral Sights & Seas trip. For more, see oceaniacruises.com

Apex Of Luxury At Sea



The latest ship in Celebrity's Edge Series, Celebrity Apex will be christened on 30 Mar ahead of its inaugural Spain & Portugal sailing on 05Apr. The 2910-passenger ship offers a range of new luxury features and experiences including a new food and beverage menu, three new stage shows; a first-at-sea offering F45 Training and new wellness programmes for women. Visit celebritycruises.com

Dolphin Research



Clients on-board the Peruvian Amazon sailings of Delfin III in Mar and Apr will be able to attend lectures with renowned pink river dolphin specialist, Dr. Joanna Alfaro, advises World Journeys. Dr. Joanna will talk about the unique dolphins and clients will also participate in important river dolphin research, and help Joanna collect scientific data while getting a closer in-depth look at pink river dolphins.

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AND RIVER CRUISES

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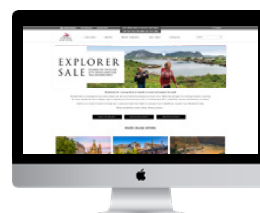
Video is a powerful tool on social media and we've got a campaign video perfect for your Facebook or Instagram page.



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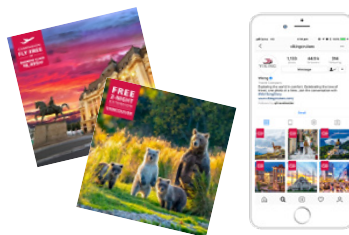
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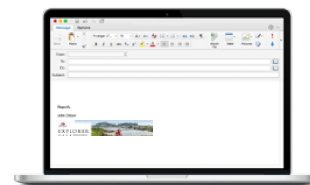
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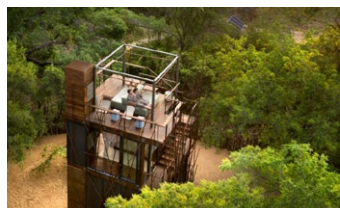
For more information contact your Commercial Manager or email agents.anz@vikingcruises.com

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Canuckiwi Update

Grapevine (a Texan town just outside of Dallas Fort Worth) Convention & Visitor Bureau has appointed Canuckiwi as its New Zealand representative, effective immediately. Canuckiwi will look after the bureau's trade strategy, public relations, consumer marketing and social media efforts, headed up by Corey Marshall and newly hired client manager Bailey Gorst (pictured). Bailey, previously with TTC and travel&co, will represent Grapevine during the Brand USA Travel Trade Expos across New Zealand and Australia next month. "With Grapevine's proximity to DFW International Airport, I look forward to showcasing what this unique town has to offer," says Bailey.

andBeyond Treehouse



The new sleep-under-the-stars experience andBeyond Ngala Treehouse has opened, advises World Journeys. The four-level remote retreat features a sleepout platform under a retractable awning with a double daybed/lounger on the top level, while level three is fully covered and water-proofed with a king-sized bed. The treehouse also features a stocked bar, a selection of midnight snacks and breakfast appetisers with a picnic or tapas style dinner. The treehouse experience is priced from \$445 per person per night twin share. Clients can spend as many nights as they wish, however, they will need a room booked at either andBeyond Ngala Tented Camp or Ngala Safari Lodge.

Travel Trends For The Roaring 20s

The new decade has arrived, and with it brings a change to how people are predicted to travel.

Intrepid Travel says the the decade ahead calls for a green revolution, 'where renewables will be the norm and debating climate change will be a thing of the past'.

"This will be reflected heavily in the way we travel from more overland to zero tolerance for using animals for entertainment," says chief commercial officer Brett Mitchell.

20's travel will be impacted by the so-called 'Greta Effect', with consumers more conscious about the impact of their travel.

As such, Intrepid says overland travel will be a trend, especially in tourist heavy destinations such as Europe. Agents can expect to see zero carbon trips, and carbon offsetting that goes beyond neutral, into the realm of both positive and double offsetting. Tourism will also become a force for good, as disasters such as the recent Australian bushfires are predicted to see an increase in travel to affected Australian towns.

"As natural disasters become more frequent due to climate change, we'll see travellers show their support by

visiting these places and ensuring their tourist dollars make a real impact," says Intrepid.

Gen Z will also change travel as well, with sustainability non-negotiable for this generation. Agents can expect to see younger travellers be mindful of their footprint and opt for responsible travel over voluntourism programmes.

Animal entertainment is also predicted to meet its end in the 20s—finally. This comes as tourists become aware of cruelty behind dolphin enclosures, zoos and bird shows. More education around animal rights will also see increased social pressure not to share selfies with animals on social media.

... Loneliness

As technology develops, so does loneliness, and this trend Intrepid says will see an increase in demand for travel. "As technology develops, and we become more digitally connected than before, individuals will be increasingly prone to feeling lonely," says Intrepid's ceo James Thornton. "Travel will provide the antidote to this."

Holiday The Aussie Way

Grand Chancellor Hotels is encouraging Kiwis to support the Australian bushfire recovery efforts by planning a holiday this year across the ditch. The invitation comes a week after Tourism Australia launched a campaign encouraging Australians to spend their holidays at home.

"International visitors including New Zealanders will be instrumental in the recovery of communities just by spending their tourist dollar, whether that be on accommodation, excursions or dining," says Sharon Garrett, Grand Chancellor Hotels' group director of marketing & eCommerce for Australia/New Zealand. Visit grandchancellorhotels.com

News & Product

Suite Reminder



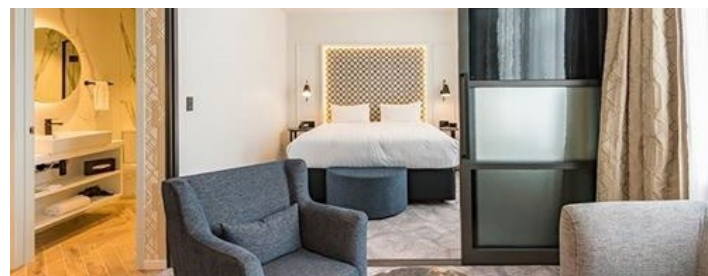
Avalon Waterways reminds agents they have until tomorrow (31 Jan) to take advantage of its suite sale, in which clients can receive a Panorama Suite for the price of a state-room on select 2020 cruises. The deal includes the popular eight-day Active & Discovery on the Rhine itinerary from Amsterdam to Mainz or v.v, now from \$5349pp twin share in a Panorama Suite. Visit avalonwaterways.co.nz/deals

Ackerman Moves On

Wendy Wu Tours' Australian general manager, Troy Ackerman, has left the business, with immediate effect.

"We sincerely thank Troy for his commitment, support and dedication to the business and wish him all the very best for his next role," says company founder Wendy Wu.

Troy joined the tour operator in October 2019, after leaving his general manager's role with Globus New Zealand.



Scenic's Legacy Collection

It's a new year, new name for Scenic Hotel Auckland, as the company is nearing completion of its renovation work and readying to unveil a new name and brand on 03 Feb. Scenic Hotel Auckland will become a part of Scenic Hotel Group's newly created 'Legacy Collection' and will rebrand with the name Airedale Boutique Suites. The name reflects the property's location on the corner of Airedale and Queen streets in Auckland CBD. The 99-room property now features a self-service check-in lounge as well as concierge assisted check-in, and accommodation options range from hotel studio style rooms to larger premier studio suites. Separate apartment accommodation, named Airedale Boutique Suites Apartments, will open later in 2020.

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World's Happiest Tourism Campaign

Outrigger Deal

The Outrigger Fiji Beach Resort is on sale now with GO Holidays. Four nights at Outrigger Fiji Beach Resort is priced from \$639pp twin share or \$339pp family share until 29 Feb. The land-only deal, which includes a bottle of champagne and fruit platter, is available for travel 01 Feb-31 Mar, closeouts apply.

Merger Takes Flight

Heletranz Helicopters and tourism business INFLITE have merged. Adam Joyce, chief executive of INFLITE, says "our whole team is very excited about the future for INFLITE and Heletranz Helicopters as a combined business."

Mercure Vietnam

The beachfront of Nghinh Phong Cape in southern Vietnam is now home to the 80-room Mercure Vung Tau Resort. Described as 'perfect' for clients looking for a getaway, highlights include an all-day dining restaurant, two bars, a fitness centre, and pool.

Marriott Changes

Marriott International appoints Bart Buirg as chief sales & marketing officer for Asia Pacific, based in Hong Kong. He replaces Peggy Fang Roe, who is now global officer, customer experience, loyalty and new ventures.

Industry Diary

FEBRUARY

Brand USA Travel Trade Expo

Christchurch: Mon 24, Chateau on the Park, a DoubleTree by Hilton.

Auckland: Tue 25, SkyCity Convention Centre.

MARCH

Visit USA Roadshow

Rotorua: Tue 10, Rydges Hotel.

Wellington: Wed 11, Harbourside Function Centre.

JAWS+ 2020

DUD: Tue 03, Distinction Hotel.

CHC: Wed 04, Distinction Hotel.

NSN: Thu 05, Grand Mercure.

NPE: Mon 09, East Pier. **WLG:** Tue 10, Oaks. **PMR:** Wed 11, Copthorne. **NPL:** Thu 12, Novotel NPL. **WRE:** Mon 16, Forum North.

TRG: Wed 18, Tauranga Yacht Club. **HLZ:** Thu 19, Distinction HLZ. Times tba.



Tourism Fiji's Bulanaire campaign is back for 2020—and it's just as infectious, happy and bright.

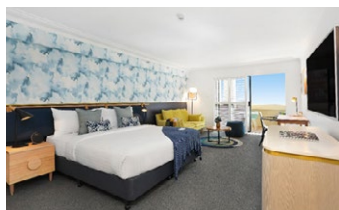
The NTO says New Zealand continues to be a very important market to Fiji tourism, and the second largest, with Kiwis providing 23% of inbound visitors as of Dec 2019. The Kiwi trade got to check out a few of the NTO's 2020 Bulanaire campaign assets last night, followed by a private screening of the new film *Bombshell*.

Captain Cook Cruises Fiji's Amos Abhishek Daniel has been inducted into the hall of happiness, named the NTO's first Bulanaire for 2020. He joins fellow Bulanaire pro surfer Kelly Slater, *Huffington Post* founder Arianna Huffington and *Survivor US* host Jeff Probst. Amos was nominated by Captain Cook Cruises Fiji managing director Jacqueline Charlton, who called him 'the most passionate, articulate and dedicated marine biologist'.

... Big Year Ahead

The national tourist office is also gearing up for a big year of famils for Kiwi agents—with the Mega Matai trips taking place 29 Feb-06 Mar, with an 'overwhelming' 200 agent ap-

Sydney Refresh



Sydney's Coogee Bay Boutique Hotel is undergoing an AUD6 million upgrade. The property will come out the other side with two new rooms and décor, new in-room menus and technology, such as free hi-speed wifi, and new amenities from sustainable indigenous hair and skin product company Eloura Australia.

plications sent in, adds Tourism Fiji.

1: Local Tourism Fiji trio (from left) Samantha Pearson, Sarah Atkinson are pictured with new team recruit Tom Svensen.

2: House of Travel's Sharma Smith and helloworld's Rachael Caigou.

3: James Leslie and Hylda Bloomfield, both from Air New Zealand mingle with helloworld's head of marketing David Libeau.

4: Anna Wilson from Our Pacific is pictured with Kylie Isaacson from Intrepid Travel.

5: Vicky Lowe from helloworld and Sharon Martin, Lifestyle Holidays.

LA Goes Vegan



Vegans will be spoiled for choice in LA with sweet treats in every neighbourhood. Discover Los Angeles' top picks include strawberry churro cupcakes from Cake Girl in Boyle Heights, the cinnamon rolls from Cinnaholic in Echo Park and Das Bakers' giant fork-hashed peanut butter cookies, located in Hollywood and Culver City. Highland Park's Donut Friend is another must stop, while gluten free goodies can be found at Erin McKenna's Bakery on Larchmont Boulevard and The Good Good Vegan Kitchen + Bakeshop in East Hollywood. For something a little French, there's French Patisserie Laduree in Beverley Hills, while those looking for something wilder can opt for the Ridiculous Baking Co, which offers chocolate croissants, peanut butter and jelly cupcakes and more.

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Celebrating Our First 100 Years



Driven by service, enriching experiences & innovation

TTC's family-owned and family-run group of 42 award-winning travel brands is celebrating its first 100th Year Anniversary by sharing memorable moments throughout 2020. Each month this year, TTC will highlight inspiring personal stories and video content, with an increased focus on giving back through TTC's CSR initiatives and TreadRight's sustainable travel projects. #MakeTravelMatter

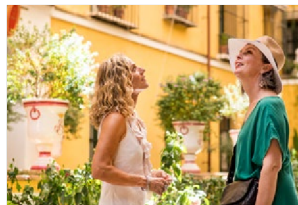
Since 1920

Beginning in August 1920, TTC's roots go back to a small South African fishing village, Pater-noster, where TTC Chairman and guiding visionary, Stanley Tollman's father - Solomon Toll-

man - owned a charming small hotel which still exists today. This significant place is where their exceptional family business was born along with their ethos, "driven by service."

"For the past century, we are grateful for the strong sense of trust we have developed with our loyal travel agents, travellers and guests, by being driven by service and delivering truly immersive experiences and extraordinary holidays," said Brett Tollman, Chief Executive of The Travel Corporation.

"We are continuing to innovate into the next century with our digital transformation and cre-



ating personalized, life-changing journeys for our valued guests."

Check out the 100th Anniversary Celebration Video [here](#).

Celebration Savings

Throughout the year, several of TTC's top brands will feature celebration events. Until 27 Feb, Trafalgar is offering clients 15% off 100 top selling trips worldwide. Stay in touch with your Sales Managers for more information.

TTC Top 10

Around the world, favourite TTC journeys are being shared with #TTCtop10, and CEO Brett Tollman's list features emerging destinations including Colombia and conscious travel to the Ecuadorian Amazon:

1. [Colombia – Trafalgar](#)
2. [Israel & Jordan – Insight Vacations](#)
3. [Botswana – Red Carnation Hotels](#)
4. [Austria – U River Cruises](#)
5. [Norway – Adventure World Travel](#)
6. [Portugal – Contiki](#)
7. [West Coast USA – Busabout](#)
8. [Peru – Uniworld](#)
9. [Ecuador – ME to WE](#)
10. [Florida – Old Town](#)



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