

## Tell us what you're up to...

At TRAVELinc Memo, we'd like to hear what are you doing on a personal level during the lockdown? Getting out for a bit of solitary gardening? Doing a home project that's been put off for years? Assisting where you can with charity work - or extending your skills by helping supermarkets stock their shelves? Perhaps you're writing the great New Zealand novel? Working on a one-person stand up comedy routine? Send us 100 words and if possible, attach a photo as well.

We are also still interested in business stories - strategies for the future, your thoughts on kickstarting the industry again and what you are doing in preparation for that, ways you are keeping in touch with clients etc. Email [stu@promag.co.nz](mailto:stu@promag.co.nz)

### Vale Kas Steiner

The travel industry is paying tribute to an agent who is credited with 'opening up the world of travel and adventure' to the Upper Hutt community.

Kas Steiner, who passed away late last week, is also remembered as being extremely loyal to the industry and to the Travel Agents Association of New Zealand (TAANZ) as well as to First Travel Group - of which he was a foundation member / shareholder.

According to a report in the Upper Hutt Leader a few years ago, Kas Steiner retired after almost 40 years in the travel business. His move into the travel industry came about after he booked a holiday through Clarke's Travel. On his return he bought the agency, which occupied three sites during his time as owner.

Carol Galgey, who worked with him from 1987 to 1991, notes that: 'Kas led many a sports tour around the world.

'Many clients became close friends, who would travel year after year to sporting events with him. He especially loved his rugby trips.'



Kas Steiner

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**MEMO**

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## TAANZ: 'Share your Covid stories with us'

Travel agents are being asked to submit their Covid-19 experiences to the Travel Agents Association of New Zealand (TAANZ) so that it can be part of industry messaging 'on the other side'.

TAANZ chief executive Andrew Olsen says, pre Covid-19, agents shared views on the association and its promotion before the coronavirus situation deepened.

'In the context of your customer loyalty experiences as this crisis unfolded, I'd really like to hear what else you think we should be talking about when we re-emerge. What value and services did you provide to the customer that will be even more valued by an educated client? How should we message that?'

Olsen says that though everyone would like to emerge from the lockdown with the virus contained and business restarting, the reality is that the sector will be in a bit of a lag and will take a little bit to warm up.

'We're looking offshore for green shoots, particularly out of Asia where infection curves look flatter and flat, as these will be corridors of trade re-igniting.

'That hopefully will see airlines get moving again but noone can really say for certain how quickly, what capacity, what price so this will be a watched space.'

## Dino from xtravel at your service...

Being called a dinosaur isn't normally meant as a term of endearment, but for Franklin travel agent Tori Keating getting a bit prehistoric is a way to lighten up during these days of self isolation.

Keating is dressing up as a dinosaur and shares videos of her day to day activities with customers and colleagues.

Keating, of xtravel, says that Wairarapa team member Bec O'Neale (who she met on an Adventure World fam to Ecuador some years back) bought her a blow-up dinosaur suit to pass the time in isolation.

'Bec and I hit it off immediately in Ecuador on the Galapagos Islands and became known on the fam as the 'terrible T-Rexes' causing havoc and generally enjoying more shenanigans than necessary.'

'Since then we've travelled the world with plastic dinosaur mascots and generally share together all things dino.'

Keating says the best thing she can do at the moment is provide some light-hearted relief.

'Bec is with me every step of the way - which is how it should be, far and wide or close to home we are all in this together.'



Dino (aka Tori Keating) at work last week

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## TO ALL OUR INDUSTRY PARTNERS – WE ARE HERE FOR YOU

### News

### Capital's virtual experience

Wellington has a range of virtual reality and 360 experiences featuring local businesses and attractions.

The Welltown VR game, which saw Wellington become the world's first gamified virtual city, is made up of six short interactive experiences.

Players can shoot coffee at caffeine-deprived zombies as they finish their morning commute, take an underwater dive in Wellington's harbour as a curious whale swims by, listen to the dawn chorus of birdsong in the native bush which surrounds the city, busk with a local band on Wellington's coolest street, and more.

It is free to download from the **Steam** and **Oculus** VR stores.

Welltown also includes the Explore More section that allows users to immerse themselves in some of Wellington's experiences via 360 video – from an All Blacks rugby test match and the office of Wellington-based global online accountancy firm Xero, to a special glimpse of a Weta Studio Tour. For those without a VR headset, selected 360 Wellington experiences **can be seen here**.



Te Papa in Wellington

### Club Med's Peace of Mind

Club Med has a new Peace of Mind policy aimed at offering further flexibility for both existing and new bookings for travel until 31 October 2020.

With existing bookings for travel until 31 October 2020, the full balance is not due until 30 days prior to travel (previously 120 days). A one-time free change of date or resort can be made up to seven days before departure.

For new bookings made in April 2020 for travel until 31 October 2020 the full balance is not due until 30 days prior to travel, and again a one-time free change can be made up to seven days before departure.

[tradesales.australia@clubmed.com](mailto:tradesales.australia@clubmed.com)

### Go with Tourism launches new service due to Covid-19

Go with Tourism has launched a new service to offer free support to tourism industry workers and businesses affected by the spread of Covid-19.

Through one-on-one interactions via phone or video calls, an online Knowledge Hub and curated innovation sessions, Go with Tourism aims to assist with redeploying displaced tourism workers and providing guidance to businesses in need of advice.

Go with Tourism is an initiative developed by Auckland Tourism, Events and Economic Development (ATEED) to build New Zealand's tourism workforce.

The new platform will also be a one-stop-shop for those wanting to upskill, with free courses available online and options to explore educational pathways.

[gowithtourism.co.nz](http://gowithtourism.co.nz)

### Ancillaries potential for hotel revenue

Sabre Corporation has urged accommodation owners to improve personalisation and develop a 'holistic' retailing model following just released research.

Undertaken in February, the survey suggests European travellers would be willing to pay more for specific offers and services.

'Three in five would be likely to spend more if they could choose and pay separately for policies they value, such as flexible cancellation, pet allowance, early check in / late check out, insurance etc', says the survey.

'More than half would spend more at their hotel if they could book all components of the travel experience there – transportation, tickets for events, local guides, bike rental etc – and others would pay extra for an improved guest experience with features such as butler service, baby sitting, daily fresh flowers in the room.'

Personalised experiences within the hotel (such as yoga classes in the gym, painting classes, a concert in the lobby) could also be a source of extra income.

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## News

## Stamford pauses in AKL and beyond

Stamford Hotels and Resorts will temporarily close some hotels from 31 March 2020, until such time as restrictions are lifted and business can resume as normal.

This includes Stamford Plaza Auckland.

Other hotels that this will affect are Stamford Plaza Melbourne, Stamford Plaza Brisbane, Stamford Plaza Adelaide and Stamford Grand Adelaide.

Sir Stamford at Circular Quay and Stamford Plaza Sydney Airport remain open for the present time, however with severe restrictions on their services.

## Thailand's emergency decree

Thai Prime Minister, General Prayut Chan-o-cha, has invoked an emergency decree across the nation, effective from now to 30 April 2020.

In addition to previously announced measures, including temporary closure of venues, cancellation of events and festivals etc, the Prime Minister says more measures will be announced to limit people's movements.

Tourism Authority of Thailand is constantly providing updates on the tourism-related COVID-19 situation in Thailand at the TAT Newsroom [www.tatsnews.org](http://www.tatsnews.org)

## Springflowers 2021 tour blooms early

Cycling Europe / A Walker's World is getting product ready for next year, earlier than usual to allow the smooth transition of postponements for this year's bookings to next year, says the company's director Jill Grant.

'Nobody wins if the client cancels, and the majority of our operators in Europe are allowing postponements at little or no cost.'

Grant says the Bike, Barge & Boat season starts each year with the Springflowers Bike & Barge tours in Holland. Bikers get to visit Aalsmeer flower auctions and the famous Keukenhof, known as 'the most beautiful spring garden in the world'.

'The tulips and bulbs will still be there this year but the visitors won't,' says Grant. 'Keukenhof cannot open at all this year due to Covid-19 but will be publishing videos on its website [www.keukenhof.nl](http://www.keukenhof.nl) when all the bulbs are blooming.'



The Keukenhof Gardens is a brilliant show of spring bulbs and a highlight on a Springflowers Bike & Barge tour

'The park is usually open 21 March to 10 May so clients can take a virtual trip through the tulips. Dates for Springflowers Bike Boat & Barge tours in 2021 have been released.' [info@walkworld.co.nz](mailto:info@walkworld.co.nz)

## LATAM update

LATAM Airlines Group and its affiliates will temporarily suspend additional international services until 30 April 2020 due to travel restrictions.

Passengers affected by flight cancellations do not need to take any immediate action. The value of the ticket will be automatically held as credit for future journeys with the ability to reschedule flights up to 31 December 2020, at no additional cost.

International flights that will continue

operating with limited frequencies are:

- LATAM Airlines Brazil and LATAM Airlines Group services between Santiago/SCL and São Paulo/GRU;
- LATAM Airlines Brazil and LATAM Airlines Group from São Paulo to Miami and New York as well as serve Miami and Los Angeles from Santiago.

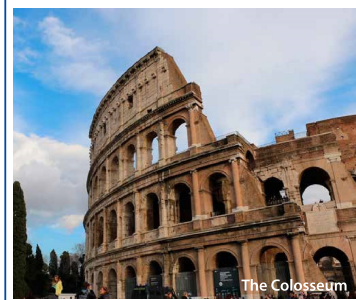
All other international routes operated by LATAM Airlines Group and its affiliates will be temporarily suspended. [latam.com](http://latam.com)

## Virtual tours in Europe

The Tour Guy has new Interactive Virtual Tours. To offer relief to its employees while on lockdown, the European tour operator's partners Sean Finelli and Brandon Shaw are allocating all proceeds from the virtual tour experiences towards paying team members' wages. Earnings from the tours will go directly towards keeping the tour guides working and making a living.

The company has partnered with BigMarker, a webinar live video platform, to include interactive features such as games, polls and live Q&A. Priced at €15 per tour, the hour long interactive experiences transport at-home visitors to cultural destinations like the Vatican, Colosseum, Louvre or enable them to tour a city, like Florence.

<https://www.thetourguy.com/tours>



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## News

## MYSTERY SPOT



## Can you solve the latest mystery?

This week's mystery place is a resort in the South Pacific – and somewhere we'd enjoy self isolating at. If you know where it is send your answer to [competitions@promag.co.nz](mailto:competitions@promag.co.nz)

And congratulations to Claire Gallagher of helloworld who successfully guessed that last week's mystery place was Port Vila in Vanuatu. A prize will be on its way when we can get back into the office.

## Writer recalls Greyhound turnaround

Karori, Wellington-based travel writer (and TRAVELinc Memo reader) John Bishop has sent us his favourite travel moment...

'I was on a Greyhound bus from Nashville to Birmingham when I realised I had left my bag with laptop and onward tickets on the bus we had been put onto in Nashville before we were switched to the current bus.

'I told the driver who, completely violating company rules, turned around and took me back to the terminal where I retrieved my missing bag and we resumed our journey. No one on the bus seemed moved or interested. I thanked the driver and tried to tip him. He refused and declined a picture too. But I was grateful.'

## Solomons Is... still standing

Tourism Solomon Islands is reminding the trade that the destination is known as the 'Hapi Isles' for a good reason.

'If clients have already booked, there's no need to cancel – they can just postpone their visit until the time is right,' the office says in a statement.



The Tourism Solomon Islands team in Honiara

## TRAVELinc layout: temporary changes

Due to the current state of the world it has become impractical to stick to our regular (and popular) format of distinguishing pages by destination or subject. For now, at least in most cases, we will be putting all of our editorial and advertising into news pages. We'll get back to our old layout as soon as possible.

## Favourite memory



The faml group – out on the water to start the day

Thomas Svensen, trade partnership manager - Tourism Fiji's New Zealand Regional Office, says his favourite travel memory was during the last Tourism Fiji Matai Faml in March.

'Our group discovered that the best way to start the day was not with a morning coffee, but rather being out on the crystal-clear water. During the trip, our group were able to enjoy kayaking, paddle boarding and snorkelling at Malolo Island Resort while also enjoying the abundance of marine life that day.'

## TRAVELinc MEMO

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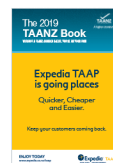
## TODAY'S PEARLER

'A man is a success if he gets up in the morning and gets to bed at night, and in between he does what he wants to do.'

– Bob Dylan

**CLICK HERE** to view the 2019 TAANZ Book – this is the book that gives you the contacts you need

Keep up with us on social media:



World Aviation is thinking of all our industry colleagues... **stay safe**