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Issue 4200

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AKL Airport's Airline Friendly Move

Auckland Airport is reviewing its policies in order to better support struggling airlines in the wake of the Covid-19 outbreak—including the feasibility of relaxing its airport slot rules.

Currently airlines must meet World Slot Guidelines' 80/20 rule, which requires carriers to meet at least 80% of their airport slots in order to retain them—or they risk losing them.

AKL's gm aeronautical Scott Tasker says he recognises these are exceptional circumstances, and that the airport company stands alongside its airline partners.

"We support the relaxing of airport slot rules so airlines flying in and out of New Zealand have the ability to reduce flying during the impact of Covid-19, with the certainty they can re-establish services when the market improves," says Scott.

"We want all of the air services that fly routes to and from New Zealand to have the best chance of rebuilding once demand improves."

The relaxing of slot rules will be considered by the Board of Slot Co-ordination NZ on Wed (11 Mar),

an organisation made up of a group of airlines and airports, including Auckland Airport. Last week IATA lobbied airports around the globe to make such a move.

... AKL Struggles

While it is working to make things easier for airlines, the airport itself is starting to feel the fallout.

Scott says there has been a significant reduction in the number of passengers coming through the terminals and a range of flight cancellations—which have a direct impact on all of the businesses that operate at AKL.

AKL says it is working with Tourism New Zealand, and Auckland Tourism, Events and Economic Development (ATEED) and other government partners to help sustain the tourism market and ensure there are robust plans in place to stimulate it once conditions improve.

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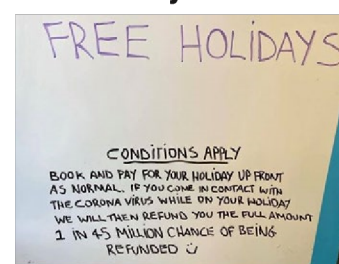
MFAT: Avoid Italy

The Ministry of Foreign Affairs and Trade has updated its travel advice for Italy, and now advises Kiwis to avoid non-essential travel to all of Italy, due to the outbreak of Covid-19.

The update comes as the country goes into lockdown, with Prime Minister Giuseppe Conte reportedly saying the whole of Italy looks set to become a protected zone.

According to reports, public gatherings are forbidden, all sporting events have been suspended, schools and universities are closed and only those with valid work/family reasons may travel. See safetravel.govt.nz/italy

Free Holidays?



One Perth agent is taking a slightly different approach to Covid-19, attempting to boost his bookings by offering clients a free holiday if they contract the virus while overseas. The post, which was (obviously) a joke, has gone viral. See the post, and the subsequent video [HERE](#).

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TAANZ On Govt Move

TAANZ has welcomed the news that the government plans to implement a wage subsidy for businesses adversely impacted by Covid-19.

Calling it 'tremendous news and a vindication of the lobbying efforts across a wide front of impacted sectors', TAANZ boss Andrew Olsen says the agent body plans to meet with finance minister Grant Robertson at the earliest opportunity to understand travel agent qualification, and how the subsidies may be tailored for the industry.

Without much detail, Andrew says it's too early to second guess what the government move will ultimately mean for travel agents—but that as more details are made available he says he will update the membership.

TAANZ has been fielding feedback from its members mostly around wage subsidy and supplier credit management.

Andrew says the agent body is now also seeking feedback from its agent members around how they are coping and what relief they are seeking or have successfully obtained. Please e-mail andrew@taanz.org.nz

QF: Capacity Cuts, Boss Works For Free

Over the next six months Qantas says it will cut its international capacity by nearly 25% due to weakened demand, particularly to Europe and North America.

"In the past fortnight we've seen a sharp drop in bookings on our international network as the global coronavirus spread continues," says QF ceo Alan Joyce. "We expect lower demand to continue for the next several months, so rather than taking a piecemeal approach we're cutting capacity out to mid-Sep."

QF says the biggest capacity cuts remain focussed on Asia (with its Asia capacity now down 31% year-on-year). At the same time 'in line with forward booking trends' the carrier has flagged a 19% capacity reduction

to the US; is trimming its Tasman capacity by 10%; and reducing capacity on its UK service by 17%.

QF stresses that it's not cutting routes completely. Some services will feature smaller aircraft and have reduced frequency. Worth noting is the existing SYD-SIN-LON return service (QF1/QF2) will be temporarily re-routed to become a SYD-PER-LON service from 20 Apr and the new BNE-ORD route will be delayed until mid-Sep.

... JQ Impact

Jetstar will also make significant cuts to its international network, including suspending flights to Bangkok and reducing flights from Australia to Vietnam and Japan by almost half.

... Savings

Given the dynamic and uncertain nature of this situation, QF says it's not possible to provide meaningful guidance on the impact to its FY20 bottom line. To help minimise the impact, QF is implementing cost cutting measures including pay cuts for group executive management and the QF board, and asking employees to take unpaid leave. The ceo (Alan) is taking no salary and the board chair is taking no fees for the remainder of FY20.

CX/KA Changes

For new Cathay Pacific and Cathay Dragon tickets issued 09 Mar-20 Apr clients can make unlimited re-booking/rerouting changes without charge prior to departure. The new travel date/sector must observe and conform to the conditions of the respective fare rule and the rebooked journey must be completed by 28 Feb 2021.

News & Product

EK Ups The Clean

Emirates has implemented a new cleaning regime on its aircraft ex Dubai. Aside from killing germs, the regime leaves a long-lasting protective coating against new contamination of viruses, bacteria and fungi on surfaces. EK says all surfaces will be wiped down from windows, tray tables, seat-back screens, in-seat controls, armrests and air vents etc. On aircraft found to have transported a suspected or confirmed Covid-19 case, the cleaning process will take up to eight hours and include the defogging of cabin interiors, replacement of seat covers and cushions in the affected area and new HEPA cabin air filters.

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Aussie Specialist News

The next installment of the Talkabout Webinar Series is on 19 Mar from 0830, starring Sam Cameron from Destination NSW.

During the 20-minute session Sam will discuss Vivid Sydney's 2020 programme plus upcoming shows, sporting and cultural events. Meanwhile, Mandy Veale from Tourism & Events Queensland has some giveaways up for grabs (including 'work essentials' featuring Indigenous artwork) for agents who complete the Queensland module by the 15 Mar. For agents who want to catch up, the site also has a new 'watch on demand' segment, which includes Joanna Garrie from Visit Victoria's recent webinar, which highlights Victoria's key regional destinations, what to do, where to stay, and short break ideas. See [aussiespecialist.com](#)

Amtrak Update

Amtrak has temporarily suspended its Acela trains (2401, 2401, 2403) between New York and Washington, due to the Covid-19 fallout. The company is also waiving change fees on all existing or new reservations made by 29 Apr.

Industry Diary

MARCH

Scenic Travel Showcase

Dunedin: Tue 17, Otago Museum, 0930-1400.

Oamaru: Wed 18, The Brydon Hotel, 0930-1400.

Ashburton: Thu 19, Hotel Ashburton, 0930-1400.

Nelson: Mon 23, Beachside Nelson, 0930-1400.

Blenheim: Tue 24, Marlborough Convention Centre, 0930-1400.

JAWS+ 2020

Wellington: Tue 10, Oaks, from 1730.

Palmerston North: Wed 11, Copthorne, from 1730.

New Plymouth: Thu 12, Novotel NPL, from 1730.

Whangarei: Mon 16, Forum North, from 1730.

Tauranga: Wed 18, Tauranga Yacht Club, from 1730.

Hamilton: Thu 19, Distinction HLZ, from 1730.

Visit USA Roadshow

Rotorua: Tue 10, Rydges Hotel.

Wellington: Wed 11, Harbourside Function Centre.

News & Product

Coming Together As A Force For Good



There were inspirational stories, heart-felt journeys and some incredible tales of overcoming adversity at the inaugural A Force For Good industry event held in Auckland yesterday.

The women's empowerment showcase has earned a solid following in Australia, and thanks to the persistence of Robyn Galloway this year the event crossed the Tasman.

Scheduled around International Women's Day, the jam-packed function also attracted a strong turn out from the blokes in terms of speakers and attendees. The presenter line-up featured well-known industry leaders such as Air New Zealand's Leanne Geraghty; Australia-based Gai Tyrell from Globus; Abercrombie & Kent's Sujata Ramana and MSC's Lynne Clarke. Wendy Wu made the trip from London. Men making a difference were also in the spotlight, with presentations from Intrepid Group boss James Thornton and G Adventures' Bruce Poon Tip.

A Force For Good founder Helena Taylor, herself a powerful motivator, says she was thrilled with the Kiwi response to the event, and is hoping

to bring it back again in 2021. While the journeys were vastly different there was an over-arching message in them all, encouraging women to say 'I am enough' and encouraging the men around them to support them.

... Award Winners

The charismatic Bruce Poon Tip was the inaugural winner of the New Zealand A Force For Good supporting women award, sponsored by NZ for making the greatest effort and contribution to supporting women in the travel, tourism and hospitality industries. Lynne Clarke from MSC Cruises in Sydney was awarded the Community Impact Award, for her efforts including helping restore an industrial wasteland into the Ocean Cay MSC Marine Reserve in the Bahamas. NZ was the proud winner of the Driving Diversity Impact Award.

1: G Adventures' Bruce Poon Tip is presented with his Supporting Women Award by NZ's Rachael Nicholson. **2:** MSC's Lynne Clarke is pictured with Globus' Brett Simon **3:** A Force For Good's Helena Taylor presents NZ's Sarah Archer with the carrier's Driving Diversity Impact Award. **4:** Intrepid Group's inspiring leader James Thornton and wannabe Kiwi Gai Tyrell from Globus **5:** Persistence pays off. Robyn Galloway from Innovative Travel is pictured with Helena Taylor. **6:** Hawaii Tourism's Megan Hornblow with 100 Things founder Seb Terry and Ro Roberts, Flight Centre.

TAANZ Changes

TAANZ's Darlya Redfern is leaving the organisation from 03 Apr. From 06 Apr all membership services and admin queries should be directed to andrew@taanz.org.nz

A view from Amadeus

Our NDC resolutions for 2020

The NDC protocol has been talked about by IATA for almost a decade.

Now, announcements from key airlines across APAC have brought this new technology standard to the forefront. For Amadeus, NDC is a pivotal part of our future strategy and we're heavily invested in its success. Our vision is to develop an integrated solution that not only normalises NDC content, but one that can also be widely adopted by travel agencies and airlines to deliver sustainable results on a scale that matters.

Here are three ways we're delivering on this enhanced travel retailing vision in 2020:

- 1 Advocating for standardisation so all industry players are working on the same version of NDC to achieve large-scale adoption
- 2 Integrating post-servicing capabilities in our NDC solutions like cancellations and ticket changes so travel sellers can book and service trips with confidence
- 3 Driving high volumes of NDC transactions for agencies through high performing and scalable solutions such as our Travel API and Selling Platform Connect

Throughout the year I'll be bringing you the latest news on NDC. You can find out more [here](#) or alternatively reach out to me directly on e-mail.

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Travel Channels,
Pacific
Amadeus



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The Tourism Fiji Matai Mega Famils, offered in conjunction with Fiji Airways, have wrapped up—but Kiwi consultants are still buzzing. Some 40 agents from around New Zealand scored their spot on the nine-day mega trip. They were divvied up across four itineraries, that took them zip-lining at Momi Bay, exploring the depths of Sawa-i-Lau caves, jet boating with Sigatoka River Safaris and enjoying some island-style R&R at Malamala Beach Club.

The trip concluded with the annual

Matai conference held at the Sofitel Fiji Resort and Spa. “Before this famil, I thought I had a good understanding of what Fiji had to offer,” says Amandeep Singh, from Flight Centre 24/7. “But now I am leaving with a whole new wealth of knowledge on this special country.”

This year the Matai Mega Famils and Conference experienced a huge surge of interest, Tourism Fiji says, with over 200 applications from registered Matai Specialist agents vying the limited spaces.

Stephanie Firth, from House of Trav-

el Morrinsville, says she can’t wait to start recommending the places she visited on the famil to her clients. “This Matai famil has been such an educational experience.”

Famils are a key part of Tourism Fiji’s annual trade education programme. “Fiji is the third largest destination for New Zealand travellers and trade is an important distribution channel for ensuring our visitors can find their happy,” says Tourism Fiji’s regional manager Sonya Lawson. “It’s important our agents know the right places to send their clients and are

up to date with the destination offerings and nothing helps with this like experiencing it first-hand.”

... Get Involved

To apply for future Tourism Fiji Mega Matai Famils, agents must be registered Matai Specialists through the Matai Programme. Agents will have another opportunity towards the end of 2020 to register for a chance to be selected to participate in the next Mega Matai Famil, which is currently set to take place throughout various regions of Fiji in Nov 2020.



Air NZ's Domestic Lounge Refurb

The first stage of renovation work on Air New Zealand's Auckland Domestic Lounge is complete, including upgrades to the barista and bar area and the space behind this. Construction has now moved into the

next phase, which is focused on upgrading the business zone, buffet and café area and bathroom.

A simplified menu will be on offer during this time is simplified with self-serve drinks, barista made coffee and bar facilities available. The



lounge will operate at a reduced capacity during this construction period—and at peak times, access will be restricted. Eligible members have the option of accessing the NZ Auckland Regional Lounge (pictured). Construction work is expected to be complete later this year.

Tier Status Safe

Emirates Skywards is providing its Platinum, Gold and Silver members the ability to maintain their current status by fulfilling 80% of their tier travel requirements 31 Mar-30 Jun due to travel restrictions and flight reductions. In addition, Skywards members booked to travel 01 Mar-30 Jun 2020 will receive an additional 20% bonus Tier Miles.

**TAAP
Means
Business**



Stretch Back & Relax

For business travellers heading to Melbourne—here's something arguably more desirable than any airport lounge pass. Melbourne Airport is home to a new watering hole—and what is Australia's first airport brewery—and only the fourth in the world. After running a pop-up beer garden at MEL for the past two summers, local Melbourne brewery Stomping Ground Brewing Co have now opened a permanent brewery and beer hall inside MEL's terminal three after security. Travellers can kick-back from work and stop for a sipper in between flights with around 24 different draught beers to choose from—and tasting paddles for those who can't choose. What's better—there's even six wines on tap. As many as 30 different beers are brewed on site each year so business travellers frequently in Melbourne for work will be able to try a new style of beer on each visit. Food and takeaway beer are also available. The brewery is open 0500-2130 every day.

A Delegate Balance

Rydges and QT Hotels & Resorts in New Zealand are offering a delegate deal for events booked at one of the brands' hotels.

The deal includes: a free delegate for every 20 paid delegates with a min. event spend of \$2000 and a \$200 gift card to spend at one of its New Zealand hotels; one free delegate for every 15 paid delegates with a min. \$5000 spend on your event and a \$500 hotel gift card; or one free delegate for every 10 paid delegates with a min. \$10,000 and a \$1000 hotel gift. Rydges' New Zealand locations include Rotorua, Wellington Airport, Queenstown and Auckland. Terms and conditions apply.

QT Auckland CBD is set to open mid this year and Doron Whaithe has been named as the hotel gm. He brings 15 years of industry experience to the role and starts from 16 Mar.

JQ Flexi Benefits

Jetstar reminds agents that for an extra \$29 on domestic A320 flights, its Flex fares offer clients additional carry-on allowance (up to 14kg, one piece up to 10kg and one small item); free upfront or standard seat selection; \$10 inflight café voucher; no charge to catch an earlier or later same day flight and no fees for date, time or name changes. Clients can also cancel their flight and receive a credit voucher (valid for 36 months) and receive QF frequent flyer points on all JQ domestic flights. Conditions apply. Click [HERE](#) to find out more.

Event Advice

The Ministry of Health has issued advice for people planning events, amid the Covid-19 outbreak. The information covers health precautions and advice on face masks. [CLICK HERE](#) for more.



Win The Best Seat In The House With Marriott

Travelling for business has its perks—all expenses paid, sightseeing, a nice hotel room. But this all-expenses-paid trip will blow everything else out of the water; especially if you're a footy fan. In what could be called the ultimate hospitality partnership, Marriott and Manchester United have teamed up and developed the Suite of Dreams, a Marriott Hotel suite overlooking the Old Trafford stadium, the home ground of the world-famous football team. The global competition will award one lucky fan (and their plus one) with the ultimate footy fanatic experience: wake up in the suite and have breakfast overlooking the stadium; watch a team training; be whisked away to the Manchester Marriott Victoria & Albert Hotel to freshen up for the day; and watch the afternoon match from the best seat in the house, the Marriott Hotels Seat of Dreams. The competition closes 29 Mar. Enter and read the terms and conditions [HERE](#).



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