

TABS ON TRAVEL TODAY

Incorporating Tabs on Travel

Tuesday 17 March 2020

Issue 4205



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TAANZ Welcomes Subsidy Package

The government's wage subsidy scheme is available to all businesses nationwide and in all sectors—with \$585 per full-time equivalent and \$350 per part time full-time equivalent up to a cap of \$150,000. TAANZ boss Andrew Olsen says he's really pleased for the industry. "We've got a start here, it will bring some comfort, people can make some decisions around their workforces."

To qualify, Andrew says companies must establish a 30% business downturn in the Jan-Jun period year-on-year; complete a 'simple form' on the WINZ website and a declaration. And in even better news, payments will commence in five days' time. Large and complex employers will be

reviewed on a case by case basis, adds Andrew.

"There were some other attributes for provisional tax thresholds, asset write down and tax deferrals. The government's next budget will contain a second response to the package."

Andrew says this is first update on the package and that TAANZ will take advice from its members and industry 'as we reset in uncertain times'.

... Fantastic Help

TAANZ president Brent Thomas says the subsidies will be a fantastic help to the trade's small and medium businesses. "It gives us time to get through a three-month period, and there is a phase two planned. He is also hopeful that the aforementioned discussions with large and complex businesses can happen 'very quickly'.

... Sick Leave

There's also a self-isolation leave subsidy if a worker is unable to work in self isolation or sickness. Parameters: 14 days and entire period of sickness covering all firms. \$585 a week for eight weeks but not those who can work from home.

Airline Rescue Deal

BARNZ has welcomed the government's \$600 million aviation sector bail out, saying the deal will be a lifeline over coming months; but adds that more funds will be needed to reestablish international connections. "The scale of airline cuts made this week has never been seen before," says BARNZ's Justin Tighe-Umbers. "Airlines are in a fight for their lives. New Zealand needs to act fast to safeguard its air connections to the world, ready for when Covid-19 subsidies and air travel picks up again."

Justin says there's a real danger that New Zealand loses critical aviation resource in the short-term, 'only to find we can't scale the system back up when needed'.

BARNZ, who also welcomed the wage subsidies announced, is meeting government in the next 48 hours to flesh out the details of the package.

... Welcome Relief

The local news comes as airlines around the globe are crying out for government help. SkyTeam, oneworld and Star Alliance have joined forces and are also calling on other stakeholders to provide support, such as airport operators to evaluate landing charges and fees. In the US, President Donald Trump has vowed to support the nation's airlines.

New Screening At AKL

Thermal temperature measuring has been introduced at Auckland Airport for departing passengers checking in for flights to the Pacific Islands (excluding Tahiti). Passengers departing on South Pacific flights are urged to allow an extra 30 mins to process the additional health check, which is pre check-in, at the international departures area. The assessment, including a temperature check, will be made by DHB nurses.

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QF Webinar Tomorrow

Qantas is staging a live webinar tomorrow to assist agents with its changing commercial policies. The Virtual Class is from 1230 AEDT tomorrow (18 Mar) and will upskill agents on QF's updated policies available to support your customers in response to the significant market changes. To register [CLICK HERE](#).



Thank you for your support at this time.

As a result of the increasing Covid-19 related travel restrictions, Qantas has introduced greater flexibility for customers wishing to change their travel plans and these latest updates can be found on our agency website qantasagencyconnect.com.

Thank you to all our New Zealand travel agency partners for your patience and support throughout this time as we experience high call and email volumes.



Boarded Up: A Global Round-up

NZ Tasman Cuts

Air New Zealand is reducing Tasman capacity by 80% effective 30 Mar-30 Jun. The following Tasman routes are suspended 30 Mar-30 Jun: AKL-ADL, AKL-CNS, AKL-MCY, AKL-OOL, AKL-PER, CHC-BNE, CHC-MEL, CHC-OOL, WLG-BNE, WLG-MEL, ZQN-MEL, ZQN-SYD, ZQN-BNE.

Still operating is WLG-SYD (two services per week); CHC-SYD (two return services p/w); AKL-SYD (seven services p/w); AKL-BNE (five services p/w); AKL-MEL (seven services p/w). These dates may change if demand reduces further, warns NZ.

NZ Flexi Policy

Air New Zealand has a new Quick Reference Guide to help agents working through customer rebooking. Worth noting, agents are no longer required to enter an authority number or an endorsement into the endorsement box for any changes or refunds within the Covid-19 Flexibility Policy. See airnzagent.co.nz

Travel restrictions and lockdowns are spiralling around the world.

France has entered a 15-day lockdown, residents have reportedly been told to avoid each other, work from home if possible and only visit supermarkets and pharmacies. New York is also shutting down; schools, restaurants and bars are reportedly closing.

Canada has closed its border to foreigners and has deferred the start of the cruise ship season in Canada, from 02 Apr to 01 Jul, at the earliest. The EU has announced a temporary restriction on non-essential travel to the EU for 30 days. Returning citizens are exempt.

In the UK, Prime Minister Boris Johnson has told people to avoid pubs, clubs, restaurants, cinemas and more. As of 15 Mar, the Croatian Government has announced that visitors arriving into the country ex New Zealand will have to self-isolate for 14-days upon arrival.

The Singapore Government has rolled out tougher border controls for the next 30 days; all travellers entering SIN who have travelled to ASEAN countries, the UK, Japan or Switzerland within the last 14 days will be issued with a 14-day Stay-Home Notice (SHN) and have to provide proof of where they will stay, e.g. a hotel booking for the period. This does not apply to those in transit. Effective immediately, international visitors arriving into SIN who have been to France, Germany, Italy and Spain within the last 14 days will not be allowed entry into or transit through Singapore. This doesn't apply to SIN residents and LON-term pass holders, who will be issued a SHN. Egypt will temporarily close its border from midday Thu. Innovative

LA Cuts, Rebooking

LATAM is reducing its capacity by 70%—cutting its international flights by 90% and making a 40% reduction in its domestic operations. Passengers with affected flights from today can reschedule travel to 31 Dec at no additional cost. LA requests that passengers and agents do not call more than 72 hours prior to scheduled departure.

The carrier has also updated its change policy for countries whose borders are either closed or restricted, for travel to 31 May. [CLICK HERE.](#)

Travel is offering affected clients the option to defer travel to later 2020 or 2021.

In the US, the governors of California, Ohio, Illinois, Massachusetts and Washington have ordered the closure of bars, restaurants and wineries. Some other major US cities are expected to follow suit.

... Also Closed

Closing their borders to the world, or requiring quarantine upon entry, according to *The New York Times*, is Ghana, Kenya, Morocco, Argentina, Chile, Costa Rica, Ecuador, Germany, Guatemala, Peru, Cambodia, India, Nepal, The Philippines, Sri Lanka, Australia, Israel, Jordan, Saudi Arabia, Denmark, Latvia, Lithuania, Norway, Poland, Serbia, Slovakia, Spain and Ukraine.

... Islands

While the Pacific Islands remain open to New Zealand, some have additional entry requirements. The Cook Islands has imposed new border restrictions, but passengers travelling from New Zealand are still able to enter freely, and flights are still permitted to operate from New Zealand, at this stage. However, it seems access to the outer islands (including Aitutaki) will be closed.

The Cooks Government has also placed a temporary ban on cruise ships to 30 Jun, as has Fiji.

FJ Flexibility

Fiji Airways is offering new and existing passengers flexibility by permitting change without reissue fee and fare differential for travel till 30 Jun. For travel from 01 Jul, no reissue fee is applicable however fare difference will apply when rebooking. Clients can also hold a credit for further travel. Put FATN:130-20 in the endorsement box or tour code of the ticket.

AA AKL-LAX Reinstated

American Airlines will continue to operate flights between Auckland and Los Angeles through the remainder of the scheduled season, despite initially announcing it will suspend operations from 16 Mar. The final flight is scheduled to depart AKL for LAX 29 Mar. AA says the change in tack was based on customer demand and it will continue to review the service and make schedule adjustments as needed.



Sadly, I have to report that due to the Covid 19 virus all theme parks in Southern California are now closed until the end of March, so please check any client bookings. Although I am sure you already have.

That includes:

- both Disneyland Parks in California.
- Legoland California.
- Knotts Berry Farm.

On a brighter note it was wonderful to see all the agents who came to the Visit USA event in Rotorua last week. And a big thank you to Megan from Taupo and her team for coming "in theme" for the event- loved it!



Wellington agents also came out in force for the event on 11 March and a great time was had by all, we'll be back Wellington!!!

Yes, we have some difficult times ahead in the short term but everyone I know is poised ready to jump on a plane as soon as the "all clear" is given.

ANAHEIM WILL BE READY FOR YOU!

So why not use this time to complete some of those specialist programs such as- Anaheimspecialist.com

And jump on to our NZ agent microsite- Visitanaheim.org/travel-agents.

Catch you next month,
Pip and Lisa

PO Box 25-482, St Heliers,
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EK Update #5

Emirates advises that passengers transiting through Australia are not required to self-isolate for 14 days, they may travel as per normal but will be subject to all travel and immigration restrictions. EK also says that while New Zealand and Australian passport holders do not require a visa to travel to and from the UAE, they may be subject to additional screening.

World Journeys Update

World Journeys asks agents to e-mail the consultant handling their booking as its phone lines are becoming overloaded, due to the demand for booking changes. If you do not have the e-mail address handy then send to info@worldjourneys.co.nz including the World Journeys booking reference.

Qatar Closes For 14 Days

Qatar Airways advises that from midnight Wed only Qatari nationals will be permitted to enter Qatar for a period of 14 days; transit is still okay. For more, [CLICK HERE](#).

Fiji Operators Give Kiwis Confidence

At presstime, South Pacific nations, including Fiji were among the destinations still offering Kiwis a chance at an overseas holiday—and armed with the bula spirit and increased flexibility Fiji Airways and some of the nation's operators are working together to give Kiwi travellers the confidence to book a Fiji holiday.

The campaign, valid for sales to 25 Mar allows Kiwis to book FJ flights and Fiji accommodation, with the ability to book now and travel through to 15 Feb 2021—with unlimited, free FJ flight chances for rebooking right up to 31 Dec.

... \$499, Kids Free

Return adult fares are \$499 return, and kids fly free—paying just the taxes—for travel to 15 Feb, with no blackout periods, and the carrier will waive the difference if clients need to rebook to a higher booking class.

"In these very trying times, the purpose of this campaign is to get clients to purchase a family holiday with the reassurance they will have peace of mind with unlimited free of charge

changes, which includes FJ waiving the far differential to a higher booking class (within the same class of travel)," says the carrier.

... Hotel

Some 33 Fijian properties have partnered in the campaign ranging from Beachcomber through to Yawasa Island Resort, so there's something for all ages and budgets. See pg 4 for a full list.

HA Waiver Details

Passengers impacted by Hawaiian Airlines' temporary service suspension can change to another HA flight HNL-AKL for travel before 31 Dec; retain original ticket value for future travel on HA; or obtain full refund without fee. Use code WV2016 SKD-CHG. Conditions apply.

QF Fee Waiver

All Qantas (081) bookings (existing or new) for travel now until 31 May are entitled to cancel and retain the value of the ticket in credit (change fee waived). This needs to be processed by 31 Mar. The travel credit can be redeemed for travel for up to 12 months from the original booking and agents can reissue the ticket with the authority 623063 entered into the endorsement box. The waiver can be applied only once per booking.

UK/Euro Update

Ryanair will slash seat capacity by up to 80% for Apr-May and a full grounding of the fleet cannot be ruled out. Impacted passengers are being contacted and change fees are waived for Apr. British Airways owner IAG is set to reduce capacity by 75% Apr-May; and easyJet too has reportedly warned most of its fleet could be grounded. Virgin Atlantic is said to be slashing capacity by around 80% effective from 26 Mar and has suspended its London Heathrow to Newark service. Austrian Airlines is temporarily suspending its regular flight programme as of 18 Mar, cancelled flights will be rebooked automatically.

Air France-KLM Group will gradually trim its flight activity 'very significantly' over the next few days potentially reducing its capacity by 70%-90%. AF will ground its A380 fleet and KLM its 747 fleet. SAS, Air Baltic, LOT Polish Airlines and French carrier La Compagnie, have currently suspended operations. Royal Jordanian has also temporarily suspended flights.

Happy St Pat's



Nothing can take the shine of that plucky Irish spirit, and despite it all, more than 50 countries are set to 'go green' over the coming days in celebration of St Patrick's Day. Landmarks including Auckland's Sky Tower (pictured) are all taking part in Tourism Ireland's Global Greening 2020. To celebrate St Patrick's Day, in the wake of adversity, an industry Irish poet has penned this limerick.

"We are all due some famed Irish luck.

To help us escape this damn muck.

It's St Patrick's Day,

Please all hope and pray,

'Cause if we don't, we will all be most...fucked."

-Anon

US Incentive On Hold

The Sell Your Way to the USA incentive has been suspended through to mid-Apr based on the American Airlines schedule changes. Canuckiwi and AA will re-launch the incentive when the flights come back on-line. Agents are asked to keep records of AA bookings made as well as any land components with the five (Utah Office of Tourism, Washington, DC, Visit Anchorage, Travel Nevada and Grapevine, Texas) participating partners. A series of destination webinars are planned and agents will earn additional points that will count towards qualifying for a spot on one of the famils. To register [CLICK HERE](#). Agents can also complete the AA and Qantas Learning Bite. [CLICK HERE](#).

More NZ Sales Support

Air New Zealand has increased hours for the Agency Sales Support team for this week Tue-Fri. Agency Sales Support will now be open 0800-1800, contactable through the normal phone and e-mail addresses.

NZ asks agents to only contact the airline for queries relating to urgent travel this week. For customers looking to travel 30 Mar-30 Jun, NZ is asking agents to hold off changing their tickets until its new reduced schedule is published to avoid further changes.

**We've listened to
your feedback.**

**As this current situation
continues to unfold, we are
now regularly updating our
Facebook page.**

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environment.

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OUR PEACE OF MIND POLICY:

- **NO blackout periods** and for travel until 15 Feb 2021
- Waive any change fees (unlimited)
- Waive any fare differential (only applicable on point to point FJ flights)
- Rebooking allowed for flights up to 31 Dec 2020

OUR PARTNERS:

- | | |
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| ✓ Anchorage Beach Resort | ✓ Sheraton Tokoriki |
| ✓ Beachcomber Resort | ✓ Sofitel Fiji Resort & Spa |
| ✓ Blue Lagoon Cruises | ✓ South Sea Cruises |
| ✓ Fiji Hideaway Resort & Spa | ✓ Tambua Sands Resort |
| ✓ Fiji Marriott Resort Momi Bay | ✓ Tanoa International Hotel |
| ✓ Funky Fish Resort | ✓ Tanoa Plaza Hotel |
| ✓ Kula Wild Adventure Park | ✓ Tanoa Rakiraki |
| ✓ Likuri Resort | ✓ Tanoa Skylodge Hotel |
| ✓ Outrigger Fiji | ✓ The Naviti Resort |
| ✓ Pacific Destinations | ✓ The Pearl Resort, Spa & Golf |
| ✓ Pullman Nadi Bay | ✓ The Westin Denarau Island Resort & Spa |
| ✓ Resort & Spa | ✓ Tokatoka Resort |
| ✓ Radisson Blu Resort | ✓ Warwick Fiji Resort |
| ✓ Radisson Fiji Resort | ✓ Yadua Re2sort |
| ✓ Rosie Holidays | ✓ Yasawa Island Resort & Spa |
| ✓ Shangri-La's Fijian | ✓ Yatulule Resort |
| ✓ Resort & Spa | |

IMPORTANT: In these very trying times, the purpose of this campaign is to get clients to purchase a family holiday, with the reassurance they will have peace of mind with unlimited FOC changes, which includes FJ waiving the fare differential to a higher booking class (within the same class of travel).



