

# TABS ON TRAVEL TODAY

Incorporating Tabs on Travel

Wednesday 11 March 2020

Issue 4201

**5,000,000 Points Jackpot\***

[Register Here](#)

\*Terms and conditions apply.

## Aloha California

Connecting to LAX, LGB, SAN, SFO, OAK, SJC & SMF

HawaiianAirlines.co.nz

Earn Qantas Frequent Flyer points with all Jetstar Starter fares - FREE join (conditions apply)

## Backlash To Govt Cruise Warning

**The Ministry of Foreign Affairs & Trade (MFAT) is now urging Kiwis, especially those with underlying health concerns, to reconsider taking a cruise amid Covid-19 concerns—a move which has outraged some in the trade.**

The MFAT step mirrors the Australian government travel advisory. “The virus can spread quickly on-board cruises due to the close contact between passengers. Some cruise ships have been put into quarantine, and countries have denied entry to ports, which can have significant consequences for travellers,” says MFAT. While safety is paramount and government advisories determine insurance cover—some in the industry have been left aghast by the advisory. Creative Cruising’s John Willson says the advice is ‘almost irresponsible’ and has the potential to decimate the cruise sector.

“We don’t need that. [They could’ve] taken advice from the cruise lines, which are doing all sorts of things to mitigate the threat. Cruises lines are working extremely hard on sanitising, cleaning and hygiene.”

At the same time Cruise Connections’ Sam Fowler says she’d like to see more Covid-19 statistics relating to the cruise sector before such a decision is made. “I worry people will look at that and freeze and not go on a cruise ship.”

Another cruise specialist, who wished not to be named, said the move is unfair and could potentially break the industry.

Cruise Lines International Association managing director Joel Katz says these are unprecedented times.

“[The] travel advisories . . . do not say ‘do not cruise’, but advise travellers to reconsider overseas cruises; particularly for people with underlying health concerns.”

“Hundreds of thousands of cruisers are still enjoying cruise holidays every day across the world, and travellers will therefore need make their own informed decisions.”

### Virus In Perspective

World Health Organization’s director general Dr Tedros Adhanom Ghebreyesus yesterday put the growing Covid-19 numbers into perspective. Of the 80,000 reported cases in China, more than 70% have recovered, he says, adding that 93% of all case are from just four nations.

“Of the four countries with the most cases, China is bringing its epidemic under control and there is now a decline in new cases being reported from the Republic of Korea,” Tedros adds. “Both these countries demonstrate that it’s never too late to turn back the tide on this virus.”

His advice to the public? Never give up. “Let hope be the antidote to fear.”

### TAANZ Invited To Talks

TAANZ has been ‘invited to the table’ for the MBIE discussions around the government’s proposed wage subsidies, in the wake of the current economic environment.

While no further details are available at this time, TAANZ boss Andrew Olsen says he is eager to stress to MBIE the current impact on the Kiwi travel industry’s business owners, and the need for travel agents to be included in the government measures.

“I have spoken to many agents these last couple of days and some are in dire need of assistance on top of already working through reducing staff hours and other austerity measures. These discussions need to happen with urgency, and I will be making it clear [to MBIE] that we need this assistance in place soon...”

### ... Feedback Key

Andrew has again stressed that TAANZ welcomes ongoing feedback from its members.

“It is helping us support our members at a local level and ensure that we have a clear understanding of how this situation is affecting our members; and where we can help.” Members are urged to please e-mail [andrew.olsen@taanz.org.nz](mailto:andrew.olsen@taanz.org.nz)

### VA Millionaire

Virgin Australia is offering its top sellers the chance to win a share of five million Velocity Points. Register and start selling VA operated flights 02-31 Mar, for travel to 30 Jun.

### HLO: Pay Cuts, Outlook

The helloworld Travel Group has announced that it can no longer provide meaningful EBITDA guidance for the full year, in these Covid-19 impacted times. In the market update HLO says it is in a strong position and that cost cutting measures are being put in place. These include HLO’s chairman and non-executive directors not taking fees for the remainder of FY20, the ceo will take a 30% salary cut and HLO’s executive management team will take a 25% salary cut.

HLO adds that all non-essential recruitment has been halted, employees are being asked to take paid/unpaid leave and all discretionary expenditures are being reduced or eliminated.

**5 Pages This Issue**

News.....p1-p5

## Hola South America!

Win one of 2x pairs of return flights.

[Enter Now](#)

A STAR ALLIANCE MEMBER

**Book Sydney**

and be in to win a spot on our Vivid Sydney famil in May.

Competition ends 27 March 2020

Terms and Conditions apply. Copyright Image Destination NSW.

### Form Of Relief

TAANZ advises agents that Westpac is offering support to customers financially affected by Covid-19 in the form of a 'relief package'. The options could include a temporary overdraft facility; suspension of principal loan payments for up to three months; and deferred payment on business credit cards for up to three months. Customers requiring access to term deposit funds should also contact Westpac to discuss options, TAANZ adds.

Interested impacted people should call Westpac directly, the association adds. "If you are not with Westpac it might be worth waiving this in front of your bank," TAANZ says.

### UA's Waiver

United Airlines has waived change fees for all new tickets issued 03-31 Mar, irrespective of destination, points-of-sale and fare type. Change fee is automatically waived and agents don't need waiver code, with the exception of bulk or fixed fares which may require code, and if so, use code 7JC4I.

ISSN 1176-5275

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

news@traveltoday.co.nz

tony@traveltoday.co.nz

adsales@traveltoday.co.nz

**Click Here for Existing Subscription Updates**

© All contents are copyright, and must not be transmitted or copied without specific approval.

PO Box 305-167, Triton Plaza, Auckland 0757, New Zealand.  
Bld F, 14-22 Triton Dr, Albany, Auckland 1132, New Zealand.



**Click Here for NEW Subscriptions**

## NZ & NASA Are Saving The World

Air New Zealand's latest innovation is out of this world, kinda.

The airline is now working with the NASA to mitigate climate change's impacts. NZ will soon collect unique environmental data during domestic flights via next-generation satellite receivers, with the information collected feeding into NASA's Cyclone Global Navigation Satellite System (CYGNSS).

"CYGNSS uses GPS signals, bounced off the ocean, to measure wind speeds and help scientists better predict cyclones and hurricanes," says



Dr Gail Skofronick-Jackson, NASA's CYGNSS Program Scientist Over land. "The technology can determine soil moisture levels, so it can also monitor climate change indicators such as drought, flooding and coastline erosion."

The move comes as NZ chief operational integrity and standards officer Captain David Morgan says the airline is already seeing the impact of climate change. "Climate change is our biggest sustainability challenge so it's incredible we can use our daily operations to enable this world-leading science." NZ engineers will fit the first Q300 in late 2020 and if the approach is successful, the airline will explore introducing the technology more widely across the Q300 fleet.

### EK Waiver Policy

Emirates has updated its waiver policy (#3) for tickets issued up to 31 Mar. Changes to ticket means the travel date or destination; travel on changed tickets must be within 11 months of the original validity; date change is free, destination change is as per difference in fare. [CLICK HERE](#) for waiver code.

### New Forms For India

Clients arriving into India are required to fill out a new form (in duplicate) detailing health and travel information, and Exotic Holidays says that all airports in the country are running low on them. The wholesaler suggests agents download the form, print two copies per person and get the clients to fill them in before arrival as the new process is causing huge delays. Download [HERE](#).

### AF, KLM Flexibility

Air France and KLM are offering passengers the option to rebook their tickets free of charge, due to the uncertainty around Covid-19. The voluntary rebook policy is available for those with a valid ticket issued until 31 Mar from AF and KLM, for travel 03 Mar-31 May.

### DL Reduces Capacity

Delta is reducing international capacity by 20-25%, and domestic capacity by 10-15%. The carrier will continue to make adjustments to planned capacity as demand trends change. The airline is also upping its safety measures, defogging its aircraft with high-grade disinfectant that is highly effective against many communicable diseases, including Covid-19.

### AA Update

In response to Covid-19, American Airlines is reducing international capacity for the (US) summer peak by 10% versus the previous selling schedule, including a 55% reduction in transpacific capacity. Domestic capacity in Apr will also be reduced by 7.5%. Clients impacted by a schedule change who prefer not to be rebooked may request a full refund. A list of suspended services can be found [HERE](#).

### NS20 JQ Schedule



Jetstar's Northern Summer schedule launches 29 Mar through to 24 Oct with the following additional services during peak times and school holidays: Auckland to Gold Coast, two additional flights per week, taking the service to nine weekly; three extra weekly Wellington to OOL services from Apr to Jun and from Aug to Oct there will be six weekly flights; Queenstown to OOL Jul to Aug will see three additional weekly services and there will be two additional weekly ZQN to Sydney services in Jul and Aug.

### DL Japan Reduction

Delta Air Lines has reduced its weekly schedule to Japan through to 30 Apr and has suspended its summer seasonal service between Seattle and Osaka. The reductions follow reduce demand, due to Covid-19.

A STAR ALLIANCE MEMBER



## Book Sydney

and be in to win a spot on our Vivid Sydney famil in May.

Competition ends  
27 March 2020

Terms and Conditions apply. Copyright Image Destination NSW.



**Agents Stock Up**



Viking's Valhalla famil is on the last segment of its 13-day Norwegian voyage on-board the Viking Star and the five Kiwi agents (and partners) have ticked off a few firsts from their bucket lists.

There was viewing the Northern Lights, overnighing in the Igloo Hotel in Alta, snowmobiling through the Norwegian Tundra, sightseeing in -18 degrees temperatures and lastly checking out the well-stocked shops in Bergen.

The Valhalla incentive for 2020 is underway and the top five consultants who sell the greatest number of Viking passengers during incentive period 01 Jan -30 Nov will win a cruise for two, return flights for one, silver spirit drinks package and select shore excursions.

Stocking up... Alison Kearney from House of Travel Howick doing some last-minute shopping in Bergen.

**Israel Quarantine**

Israel's Prime Minister has announced that all travellers entering the country must self-quarantine themselves for 14-days in an effort to prevent the spread of Covid-19. BBC reports that the quarantine rules will be effective as of 12 Mar, and will last for two weeks.

**HLO Calls For Unity; Mixed Reaction**

helloworld New Zealand boss Simon McKearney today took the unusual step of calling for the key retail chains to lobby consumer media for reduced advertising prices, as he shared the brand's marketing plan for the next four months and expressed his disappointment in the trade suppliers.

The points were raised in a letter sent to Flight Centre, First Travel and House of Travel (and the trade media) which was designed to 'reach out and say we as a HLO business are with you shoulder to shoulder as we navigate our way through the storm'.

However there's been a mixed chain response, particularly around suppliers.

In the letter Simon says HLO feels 'somewhat let down by supply partners with capacity decreases' around the fact that suppliers didn't ask the retail chains 'as a collective to assist in raising demand to fill their planes versus cutting our supply link'. 'A communication to us all wouldn't have been that difficult,' say Simon in the letter, while stressing that the chain will continue to push those air and cruise suppliers to release or relocate capacity.

Flight Centre was unavailable for com-

ment by presstime, however House of Travel ceo Mark O'Donnell says he was surprised about the comment as the brand currently felt well-supported by its suppliers.

"Last night we hosted 150 suppliers at a function in Auckland and really we've been heartened by their approach to what is an industry problem, and how they are working with us to help our customers at what is a really tricky time," says Mark. "We continue to work very closely with our suppliers and we're meeting regularly to stay updated. We're actually feeling well supported. This is a time when strong relationships are really key."

**... The Proposal**

In the frank letter Simon says the chain is still fielding inquiry for Australia and the Pacific and that 'surprisingly Bali continues to sell', while inquiry is starting for domestic destinations like Queenstown.

"With this data in mind we will be shifting our marketing to focus on these key areas—pretty-much everything else is off our radar [for the next four months]," he adds. The local HLO boss says if the chains collectively concentrate on those destinations '[the trade] will see a collective spike in demand'.

"Our brand awareness as a collective will raise the eye of a nervous consumer and possibly give the surety [consumers] are looking for at this time—all major travel companies driving a concentrated singular message of let's book."

**Keep Updated With MFAT**

To ensure agents are up to date with the evolving Covid-19 situation, agents are urged to subscribe to MFAT's Safetravel advisories. See safetravel.govt.nz

**Say Aloha With Globus**

Globus Family of Brands reminds agents they could soon be sipping cocktails by the pool in Hawaii with its latest agent incentive. To be in to win one of the 100 top performers spots, simply book any Globus, Cosmos, Avalon Waterways and Monograms products by 30 Apr (winners are based on passenger numbers). The trip (27-31 May) and includes return Hawaiian Airlines flights ex Auckland to Honolulu, accommodation at the Sheraton Princess Kaiulani, spending money and much more. For more [CLICK HERE](#).

**JQ GDS Holds**

Hold periods (TTLs) for Jetstar fares in the GDS have changed with instant payment/ticketing now required for all JQ, 3K, BL and GK GDS fares booked inside two days prior to departure.

Agents must send payment/ticketing immediately after booking commitment to confirm the bookings. Segments will not be held if payment/ticketing is not received. All other hold periods (outside two days) remain the same. Refer to the ADV RES section of the JQ fare rules.



**THE TAAP TOP TEN**

**Awesome deals for LA USA right now.**

- |             |                |
|-------------|----------------|
| 1 Auckland  | 6 Wellington   |
| 2 Sydney    | 7 Singapore    |
| 3 Fiji      | 8 Brisbane     |
| 4 London    | 9 Christchurch |
| 5 Melbourne | 10 Los Angeles |

Expedia TAAP reported 740 different destinations, across 108 Countries for bookings across February.

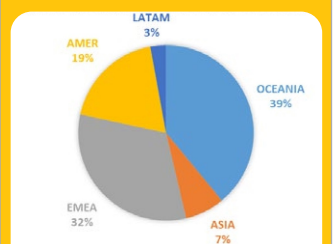
The near hysteria surrounding Covid-19 will end. Your clients will return for you, to help build their travel dreams again. The Expedia TAAP team are ready to help you shape those dreams.

Expedia TAAP is working with suppliers to provide maximum flexibility for your clients. The strength of the Expedia business and great relationships with our suppliers ensure your bookings are in the safe hands.

Top destinations last month were, Auckland, Sydney, Fiji, London, Melbourne, Wellington, Singapore, Brisbane, Christchurch and Los Angeles. Queenstown and San Francisco were just outside top ten. Regionally EMEA 32%, Oceania 39%, US/CAN 19% and Asia 7% of the destination mix.

Some of the out of the way destinations booked last month include Roanoke VA, Wroclaw Poland, Regional South Australia and Sealand Denmark.

**Expedia TAAP, we've got your back.**



**KEY:** AMER (USA/Can); Asia; EMEA (Euro/Mid East/Africa); LATAM (Latin America); Oceania (NZ/Australia).

**Your great service and our great package rates, keep your customers coming back.**

**Earlybird Sale 2020**

**Book Now**

\*Conditions apply

**Save up to 40% off\* Car & Motorhome Rental**

**Aussie On Sale**



GO Holidays has Aussie Packages ex Auckland, Wellington or Christchurch flying Virgin Australia and two nights in Brisbane from \$529pp t/s including breakfast and late checkout; ex AKL/CHC plus three nights in Melbourne is from \$559pp t/s including a free night. Two nights in Sydney and flights ex AKL is \$589, seven nights and flights in the Gold Coast is \$599pp family share ex AKL/WLG/CHC. The offers are for sales to 14 Mar, travel 02 May-24 Sep (closeouts apply).

**Agents Play It Cool On Canada Famil**



Three nights at the Fairmont Hotel Vancouver, a foodie tour of Granville Island Market, a cycle city ride around Stanley Park and cheering on from the side lines at a Canada Sevens match are some of the highlights a group of agents are experiencing on a travel&co and Air Canada famil to Canada. The 10-day famil, in conjunction Destination BC, Vancouver Tourism, Big White Resort and Sun Peaks Resort, also includes Skyride up Grouse Mountain, a look around the ski-in ski-out Big White including a tube ride and a turn on the ice skating rink as well as a morning skiing on Okanagan powder.

**1:** Coffee at Granville Island for Cindy Palmer from Quay Travel; Jill Ryan, helloworld Orewa and AC's Cathy Gibson.

**2:** Big up to the Kiwis from Cathy Gibson, Air Canada and helloworld Orewa's Jill Ryan at the Canada Sevens match (Canada vs South Africa) in Vancouver.

**3:** Ready to hit the sights of Vancouver is Galaxy Travel's Craig Corbett; Rowena Brandeis from The Travel Brokers; Jill Ryan, helloworld Orewa; helloworld Rangiora's Melanie Linford; Janey Bytheway from helloworld 5 Mile; NZ Travel Brokers' Petra Christie; Cathy Gibson, Air Canada; travel&co's Sam Moore and Cindy Palmer, Quay Travel.

**A Different Kind Of Outback In NSW**

**Boasting a glittering night sky, miles of red sand and a whole lot of culture, from Aboriginal to drag, is New South Wales' Broken Hill and Darling Shore region.**

A quick flight from Sydney, it's an area Destination NSW says is a different kind out outback'.

Broken Hill has been associated with drag since the iconic Australian film *The Adventures of Priscilla, Queen of the Desert* was released in 1994. Clients can stay at Palace Hotel, featured in the film, and offers a drag bingo on the first Tue of every month. Drag lovers can also head to the four-day Broken Heel Festival in Sep which celebrates all queens.

**... Living Desert**

Art lovers should add Willy Nilly Art Gallery, Broken Hill Regional Gallery and Queens Head Hotel to their itin-

erary. Living Desert Reserve is also worth a visit, boasting 12 sandstone artworks which highlight the skyline.

The area is also home to a range of accommodation options, from stone miners cottage A Miner's Rest to restored church Broken Hill Outback Church Stay. DNSW recommends the Broken Hill Outback Resort and Eldee Station, while something completely different can be found at White Cliffs Underground Motel. The motel features a honeycomb of whitewashed rooms deep within 120-million-year-old sedimentary rock.

**News & Product**

**RailEurope For Agents**

Rail Europe has rolled out new features to make booking rail journeys even easier. The Agent Tool was updated, agents can now save journeys for later, link booking fees, instantly issue e-tickets for last minute departures, request for quotes, keep tabs on currently unavailable trains and more. There's also a new virtual assistant Rail Wizard which helps with client queries.

**Coastal Run Canned**

The Experience Penang Coastal Run 2020, which was scheduled for 15 Mar will be deferred until further notice, advises Tourism Malaysia. Contact enquiry@gosportz.my for refund/new date advice.

**CANCEL FOR ANY REASON!**

Life happens.  
Book with confidence!

Click Here for Cover-More's coronavirus update

Not all insurance policies are created equal.

Ask us about Cancel For Any Reason Cover and how your customers can claim up to 75% of their pre-paid travel costs back.



**Cancel for any reason could include:**

Your customer decides not to travel due to coronavirus fears

Your customer has a terminal illness or medical condition that is not covered by the policy

A natural disaster or world event is expected or ongoing and your customer wants to change their travel plans, for example a volcanic eruption and ash cloud, bush fires, hurricanes, cyclones, earthquakes and tsunamis

To work with us call 0800 500 225  
or email: enquiries@covermore.co.nz



**Cover-More**  
TRAVEL INSURANCE

keep travelling

Cover-More Travel Insurance underwritten by Zurich Australian Insurance Limited (ZAIL) incorporated in Australia, ABN 13 000 296 640, trading as Zurich New Zealand



**Switzerland Demand**



Switzerland continues to be an attractive destination for adventure-seeking Kiwis as Switzerland Tourism notes a 2.4% increase in Australasian arrivals in 2019. It's growth that agents play a big part in: The NTO says more than 65% of travel to Switzerland from Australasia is booked via a travel agent. Last year New Zealanders made 48,241 overnight stays with Livio Goetz, director of Switzerland Tourism Australasian and New Zealand, saying while the major cities showed a steady 4.1% growth in overnights, Kiwi travellers are still mainly drawn to the 'majestic peaks and verdant valleys' of the country with 6.3% increase in overnight stays in the mountainous regions. See [myswitzerland.com](http://myswitzerland.com)

**Industry Diary**

**MARCH**

**Visit USA Roadshow**

**Wellington:** Wed 11, Harbourside Function Centre, from 1730.

**JAWS+ 2020**

**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.

**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.

**Visit Sunshine Coast**

**Auckland:** Tue 24, Northern Club, 1730-1930.

**Let's Talk About The V Word At The Visit USA Roadshow**



**At last night's Visit USA regional roadshow in Rotorua, the V word of the evening was vacation, says United Airlines' Leanne Cheesman.**

"We wanted to focus on the US and show the trade that there are plenty of cool things to do and see there." Around 40 agents attended the evening at Rydges Rotorua, with most saying there is still Kiwi interest to and through the US. Taking home the lucky draw prize was House of Travel Taupo's Megan Bishop who won a Hawaii prize package. Leanne also reiterated that all the roadshow members are here for the agents, 'to support and encourage' during the current climate. The Visit USA regional roadshow continues tonight in Wellington.

**1:** At the Visit USA Show in Rotorua is Cosmos' Alka Thapar; Gaye Wood from Alamo; prize winner Megan Bishop from House of Travel Taupo; Grant Robertson from Hertz; Air New Zealand's Colin Barriff; Darragh Walshe from Hawaii Tourism and Brand USA's Wayne Mitcham.

**2:** Hi ho silver and away... Always one to brighten any room, Francis Travel Marketing's Tony Smith puts another hat on at the Visit USA show.

**3:** Darragh Walshe from Hawaii Tour-

ism presents House of Travel Taupo's Sam Johnston (aka minnie mouse) her prize for winning the Kahoot Quiz.

**4:** Brightening up the mood (given the current situation) is the House of Travel Taupo team—from left, Angela Delany, Lauren Renney, Paula Redfern, Samantha Johnston (Minnie

Mouse) and Megan Bishop (Mickey Mouse) with Visit Anaheim's Pip Ashford (front).

**5:** Leanne Cheesman from United Airlines is pictured with joint venture partner, Colin Barriff from Air New Zealand.

**Book Me Bob**

Agents are advised that a new hotel booking start-up has launched, promising competition for not only agents but also OTAs. Book Me Bob is a local start-up which uses AI to match consumers with hotels, promising to cut out the middleman. It's available 24/7, bookings are made direct and hotel rates and inventory are controlled. It's currently available in New Zealand, Australia, Indonesia and India, with plans to expand into South East Asia, the Caribbean and Dubai.



**DESTINATIONS OF THE MONTH**

**Hanoi, Da Nang & Ho Chi Minh City**

**AGENT FARES AVAILABLE NOW!**  
For sale throughout March.

**CLICK HERE FOR MORE DETAILS**

Terms and conditions, travel periods and restrictions apply.

For more information and consumer retail fares, please visit KrisPort, Destination of the Month tab.

