

## TRAVELincMEMO

Your personal magazine twice a week

Thinking of all our colleagues and partners in the travel industry.

**Stay strong together.**

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ISSUE 2083



### Garrie moves on

Joanna Garrie has moved on from her role as regional manager New Zealand with Visit Victoria. She is now director corporate meetings and incentives at Melbourne Convention Bureau.

Garrie held the regional manager role for just over six years.



Joanna Garrie

### Amadeus virtual training

Amadeus is replacing face-to-face training with virtual classrooms and is expanding its catalogue of e-learning resources in various languages. For travel agencies, these can be found on the Amadeus Learning Universe accessible from Amadeus Service Hub.

<https://servicehub.amadeus.com/>

### Some clients 'testy' as crisis develops

The Travel Agents Association of New Zealand (TAANZ) is advising members to keep calm and stay on top of their BSP. 'Over the last week, as it became apparent we were on the doorstep of a crisis, it seems customers have got a little more testy about refunds and credits,' says Andrew Olsen, chief executive of TAANZ. 'If you have experienced this you are not alone.'

He says there has been 'an explosion of refunds' in the last week (on top of the week prior) and airlines will be doing the best to keep up with the demand.

'Keeping track of refunds and credits for customers will be vital in untangling funds. If a refund is overdue by more than one remittance period let me know and I will push back to IATA to ask the airline to comply with 824r. If the ticket has been credited let the customer know it is not a bad outcome, as the original ticket conditions were non-refundable.'

'Some of you have customers demanding a credit be refunded. We are checking with IATA that the top four or five airlines (most volume) are complying with New Zealand consumer law if they do not refund credited tickets.'

'I will update you as I can. If you need any help with a tricky customer let me know.'

### Mystery deepens

Our popular mystery person column is taking a short break. The main reason for this is the source of social photos has somewhat dried up as we are all in isolation of each other.

We know this industry will get pretty social real quick once things get back to 'normal' and our mystery person column will return then.

### Canuckiwi webinars

Canuckiwi is running destination webinars at <http://www.canuckiwi.com/sell-your-way-to-the-usa-2020/> to help agents upskill from home. Each webinar will be hosted by an in market member of the tourism board.

Trade will be able to join the webinars from a PC, Mac, iPad, iPhone or Android device. The system is user friendly and doesn't need any software installed.

Agents who participate in the webinars will earn additional points on their Sell Your Way to the USA tally sheets that count towards qualifying for a spot on one of the fam trips, scheduled for late 2020. For additional points, agents can also complete the American Airlines and Qantas Learning Bite here: <https://learninghub.qantas.com/#sitelogs>

Agents can register for each webinar individually. To register for all six webinars, email [bailey@canuckiwi.com](mailto:bailey@canuckiwi.com)

- Utah Office of Tourism Wednesday, 1 April,
- Travel Nevada Wednesday, 8 April,
- Visit Anchorage Wednesday, 15 April,
- Washington, DC Wednesday, 22 April,
- Grapevine, Texas Wednesday, 29 April,
- Travel Oregon Wednesday, 6 May.

All webinars will be held at 11am.

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## News

## NZ: More adjustment to network

Air New Zealand is adjusting its international network to match demand and government travel restrictions.

The airline will operate a limited international network from 30 March to 31 May 2020 to enable essential travel and to keep air freight moving through key cargo corridors to North America and Asia. Overall, international capacity will reduce by 95% from pre-Covid-19 levels.

Domestic services into Auckland will be scheduled to allow travellers to connect onto Tasman and Pacific routes.

All services are subject to change.

Tasman services (per week): Auckland-Sydney, three return services; Auckland-Brisbane and Auckland-Melbourne, two return services each; Pacific services (per week): Auckland-Rarotonga, Auckland-Niue, Sydney-Norfolk, Brisbane Norfolk, all one return service.

Samoa and Tonga are currently not permitting international flights. If these restrictions end, Air New Zealand is likely to operate one return service per week from Auckland.

Long-haul services (per week): Auckland-Los Angeles, three return services; Auckland-Hong Kong, two return services; Auckland-Shanghai, return services on alternate days from 2 May.

The airline is retiming its Hong Kong service to a night operation ex Auckland and Hong Kong to maximise connection opportunities for cargo.

## P&O extends pause in ANZ, protects commissions

P&O Cruises is extending its voluntary pause in operations across Australia and New Zealand.

President Sture Myrmell says the approach is about making it as simple as possible for guests in both Australia and New Zealand to have confidence in booking future cruises.

In New Zealand, P&O Cruises will suspend voyages until 30 June 2020, consistent with the government's approach.

It will affect Pacific Aria: A025, A026, A027, A028, A029, A030, A031, A032, A033, A034 and A035.

In Australia, P&O Cruises intends to resume operations on 15 May 2020 – an extra 30 days to what had previously been announced.

This approach is in line with the Australian Government's decision to review the restrictions on vessels from mid-April on a rolling basis

each month. P&O Cruises has taken the decision to extend the temporary pause in light of the uncertain operating environment.

It will affect Pacific Dawn: W021, W022, W023, W024 and W025; Pacific Explorer: X016, X017, X018, X019, and X020.

Two main event cruises – State of Origin and Taste of Tasmania (formerly Dark Mofo) – will also be cancelled.

For guests who have paid in full for future voyages cancelled during this extended pause period, P&O is offering two options. A full refund, or a future cruise credit equal to 200% of the cost of their original cruise.

P&O will protect travel agent commissions on bookings for cancelled cruises that were paid in full and for the total amount of the future cruise credits.

## RCL extends suspension to 12 May

Royal Caribbean Cruises has extended the suspension of sailings of its global fleet.

'We are working with our guests to address this disruption to their vacations. We expect to return to

service on 12 May 2020. Because of announced port closures, we expect to return to service for Alaska, Canada and New England sailings on 1 July 2020,' the company says in a statement.

[www.royalcaribbeancruises.com](http://www.royalcaribbeancruises.com)

## Dream drops ANZ season

Dream Cruises says Explorer Dream will not be returning to Australia and New Zealand this summer between October 2020 and February 2021 as originally planned.

'In light of the global coronavirus pandemic, Dream Cruises has been monitoring the situation and working closely with authorities to support all possible precautionary measures,' says Brigita Devries, vice president sales and marketing, Australia and New Zealand.

## Auckland Airport suspends projects

Auckland Airport has suspended selected capital expenditure projects with a completed value of more than \$2 billion, until there is more certainty about future market conditions.

In its recent interim results, AKL demonstrated strong operating cost control and in the current environment that focus is being accelerated with the elimination of all discretionary spend where possible, the airport says.

## News

## Virtual planning for Washington DC



US Botanic Gardens, Washington, DC

Washington, DC is helping travellers plan a future trip to the USA from home, with a virtual vacation in the nation's capital.

People can transport to DC's neighbourhood hot spots, museums, and famous landmarks for 360 degree virtual tours. They will experience what it's like to step foot inside the Lincoln Memorial, walk through the bustling Union Market or visit a free Smithsonian Institute museum.

The city is also sharing popular tourism attractions that may be missed amid Covid-19 travel restrictions, introducing #BloomCam, showcasing the cherry trees surrounding Tidal Basin, as they hit peak bloom.

A virtual vacation to Washington, DC is also extended to 20+ films and TV shows featuring iconic landmarks throughout the city.

To get clients motivated to keep travel on their radar, send them to <https://washington.org/discover-dc-360>

## QR daily, extends suspension date

Qatar Airways has reverted back to daily operations and extended its service beyond the original suspension date.

'We will operate daily until 17 April which will be our last service from Auckland until June,' says sales manager New Zealand Bjorn Burton.

'The new services that have been loaded should provide options for those foreign nationals who need to get home to their families. The newly loaded services which have availability at present depart Auckland on 4, 6, 8, 11, 13, 15, 16 and 17 April, however they are selling fast.

'We have also been reinstating and up gauging services between Doha and select destinations in Europe to provide that crucial link needed to get people home. Inbound there are plenty of seats to get Kiwis home also.'

Transit through Doha is permitted, however non-Qatar nationals cannot physically enter the country.

## Cooks update

Every person seeking entry to the Cook Islands, including returning Cook Islanders and Cook Islands residents will be required to meet a minimum of 14 days quarantine in New Zealand.

## World Journeys update

World Journeys is operating as normal, with its team working from home. 'We are in the process of working through existing bookings to gain the best possible solution for your clients,' says World Journeys, director Brett Barclay.

Travel agents should email the travel designer they are dealing with directly, or if unsure, send to: [info@worldjourneys.co.nz](mailto:info@worldjourneys.co.nz), including the booking reference number.

## AIRLINE BRIEFS

### NZ closes lounges

All domestic and international Air New Zealand Lounges have been temporarily closed.

Air New Zealand premium check-in and valet parking (AKL, WLG and CHC) have also closed. Customers will need to use the main check-in areas and for those who still have cars with Air New Zealand, a staff member will be in contact to arrange the collection of vehicles.

### SAA suspends domestic

South African Airways (SAA) will suspend all its domestic flights with effect from today until 16 April 2020 (inclusive). The decision came after government announced a nationwide lockdown for 21 days aimed at combatting the spread of the Coronavirus.

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## News



### Towel time for cruise withdrawals

Leonie Fraser, marketing manager of Dream Cruises has found a way that anyone experiencing cruise withdrawals can add a touch of cruise life to their own home.

'I've found a towel-art tutorial on YouTube and I'm learning how to create my own towel animals. See my first effort attached (in case you can't tell, it's a crab),' says the Sydney based Fraser.

### Singles to record 'secret lives'

Lee Amor, director of Singles Travel Club, has suggested to clients who wish to that they write down a few thoughts each day this month and then send him the finished product at the end of the month.

He has suggested a few topics and says the end result will be a book entitled 'The Secret Lives of Locked Down Senagers' and subtitled 'When Senagers Go Wild'.

[info@nzstc.co](mailto:info@nzstc.co)

### Travel veteran packs his Bard

Ray Aucott of Pack Ya Bags says he is using a bit of down time to get on to writing a project he has had on the drawing board for some time.

'It is a version of the Mechanicals taken from Midsummer Night's Dream although that is where the similarity ends,' he says.

'My first job after leaving drama college was with the London Shakespeare Company in Regents Park so I have translated and worked on a number of Shakespeare projects over the years.'



From Twelfth Night (adapted by Ray Aucott) in a production on Waiheke Island ... that's him on the left

### Thailand delays Travel Mart

Tourism Authority of Thailand (TAT) has postponed Thailand Travel Mart Plus 2020 (TTM+ 2020) in Phuket,

scheduled for 1-3 June 2020.

New dates of the event will be advised when they are set. The TTM+ 2020 venue will remain in Phuket.

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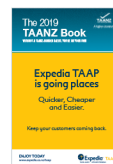
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### TODAY'S PEARLER

'Short cuts make long delays.'  
- JRR Tolkien

[CLICK HERE](#) to view the 2019 TAAANZ Book - this is the book that gives you the contacts you need

Keep up with us on social media:



**To all the travel fraternity: KIA KAHA - We will get through and will come out stronger**