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Wednesday 13 June 2012

Issue 2392

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On-line Market Share Continues To Grow

The on-line leisure and unmanaged travel market will continue to grow by double digits, and at almost twice the pace of the overall travel market, taking 41% of total market share by 2013 (from 36% in 2011), says a new industry report.

The fifth edition of PhoCusWright's *Australia and New Zealand Online Travel Overview* says air is the largest and fastest growing travel segment in Australia and New Zealand (ANZ), owing to the recent rise of low cost carriers in this market.

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APT Europe p7

Full service carriers currently account for nearly three quarters of ANZ air gross bookings, but this share is expected to fall incrementally as LCCs grow faster overall, says the report.

... Mature Market

PhoCusWright describes the ANZ on-line travel market as one of the most mature in the Asia Pacific region, due to its 'well-developed broadband infrastructure'. The American research company says Australia and New Zealand represent mature e-commerce and ripe mobile-commerce markets. On-line leisure and unmanaged travel gross bookings grew 13% in Australian dollar terms to AUD11.8 billion in 2011.

... Suppliers Dominate

The annual report found that supplier websites dominate the on-line distribution against on-line travel agencies (OTA)—with supplier websites representing an 'astonishing' 82% of total on-line bookings, and 30% of the overall market in 2011. On-line air bookings account for nearly 80% of the ANZ on-line market, but airline websites take more than 90% of total on-line air bookings. Meanwhile, OTAs account for nearly 60% of total on-line hotel bookings, as consumers flock to on-line intermediaries including Wotif—but hotel websites are gaining ground.

Top Cities In 2012

Cross-border air travel between 132 of the world's top cities is still growing despite the slowing of the growth rate of the global economic output, says Mastercard, which has released a list of the cities it expects to receive the most visitors this year. London unsurprisingly tops the list, with 16.9 million tourists expected to visit this year, says Mastercard. The top 10 is rounded out by Paris; Bangkok; Singapore; Istanbul; Hong Kong; Madrid; Dubai; Frankfurt; and Kuala Lumpur.

Skycouch Up For Sale

Air New Zealand will reportedly put its Skycouch economy class concept up for sale to other airlines. NZ chief executive Rob Fyfe said from Beijing today that talks would begin with around 12 airlines over the next six months—a move that could be worth millions in revenue for the national carrier. Fyfe told *Stuff* that Cuddle Class had proven its value.

Cars Land Winners

From the number of entries we had to our Cars Land competition, it looks like the new Disney attraction is definitely going to be a hit with Kiwis. Congratulations to the following agents, who won a Cars prize pack in celebration of the opening—and check out *Travel Today* this week for live Disney updates.

The winners are Lisa Jeffries, Helensville United Travel; Lisa Johansen, GO Holidays; Peter Manase, Manase Travel; Donna Luxton, Mondo Chartwell; Megan Batterton, Travel Managers; Jo Robinson, Harvey World Travel Thames; Rachael Nield, House of Travel Havelock North; Sara Morris, Escape Holidays; Anne-Marie Baird, Harbour City Travel.

NZD Gains

The New Zealand dollar has gained more than half a US cent to USD0.7763 this morning, as Spain's bailout was okayed, says the *New Zealand Herald*.

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TN Stopover Extension

Air Tahiti Nui has extended its three-night free stopover offer for sales to 20 Jun, due to popular demand. Air Tahiti Nui New Zealand manager Mark Hutchinson says the deal has attracted a 'huge amount of interest' among Kiwis. "Availability has been tight up until Aug, but there's good availability after the Aug peak, and there are still competitive fares out there," he says. Clients travelling from Auckland to the US, France or Japan can stay three nights in Tahiti at the Le Meridien Tahiti Resort or Radisson Plaza Resort Tahiti where up to two kids under 12 stay free. Business and first class passengers can stay in Le Meridien's overwater bungalows, saving \$1548 per couple. Fares are from \$1698 to TYO, \$1795 to LAX, and \$2575 to PAR. Valid for travel to 31 Mar, some conditions apply.

EK Tasman Sale

Emirates has Tasman fares on sale until Sun 17 Jun. Economy fares from Auckland to Sydney or Melbourne start at \$197 ow, and AKL to Brisbane or Christchurch to SYD is from \$199 ow. Business class fares are from \$649 ow, see GDS for details.

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IATA Developments As AGM Wraps Up

IATA's 68th Annual General Meeting came to an end in Beijing yesterday, with a quirky celebration for out-going Air New Zealand chief executive Rob Fyfe, and details on the progress of three key IATA initiatives.

While there's been no official release, reports have surfaced that airline head honchos at Fyfe's farewell bash were handed a pair of NZ underpants to don. Etihad Airways chief James Hogan confirmed to the *Sydney Morning Herald* that he had received a pair.

... GDS Revolution

IATA secretary general Tony Tyler announced that a new distribution capability to handle the increasingly diverse range of air product available to agents through the GDSs will be unveiled in Abu Dhabi later this year. "Multi-million dollar airline product investments cannot break free of product descriptions limited to booking classes like F, C or Y and their derivatives. And personalised offers based on availability, customer needs, preferences or histories are effectively impractical," he says, adding that air ticket sales through travel agents are responsible for 60% of global ticket sales.

"I am confident that the GDSs will join as partners because progress cannot wait."

The organisation launched a Direct

Data Service as an evolution of its PaxIS business intelligence tool for airlines, airports, governments and tourism businesses, as it moves to dodge legal challenges by the GDSs against PaxIS. The tool is available to airlines that contribute data.

The IATA Innovation and Partnership Awards will replace the long-standing Eagle Awards with a broader approach to recognising industry excellence, it adds. Nominations will be released later in the year.

... 69th AGM

Meanwhile, IATA revealed South Africa will host the 69th AGM in Jun 2013 at the Cape Town Convention Centre.

MH Industry Fares

Easyway has extended sales of the Malaysia Airlines industry fares to Malaysia and ASEAN. Return fares start at \$770 to Malaysia (including Kuala Lumpur and Penang), and \$880 to ASEAN (including Bangkok, Manila, Phnom Penh and Phuket). Taxes are not included. The fares are now valid for sales to 31 Aug, travel completed by 31 Oct.

NZ Europe Sale

Air New Zealand has fares to Europe via Hong Kong, Shanghai, Tokyo and Osaka, on sale until 03 Jul. They can be combined with London add-ons and other published fares to create round/circle trip fares. Fares start at \$2536 to destinations including London, Amsterdam, Copenhagen, Frankfurt, Istanbul and Moscow. Travel dates vary.



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APT Superdeals 2013
see page 7

QF South America

Qantas has economy South America fares for sales to 16 Jul, including \$1989 to Santiago and \$2009 to Buenos Aires. Travel must have commenced by 30 Nov and two stopovers are permitted in accordance with route map. A max. stay of 12 months applies. See qantas.co.nz/agents

Spain and Portugal make everyday extraordinary

Book your clients to Barcelona from 3rd July and Lisbon from 9th July

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Hello Tomorrow



Emirates

VLI Conference Centre

Warwick has opened a new conference centre in Port Vila which it says is the largest of its kind in Vanuatu. The Farea Pacific centre on the grounds of the Warwick Le Lagon Resort & Spa has over 1000m² of conference space and can seat up to 800 people for banquets or more than 1000 theatre-style. Other features include kitchen and catering facilities, air conditioning, audio-visual systems and 'expansive' verandas. Delegates will also have access to the resort's facilities without imposing on other guests, says Warwick.

Bill Bailey Pre-sale

The hilarious Bill Bailey is coming to New Zealand in Sep, and Showbiz has tickets from \$99.90. The Bill Bailey – Qualmpeddler show confronts Bailey's 'cluster-qualm of living in a time of spectacular ignorance, nuclear worry and rare planetary alignment that may be part of the Mayan end of days prophesy'. Bailey plays Wellington, Christchurch and Auckland in Sep and Oct, pre-sale tickets are available now.

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News & Product

World Journeys' 2013 Hosted Range

New trips, a \$200 early booking saving and the inclusion of tipping for the first time will all feature when World Journeys releases its range of hosted journeys for 2013 next week.

The 22 itineraries include new journeys South India & Sri Lanka in Mar, Flavours of Morocco in Apr, Canadian Colours by Rail & Cruise and East Africa Safari & Gorillas in Sep and

Mexico, Cuba & Guatemala in Oct. They will be joined by old favourites like the Grand Tour of South America and Best of Southern Africa.

The early booking saving of \$200pp applies to bookings deposited by 31 Aug, and past passengers are also eligible for an extra \$200 off. Solo travellers meanwhile can avoid single supplements by booking a selection of journeys at least 6 months in advance.



NZITT Farewelled At Auckland 'Wake'

The Auckland branch of NZITT last night marked the pending demise of the national organisation with a "wake" at the Four Seasons Restaurant at the AUT School of Hospitality and Tourism. Comments made by those attending, and in a letter from Mike Johnson that was read out, expressed deep disappointment that NZITT was being dissolved. Past president Susan Mohammed told the gathering that the Ministry of Economic Development was looking into the legality of the winding up of NZITT, under incorporated societies rules. Pictured at the function are four 'old' NZITT identities: Ken Newlands, Susan Mohammed (who travelled up from Christchurch for the event), Patsy Alexander and Allan Orton.

Budget And Fly Buys

Budget Rent a Car has partnered with Fly Buys, meaning from today Kiwis can earn Fly Buys points when renting from Budget. The partnership kicks off with a triple points deal and the chance to win 10,000 bonus points when booking a rental car by 31 Jul, for travel before 30 Sep.

New Acrossia Appt.

New China wholesaler Acrossia has appointed Rebekah Cheeseman as account manager, a role that will see her working with agents to help them sell China 'comfortably and confidently' — especially when creating tailor-made itineraries, says Acrossia.

The initial focus for Cheeseman, who has been in the industry for over 12 years, will be helping familiarise the trade with Acrossia product and system training.

She has previously worked for Stella and Independent Retail Network, and her travel to China has included the cities of Hong Kong, Beijing, Shanghai, Chengdu, Xian, Chongqing and Suzhou. Her personal knowledge and passion for the country will prove invaluable to Acrossia, says general manager Wendy Stanton. Cheeseman can be contacted on rebekah@acrossia.com or ph: 021 555 907.



The Anaheim Insider

June is a huge month for those travelling to stay with us in Anaheim OC.

15 June sees the opening of the Carlsland at Disney's California Adventure park.

It will be HUGE and eagerly awaited, and by September school holidays the queues will have hopefully thinned out and it will be a marvellous time to see for yourself!

Angela from Travel Today will be there for the fanfare and will have all the detail for you SOON!

The end of last month saw the new MANTA Ride open at SeaWorld – I understand it is fabulous, and is attracting a lot of interest – so well worth advising your clients to pop down there for the day, and remember you can get a FREE RIDE with Coach USA from Anaheim when you have SeaWorld tickets ☺. Another great tip for your clients.

Universal Studios have also released their new ride for summer there – The ALL NEW TRANSFORMERS – The Ride – 3D. Again it is very easy to get to Universal Studios on a day tour from Anaheim with Grayline/Coach USA.

I was recently fortunate enough to spend some time in Anaheim with the Harvey World Travel team who were conferencing there. I slept a couple of nights at The Anabella Hotel which I know is very popular in this market, and now I know why it is a wonderful spot, walking distance to everything, pools for family and adults only, and a wonderful bar and restaurant the Tangerine Grill – have a look: tangerinegrillandpatio.com

Catch you next month and keep warm or head to Anaheim the weather is gorgeous and warm!

Pip

★★★★★

PO Box 25-482, St Heliers, Auckland 1740

JUNE

Avalon Waterways

2013 Area Launch Nights

Blenheim: Tue 26, Heartland Hotel, 0730, breakfast and presentation.

Nelson: Wed 27, Rutherford Hotel, 0730, breakfast and presentation.

**Peregrine and Gecko's
Big Breakfast Roadshow**

Tauranga: Wed 27, Tauranga on the Waterfront, 0715 for 0730-0830.

**Asia Travel Marketing Assn
2012 Roadshow**

Dunedin: Wed 13, Golden Harvest Restaurant, 218 George St, 1730.

Queenstown: Thu 14, Elaichi Restaurant, 5 Athol Street, Queenstown, 1730 start.

Auckland, Nth Shore: Tue 19, Harbour Function Centre, Nth Harbour Stadium, Albany, 1730.

Auckland, Central: Wed 20, Eilerslie Event Centre, Eilerslie Racecourse, 1730.

Wellington: Thu 21, James Cook Grand Chancellor Hotel, Chancellor 1 Room, 1730.

A Team Update

Christchurch: Thu 28, The George Hotel, 1730-1800.

JULY

**Peregrine and Gecko's
Big Breakfast Roadshow**

Christchurch: Wed 25, CHC Netball Centre, 0715 for 0730-0830.

**For more see Monday's
TRAVEL TODAY**



Whales Arrive In Niue

Humpback whales have been sighted off Niue, says Niue Tourism, signalling an early start for the whale season at the island described as one of the best places in the world to watch the gentle giants. Niue is one of only three countries in the world where people can swim with whales, and they can also be watched from shore. Whales generally arrive between Jul-Oct, and Niue Tourism hopes the early sighting means it will be a busy season. This year, two operators will be taking guests to watch and swim with the whales, and coin-operated binoculars which will be set up at six locations around the island over the coming months.

Hilton's New MICE Tool

Hilton Worldwide has launched a new on-line tool to make it easier to plan an event at one of its properties in Australasia, and has a promotion offering bonus add-ons to celebrate. The new Hilton events website has an easy search function and information such as wedding packages, special offers, menus, floor plans and capacity chart, says Hilton.

Event planners booking at any of the 15 Hilton properties in Australasia can take advantage of the Flexible Meetings, Flexible Offer promotion offering two free add-ons if they confirm their event within 21 days of enquiring. Options include 15% off daily rate, free room for event planner or themed coffee breaks. See hiltonevents.co.nz

Palace Ghost Tours

Ghost tours at Hampton Court Palace and Kensington Palace's Eerie Evening Tours return this Oct. The ghost tours, from 1900 every Fri and Sun from 31 Oct-04 Mar, explore haunted sites including the spot where two bodies were discovered and the gallery where Queen Catherine Howard's ghost has been spotted. The eerie tours at Kensington are on selected dates Oct-Feb, with guests regaled with spooky stories as they are guided through the State Apartments. See hrp.org.uk

EY's 100,000 Fans

Etihad Airways has developed a YouTube video to thank its fans after reaching 100,000 fans on Facebook. Check it out [HERE](#).

Contiki Time Out Deals

Contiki is offering savings of up to \$625pp on new bookings of its Europe Time Out tours this month.

On trips of 11-15 days clients can save up to \$153pp, or up to \$625 on tours over 16 days, for bookings made by 30 Jun and travel 14 Jul-10 Sep.

Discounted prices include \$2902pp for the 14-day Spanish Spree; \$3982pp for the 19-day European Inspiration; and \$7714pp for the 33-day European Explorer + Mykonos Island.

The deals are also combinable with past-passenger or multi-passenger discounts.

With the Olympics approaching and festival season heating up the departures are expected to sell out fast, says Contiki. Its Time Out tours offer the perfect balance with Only Contiki inclusions, accommodation, free time, transport, sightseeing and tour leader, the operator says.

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Mallorca Agent Rates

Jumeirah Port Soller Hotel and Spa on the coastline of northwest Mallorca has industry rates from EUR163pn for a superior room, for travel 01 Jun-30 Nov. More than half of the rooms in the 120-room hotel offer views over the Mediterranean Sea, says Jumeirah. Rates also include Wi-Fi, fitness centre access and free shuttle to Port Soller. E-mail jpsreservations@jumeirah.com



News & Product

Brunei Via MEL

Brunei Tourism is hoping 'very competitive' fares just released by Royal Brunei for travel from Melbourne will stimulate Kiwi travel to Brunei. "We are hoping this will help to encourage Kiwis to discover Brunei as a destination in its own right or as a stopover for a few days on the way to London," says local Brunei Tourism rep Jacqui Brook.

Cooks For Honeymoons

The Pacific Resort Rarotonga and Pacific Resort Aitutaki have a honeymoon deal for sales to 31 Jul, and travel 01 Nov-31 Mar.

For stays of five nights or more clients receive one free night, daily breakfast, upgrade to next room category (subject to availability), bottle of wine, small gift and flowers on arrival, premium dining set up for two in a private location, \$250 F&B credit, \$100 massage credit and \$100 Wi-Fi credit.

AF, KLM Trial Internet

Air France and KLM will trial in-flight connectivity next year which will allow travellers to connect to the internet via smartphone, laptop or tablet as well as use their mobile for texting and e-mail. A free website will also offer the latest news and other information. The trial will run on two B777-300s.

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Etiihad Airways is to sell traditional Emirati items as part of a new partnership with the Red Crescent Society to help underprivileged UAE national women. The Al Ghadeer project seeks to empower women through the practice of indigenous arts and crafts. The products the women make, including coffee sets, essence sets and chocolate and date baskets, will be available at the Etiihad Guest loyalty program Reward Shop and in EY's duty free shopping brochure.

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Artist rendering

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Time Saver Tips

Disneyland's attractions are hugely popular—and with that popularity often come queues. But there's some easy tips to reduce the time spent queuing. The most popular is the Disney Fastpass system which allows guests to get a ticket to come back to one of the more popular rides during a specified time window. Urge clients to get the easy-to-use Fastpass tickets early in the day as there's only a limited number allocated daily.

Tell them to look for the Fastpass distribution area near the entrance of the Fastpass attractions (listed below). Insert the park admission ticket into the Fastpass machine and a Fastpass ticket will be printed with the return time. Tell clients to remember to check the Fastpass return time clock for when to return to the attraction (it's normally a window of 90 mins or so). Clients can only have one Fastpass at each park at a time.

... Fastpass Rides

At Disneyland the rides are: Autopia; Big Thunder Mountain Railroad; Indiana Jones; Roger Rabbit's Car Toon Spin; Space Mountain; Splash Mountain; and Star Tours. Over at Disney California Adventure the Fastpass rides are: California Screamin'; Goofy's Sky School; Grizzly River Run; Radiator Springs Racers (to be distributed near 'It's Tough to Be a Bug'), Soarin' Over California and the Tower of Terror. There's also a Fastpass for the World of Color nighttime spectacular.

Get In Early

The queues tend to build up through the day so urge clients to head to the more popular rides first thing. It also generally gets quieter at attractions over lunch and when parades are on.

The Magic Continues At Disneyland



The transformation of Disney California Adventure has been under the spotlight, but across at Disneyland the magic continues.

Rides such as It's A Small World and the Mad Tea Party (the tea cups ride) continue to delight visitors of all ages, while other favourites such as Star Tours (the Star Wars ride) have been revamped to add a new dimension—literally.

The popular Star Tours attraction 3D re-opened at Disneyland last year and now utilises the latest imaging technology to transport visitors right into scenes from the *Star Wars* movies. There's also now more than 50 ride combinations, so clients can

ride it again and again—each time experiencing a new adventure.

Meanwhile, the Matterhorn Bobsleds, which originally opening in 1959 will re-open at Disneyland this Fri following a 'refresh', complete with new three-person bob-sleds that will allow guests to be seated individually.

... Newcomers

There's also a couple of new faces at Disneyland. Merida, the lead character of the new Disney-Pixar film *Brave* now offers a meet and greet near It's A Small World, and from Oct Periwinkle will join Tinkerbell and her fairy friends at Pixie Hollow.



Live From Disney

Reporting Live: *Travel Today's* junior reporters have been doing some field research today—largely around Disneyland's Toon Town and Tomorrowland. We also took advantage of Disney's Magic Mornings (which lets Disney Hotel guests, or those buying a three-day parks pass or longer, enter the park an hour earlier on selected days). We managed to ride straight into Tomorrowland on the Monorail from Downtown Disney, ride the Finding Nemo submarines, try out the Buzz Lightyear Astroblasters before the park opened as well as get the jump on some of the popular Fantasyland rides before the lines built-up. A highlight for our junior journo's, pictured above, was meeting Mickey Mouse in Toon Town.

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Electronic collateral assists Travel Agents to generate sales

Travel no longer sells itself, so agents need to present and tempt clients with imaginative and innovative travel options to get them to part with their dollars . . . and thereby earn commission. The alternative: Let clients go to the web.

To help achieve this, Travel Today has developed two products to assist travel brokers, consultants and agency bosses to think “outside the square” and develop their own packages or tours to appeal to their particular client base.

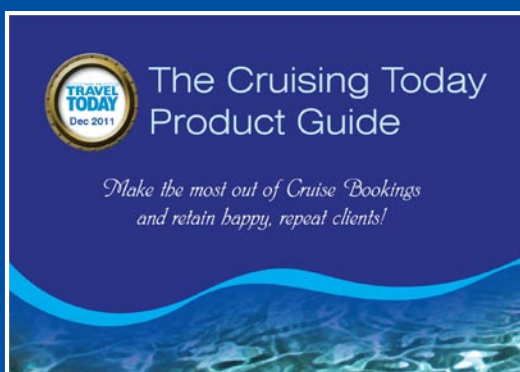
Destinational Features are generally published one page a day over several days, and are available as a stand-alone electronic mini-brochure with a cover that can be personalised and branded so that brokers and agents can send selected features direct to clients.

Client-Mail flyers/mini-brochures enable brokers, consultants and agents to utilise e-mailed collateral to inform their client base of relevant and timely special offers . . . at no cost to them. All brokers or consultants have to do is ‘Click Here’ and send us back their details for their personalised flyer/mini-brochure

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|---|-----------|---|-----------|
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| Australia Uncovered-1-Eyre Peninsula | 28-Oct-11 | MKOP4-Robyn Malcolm Tropical Nth Queensland | 10-Aug-11 |
| Australia Uncovered-2-Sthwest | 28-Nov-11 | MKOP5-Mikey Havoc Northern Territory | 17-Aug-11 |
| Australia Uncovered-3-Tasmania | 20-Jan-12 | MKOP6-Clarke Gayford in the Whitsundays | 24-Aug-11 |
| Australia Uncovered-4-Mornington Peninsula | 5-Mar-12 | MKOP7-Antonia Prebble in WA | 31-Aug-11 |
| Australia Uncovered-5-Sthn Great Barrier Reef | 5-Apr-12 | MKOP8-Josh Emmet-Victoria nth east | 6-Sep-11 |
| Australia Uncovered-6-Byron Bay | 30-Apr-12 | MKOP9-Lisa Chappell-Barossa | 12-Sep-11 |
| AustraliaUncovered-7-Kakadu | 1-Jun-12 | MKOP-Wrapup | 27-Sep-11 |
| Britain You're Invited 2012 | 28-Jul-11 | Oman Feature Travel Today 2010 | 25-Nov-10 |
| Cunard Queen Elizabeth TT Feature | 6-Mar-12 | Pacific Pearl Feature | 21-Dec-10 |
| Destination NSW-Sydney Insider-Beach Culture | 17-Nov-11 | Singapore Feature-Aug11 | 11-Aug-11 |
| Destination NSW-Sydney Insider-Sydney Precincts | 3-Apr-12 | Tahiti Today | 3-May-12 |
| Dubai Oman Feature-Nov11 | 15-Nov-11 | Tasmania Feature-Jun11 | 27-Jun-11 |
| Dubai Today | 23-May-12 | The Cruising Today Product Guide | 29-Nov-11 |
| Escape Mexico feature | 7-Oct-11 | Tourism Australia mini feature 10 | 11-Jul-11 |
| Fiji's Coral Coast | 29-Aug-11 | Tourism Australia mini feature 1-Food and Wine | 25-Nov-10 |
| GO TT Australia feature | 3-Jun-11 | Tourism Australia mini feature 2-National Landscapes | 25-Nov-10 |
| GO TT Bali feature | 14-Mar-12 | Tourism Australia mini feature 3-Nothing like Australia | 25-Nov-10 |
| GO TT China Feature-Apr11 | 20-Apr-11 | Tourism Australia mini feature 4-Journeys | 25-Nov-10 |
| GO TT Fiji Family Fun | 26-Sep-11 | Tourism Australia Mini feature 5-Coastal | 6-Dec-10 |
| GO TT Hawaii Feature-Apr11 | 4-May-11 | Tourism Australia mini feature 6 | 9-Feb-11 |
| GO TT Western Australia feature-Aug11 | 11-Aug-11 | Tourism Australia mini feature 7 | 14-Mar-11 |
| GO UK Europe feature | 16-Nov-11 | Tourism Australia mini feature 8 | 4-May-11 |
| GO-Skiing Today feature-Sep11 | 19-Sep-11 | Tourism Australia Mini Feature9-TT-Jun11 | 7-Jun-11 |
| MKOP10-Teresa Healey-Melbourne | 19-Sep-11 | Visit Britain - Royal feature | 3-May-11 |
| MKOP1-Josh Kronfeld & Frank Bunce in Illawara | 20-Jul-11 | Whats New In New South Wales? | 7-Oct-11 |
| MKOP2-Judy Bailey in Tasmania | 22-Jul-11 | | |



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