

# TABS ON TRAVEL TODAY

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Thursday 16 August 2012

Issue 2438

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## Whitsundays Flights One Step Closer?

Whitsunday Coast Airport (PPP) is working to secure direct seasonal flights from New Zealand, and says preliminary discussions are progressing well.

“We’re in the beginning phases, and it’s [a project] we’ll pursue—there’s a great market there,” says PPP business development manager Scott Waters. Waters says there are a ‘few hoops to jump through’ before services could commence, including setting up customs, quarantine and immigration, and it is seeking financial support from the Queensland Government with the hope of commencing a seasonal service or possibly charter flights in time for the winter of 2014. International tourism manager of the newly formed Whitsundays Marketing and Development (a merger of

Tourism Whitsundays and Enterprise Whitsundays) Lachlan Rentell says access has been the main barrier to increasing Kiwi visitation to the region, currently at around 8000 of a total 200,000 international annual visitors. “If [those flights] happened, we’d be all over it. We’d love the market to grow more quickly” he says. Tourism Queensland’s Justine Smith says the level of inquiry the STO receives about the Whitsundays is ‘phenomenal’. “Consumers see it as a hugely aspirational destination—but the conversion rate isn’t that high,” she says. Local industry sources say the region’s airports have been looking to secure seasonal flights from New Zealand ‘for some time’.

### WLG Barrier Debacle

Wellington Airport is coming under fire for its plans to install barrier arms at either end of Stewart Duff Rd, to discourage non-airport traffic using it as a through-road. WIAL says up to 30% of traffic is using the drop-off area as a through-road, leading to delays and missed flights. The barrier will require drivers to stop and take a ticket before entering and exiting the airport, and they won’t be charged if they leave again within five minutes. However the local community says the plan lacks public spirit and will have a serious impact on them.

### OZ Body Scanners

Body scanners are to be rolled out at Australia’s international gateway airports this Nov after the Aviation Transport Security Amendment (Screening) Bill was passed this week. The scanners, which only produce a generic stick figure outline of a person rather than controversial ‘naked’ images, have been successfully trialled in Sydney and Melbourne. They will operate alongside existing walk-through metal detectors at airports, with passengers required to be screened by one or the other.

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### No Hypersonic Flights Yet

A US military hypersonic, X-51A jet, which was expected to reach speeds of up to 7242 km/h (and effectively fly from New York to London within an hour) reportedly failed its latest test flight this week. It is the latest set back in the aircraft’s development. But if the project takes off, reports say the jet could travel at five times the speed of sound.

### Ikea Launching Hotels?

Furniture brand Ikea is reportedly evaluating plans to open a chain of around 100 ‘budget design’ hotels across Europe. The hotels won’t use the Ikea name and would be run by an established hotel operator, according to a *Financial Times* report.

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### QF Team Join Festivities For Dame Edna’s Farewell

Barry Humphries—and his well-known and very varied characters—are currently on a worldwide farewell tour, with several shows in Auckland. Qantas invited several key industry people to last night’s performance. Pictured: Barry Humphries (third from left) with the Qantas Auckland team: Moana Brown, executive assistant; Rohan Garnett, regional general manager New Zealand and Pacific Islands; Kelly Houliston, online marketing co-ordinator; Shirley Field, head of commercial sales; Maria Beer, marketing development manager; and Rachael Ferguson, peoples manager.



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### Hotel Optimism Down

Global optimism from hotel operators earlier this year has fallen due to economic uncertainty and hotels in Oceania have seen the sharpest decline, shows the latest Global Hotel Market Sentiment Survey from Howarth HTL. The average mid-year sentiment has fallen to a neutral score of one, down from 24 in Feb. The score for Oceania is down to -12, while in Feb hoteliers were sitting at an optimistic 35. The survey looks at occupancy, average room rates and revenue, as well as expectations for the coming year. This is the third year the early optimism has turned negative mid-year.

## Legroom Tops Ancillary Fee Poll

Airline passengers are most willing to pay for extra legroom, on-board Wi-Fi and to sit in a dedicated child-free zone, suggests a new survey by American company GO Airport Express. More legroom was at the top of the list, with 48% of respondents

saying they'd pay more for it, followed by Wi-Fi at 33% and 30% for a kids free zone. Some respondents say they're willing to pay for in-flight amenities that used to be free, including meals, movies and blankets, but 17% said everything listed on the survey should be included in the airfare. "Controlling their level of comfort seems to be the top priorities that airline travellers would be willing to pay for," says GO Airport Express president John McCarthy.

### Radisson 30% Off

Radisson has 30% off at its hotels in Asia Pacific when booking by 09 Sep, for stays of two nights or more before 30 Nov. The deal is valid at Radisson, Country Inns and Suites by Carlson and Park Plaza hotels in the region including Tahiti, Sydney, Goa, Fiji and New Delhi.

### GO EK To London

GO Holidays has extended sales of its packages flying Emirates to London to 20 Aug, for travel to 31 Oct. Three-day packages start at \$3049pp t/s including daily breakfast.

### No To Milford Tunnel

A petition bearing 25,500 signatures against a bus tunnel through the Fiordland and Mt Aspiring National Parks was presented to Deputy Prime Minister Bill English this morning. Opponents of the controversial tunnel say it will destroy the 'Lord of the Rings landscape'.

### SQ Re-design Cabins

Singapore Airlines has appointed two design companies to help develop the next generation of in-flight cabin products which will take to the skies from the second half of next year. Seat and cabin environments from first to economy class will undergo a full revamp, with new products being rolled out on SQ's new Boeing 777-300ERs from H2 next year, followed by Airbus A350s and 787 Dreamliners. There's also the possibility of retrofitting aircraft already in service, adds SIA. First and J class seats will be completely redesigned to offer more privacy and personal space, while economy class seats will offer improved seat and headrest comfort and more personal space. New IFE, cabin lighting and connectivity enhancements will also be rolled out in the coming years.

### New LAN J Class Fares

LAN has new leisure business class levels to South America from \$7890 return ex-Auckland to Buenos Aires or Santiago, says World Aviation. The fares allow multiple stopovers along the route and are also combinable with economy class as half return. LAN business class includes lie-flat sleeper beds, a 15.4 inch flatscreen seatback television and award-winning cuisine.



### Gold Heroes In Auckland

Auckland Airport was engulfed in madness yesterday as keen fans turned up to welcome home our Olympic heroes. The athletes were greeted with goody bags from retail sponsor JR/Duty Free as they stepped off their flights.

1: Following the arrival of some of the team on Singapore Airlines flight SQ285, SQ staff Lynette Orsbourn and Nicola Gregory managed to snap a picture with gold medal winners Hamish Bond and Eric Murray.

2: Silver medal winning sailors Peter Burling and Blair Tuke are two of the athletes that featured in the JR/Duty Free young Olympians campaign.



## Vacancy For Sales & Marketing Representative

We are inviting applicants for the position of Sales & Marketing Representative based in Auckland.

Aspirants must have min 4 years airline or industry experience (corporate sales experience preferred) and diploma in Business, Tourism or Marketing. Written applications with CV and references should be addressed to:

**Area Manager NZ, PO Box 3729, Auckland 1140.**  
**Applications close on 24 Aug 2012.**

## Win 2 Tickets to Bali



Later this month, a team each from Flight Centre, House of Travel and Stella (United Travel and Harvey World Travel) will compete in the inaugural Great Race Bali — and Travel Today will be there to cover the race as it unfolds.

To celebrate, retail consultants who correctly answer the three weekly questions will go into a draw to win two Air New Zealand Works airfares to Bali, so they can experience Air NZ's new destination for themselves.

All three answers must be sent in a single e-mail to [GreatRaceBali@traveltoday.co.nz](mailto:GreatRaceBali@traveltoday.co.nz). by 31AUG12.

Each entrant must also "like" our Travel Today NZ Facebook page.

### Question 1

Name the NZ flight numbers of the non-stop services to and from Bali.



The full list of terms and conditions can be downloaded by clicking here.





## Full Commission On Local Cruises

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### Carnival v Lounger Hogs

Carnival Cruise Lines is battling passengers who hog sun loungers onboard its new ship Carnival Breeze, limiting the time passengers can leave their lounge unattended to 40 minutes.

The cruise line's colourful cruise director John Heald said on a Facebook post on the matter that 40 minutes was a 'fair amount of time if guests get up to eat, drink, pee, swim or slide'. The policy will be rolled out across the rest of the fleet after two cruises.

### Antarctica Discounts

Quark Expeditions has up to 25% off Antarctica 2013/14 expeditions for sales deposited by 30 Sep, reports Francis Travel Marketing.

Itineraries include the new Antarctic Express: Crossing the Circle trip, 11 days normally priced from \$10,995pp s/t.

Passengers fly from Punta Arenas, Chile to Deception Island at the tip of the Antarctic Peninsula, cutting out extra days at sea while still taking in the highlights of the peninsula. Ph: 0-9-444 2298.



**Affinity Cruises is seeking to raise its profile in the New Zealand travel industry, saying its 100% Kiwi owned and operated company can offer Kiwis looking to cruise in their own back yard a personalised experience—and with commissions shrinking in some parts of the industry, it still offers agents commission on the entire cruise fare.**

"There's definitely a huge opportunity for the trade to sell our local

cruises. 95% of our customers are New Zealanders—on our Fiordland and Stewart Island cruises it's 100% Kiwi," says Affinity Cruises manager Vicki Maitland.

"If agents have a group interested in cruising locally and charter the vessel itself, the income can be quite good—it's an easy sell. We're passionate about what we do and we know the locals—we are the locals." Maitland says the MV Affinity offers a personal experience and the size of the vessel means guests can get up-close to the landscapes in Fiordland, Marlborough Sounds and Stewart Island.

Affinity is hosting a North Island Roadshow next month and in early Oct, and invites agents to send their clients along—with agents receiving 10% commission on each cruise sold after the presentations. For details, e-mail sales@affinitycruises.co.nz

### Capt Cook Two-for-one

Captain Cook Cruises has half-price companion fares on its Yasawa Islands and Northern Fiji cruises for sales to 31 Oct and travel to 31 Mar. The offer includes the cruise line's first seven-night golf cruise circumnavigation of Viti Levu departing 11 Sep and from AUD1442pp s/t (normally AUD1922pp). Lead-in rates for three-night Discovery Yasawa Island Cruises are from AUD656pp s/t (normally AUD874pp).

### SIN Conference Training

The Cruise Shipping Asia-Pacific conference in Singapore next month will include two days of free travel agent training sessions that aim to cover all aspects of the growing Asia cruise market, from introducing clients to cruising, the luxury cruise market and MICE at sea.

### Azamara Sth East Asia

Azamara Club Cruises is offering USD1000 onboard credit on two South East Asia sailings departing next summer for sales to 20 Sep, says GO Holidays. The 14-day Discover Thailand and Vietnam is from \$5159pp s/t, oceanview, with Qantas flights to Singapore and ex Hong Kong and one night pre-cruise stay at the Novotel Clarke Quay. There's also the eight-night Discovering Vietnam, from \$5179pp s/t.

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### Hotel Indigo Tianjin

The Hotel Indigo Tianjin Haihe will open 15 Sep, reports the Intercontinental Hotels Group. The property will be the third Indigo branded hotel to open in greater China, following Shanghai in 2010 and Xiamen this year. The property will feature 11 individual villas on a block once home to the German Consulate. The villas were designed with Germanic architecture in mind, and are the only villa-style accommodations in a Chinese city-centre locale, claims IHG.

### Hapuku Joins Unique

Hapuku Lodge and Tree Houses Kaikoura has joined the Unique Stays and Experiences group. The property has also appointed Chris Sturgeon as general manager and his wife, Masterchef finalist Fiona Read, as executive chef.

## Industry Diary

### AUGUST

#### RCL Cruises Road Show

**Auckland North:** Thu 16, Takapuna Boating Club, 39 The Strand, Takapuna Beach, 1800.

**Whangarei:** Wed 22, Brantome Villa, 454 Crane Road, RD1 Kauri, 1730.

**Auckland South:** Thu 23, Villa Maria Estate, 118 Montgomerie Road, Mangere, 1800.

**Dunedin:** Tue 28, Rhubarb Wine Bar, 299 Highgate, Roslyn, 1730.

**Queenstown:** Wed 29, Sofitel Queenstown - Cellar Room, 8 Duke Street, 1730.

#### Nadi/Denarau Regional Roadshow

**Auckland:** Thu 16, Heritage Hotel, 1730-2030 (dinner).

#### TAANZ AGM

**Auckland:** Tue 28, Hilton Hotel, from 1500.

### SEPTEMBER

#### New Zealand Travel Industry Awards Gala Dinner

**Auckland:** Sat 08, The Langham, Auckland.

#### The Exotic Asia & India Roadshow

**Tauranga:** Mon 10, My Choice Indian Bistro, 20 Wharf Street, 1730-2030.

**Auckland:** Tue 11, Imperial Sichuan Restaurant, 164 Parnell Rd, 1730-2030.

# HWT Award Winners

Harvey World Travel managers, consultants and suppliers came together earlier this month for the chain's annual awards evening, as part of its annual frontliners conference.

The HWT consultant of the year title was won, for the fourth consecutive year, by top performer Lynne Moore of HWT Dinsdale. Moore also took home awards such as the GO Holidays top store.

HWT's Ellen Lee and Bruce Blacklock were also highly commended, named first runner up and second runner up, consecutively.

The HWT overall top store for 2011/12 was won jointly by HWT Kaiapoi and HWT Thames. And in the hotly-contested supplier of the year category, GO Holidays took home the honours for the third consecutive year.

The wholesaler was also celebrating a growing number of HWT stores selling over \$1 million of GO product—and declared Kate Flynn from HWT Timaru as its top-selling HWT, as well as its top-selling agent overall.

HWT Rotorua was named the chain's top-selling cruise store, and HWT Richmond took out the honours for the Local Store Marketing Award.



Harvey World Travel's top 10 Air New Zealand consultants are pictured above celebrating the news that they're off on a three-night Mexico cruise thanks to Air New Zealand and Francis Travel Marketing. Pictured from left, back row, are: Leigh Feast (HWT Masterton), Gerald Patterson and Moira Walker (both HWT Howick), Correen McCurdy (HWT Miramar), Ellen Lee (HWT Waipukurau), Len Carpenter (HWT Mairangi Bay) with Tony Smith (Francis Travel Marketing) and Stu Lea (HWT Mid City Nelson)

Front row, HWT general manager Adrian Turner, Dawson Hardacre (HWT Gisborne) Dave Cull (HWT Tauranga) Nick Tilly and Tim Dunnill (HWT Richmond) and Andrew Harrison from Air NZ.



### MEL Food Getaway

Ibis Melbourne is offering an urban getaway for foodies, starting at AUD-159pn for accommodation for two in a standard room and a two-hour Foodies Tour at MEL's Queen Victoria Market. The package is available until 30 Nov and the tours run Tue, Thu, Fri and Sat (excluding public holidays) from 1000-1200.

### New On Moreton Is.

Moreton Island Adventures has launched two new products—a boot camp and whale watching tour, says Brisbane Marketing.

The boot camp runs in two- or three-day options, and sees participants use the island's natural surroundings to get fit including snorkelling and running up and down sand dunes. Personal trainers, dorm or cabin style accommodation, meals and transfers to and from Moreton Island are included.

The whale watching at Cape Moreton Lighthouse day tour, which runs until Oct, includes return luxury ferry transfers from Brisbane to Moreton Island, transfers to the lighthouse and a hot lunch and beverage. See moretonislandadventures.com.au

### YVR Free Night Reminder

Rocky Mountaineer's offer of a free night in Vancouver with any 2012 rail holiday with a land tour portion of four nights or more closes for bookings 17 Aug. World Journeys reminds agents. The free night can only be added to packages starting or ending in Vancouver, the grade of accommodation will match that of the package booked.

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## HWT Agents Urged To Challenge Themselves

Harvey World Travel agents from both sides of the Tasman came together in Auckland earlier this month for the chain's annual frontliners conference. Highlights included guest speakers such as associate Tourism Minister Chris Tremain, adventure and motivational speaker Kevin Biggar—and an appearance by Kiwi actor Robbie Magasiva. Following a day of entertaining supplier presentations, the group staged a flash mob which took SkyCity by storm before finishing the day by partying away at the Sale Street bar. Sun's line-up urged the Kiwi HWT consultants to 'challenge themselves' including karate chopping wood with their bare hands before a gala awards evening.



**1** Joint Top Store Winners, Wayne Orchard, from HWT Kaiapoi and Linda Abraham (right), from HWT Thames with HWT's Jane Macaskill. **2** Bruce Blacklock, HWT WLK City, Gerald Patterson, HWT Howick, Tim Dunnill, HWT Richmond. **3** HWT's Top Consultant, Lynne Moore from HWT Dinsdale with Stella Travel Services chief executive Greig Leighton. **4** The team from HWT Richmond with their collection of awards (Liz, Nick and Tim). **5** Agents get into the swing of the Challenging Yourself with Pure Outdoors event. **6** Air New Zealand's Andrew Harrison with Deborah Kay, HWT Rotorua. **7** Top GO Holidays HWT consultant Kate Flynn, HWT Timaru with GO boss Jason Buckley. **8** The Air Tickets team took home the award for HWT's Most Improved Supplier. **9** Deborah Kay, HWT Rotorua and Michelle Beretta from HWT Warkworth. **10** Natasha Tristram, from Stella Travel and Michelle Savusa, HWT Support Office. **11** HWT's Great Race Bali contestants Bruce Blacklock, of HWT WLK City and Kylie Henare, from HWT Palmerston North show they're ready for the challenge. **12** Andrea Smith and Jane Macaskill both from the HWT Support Office. **13** Jo Robinson and Linda Abraham from HWT Thames. **14** Challenging Yourself. **15** Liz Watts and Kim Dunwell from HWT Palmerston North **16** 'Loving it': HWT consultants including Michelle Beretta from HWT Warkworth and HWT Porirua's Bill Kwan join in the fun. **17** Celebrating their Top Supplier for 2012 win is GO duo Jason Buckley and Cath McLeod. **18** Michelle Weir, Qantas and Fraser Smith from the HWT Support Office. **19** HWT marketing manager Andrea Smith. **20** Kate Flynn, from HWT Timaru and just some of her awards. **21** Achievement! **22** Sue Sutherland and Len Carpenter, from HWT Mairangi Bay. **23** Dave Cull from HWT Tauranga in deep concentration! **24** Lindy Christian from JTG and Adrian Turner, GM HWT during the Sale Street party. **25** GO's Cath McLeod and Jason Buckley with Lynne Moore, from HWT Dinsdale—the top GO store for 2012.

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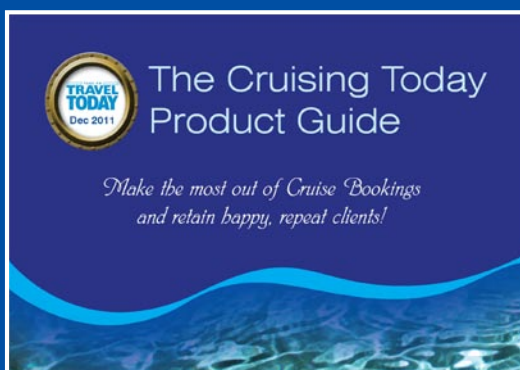
**Destinational Features** are generally published one page a day over several days, and are available as a stand-alone electronic mini-brochure with a cover that can be personalised and branded so that brokers and agents can send selected features direct to clients.

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<a href="#">Australia On Screen-5-Jul12</a>	18-Jul-12	<a href="#">MKOP5-Mikey Havoc Northern Territory</a>	17-Aug-11
<a href="#">Australia On Screen-Final Episode-Jul12</a>	23-Jul-12	<a href="#">MKOP6-Clarke Gayford in the Whitsundays</a>	24-Aug-11
<a href="#">Australia Uncovered-1-Eyre Peninsula</a>	28-Oct-11	<a href="#">MKOP7-Antonia Prebble in WA</a>	31-Aug-11
<a href="#">Australia Uncovered-2-Sthwest</a>	28-Nov-11	<a href="#">MKOP8-Josh Emmett-Victoria nth east</a>	6-Sep-11
<a href="#">Australia Uncovered-3-Tasmania</a>	20-Jan-12	<a href="#">MKOP9-Lisa Chappell-Barossa</a>	12-Sep-11
<a href="#">Australia Uncovered-4-Mornington Peninsula</a>	5-Mar-12	<a href="#">MKOP-Wrapup</a>	27-Sep-11
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