

TABS ON

TRAVEL TODAY

Incorporating Tabs on Travel

Thursday 11 April 2013

Issue 2582

FIJI AIRWAYS

BULA! A330 NOW FLYING AKL TO FIJI AND BEYOND

Flighties: Govt Urged To Decide On EK/QF

Flight Centre is calling on the New Zealand Government to make a decision on the Qantas/Emirates deal to end the industry's uncertainty and lack of clarity.

"A decision is now overdue and effectively we're not in control of our destiny for next year as we can't make a business plan until a decision is made," says Flight Centre New Zealand executive general manager Mike Friend. "Flight Centre supports in principle the tie-up between Qantas and Emirates and we are urging the government to make a decision."

The chain says the government is effectively suppressing travel demand from New Zealand and that the industry, and Kiwi travellers, are being disadvantaged.

"There's all sorts of great bloody cheap

QF/EK fares out of Australia that New Zealanders do not have access to, and will not have access to until the government approves it—and by the time the government approves it they may all be sold out," says Friend.

Effectively Friend says the lack of a decision is putting both airlines' New Zealand operations, and their Kiwi trade partners, in limbo.

"We just want a decision, either way, to end the uncertainty—we need the government to make a decision on this," adds Friend. "It's not good for the public, and it means Kiwi travellers have limited choices."

... No Timeframe

A Ministry of Transport spokesman told *Travel Today* that Transport Minister Gerry Brownlee has not made a decision on the QF/EK tie up, and that the ministry does not have a timeframe for such a decision 'at this stage'.

NZD Nears US86c

The New Zealand dollar hit USD0.859c today and there is speculation it will crack USD0.86c in the next 24 hours—while the trade weighted index (TWI) is also hitting record highs. The TWI hit 78.80 yesterday, the strongest it has been since the currency was floated in 1985, as the NZD traded at near-record highs against the sterling, euro and yen, *Stuff* reported.



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QLD Targets Kiwis

As the weather cools down, Kiwis are being tempted by the warm Queensland climate in a campaign by Tourism and Events Queensland and Tourism Tropical North Queensland. The STO and RTO have decorated the Wellington train station with images of the Great Barrier Reef, and will soon be extending the campaign to buses in Wellington, Auckland and Christchurch. There will also be print and television advertising.

CZ Direct CHC Flights?

Christchurch Airport has flagged the possibility of China Southern introducing direct services to the city. Airport head Jim Boulton is in China and says there are calls from local travel agents for direct flights to Christchurch. "I have been heartened by both their feedback and indications from the president of China Southern, Si Xianmin, that the airline plans to include Christchurch in its route plans," he says. CZ did not respond to requests for comment.

Avian Flu Warning

The Chinese health authorities have advised of human cases of avian influenza from the A(H7N9) flu strain, advises MFAT. See safetravel.govt.nz

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Demanding Down Under

Apparently, travellers from the Australia Pacific region are some of the most demanding in the world when it comes to airport service.

Auckland Airport was named as providing the best airport staff service in Australia Pacific in the Skytrax World Airport Awards overnight, and award chairman Edward Plaisted said AIAL should be especially proud given the region it's based in.

"From our 24 years' experience in the aviation industry we know that travellers from this part of the world can be some of the most demanding in terms of their expectations and with this in mind, the staff and management at Auckland should be pleased with this excellent result," he says.

GO Facebook Winner

Liz Christiansen of Harvey World Travel Browns Bay has won a GO Sports and Events goodie bag full of merchandise in the GO Holidays Facebook competition. Agents who liked GO Sports and Events on Facebook were in the draw to win the goodie bag.



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No Tourism Fiji At Fiji Trade Show

In a shock move, new Tourism Fiji chief executive Rick Hamilton has announced the NTO will not be participating in May's Bula Fiji Tourism Exchange, which is held in Fiji annually.


Hamilton says Tourism Fiji cannot support the tourism industry show in its current format, where competing Pacific Islands also 'showcase their offering, conduct contract talks, network and try to win business against Fiji'.

"The role of Tourism Fiji is to support tourism in Fiji globally and we go to great lengths to achieve this, with a focus on building tourism visitations and achieving a strong return on our investment on behalf of our government and the community," says Hamilton.

Pointing out that most other island nations also have their own annual tourism shows, Hamilton says the NTO believes Fiji is in a strong position to stand alone at its own dedicated event.

Resorts from across Fiji attend BFTE each year to network with buyers from around the globe, says Hamilton. "We believe it is difficult enough to win business with local competition, let alone have to compete in this forum against the rest of the South Pacific in their own country."

Local industry sources are surprised by the move, especially given the pending re-brand of Air Pacific in Jun, but say they can see the logic behind the argument.

 **Russia 2014**
Pre-Registration
See page 6

SE Asia New Years

Active Asia has advised that turn-around of quotes for Myanmar, Cambodia and Laos will be delayed 13-17 Apr as supplier offices are closed due to New Year festivities.

The Burmese Thingyan Water Festival is a Buddhist festival celebrated over four to five days culminating in the New Year. Laos celebrates the New Year 14-16 Apr, with ancient traditions and colourful pageantry; and in Cambodia, Khmer New Year is the greatest national holiday, featuring three to four days of festival celebrations.

Agent Rates Ko Samui

TATS has agent rates for the Imperial Boat House Resort, Ko Samui, starting at \$150pr pn for a premier room including breakfast. The rates are for travel to 19 Dec, see tats.co.nz

QF Prem. Asia, LAX

Qantas has premium economy flights to Hong Kong, Tokyo and Los Angeles to 17 Apr, from \$2499 to Hong Kong and Tokyo, and \$3099 to Los Angeles. Departure dates vary.

Electronics On JQ

Passengers on Jetstar flights now get a little longer to listen to their iPod or use their laptop, with the carrier extending the time electronic devices can be used in flight by up to 25 minutes.

Passengers previously had to turn off devices when the aircraft started its descent, but can now keep them on until the cabin is prepared for landing, extending the time from between five and 25 minutes depending on the flight. The change applies to all JQ flights including domestic, trans-Tasman and international.

TN Tahiti Wholesale

Air Tahiti Nui has released new wholesale levels to Tahiti, for sales to 24 Apr, says World Aviation. The flights are available for travel 02 May-26 Jun and 01 Sep-30 Nov, wholesalers have details.



HAWAIIAN AIRLINES.

Reservations And Ticketing Agent

Due to ongoing expansion, The Walshe Group is seeking an enthusiastic and dedicated individual to fill the above role in the Hawaiian Airline's division.

Key Responsibilities will Include;

- Handling customer and travel agent telephone enquiries;
- Ticketing and airfare quotation;
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- Excellent customer service skills;
- Be fully proficient with all MS Office applications;
- A desire to play a key part in the success of a small professional team.

Applications must be received via email to nigel.bale@walshegroup.com by COB Tuesday 16 April and should include a cover letter and CV.

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Avalon Adds Ships, Themed Europe



Avalon is expanding its fleet and themed cruise offering in Europe in 2014—adding three new Suite Ships and beer, golf, wellness and WWI themed sailings for the season.

Designed for the Australasian traveler, each suite ship has two decks of all suite accommodation with wall-to-wall windows and French balcony. The new themed sailings join itin-

eraries focusing on art, food, wine, history, music and Jewish heritage, it says.

Clients can save up to \$1230 per couple on selected departures in Europe, \$650 per couple on other Europe sailings and \$300 per couple on voyages outside of the continent.

... New Amazon

Avalon Waterways has also announced it will operate on the Amazon river next year with an 11-day Peruvian adventure.

Joining the company in 2014 is the 45m Aria, a 16-suite ship with a contemporary offering, which features floor-to-ceiling windows, outdoor spa, indoor and outdoor lounges and an open-air sun deck.

From Feb 2014, the Aria will offer three-night cruises as part of a wider 11-day itinerary from Lima, taking in the Amazon's rare pink dolphins and the Pacaya Samiria Reserve. The trip is priced from \$7509pp s/t.

Reef Endeavour Wi-Fi

Captain Cook Cruises' MV Reef Endeavour is now offering free Wi-Fi in its Tabua suites on its three-, four-, seven- and 11-night cruises in Fiji. Wi-Fi is also available in the Yasawa Lounge, pool deck and sundeck. An aerial on the ship's upper-most mast means 3G is available in most anchorages, despite the itineraries visiting remote islands and villages.

GO Pacific Cruise

GO Holidays has an eight-night Pacific Island cruise on Carnival Spirit departing Sydney 28 Jun, on sale to 13 Apr. Inside cabins are from \$1355 and outside from \$1779, with bonuses including AUD50 credit pp and pay half price deposit.

Space-Ships Set Sail

Scenic Tours has launched two rebuilt Space-Ships, the Scenic Diamond and Scenic Pearl, in Europe this week. The first stage of an AUD10 million upgrade, the two vessels feature new cabin interiors and soft furnishings and a 'Sun Lounge' that allows guests to convert their full-size private balcony into an indoor lounge. In public areas there's the new River Café for relaxed dining, and the fully refurbished Portobellos restaurant and The Bar. The rest of the refurbished fleet will commence sailings 'in the next few months'.

Oceania Two For One

Oceania Cruises has a two for one deposit offer on all 2013 sailings, says local GSA Cruise Holidays. Sailings include a 10-night Baltic Odyssey from Stockholm to Copenhagen onboard Marina, priced from \$3845pp s/t (balcony) and sailing 24 Aug, or the 29 Sep departure of Riviera on a Lisbon-Monte Carlo Romance and Rivas cruise, priced from \$2965pp s/t, inside. Fares include onboard credit and bonus savings. Cruise Holidays has details.

RCI May Updates

Royal Caribbean Cruise Lines will host a series of gatherings around the country in May—giving agents the 'vital' opportunity to update themselves on Royal Caribbean, Celebrity and Azamara Club Cruises product. "We look forward to meeting up with friends old and new for a vital update and some fine wine," says New Zealand sales manager Mark Kinchley. The 'gatherings' start 06 May in Whangarei, concluding in Queenstown 22 May. See industry diary for details.

The Princess Godmother

Princess Catherine, the Duchess of Cambridge has been named godmother of Princess Cruises' new vessel the Royal Princess.

The christening ceremony will take place in Southampton on 13 Jun, after a week of inaugural celebrations onboard for agents and clients. Her maiden voyage will sail on 16 Jun, commencing a season of grand Mediterranean cruises through the northern summer, followed by Eastern Med sailings from northern autumn.

The vessel boasts an expanded atrium and an over-water Sea-Walk, a glass-bottomed walkway that extends 28 feet over the side of the ship's upper decks.



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Heritage ZQN Boss

Heritage Queenstown has appointed Donna Stewart as its new general manager. Stewart has worked across a number of hotel brands in New Zealand, Australia and the UK in the past 25 years, and was most recently general manager at Peppers Beacon Queenstown.



Norfolk Is. Deal

Colony Lodge Norfolk Island has changed its name to Aataren Norfolk Island Villas and has released a stay pay deal, says local representative Hogan and Associates. Clients can stay seven nights for the price of four, with free half-day Pinetree Tour, airport meet and greet, Burnt Pine orientation and fully insured car hire. See aatarennorfolkislandvillas.com



Customer Service Agent

Thai Airways International is in search of a junior staff to join our Passenger Service team based at Auckland International Airport.

The successful applicant will possess the following competencies:

- A minimum of 3-5 years' Airline experience in air-port passenger handling
- Excellent verbal and written communication skills
- A standard of computer skills
- Ability to work well in team
- Ability to work in shift including weekends and public holidays
- Second language is preferred but not essential

The applicant must hold New Zealand Resident Permit. If you think you are suitably qualified for this job, we would love to hear from you. Please send your CV by 5 pm, April 12th, 2013 to:

Airport Services Manager,
aklkkgt@thaiairways.co.nz
Applications received after this date and time will not be accepted.

News & Product

AKL Airport Named World-Class Again

Auckland Airport has been named the best airport in Australia Pacific for the fifth year running in the Skytrax World Airport Awards overnight.

The awards are voted for by airport customers from around the world, with 12.1 million responses received this year.

Auckland also picked up awards for best airport staff service, was named second best globally for airports that process 10-20 million passengers, and was named 12th best overall in the world.

"To be named for the fifth year in a row as the best airport in Australia Pacific at the SKYTRAX World Airport Awards is very rewarding and reflects the commitment we have to listening to, understanding and meeting our customer's needs," says airport boss Adrian Littlewood.

The top 10 airports in Australia/Pa-

cific were: Auckland; Brisbane Airport; Melbourne; Sydney; Gold Coast; Christchurch; Adelaide; Perth; Honolulu; and Wellington. Christchurch was also seventh for airports that process 5-10 million passengers a year.

... Globally

Singapore Changi Airport won overall world's best airport, its fourth victory. Last year's winner Incheon International Airport came second, followed by Amsterdam Schiphol; Hong Kong International; Beijing Capital International; Munich; Zurich; Vancouver International; Tokyo International (Haneda); and London Heathrow (which entered the top 10 for the first time).

Frankfurt Airport was the world's most improved; and London Stansted Airport the world's best low cost airport. LHR's Terminal 5 won best terminal and LHR was named best for shopping; best security processing went to Copenhagen; best immigration service, Kuala Lumpur; best transit, Incheon; world's cleanest, Tokyo Haneda; best for leisure amenities, Singapore; best for dining, Munich; and best for baggage delivery, Zurich.

CI Fares Extended

China Airlines has extended sales of its year-round airfares, previously for sale until 31 Mar 2013, for sales and travel until further notice. "We have had a very pleasing five months since increasing to daily services, and we thank all our trade partners for their support thus far," says CI's New Zealand sales manager Gareth Williamson.

Free Aitutaki Flights

World Resorts of Distinction has a five night combination stay at the Aitutaki Escape (three nights) and Te Vakaroa (two nights) priced from \$2538pp s/t including a free return airfare to/from Rarotonga and Aitutaki. Clients will also receive VIP airport transfers including flower ei greeting on arrival. Lead-in accommodation is a one-bedroom beachfront villa, packages are also available with two-bedroom villas and seven-, 10- or 12-night stays. Booking code AETB1B5, and package is valid year-round.

Aussie's Secrets

The Emirates Wolgan Valley Resort & Spa has been named Australia's most expensive secret, and Wilpena Pound might not be the nation's most under-rated landmark for much longer with the release of *Australian Traveller's* 100 Best Travel Secrets of Australia. The top secret, says Tourism Australia, is Whites Beach in Byron Bay, 'one of many beaches that make the list'.

West End Willy Wonka

Charlie and the Chocolate Factory premieres in London's West End next month, and tickets are on sale now. Directed by Sam Mendes, the musical cast includes Douglas Hodge as Willy Wonka, Nigel Planer as Grandpa Joe and Clive Carter as Mr Salt. See charlieandthechocolatefactory.com

Dublin Haunted Crypt

Dublin is to get its first haunted attraction later this year, where the 'walking dead' will lay in wait to terrify visitors—who can then pop outside for a round of mini golf. The Dublin Cryptorium will feature Rainsford's Belleview Haunted House, where actors and special effects will be used to tell a backstory centred on experimenting with cryogenics. The Bram Stoker's Golf 18-hole course will be designed in 3D with black lights and special effects. The attraction is expected to open in Oct, see dublincryptorium.com

GO, QF To Europe

GO Holidays has Europe on sale with Qantas, with three nights in London from \$2775pp t/s and three nights in Paris or Rome from \$2939pp t/s. The deals are valid for sales to 22 Apr.

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NSW, QLD Scenic Rail

Both New South Wales and Queensland have new scenic railways, says Tourism Australia. The new Scenic Railway at Blue Mountains Scenic World is now open, and features a 52 degree incline—the steepest passenger railway in the world. The glass-roofed carriages offer views of the rainforest setting and Jamison Valley. In Queensland, the new Gold Class Kuranda Scenic Railway (pictured) offers a premium service with a focus on local produce, and takes passengers through World Heritage protected rainforest from Cairns to Kuranda.

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New China Visas For Business Travel

The Government has announced new visas making it easier for Kiwis to travel to China on business.

The new three-year multiple-entry business visa lowers the cost of travel for frequent business travellers and makes it easier to move between New Zealand and China, says Prime Minister John Key.

“Business people from both countries

will not need to apply for visas as frequently. This will reduce the transaction costs, and increase the certainty of business travel,” he says.

From 01 Jul, China will be able to issue Kiwi business travellers with a three-year multiple-entry visa that lets them stay up to 30 days on any one visit.

Outrigger Rugby Focus

Outrigger on the Lagoon Fiji is continuing its support of local rugby in Sigatoka and offering guests the chance to attend rugby games at the nearby stadium. Outrigger has signed on for another year as the major sponsor of the Nadroga Stallions team. Guests at the resort can attend Sat afternoon home games Apr-Aug with packages that cost FJD72 adult, FJD42 children including transfers to and from the game, entry, access to the Outrigger VIP marquee, welcome cocktail and a photo opportunity with the team.

Choppers In Fiji

Helicopters (Fiji) has launched in Nadi, offering resort transfers, scenic flights and charters on its twin engine Squirrel helicopter.

“The idea is to get our clients to their resorts as efficiently and quickly as possible giving them more time to relax and enjoy their holiday,” says general manager John Ambler.

Helicopters (Fiji) has been meeting with wholesalers and the chains in New Zealand, and says facilities are currently being developed to provide aviation services to the Fijian Islands and surrounding regions. It is based at Nadi Airport, with check-in a ‘short walk’ from the international arrivals hall.

News From Cumberland

Kiwi couple Ian and Lillian Mann have taken over as resort managers at the Cumberland Resort & Spa on Norfolk Island. With more than 30 years experience in the travel, airline and hospitality industry, the Manns have already released commissionable packages with a focus on fishing, with romance and golf-focused packages to follow. Visitors to the island’s many festivals are also catered for with special Country Music Week packages in May, Elvis in Jun and Quilting in Oct. The Cumberland also offers hosted departures for solo travellers, led by Lillian.

ADL Cabaret Festival

Eighties star Molly Ringwald will be among those performing in the Adelaide Cabaret Festival this 07-22 Jun, says the South Australian Tourism Commission.

Ringwald is one of four leading ladies making their festival debut, also including Cassandra Wilson and Wicked’s good and bad witches, Kristin Chenoweth and Idina Menzel. Festival ticket prices start from AUD10, see adelaidecabaret.com

Industry Diary

APRIL 2013

JAWS PLUS 2013

20th Anniversary Roadshow

Whangarei: Thu 11, Forum North, Rust Ave, 1700-2000.

Asia Travel Marketing Assn’s

Asia Now 2013

Hamilton: Mon 15, Thai Village Restaurant, 1730 for 1800. **Tauranga:** Tue 16, Eastern Ocean Restaurant, 1730 for 1800. **Napier:** Wed 17,

Sri Thai and Vietnam Restaurant, 1730 for 1800. **Palmerston North:** Thu 18, Bangkok Thai Restaurant, 1730 for 1800. **Whangarei:** Mon 22, Grand Thai Restaurant, 1730 for 1800. **Auckland:** Tue 23, Waipuna Conference Centre, 1730 for 1800.

Avalon Waterways 2014 Brochure

Launch

Timaru: Wed 17, Comfort Hotel Benvenue, Evans St, 7.30 for 7.45am, breakfast and presentation. **Dunedin:** Thu 18, Mercure Dunedin, 7.30 for 7.45am, breakfast and presentation.

Invercargill: Fri 19, Buster Crabb, 7.30 for 7.45am, breakfast and presentation. **Wellington (Lower Hutt):** Mon 22, Event Cinemas Queensgate, 5.45 for a 6pm sharp start, movie and presentation.

Christchurch: Tue 23, Christchurch Casino, 7.15 for a 7.30am start, breakfast and presentation. **New Plymouth:** Tue 23, Devon Hotel, 5.45 for a 6pm start, drinks, canapés and presentation. **Auckland (North):** Wed 24, Columbus Smales Farm, Takapuna, 7.15 for 7.30am, breakfast and presentation. **Wanganui:** Wed 24, Oggies Cafe, 7.30am sharp, breakfast and presentation. **Palmerston North:** Wed 24, Travelodge, 5.45 for 6pm, drinks, canapés and presentation. **Hamilton:** Mon 29, Angelsea Motel, 5.45 for 6pm, drinks, canapés and presentation. **Auckland (South and East):** Tue 30, Pakuranga Golf Club, 199 Botany Rd, 7.15 for 7.30am, breakfast and presentation. **Tauranga:** Tue 30, Hotel Armitage, 5.45pm for 6pm, drinks, canapés and presentation.

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Alderman Drive, Henderson, 7.15 for 7.30am, breakfast and presentation. **Hawke’s Bay:** Thu 02, Masonic Hotel, Napier, 5.45 for 6pm, drinks, canapés and presentation. **Whangarei:** Tue 07, Dickens Inn, 7.15am 7.30am, breakfast and presentation. **Auckland (Central):** Thu 09, Maison Vauron, McColl St, Newmarket, 7.15 for 7.30am, breakfast and presentation. **Blenheim:** Tue 14, Watery Mouth Café, 7.30 for 7.45am, breakfast and presentation. **Nelson:** Wed 15, Trailways Hotel, 7.30 for 7.45am, breakfast and presentation. **Queenstown:** Tue 18, Rydges Lakeland Resort, 7.30 for 7.45, breakfast and presentation.

Royal Caribbean Product Updates

Whangarei: Mon 06, Dickins Inn, 71 Cameron St, Vinetown, 1800. **Kerikeri:** Tue 07, Neon Café, 94 Kerikeri Rd, 0700. **Hamilton:** Wed 08, Easy Tiger, 186 Victoria St, 1800. **Rotorua:** Thu 09, Relish Café, 1149 Tutaneikai St, 0700. **Tauranga:** Thu 09, Astrolabe, 82 Maunganui Rd, Mt Maunganui, 1800. **Palmerston North:** Mon 13, Travelodge Bar One7Five, 175 Cuba St, 1800. **Wellington:** Tue 14, Dockside, Shed 3 Queens Wharf, 1800. **Nelson:** Wed 15, Trailways, The Tides, 66 Trafalgar Street, 1800. **Napier:** Thu 16, Boardwalk Beach Restaurant & Bar, 8 Hardinge Rd, 1800. **Christchurch:** Mon 20, Ibis Bar, 107 Hereford St, Christchurch Central, 1800. **Dunedin:** Tue 21, Port of Call - Sothorn Cross Hotel, Cnr Princes & High Streets, 1800. **Queenstown:** Wed 22, Crown Plaza Hotel, The Bed Bar, Beach St, Queenstown, 1800.

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Russia 2014 Pre-Registration



With the 2013 season already sold out pre-register your clients now for a 2014 13 Day Russian Waterways river cruise and secure their spot before they all sell out!

Tour Code	Cruise date	Itinerary
EUWR13	21 May 2014	STP-MOW
EUW13	31 May 2014	MOW-STP
EUWR13	04 July 2014	STP-MOW
EUW13	27 August 2014	MOW-STP
EUW13	18 September 2014	MOW-STP

Deposit of \$500 per person is required within 7 days of pre-registration.