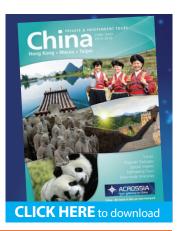
Incorporating Tabs on Travel

Wednesday 22 Apr 2015

Issue 3057





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IATA: Flying Is Safe **And Getting Safer**

There were 12 fatal air accidents in 2014 and two so far in 2015, but IATA boss Tony Tyler says there is no question that flying is safe and getting safer.

"Last year, the global jet accident rate measured in hull losses per one million flights was 0.23, the equivalent of one major accident for every 4.4 million flights," Tyler told those at an IATA Ops conference last week. "This was the lowest rate in history and a 60% reduction compared to the five-year rate of one major accident for every 1.7 million flights."

... Questions Raised

Tyler also noted that the recent air disasters have raised questions, with three in particular which have grabbed the attention of the media



and regulators around the globe. "And that is understandable. Aircraft operating in open civilian airspace under radar control are not supposed to disappear, nor be shot down by missiles. And the first priority of all flight crew is the safety of those onboard..."

In response to the disappearance of MH 370, Tyler says the industry has moved to adopt ICAO's standard for global tracking of commercial aircraft. Following the shooting down of MH 17, governments and industry worked to find ways to reduce the risk of overflying conflict zones. And based on the Germanwings tragedy, some airlines and regulators have implemented requirements for having two people in the cockpit at all times.

Tyler says aviation is the safest form of long-distance travel the world has ever known—and that it is IATA's responsibility to keep it that way."

... IATA Keeping Pace

Future safety gains will come increasingly from analysing flight data, says Tyler, adding that runway events, loss of control in-flight and controlled flight into terrain are the industry's three largest safety challenges.

IATA is also vowing to keep pace with emerging industry issues, such as the safe transport of lithium batteries and cabin safety.

"... if the last 13 months have shown us anything it is that safety is not fixed or static," says Tyler.

TSA Boosts Security

TSA workers at US airports will be subjected to stricter screening and background checks in an effort to 'address the potential insider threat vulnerability at US airports'. The new steps follow a review that was prompted by a baggage handler who allegedly used his position to smuggle guns from Atlanta to New York.

MH Pax Gallipoli-bound

Yesterday's Malaysia Airlines flight MH130, with passengers bound for Gallipoli, was delayed around 24 hours due to a technical glitch—but it looks like they'll make it to the dawn service in time, with the flight departing this afternoon.

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Sth Pac's Top Islands

French Polynesia, the Cooks, Fiji, Vanuatu and Australia are home to the top islands in the South Pacific, according to TripAdvisor.

Jetstar

Bora Bora was top of the Travellers' Choice list, followed by Aitutaki, Taveuni Island, Viti Levu, Moorea, Efate, Vanua Levu, Lord Howe Island, Rarotonga and Norfolk Island.

Globally, Providenciales in Turks and Caicos was recognised as number one, followed by Maui in Hawaii and Roatan in Honduras.

. . . Must-Sees

TripAdvisor also highlighted the 'Don't Miss' attraction for each island, including Shark Bay in Bora Bora; Aitutaki Lagoon; Taveuni Ocean Sports; Paradise Beach on Viti Levu; Moorea's Lagoonarium; Mele Cascades on Efate; Rafas Adventure Tours on Vanua Levu; Lord Howe Walking Trails; Titikaveka Beach on Rarotonga; and Emily Bay, Norfolk Island.









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TAM Anniversary

TAM Airlines has celebrated its one year anniversary since joining one-world. During its first year as a one-world member, TAM was able to connect its passengers to over 1000 destinations covering all continents, while also offering access to over 600 VIP lounges in airports around the globe. In addition to TAM, US Airways also joined the alliance on 31 Mar 2014 as part of the American Airlines Group.

Airport Pocket Waiter

QikServe's 'Waiter in your Pocket' app has begun to rollout at Amsterdam Airport Schiphol following a successful pilot scheme at the end of 2014. In partnership with HMSHost, QikServe is extending its initial 'at table' service to include an 'order ahead' functionality and ultimately, a comprehensive customer engagement and loyalty scheme. At an airport like Schiphol this means that passengers will be able to order ahead while going through security, en-route to their gates or when disembarking flights.

New Pay Per Use Lounge For BNE

Brisbane is one of a number of destinations that will receive a Plaza Premium Lounge this year, as the company embarks on a major global expansion.

Other airports earmarked for one of the pay-per-use lounges include London Heathrow Terminal 4, Singapore, Phnom Penh, Salalah, Siem Reap and Winnipeg. The company will also work with China Eastern Airlines to build a flagship lounge at the airline's home base, Shang-



EK A380 To Gatwick

Kiwi travellers now have direct connections at Dubai in each direction on Emirates A380 services to both London Heathrow and Gatwick, following EK's launch of a second daily A380 service to LGW. EK will immediately upgrade its EK15/16 LGW route due to passenger demand, increasing capacity in all three classes by 11.5%.

hai Pudong International Airport. The new lounges will feature upgraded massage services operated by Wellness Spa; the introduction of The Green Market healthy food options and new live-cooking food stations. Plaza Premium is also focusing on developing airport meet and greet services, food and beverage outlets in airports, and a line of airport transit hotels.

Langham AKL Deal

The Langham Auckland has a May Farmers Market deal for two. For \$349, the package includes one night's accommodation in a classic room, lunch in Eight restaurant on the day of arrival, a buffet breakfast in Eight the next morning, a local fare gift in your room and free use of the fitness studio, heated outdoor swimming pool and Jacuzzi. Plus, every Sat lunchtime during May, diners will have the chance to meet some of the local food producers in Eight and taste their produce. The deal is valid for stays 01-31 May, subject to availability. T&C's apply. Visit langhamhotels.co.nz

Carnival Spirit, Stranded

Passengers on the Carnival Spirit, which was due to dock in Sydney yesterday morning after a 12-day cruise, were left waiting near Sydney Heads overnight due to severe weather conditions. The port of Sydney was closed and cruise ships weren't permitted to enter the harbour until earlier today, so the cruise ship had to wait.

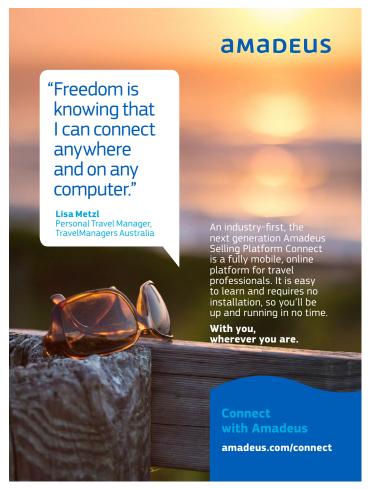
A statement on Carnival Cruise Line Australia's Facebook page says it was notified this morning that the port had re-opened and the ship was proceeding to the terminal.

The delay means the next seven-day sailing will be revised and it will now visit Isle de Pines and Noumea, whilst Mare has been removed. Guests will receive a one-day refund plus an AUD50 on-board credit, whilst those who choose not to cruise will receive a full refund, says the cruise line. The disrupted cruise is now set to depart at 1900 tonight.

Vanuatu Concert

More than 100 local musicians and artists will host a free festival in Vanuatu 09 May to help communities most affected by Cyclone Pam. The Vanuatu Wan Voes Kivhan Festival will feature gospel groups and choirs, string bands, and reggae and pop groups. It's on at the Saralana Park in Port Vila.







Wed 22 Apr 15 P3

TripAdvisor Watch App

TripAdvisor has announced the launch of the TripAdvisor Apple Watch app, which will be released on 24 Apr. The app, with features designed specifically for the new Apple Watch, provides access to TripAdvisor traveller reviews, ratings and photos of hotels, restaurants and attractions. Features will include walking directions which will show travellers their current location and provide directions to places of interest, saves which allows travellers to save their favourite restaurants, attractions and hotels and view them later on another Apple device or on tripadvisor.com, and helpful search options which lets travellers adjust their search range for points of interest for things such as distance and popularity. The app will be available from the Apple Watch App Store.

NZ Short-, Long-Haul Pax Up In Mar

Air New Zealand saw growth in both short- and long-haul passenger numbers in Mar, with load factors up across the board even as overall capacity increased 10.1%.

NZ carried 1,507,000 passengers in Mar, up 8.5% on the same period last year, while demand grew 14.1%. Group load factor was up 3.1 percentage points to 86.9%.

Short-haul passenger numbers rose 7.2%, while domestic demand and capacity increased by 7.5% and 6.2%, respectively. Domestic loads were up one percentage point to 84.0%.

Tasman/Pacific demand increased 10.6% while capacity was up 3.4%, leading to a 5.8 percentage point lift

Warwick Appointment

Warwick International Hotels has announced the appointment of Meliana Halim as the Senior Sales Manager Pacific. in load factors to 88.2%.

Long-haul passenger numbers grew 18.9% on Mar 2014, with demand up 18.2% and capacity up 15.2%. Load factors reached 87.1%, up 2.2 percentage points.

On North American/UK routes, demand was up 2.5% while capacity fell 0.3%, and load factors grew 2.4 percentage points to 87.8%.

... Asia Demand Up

The commencement of the new Auckland-Singapore flights, and increased frequencies on Auckland-Tokyo, saw capacity on Asia/Japan routes spike 46.7%—which was matched by a 50.3% increase in demand, with load factors up 2.0 percentage points to 86.1%.

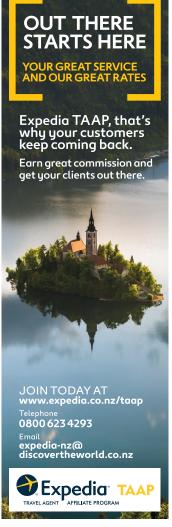
Group-wide yields for the financial year to date were up 0.7% on the same period last year. Short-haul yields were up 2.1%, while long-haul yields were down 0.6%. Removing the impact of foreign exchange, group-wide yields were up 1.9%.

AUS Masters Games

Entries are now open for the 2015 Australian Masters Games that will be held in Adelaide in Oct, advises the South Australian Tourism Commission. The fifteenth edition of the games will see an expected 10,000 competitors from Australia and other countries compete in 60 sports around Adelaide. Participants must be older than 30. Registrations close on 11 Sep. Visit australianmastersgames.com

Legoland Star Wars

Legoland Malaysia is celebrating Star Wars throughout May, with parades, activities, photo opportunities, workshops and the chance to contribute to a Star Wars mosaic mural. See legoland.my



Are You Satisfied With Your Sales in the Wellington Region?

I am an experienced BDM based in Wellington interested in part time work. I have worked in airline, wholesale and cruising as a Sales Executive/Business Development Manager.

I have local knowledge of the agents and excellent relationships, which I have built up over years of working in the travel industry. I feel this would be valuable in helping to grow your business.

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Michelle Dolan email: mich.ian@xtra.co.nz or mobile 027 656 2191

I am more than happy to send my CV through to you.









Switzerland Tourism, Swiss Travel System & Rail Europe GSAs (CIT Holidays, Go Holidays, Infinity Rail, Rail Plus AU & NZ & Rail Tickets) invite you to sign up & be a part of the first ever Swiss Travel Pass Superstar E-learning program for Aussie & Kiwi Travel agents.

Test your knowledge of Switzerland, its iconic train journeys & unique travel pass offering. Program starts 1st May. Every participant who completes the program will receive a Swiss Travel Pass Superstar certificate.

► Register now!





COMPANION FOR LIFE



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Wimbledon 2015

London & Partners advises this year's Wimbledon Lawn Tennis Championships is expected to be big as ever. The annual Grand Slam tennis tournament is expected to attract around 500,000 spectators at the All England Lawn Tennis & Croquet Club from 29 Jun-12 Jul. See visitlondon.com for more.

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Win iPads And More With Swiss Pass

Prizes including luggage, a watch and iPad are up for grabs in a three-month agent training programme being launched by Rail Europe GSAs GO Holidays and Rail Plus, Switzerland Tourism and the Swiss Travel System.

The Swiss Travel Pass SuperStar Program will run 01 May-31 Jul, and is designed to help enhance agents' knowledge of the suite of products available. Over the three months, agents need to sell as many passes as they can and answer a series of quiz questions in the six modules of the programme. Certificates will

Whale Sharks Coming

WA's whale shark season will be celebrated 21-24 May at the Ningaloo Whale Shark Festival 2015 in Exmouth. The annual event sees bands, a float parade and plenty of family entertainment, as well as special discounts on whale shark swims available on 24 May. Whale sharks visit Ningaloo Reef annually from Mar-Aug. See ningaloowhalesharkfestival.com

be awarded to agents who successfully complete all of the modules, and there will also be prizes awarded each module including 80cm Victorinox luggage valued at \$605 for third place; a Victorinox watch valued at \$705 for second place; and a 64GB Apple iPad Air2 Wifi valued at \$745 for first place. Top performers will also be in the running to win a place on a seven-night famil to Switzerland later in the year.

Agents should note that only Swiss Travel Pass products purchased through GO Holidays and Rail Plus will be eligible. See theswisspasssuperstar.com/ausnz

NZ Cycle Demand

Europear is introducing the first rental cars with bike carriers into the New Zealand market to meet the growing demand for cycling tourism. It says it expects to continue to expand its fleet of bike-carrier vehicles on the ground, in addition to its local fleet of hire cars as demand for affordable and customised mobility options continue to grow. Visit europear.co.nz for more.



Discover USA Guide

The 2015 edition of Brand USA's *Discover America Inspiration Guide*, which is full of images and editorial content about unique travel experiences in the US, is now available for Kiwi agents to order.

The 200 page guide covers adventures in the great outdoors, cultural highlights, iconic USA travel experiences, luxury and indulgence vacations, top urban destinations and trip ideas for families.

"We're excited for the release of the 2015 guide, which is even bigger and better this year," says Brand USA director Australia and New Zealand Ollie Philpot. "With more than 180 destinations and travel-related businesses showcasing the breadth of places and experiences for potential travellers to consider for their next USA vacation, this will be a fantastic tool for agents and their clients."

Copies can be ordered via BrochureNet at brochurenet.co.nz

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ALBATROSS Tours



Wed 22 Apr 15

Tahiti Temptations

GO Holidays' Tahiti Temptations packages include four- to sevennight packages at selected resorts with Air Tahiti Nui flights ex Auckland to Tahiti, or a nine-night cruise holiday with Windstar Cruises. The offers are for sales to 15 May for travel 26 Apr-07 Dec. Contact GO for pricing.

Events With Benefits

TFE Hotels has rejuvenated its Events with Benefits (EWB) programme which now features a range of rewards for those who book a meeting or event at any TFE

The EWB offering hosts rewards in accordance with a five-tier programme based on the total spend of event organisers. The rewards include things such as hotel credit, visa gift vouchers, rebates on bills and more. Plus, all registered participants of the rewards

programme who book and hold their event before 31 Jul will go into the draw to win business class flights to Berlin and seven night's accommodation at an Adina Apartment Hotel in Berlin. See tfehotels.com for more.

Tassie MTB Trails

Blue Derby trails in Tasmania's North East has opened 20km worth of new mountain bike tracks and plans to open another 30km by the end of the year. See bluederby.com.au for details.

Fitness Holidays

News & Product

What better way to increase your fitness motivation than by signing up for an event in the Whitsundays? The Obstacles Gone Mad! event, hosted at a secret location on the Whitsunday Coast 30 May will feature a 5km, 10km and kids course, entertainment and more. The Airlie Beach Running Festival 18-19 Jul includes a half marathon, 10km and 5km run as well as a 5km Corporate Team Challenge and a 2km Sea Star Kidz fun Run. Registrations are now open with discounted registration open until 31 May.



New Kangaroo Island Walking Trail For 2016

mission.

The Kangaroo Island Wilderness Trail, set to open by next Jun, will be a premier walking track with custom-designed campsites along the way and is designed to allow visitors to explore the island at their own pace.

"This is a fantastic opportunity for an island that is renowned for its natural environment and abundant wildlife," says SATC regional manager New Zealand Stacey Cant. "It is an investment that is set to attract an additional 5000 visitors each year and benchmark the trail to a level that is on par with New Zealand's Milford Track and the Overland Track in Tasmania."

A new five-day, 63km walking tour will open on Kangaroo Island next year, giving access to scenery like the Remarkable Rocks, Kelly Hill Caves, Admirals Arch and Cape du Couedic lighthouse, says the South Australian Tourism Com-

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Cruise Consultant required for GSA Company situated on Auckland's North Shore.

Previous cruise experience is preferred but not essential. Position is full time and hours will be 8.30am through to 5.00pm Monday to Friday and as required to ensure efficiency of position and team.

Remuneration including bonus will be discussed at interview stage. Only successful candidates required for interviews will be contacted. Interviews will be held week commencing 04 May 2015.

Please email CV and covering letter to: Cruise Consultant kelly@ftmcruise.co.nz

Applications close 29 April 2015.



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Wed 22 Apr 15

Round Raro Race

For agents looking to put a group together, this year's Round Rarotonga Road Race marks the 38th year of the event. The run caters for all types of runners with a 5km Fun Run, a Hash House Harriers Birthday run, Round Rock teams relay, the Nutters Cross Island Run, and of course the main run which is 31km around the Island. The event is held 17-23 Sep and registrations close on 11 Sep. Visit dmck.com



Business Looking Good For Cairns

The multi-million dollar refurbishment of 36 Horizon Club rooms and the expansion of the Club Lounge to include a boardroom with stateof-the-art audiovisual facilities at the Shangri-La Hotel The Marina Cairns is just one of the projects that is pushing the city towards a spike in business confidence.

Another big project is the \$400 million "Nova8" seven-tower development in the heart of the city, a 1188-residential apartment build that will nevertheless be a boost for tourism with its 6000m2 of retail space, celebrity restaurants and Sky Pool. And in May SilkAir begins direct flights to Cairns from Singapore, adding an extra 20,000 airline seats a year to TNQ. ATE 14 and the G20 international economic forum led to a new awareness of Cairns, which resulted in a 63% increase in business event leads, said Business Events Cairns & Great Barrier Reef director Rosie Douglas, adding that the Cairns Delegate Advantage Program has been extended to Palm Cove and Port Douglas following consultation with meeting planners and partners.

"An initiative of the Cairns Convention Centre and Business Events Cairns & Great Barrier Reef, the program involves 48 businesses offering discounts and value adds especially for delegates and these are included in a brochure in delegate satchels."

Keeping up with this growth is the Tjapukai Aboriginal Cultural Park, which has unveiled two new event facilities including the Bundarra Cassowary Egg Theatre which will host its first conference next month in the lead-up to the completion of the Park's \$12 million redevelopment

Other notable developments include the start of work on the AUD50 million Cairns Aquarium, due for completion in Jul 16 and expected to be a key tourism asset.

Farm To Fork

Tickets are now available for Sacramento's annual Farm to Fork Festival. The three-day affair that gathers farmers and chefs to showcase the best in food and wine is on 05-07 Jun. Visit farmtofork.com/summer for more.

New-build Sofitel. ADL

News & Product

A new Sofitel Luxury Hotel is set to be built in Adelaide's CBD and is scheduled to open in 2018. Sofitel Adelaide, an AUD140 million hotel development, will form part of Palumbo's—a developer and investor-106 Currie St development, a 32-storey tower. The tower will comprise 80 apartments over the top eight levels with the remaining floors comprising the hotel's suites and facilities. Sofitel Adelaide will include 250 rooms and suites, with leisure and business facilities, including a restaurant, four bars, ballroom, swimming pool, health and fitness centre, meeting and conference rooms and a signature Sofitel Club Lounge. Palumbo has signed an agreement with Accor who will manage the hotel under its luxury Sofitel brand. Construction will begin in 2017. Visit sofitel.com for more.

Mega Park For WA

Western Australia's Kimberley region could one day be home to Australia's largest national park, says Tourism Western Australia. The Kimberley National Park is proposed to extend over more than 2 million ha and encompass the existing Prince Regent, Mitchell River and Lawley River

Industry

Avalon 2016 Launch

New Plymouth: Wed 22, Devon Hotel, 1745, drinks & canapes. Auckland East: Thu 23 Apr, Pakuranga Golf Club, 0715, breakfast.

Pukekohe: Tue 28, Sugar Shed, 1745, drinks & canapes. Wellington Lower Hutt: Wed 29, The Dowse Art Museum, 1745, drinks & canapes. Auckland West: Tue 28, Quality Inn Lincoln Green, 0715, breakfast Auckland Central: Wed 29, Maison Vauron, 0715, breakfast. Auckland North Shore: Thu 30, Bruce Mason Centre, 0715, breakfast.

Destination NSW Sydney Agent Pub Quiz Nights

Wellington: Wed 22, The Establishment, 14-16 Courtenay Place, 1730-1900.

Auckland West: Tue 21, Hong's Kitchen, Westgate Shopping Centre,

Auckland Central: Wed 22, Grasshopper, 26 Albert St, CBD, 1730. Wellington: Thu 23, Monsoon Poon, 12 Blair St, Te Aro, 1730.

Oantas Group Travel Website Launch

Wellington: Tue 28, Rydges Hotel, 0800-0830. Auckland: Wed 29, Rydges Hotel, 0800-0830. Christchurch: Thu Rendezvous Hotel, 0800-0830.

MΔY

Asia Now

Tauranga: Tue 05, Thai Thani 2, 15 Wharf St, 1730. **Hamilton:** Wed 06, Ibis Hotel, 18 Alma St, 1730.

Avalon 2016 Launch

Whangarei: Tue 05, Dickens Inn, 0715, breakfast.

Dunedin: Tue 05, Park Regis, 0715, breakfast.

Kerikeri: Wed 06, Velvet Café, 0715, breakfast.

Invercargill: Wed 06, Kelvin Hotel, 0715, breakfast. Queenstown: Thu 07, Prime Waterfront, 1730, drinks & canapes. Wellington CBD: Tue 12, Mac's Function Centre, 1745, drinks & canapes.

Aloha Down Under

Auckland: Mon 11, Heritage Hotel, 1700-2030.

Adventure World Around the World

Auckland: Tue 12, Adventure World's new office, 131 Mt Eden Road, Eden Terrace, 1730.

Travelport Roadshow

Christchurch: Tue 12, The Oak Room,

The Atrium, 1730-2000.

Wellington: Wed 13, James Cook Hotel Grand Chancellor 3, 1730-2000. Auckland: Thu 14, Gallery Three, Pullman Hotel, 1730-2000.

South Australian Roadshow

Auckland North: Fri 15, Spencer on Byron HoteL, Takapuna, 1700-1930. Auckland: Sat 16, Orakei Bay Function Centre, Orakei, 0930-1100.

Auckland East: Sat 16, Howick Golf Club, Bucklands Beach, 1400-1600. Hamilton: Sun 17, Novotel Tainui, 1400-1600. Tauranga: Mon 18, 59 The

Strand Function Venue, 1200-1330. Rotorua: Mon 18, Novotel Rotorua Lakeside 1700-1900.

Palmerston North: Tue 19, Kingsgate Hotel, 1630-1900. Masterton: Wed 20, Masterton Club, 1200-1330. Wellington: OCTOBER Wed 20, Shandon Golf Club, Petone, 1730-2000.

Chimu Adventures Launch Party -Fiesta Latina!

Auckland Central: Thu 21 May, Besos Latinos, 1800-2000.

Amazing Thailand Roadshow

Auckland: Thu 21, Sky City Grand, 1700.

Whitsundays Travel Agent Workshop Auckland: Fri 22, The Mercure, 1730-2030.

Sabre Tech Summit

Auckland: Thu 28, Langham, 1500-1800.

Hawaii Tourism MCI Roadshow Mon 27, Dates and venue TBA

AUGUST

Bula Marau Fiji Roadshow -**Around Viti Levu**

Christchurch: Mon 3, Novotel Christchurch, 1730-2030. Wellington: Tue 4, InterContinental, 1730-2030. Auckland: Wed 5, Stamford Hotel, 1730-2045. Hamilton: Thu 6, Novotel Tainui, 1730-2030.

Sultanate of Oman Tourism update Auckland: Mon 24, venue and time

TBA

Bula Marau Fiji Roadshow -**Luxury & Couples**

Nelson: Mon 12, Grand Mercure Monaco Resort, 0730-0930 Christchurch: Mon 12, Peppers Clearwater, 1730-2130. Wellington: Tue 13, Amora Hotel, 1730-2030

Auckland: Wed 14, Pullman Hotel,

1730-2045. Hamilton: Thu 15, Novotel Tainui,

1730-2030.



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