

# TABS ON TRAVEL TODAY

Incorporating Tabs on Travel

Friday 02 October 2015

Issue 3173

Jetstar to fly to the biggest towns in NZ starting with 'N'

New Plymouth → Auckland



## Mass Resignation From United Travel

Helloworld has said it is 'committed to expanding its presence in New Zealand' following reports that 36 United Travel franchises have resigned from helloworld.

Last night First Travel Group advised that 34 new franchises are about to join the group, and while First didn't say where they are coming from it's generally understood they are from United. Negotiations between First and the group of independent franchisees are said to be continuing. Stella Travel boss Greig Leighton said in a release this afternoon that the company is working closely with franchisees on a case-by-case basis ahead of the 2016 launch of helloworld in New Zealand, 'to achieve an optimal outcome for all'.

"Some franchisees have made the

*Apart from what has already been published this morning by Travel Today, no further information was forthcoming by deadline from the United members that are moving.*

decision that our approach is not for them and while that is disappointing we are confident that we will offer an extremely strong value proposition for our New Zealand branded and associate franchisees, and independent members and it has certainly resonated well with our Harvey World Travel franchisees," he said.

Helloworld is committed to expanding its presence here, the company said in the release, and points out that it recently announced its intended acquisition (subject to certain conditions) of 10 Air New Zealand Holidays stores ahead of the launch of helloworld here early next year.

As well as its retail network, including The Travel Brokers, helloworld has extensive operations in New Zealand including Air Tickets, GO Holidays and APX Travel Management, it says.

● *Travel Today* understands that after the recent resignations, 14 United branded franchisees remain, along with another six unbranded. There are 44 HWT franchisees, but none unbranded. There are also 100-plus 'independents' under the Independent Retail Network banner, which were previously managed by Bell and Beecher.

## Sunshine Coast

Queensland Naturally refreshing

AKL	Tue 27 Oct, 5.30-7.30pm, Pullman Hotel,
HLZ	Wed 28 Oct, 5.30-7.30pm, Novotel Tainui
CHC	Thu 29 Oct, 5.30-7.30pm, The George

Great prizes to be won  
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## Summer Roadshow

### JQ's On-Time Sep Stats

Jetstar's on-time performance for the first two weeks of Sep showed 92% of domestic flights (or 488 of 533) departed on time.

For peak time domestic flights, of the 89 operated on the AKL-CHC route, 85 (96%) departed on time; on the AKL-WLG route, of the 81 flights operated, 79 (98%) departed on time; and on the WLG-CHC route, of the 44 flights operated, 43 (98%) departed on time.

In terms of reliability for peak time domestic flights, of the 218 scheduled, 214 (98.2%) operated; whilst overall, of the 541 domestic flights scheduled, 531 (98.2%) operated.

### No Baggage Fees?

An American company has found a new way to sell advertising to customers, which in turn, will allow travellers to avoid baggage fees.

Orion Travel Tech will pay baggage fees for those who use its luggage, which essentially works as a mobile advertisement.

The two-piece luggage set will be covered with a front and back advertising wrap.

### LAN, JQ Codeshare

LAN Airlines and Jetstar are launching a new codeshare partnership covering trans-Tasman, domestic Australia and domestic New Zealand routes from 25 Oct, according to the GDS.

The planned codeshare routes are on flights between Auckland and Christchurch/Dunedin/Gold Coast/Melbourne/Queenstown/Wellington, and Sydney-Byron Bay/Cairns/Darwin/Gold Coast/Hamilton Island/Hobart/Maroochydore, according to the GDS.

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**EK Surcharges**

Emirates is making changes to day of week and peak season surcharges on long-haul (excluding South East Asia) retail and wholesale long-term fares, effective for sales and ticketing from 06 Oct.

In economy, peak season outbound date will change from 26 Jun-05 Jul to 30 Jun-09 Jul, and the weekend surcharge will increase from \$50 to \$60 outbound Fri-Sat.

In business class, the weekend surcharge will increase from \$200 to \$250 and apply outbound Fri-Sun.

**SQ Booking Availability**

Singapore Airlines advises agents that booking ability for passengers travelling on SQ4281/2 is now available for bookings by SQ ARO and GDS agents. Additionally, SQ will advise when booking capability for SQ4281/1 passengers is available on its website.

**Surf's Up With KLM**

KLM Royal Dutch Airlines passengers can now check in their surf equipment instead of a suitcase on all KLM and Air France operated flights. This can be done for free on intercontinental flights and for a small fee on European flights. The new offer applies for surf, kitesurf and windsurf equipment, if packed in one bag with a maximum length of 300cm and a weight of 23kg for an economy ticket; or a max weight weight of 32kg for business class travellers. Reservations at least 48 hours before departure are recommended if the board is larger than 107cm. To watch videos about discovering surf destinations see [klm.com/surf](http://klm.com/surf)

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**Industry Comment**



**New SmartGates To Appear In AKL Soon**

**Work has started to install nine new next-generation SmartGates in the departures area at Auckland International Airport, says Customs.**

The machines should be ready for use by the start of summer and the peak travel season. Departing travellers can continue to use the existing gates, which will stay operational until the new ones are up and running.

The new gates offer a one-step process where passengers scan their passport and step up to a biometric scanner, eliminating

the need for the kiosk and ticket. They're the first phase in a modernisation programme that will see 29 next-generation SmartGates installed at Auckland, Wellington and Christchurch airports in the next 18-24 months.

**Excite Scraps Fees**

Excite Holidays is scrapping cancellation and amendment fees following 'in-depth consultation' with Kiwi and Aussie agents. Excite boss Nic Stavropoulos says travel booking is dynamic and agents shouldn't be punished for changes that are often beyond their control. "From today, when booking with Excite Holidays, travel agents will only incur a fee if it is charged directly by affiliate partners," he says.

**QF South East Asia**

Qantas has economy deals to South East Asia (booked in Q and N class) for sale until 30 Nov, with flights to Bangkok from \$1119 and Singapore from \$1125. See [qantas.co.nz/agents](http://qantas.co.nz/agents)

**AA Breast Cancer Support**

American Airlines has launched Be Pink, the employee-led breast cancer awareness initiative that takes place each Oct during Breast Cancer Awareness month. During this month clients can make a donation at [aa.com/bepink](http://aa.com/bepink) and those who make a minimum USD25 donation will earn 20 AAdvantage miles, instead of 10, for each dollar contributed. Clients can also expect to see AA staff wearing pink accessories throughout the month, as well as being able to select special Be Pink-branded items onboard and in select Admirals Club lounges.

**You can't beat Wellington on a good day.**

**But on the others, go to Nelson.**

Wellington ✈️  
**Nelson**

Subject to Government and Regulatory approval. Flights are operated by Eastern Australia Airlines for Jetstar Airways.

[jetstar.com](http://jetstar.com)



## Sirena's New Culinary Highlights



Set to debut in Apr 2016, Oceania Cruises' newest fleet member Sirena will offer clients a host of culinary experiences, announcing today it will feature two new specialty restaurants and a bistro.

The specialty restaurants will be Tuscan Steak and Red Ginger; whilst the grand dining room will be transformed into Jacques Bistro for lunch. The announcement has come after the 'overwhelming popularity' of Red Ginger and Jacques on the line's recent new builds, Marina and Riviera. "These new dining experiences, along with Sirena's collection of unique, destination-rich itinerar-

ies will provide guests with another exciting choice within the Oceania Cruises' portfolio," says president and chief operating officer Jason Montague.

Tuscan Steak, a completely new restaurant concept, will see a menu offering of steaks and seafood with a Tuscan flair; Red Ginger will offer clients Asian-inspired dishes; whilst Jacques Bistro will offer French fare, created by 'legendary' chef Jacques Pepin.

The 684-guest Sirena will be the first ship in the Oceania Cruises fleet to offer this collection of dining options. For further information see [oceaniacruises.com](http://oceaniacruises.com)



### Agents On Mekong Cruise With Active Asia

River cruising on the Mekong River is fast becoming a favourite with Kiwi travellers to Asia, and eight agents have recently sampled what it's like on a Pandaw River Adventures Educational with Active Asia. The agents spent three nights on the river cruising between Saigon and Phnom Penh, with each day spent enjoying excursions to local villages, markets and cottage industries before returning for cocktails on the sundeck. They then travelled on to Siem Reap to see the Angkor Archaeological Park.

Pictured: Activa Asia's Wendy Thomson; HWT Howick's Moira Walker; HoT Orewa's Lee Broadbelt; HoT Northlands' Sarah Bright; HoT Te Awamutu's Maralyn Ward; HoT Albany's Mike Thomson; HoT Ashburton's Anna Schmack; and HoT Dunedin's Gary Harley.

### 2016 Croatia Highlights

Croatia Times Travel has released new 2016 deluxe small ship packages. Highlights include an eight-day Adriatic Deluxe Cruise onboard MS Karisma, roundtrip Split, priced from \$1967pp, with departures May, Jun, Jul, Aug and Sep; and an eight-day Adriatic Cruise onboard MS Princess Aloha or MS Romantic Star, roundtrip Dubrovnik, priced from \$2990pp, with select departure dates during May, Jun, Jul, Aug, Sep and Oct. For the full line-up of itineraries and all details, see [croatiatimestravel.co.nz](http://croatiatimestravel.co.nz)

### Euro 2016 Savings

Lindblad Expeditions-National Geographic has launched a savings offer of AUD1000 on its 2016 eight-day Europe departures aboard National Geographic Orion. There's 11 itineraries to choose from, departing 24 Apr-18 Sep 2016, each one week long with myriad options to combine them. Each Europe 2016 itinerary is priced from AUD9990pp d/p, plus clients who take any two or more voyages can save 10%. For further information see [expeditions.com](http://expeditions.com)

### WiFi A Necessity

As the internet becomes more of a necessity for travellers, it is no surprise that Carnival Corporation has expanded its WiFi@Sea connectivity network. It features the broadest high-bandwidth internet coverage in the industry, and is currently deployed on 30 of its 100 ships—with more deployment planned over the next several months. Plus, several of its brands have introduced new plans and pricing packages, making it more convenient and affordable for clients.

### Follow In The Footsteps

Viking Cruises has hosted Rick Stein for his new BBC television show—*Rick Stein: From Venice to Istanbul*—where he takes viewers on a culinary journey, stopping at each destination along the way to create dishes inspired by the local destinations and produce. If clients want to experience Rick's cruise itinerary, they can embark on Viking's 10-day Empires of the Mediterranean itinerary. It is priced from \$4049. For further details, [CLICK HERE](#)

### Cruise Ships On Way

New Zealand's cruise season gets underway tomorrow when the Diamond Princess arrives in Wellington. Following in its wake will be 33 other ships, making a combined total of 701 calls to 16 ports around New Zealand, until 23 Jun when the Pacific Pearl sails out. Cruise New Zealand general manager Raewyn Tan says from Nov-Feb, we will host at least one ship in our waters every day; and Feb will be the busiest month, peaking at 10 ships on 08 Feb. The Diamond Princess was scheduled to sail into Fiordland today, but has altered its route due to bad weather conditions.

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TABS ON  
**TRAVEL  
TODAY**

**OCTOBER**

**Air New Zealand & Air China Alliance Launch Events**

**Wellington:** Mon 05, Monsoon Poon, 12 Blair St, Te Aro, 1800-2000.

**Adventure World, Rocky Mountaineer and Holland America Line North America Breakfast**

**Invercargill:** Mon 05, Kelvin Hotel, 0730-0830.

**Queenstown:** Tue 06, The HALO, 0730-0830.

**Fez Travel Turkey Trade Event**

**Auckland:** Tue 06, Caravan Serai, Chancery Square, 2 Courthouse Lane, 1730.

**Wellington:** Wed 07, Cafe Pasha, Dixon Street, 1730.

**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.

**Small Group Journeys Breakfast – Update on Trek America, Grand American Adventures and Exodus with Adventure World**

**Wellington:** Tue 13, James Cook Hotel, 0715-0830.

**Innovative Travel Ancient Kingdoms Holidays 2016 Launch**

**Wellington:** Mon 19, The Wellington Club, 1730.

**Auckland:** Tue 20, Parnell's on the Rose Garden, 1730.

**Christchurch:** Wed 21, Christchurch Bridge Club, 1730.

**South Pacific Association of National Tourism Offices**

**Tauranga:** Tue 20, Club Mount Maunganui, 1730.

**Rotorua:** Wed 21, Novotel Rotorua Lakeside 1730.

**Sunshine Coast Roadshow**

**Auckland,** Tue 27, Pullman Hotel, 1730-1930.

**Hamilton,** Wed 28, Novotel Tainui, 1730-1930.

**Christchurch,** Thu 29, The George, 1730-1930.

**Sydney Quiz Winners**



More than 100 agents joined Destination NSW in Auckland and Christchurch this week for fast-paced agent quiz nights, with questions based on the STO's latest Sydney in Summer campaign encouraging Kiwis to experience events and holiday options in the city.

Team HoT Like Fire (House of Travel Product) won the Auckland event, and Universally Challenged (Orbit Travel) won in Christchurch. Laura Hill of HoT Product and Marieke Christey of Orbit each won a three-day holiday for two in Sydney in the team sudden death competition. To

find out what's on in Sydney this summer check out [sydney.com](http://sydney.com) Pictured is: Team HoT Like Fire's Shona Bray, Jon Gwin, Sharma Smith, Hemal Jani, Laura Hill, Rachel Mancini and Todd Devine.

Orbit's Universally Challenged team Roxy Burney, Sean Armstrong, Anthony Naylor and Marieke Christey with Destination NSW's Sam Cameron (centre).

**Journeys Filling Fast**

World Journeys says its 2016 small group hosted journeys are filling fast, particularly the May, Jul and Sep departures of Castro's Cuba, Sep's Persia & the Silk Road, Cherry Blossom Japan in Mar, and Ethiopia & Sudan in Oct.

It's urging agents to book clients as early as possible, as early bookings savings end 30 Oct—at which time an 8% currency surcharge will also be introduced for small group hosted journeys deposited after that date.

"We have held off surcharging our small group journeys but even though the on-going weakening of the NZ dollar makes this inevitable, we still want to give people the chance to avoid it," says director Kate Gohar.

Examples of savings range from \$680pp on the 15-day Castro's Cuba, to \$1899pp off the 31-day Grand Tour of South America.

Bookings made before the deadline will also be protected from any further surcharges that may arise.

**Aircalin's New Website**

Aircalin has launched a new website, and says it offers easy access from all devices and new features such as the ability to book car rental and leisure activities. See [aircalin.com](http://aircalin.com)

**Fiji Flight Offer**

Fiji's Koro Sun Resort & Rainforest Spa has partnered with Island Hoppers to offer clients an air service special. For USD390pp, clients can fly return from Nadi to Savusavu Airport, effective immediately and valid for travel to 31 May 2017, based on availability. For full details e-mail [marketing@korosunresort.com](mailto:marketing@korosunresort.com)

**Tourism Summit**

Registrations for the TIA National Tourism Summit in Wellington, to be held 19 Nov are now open. Hot topics at the event will include New Zealand's \$24 billion growing tourism industry and its challenges; progress of the goal to grow tourism revenue to \$41 billion over the next decade; and other tourism issues and opportunities. The programme features a mix of speakers, including British transformational change expert Roger Flynn whose experience includes British Airways, BBC and Virgin, where he worked directly with Sir Richard Branson. For full details and to register see [nationalexhibitionsummit.co.nz](http://nationalexhibitionsummit.co.nz)

**apx** | travel management

**Consultant Opportunities**

APX Travel Management is an industry-leading Travel Management Company that has been awarded the National Travel Industry Awards' Best Brand Corporate (Multi Location) title in both 2014 and 2015. We are currently searching for talented Travel Consultants to join our Auckland team.

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## Hang Ten: Big Waves Are Coming



Pic: HTA/Kirk Lee Aeder

For the North Shore of Oahu, winter means big wave season, when the shore's legendary waves host some of the best surfers in the world for events like the Vans Triple Crown of Surfing.

Considered the 'Super Bowl' of surfing, the event is held Nov-Dec at Waimea Bay, Haleiwa Beach and Ehukai Beach (Banzai Pipeline), with clients able to watch the action from the beach.

The months between Nov-Feb are the best times to watch big wave surfing, when waves can swell up to 30ft or more—making them dangerous



### Play Premiere

A one-man play is being held at the Honolulu Theatre for Youth on the life of one of Hawaii's most loved, Duke Kahanamoku. The world premiere of the play, Duke, showcases Kahanamoku's achievements as an athlete, surfer, sheriff and actor. Performances will be held on 14, 24 and 31 Oct, and 07 and 14 Nov, from 1630. See [htyweb.org](http://htyweb.org)

even for experienced surfers, so visitors are urged to take note of warning signs.

Clients should also note that during big wave season and especially on competition days, traffic to the North Shore can be heavy, so they should plan accordingly.

### ... Eddie Would Go

If clients are lucky, they might even get to witness 'The Eddie', which has only been held a handful of times since its inception in 1984. Officially called the Quiksilver in Memory of Eddie Aikau, it's considered the ultimate Hawaii big wave surfing event. It doesn't have a set date but rather a holding period Dec-Feb, and occurs only if waves hit a face height of 40ft or more.

### Ocean Aware Waikiki

Awareness is raised on protecting the Pacific Ocean and its marine life by Hilton Hawaiian Waikiki Beach Resort. The resort is holding an Ocean Marine Life Briefing to allow guests to learn about the history of Waikiki Beach and the importance of looking after it. The sessions take place every Wed at 1215. See [hiltonhawaiianvillage.com](http://hiltonhawaiianvillage.com)

### Chocolate Festival

An upcoming chocolate festival raises awareness about Hawaii's growing cacao industry. The fifth annual Hawaii Chocolate Festival allows attendees to learn the steps that go into making the sweet treat from start to finish. It will be held from 16-18 Oct at the Neal Blaisdell Exhibition Hall, Honolulu. See [hawaiiichocolatefestival.com](http://hawaiiichocolatefestival.com)

### Annual Triathlon

Lanai, Hawaii ends autumn with its community-sponsored seventh annual triathlon.

The event on 07 Nov includes a 0.8km swim in the beautiful marine preserve of Hulopoe Bay, followed by a mountain bike-ride and a 4.8km run. The triathlon may be tackled individually or as a team, and is suitable for both casual and experienced triathletes.

More information can be found at [trilana.com](http://trilana.com)



### Free Ukulele Tours

Free guided tours of the Kamaka Hawaii factory will be held to celebrate the ukulele manufacturer's upcoming 100-year anniversary. The ukulele store was founded in 1916 by Sam Kaialilii, and his legacy has been continued by three generations. The tours are held at 1030 every Tue-Fri at the Kamaka factory on Oahu. They last around 45-60 minutes.

See [kamakahawaii.com](http://kamakahawaii.com)



### Experience Pearl Harbor With E Noa Tours

A tour of Pearl Harbor gives tourists the opportunity to view the historic site by air, land and sea.

The tour, offered by E Noa Tours, first teaches visitors of the events occurring in the lead up to the bombing of the harbour. A boat ride is then taken to the USS Arizona Memorial. It concludes with a 45-minute helicopter ride over Pearl Harbor. See [enoatours.com](http://enoatours.com)

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