

TABS ON TRAVEL TODAY

Incorporating Tabs on Travel

Wednesday 02 December 2015

Issue 3215



AirTahitiNui

Fares to
**Tahiti, Japan,
USA, Canada,
Mexico & Paris**
even better now as
FUEL INCLUSIVE

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

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

North Palmerston

Auckland



Kiwis Can Fly: Air NZ Wins Again

Australian-based website airlineratings.com has again declared Air New Zealand as its airline of the year.

It's the third consecutive time that the site's editorial team has awarded NZ the honour—and this year the team also picked NZ for best premium economy and best economy class.

The national carrier has taken out the title award for 'its continuous passenger innovations, environmental commitment, record-breaking financial performance, operational safety and motivation of its staff that have cemented the airline an industry trendsetter', says the website which is 'powered by the *West Australian*' newspaper.

"NZ's focus on its staff has resulted in outstanding performance right across the airline at every touch point," says the site's editor-in-chief Geoffrey Thomas, who also made special mention of the carrier's ongoing innovations, such as the new unaccompanied minors tracking technology. "Put simply, NZ remains the industry leader and a textbook case of what an airline should be in today's intensely competitive market," he says.

... NZ Shouldn't Exist

The awards come just days after NZ chief executive Christopher Luxon said the airline was a company 'that shouldn't really exist...but we're not only surviving, we're thriving'. Dur-

ing an inspirational address to delegates at the weekend's helloworld owner manager summit in Wellington, Luxon talked up the airline's transition from a good company to a great company, and the importance of learning to operate amongst the volatility, uncertainty, complexity and ambiguity (VUCA) of today's world. Calling airlines peculiar, and often all too ready to blame poor results on external factors, Luxon said while there were lots of 'uncontrollables' the risks could be mitigated through good management. Investing in its staff, and its culture were also critical to the airline's success, he added.

... Other Winners

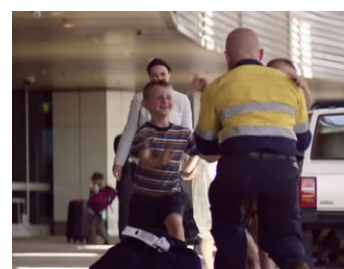
Etiihad took out the award for best first class; Singapore Airlines won best business class and best in-flight entertainment and Qantas won best domestic class, best airport lounges and best catering. The award for best new world carrier went to Virgin Australia, which also won best cabin crew, along with partner Virgin Atlantic. The site's best long-haul carrier winners were Etihad (Middle East/Africa), Cathay Pacific (Asia/Pacific), Lufthansa (Europe) and Delta (The Americas); and in the low-cost carrier stakes the winners were, Virgin America (The Americas), Scoot (Asia/Pacific), Kulula.com (Middle-East/Africa) and Norwegian (Europe).

Detachable Cabins

Airbus has patented a concept which would see passengers enter detachable shipping container-like cabins that are then lowered into a plane and fixed in place.

The 'aircraft pod' concept would save boarding time by allowing passengers to be pre-seated before the plane arrives, said Airbus in its filing.

However passengers shouldn't be too concerned about any major changes just yet. Airbus is known for patenting designs that think outside the square—but it's usually about protecting an idea rather than any intention of bringing it to fruition. Past ideas have included introducing a mezzanine level in cabins.



QF Has Agents In Tears

There's nothing like the sight of a national carrier's tail at an airport in a far flung land—and an emotive advert played by Qantas at the weekend had delegates from both sides of the Tasman reaching for the tissues. QF boss of group marketing Stephanie Tully talked delegates through the carrier's turnaround in performance—and the importance of reconnecting with its travellers, through its feels like home domestic Australia campaign, featuring real QF customers and real stories. To watch the ad [CLICK HERE](#)

5 Pages This Issue

News..... p1, p2, p4, p5
Cruising Today..... p3

“The earlybird gets the savings!”
Peter Driver Guide

Outback Safari

Save up to **\$530** per couple
When you pay by 15 Feb 2016*

11 day Guided Holiday from \$4798 per person twin share*
Ayers Rock to Darwin

*Conditions apply

[Find out more](#)

AATKings

Upgrade to Extra Comfort Economy Class Seating for only USD125



SITA In South Africa

The Airports Company South Africa has renewed SITA as its common-use technology provider, extending the coverage to nine airports. The new five-year contract will see SITA's common-use passenger processing platform and kiosks in use at all nine airports which include three of the country's largest: O R Tambo International Airport in Johannesburg; Cape Town International Airport; and King Shaka International Airport in Durban. In total, SITA will install more than 1000 work stations and 116 self-service check-in and baggage-tracing kiosks across the airports.

HA Adds Narita Flights

Hawaiian Airlines will launch daily flights to Tokyo's Narita Airport from 22 Jul, complementing its existing daily service to Tokyo Haneda.

OUT THERE STARTS HERE

YOUR GREAT SERVICE AND OUR GREAT RATES

Expedia TAAP, that's why your customers keep coming back.

Earn great commission and get your clients out there.



JOIN TODAY AT
www.expedia.co.nz/taap
Telephone
0800 623 4293
Email
expedia-nz@discovertheworld.co.nz

Expedia TAAP
TRAVEL AGENT AFFILIATE PROGRAM

Air NZ's New BUE Service Takes Off



Air New Zealand's inaugural flight to Buenos Aires touched down around 0700 today, and passengers including Richie McCaw were treated to a Maori welcome as well as some Argentinian tango dancing.

Sales for the first few months of the service have exceeded expectations 'with a healthy spread of bookings originating in New Zealand, Australia and Argentina', says NZ boss Christopher Luxon.

"A significant portion of the forward bookings heading to South America are from Australia, and this has been pleasing as it was a key part of the business case for this route," he says. Dec is a busy month for NZ—next week the carrier joins Air China to celebrate the inaugural flight of their alliance service between Beijing and Auckland, and in two weeks the inaugural Houston flight will launch.

... Milestone

The flight was the aviation industry's first flight approved for 330-minute

Thailand's Downgrade

The US Department of Transportation's Federal Aviation Administration has downgraded Thailand's safety rating to Category 2. It says Thailand does not comply with International Civil Aviation Organisation safety standards and has been assigned this rating based on a reassessment of its civil aviation authority.

A Category 2 International Aviation Safety Assessment rating means that the country either lacks laws or regulations necessary to oversee air carriers in accordance with minimum international standards, or its civil aviation authority is deficient in one or more areas. With this rating, Thailand's carriers can continue existing service to the US, but they will not be allowed to establish new service to the US.

extended operations (ETOPS)—meaning the aircraft can fly any route not more than 330 minutes from the nearest suitable airport. The 330-minute ETOPS gives airlines more flexibility in offering direct services. "We're delighted to be the first airline globally to offer the longer ETOPS on our 777-200 aircraft for our Auckland-Buenos Aires route," says NZ chief flight operations David Morgan. "It allows us to offer a new and exciting destination for our customers."

Boeing says it's pleased to mark the milestone with NZ, 'who has led the industry on ETOPS approvals for decades'.

New Air NZ Exec

Air New Zealand has appointed US-based Avi Golan to its new chief digital officer position, in a bid to lead the rapidly changing digital space.

NZ boss Christopher Luxon flagged the appointment at the weekend's helloworld conference as he talked of the need for the carrier to continue to evolve. Golan has held senior leadership positions in companies such as Google, Barnes and Noble, Olive Software and Intuit (where he currently works) and is hailed as 'a strong product and engineering leader, with experience in building consumer-based web and mobile products for a variety of industries'.

"[Golan] is going to play a critical role within NZ to enhance the new revenue opportunities that digital brings and to drive customer innovation," says NZ. "He will play a leading role in the strategy to engage digitally with customers across multiple international markets in a way that is relevant to them through new and emerging channels."

Golan will report to Luxon and take up his position in the New Year.





**FLY AIRCALIN TO
NEW CALEDONIA FOR
FRENCH PACIFIC FLAVOUR
& THE WARMEST OF
WELCOMES**

Aircalin
New Caledonia

aircalin.com

Evolution Of Cruise Travel Driving Growth

Global cruise travel is continuing to grow and evolve at a record pace, with nearly 24 million passengers expected to sail in 2016 (a dramatic increase from 15 million just 10 years prior) shows the Cruise Lines International Association's 2016 State of the Cruise Industry Outlook.

The report also highlighted the important role travel agents play in assisting this growth, with eight out of 10 CLIA member agents stating they are expecting an increase in sales next year, on top of the already high demand.

And in terms of CLIA member cruise lines, there are set to be 27 new ocean, river and specialty ships making a debut in 2016, meaning clients are going to have an even wider range of choices.

"In an effort to make cruising the best overall vacation experience available, the industry is continuing to evolve to ensure there truly is a cruise for every travel style and budget," says CLIA's acting chief executive Cindy D'Aoust. "By creating unique ships, new experiences and access to destinations around the world, the evolution, appeal and value of cruise travel continues to drive overall growth of the industry."

**Etihaad
SuperSeller**

**CLICK HERE
to Reward Yourself**

... Industry Trends

The report outlines a number of trends, showcasing how the industry has, and continues to, transform.

In terms of destinations, more cruisers are choosing to cruise in Asia—the fastest growing region in the cruise industry. Between 2012 and 2014, passenger volume grew from 775,000 to nearly 1.4 million passengers. Following close behind is Australia, which is also experiencing record growth. In 10 years, Australia's cruise passengers have grown more than six-fold, from a base of 158,000 in 2004 to more than one million passengers in 2014.

Other trends to note include more cruise lines opting to offer Wi-Fi, on-board texting and data options; as well as more specialty cruise lines offering yachting experiences, concierge services, exclusive tours, gourmet dining and personal butler service in response to demand for luxury cruise travel.

... Destination Ships

And, while cruise ships were once considered a mode of transportation to get to a destination, today they now offer many onboard experiences like Broadway productions, zip lining, bumper cars and the likes. However, while this is largely the case, more cruise lines are offering overnight stays at designated ports of call to allow cruisers to spend more time exploring the destination.

Overall, there are more specialised options for cruisers, such as 'voluntourism' cruises; culturally customised cruises; as well as advantages for intergenerational travel.

Fog Delays Ship

Passengers aboard Caribbean Princess had to re-schedule their flights home after disembarkation was delayed by a day due to heavy fog.

The ship was unable to dock at Houston's Bayport Cruise Terminal on 29 Nov, say reports, because of visibility issues caused by the fog. Passengers embarking were informed of the delay and provided with accommodation. The next itinerary was not otherwise affected.

Travel Tax Not Forgotten

Cruise New Zealand advises agents that while it has made a submission to the Ministry of Primary Industries opposing the Border Clearance Levy, it is also continuing to work with CLIA and cruise lines in a bid to reduce its effects and improve implementation.

Caribbean Savings

Clients can save up to 68% on select Windstar Cruises' Caribbean voyages, for sales to 11 Dec, advises Francis Travel Marketing.



Legend's 'Statistically Perfect Holiday'

Royal Caribbean's Legend of the Seas has arrived in the region today, making its first stop in Darwin on the way to its new homeport in Brisbane—and it's expected to be a popular choice for Kiwi travellers.

The ship will offer a statistically perfect holiday this season as according to Statistics New Zealand Queensland is the number one destination of choice for Kiwis, whilst the South Pacific has seen a significant year-on-year increase of about 24,000 passengers as of Oct; and it offers itineraries with both destinations. "We're delighted to now offer one of our favourite ships out of Brisbane," says New Zealand sales manager Mark Kinchley. "It means Kiwi holidaymakers can spend a

week on the Gold Coast and then continue the adventure with a Pacific Island itinerary aboard Legend of the Seas." During her five month season, Legend of the Seas will embark on 15 itineraries in Australia, the South Pacific and New Zealand ranging from two to 18 nights. At 70,000 tonnes, it's one of the largest ships in the Royal Caribbean fleet, and following a USD50 million revitalisation in 2013, offers clients many facilities, such as an outdoor rock climbing wall, a mini golf course, an adults-only swimming pool, a nursery and more. It's the fourth and final ship in the local Royal Caribbean International fleet to arrive down under this season, joining Explorer of the Seas, Voyager of the Seas and Radiance of the Seas.

Up to \$800 per couple in added value
Hurry—Ends 11 December!

LEARN MORE ➔



New Tourism App

A new app launched this week will help tourism operators reach visitors while en route to local attractions. Developed by Auckland company Skoot (a joint venture between JUCY, Tourism Radio and Putti), the app will allow businesses to market directly to tourists planning the next stage of their itinerary. Skoot offers functions including GPS navigation, a WiFi hotspot, safety messages and details on local activities and accommodation options. See skootapp.com



Upskill And Win A YVR Trip For Two

Kiwi agents can brush up on their Vancouver product knowledge and be in to win one of 12 prizes, including a trip for two to the Canadian city, thanks to a new incentive announced by Air New Zealand in conjunction with Tourism Vancouver.

Air New Zealand is adding an additional Saturday service between Apr-May 2016 which will add more than 3,700 seats to the route, representing a 33 percent capacity increase, during the period.

The route will be consistently operated by the refitted Boeing 777-200ER aircraft.

“We are the only carrier offering a nonstop service between New Zealand and Canada and we are adding capacity on the YVR route in 2016, presenting more opportunities for Kiwi agents to sell Canada to their clients,” says Air NZ’s Antony Price GM govt, corp & distribution sales. “We’ve partnered with Tourism Vancouver to encourage agents

to complete the on-line training module and expand their product knowledge, and there’s some great prizes up for grabs.”

There are 12 prizes to be won—with the grand prize package including two NZ tickets to YVR, NZ lounge passes for AKL (conditions apply); two nights at the Pinnacle Hotel Vancouver Harbourfront; two nights at the Sheraton Vancouver Wall Centre and a Vancouver Experience pass for two. Other prizes include one \$500 Prezzie car and 10, \$100 Prezzie cards.

... Be In To Win

To qualify to the incentive, agents must sell a minimum of two adult NZ tickets to Canada 23 Nov-07 Dec on NZ’s non-stop AKL-YVR service; register and complete the Vancouver Specialist Program; and submit the details (via the on-line form) before 1700 11 Dec. The winner will be announce 16 Dec. See airnzagent.co.nz for details. To become a YVR specialist agent, see tourismvancouver.com/vsp

Got News?
e-mail news@traveltoday.co.nz

Scenic Earlybirds

There’s only one month remaining for Scenic clients to take advantage of the earlybird offers to Africa in 2016, which end 31 Dec. Clients can enjoy partner free fly on journeys of 12 days or longer to Africa—a saving of up to \$2100 per couple. Highlights, and new for 2016, include a 20-day Southern and East Africa itinerary travelling from Cape Town to Nairobi, priced from \$14,465pp s/t. See scenicnz.com

Crown Perth Appt

Crown Perth has appointed Fiona Pascoe to the position of director of sales for Crown Perth Hotels.

preVU
trade

Where Travel Agents go for information on:

- * Destinations
- * Hotels
- * Resorts
- * Activities
- * Tours
- * Transport
- * Sightseeing
- * Restaurants
- * Shopping
- * Events
- * and much more

CLICK HERE
and be informed to earn more commission!



Adina Apartment Hotel Auckland Now Open

TFE Hotels has opened the doors to its newest New Zealand hotel, the Adina Apartment Hotel Auckland, Britomart, in what it says is an ideal time for Auckland’s stretched hospitality sector.

New Zealand visitor numbers have surpassed the three-million mark for the first time, up 7% on last year, yet despite this increased demand, Auckland hotel room supply went down 2.1% since their last update in May, according to Colliers International’s latest New Zealand Hotel Market Snapshot.

The new Auckland property, located near to Vector Arena, will offer 140 apartments—only a selection of rooms are available now—and in Feb it will open an on-site gym as well as a bar and café. Meeting facilities will include two conference rooms, one catering to 45 people theatre style and the other a boardroom for 12.

Due to its location, it’s expected the hotel will also attract locals attending events at Vector. See tfehotels.com for details.

Jetstar to fly to the biggest towns in NZ starting with ‘N’

New Plymouth

Nelson

Napier

North Palmerston

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

jetstar.com



A321 A Top Choice

Turkish Airlines has firmed-up a commitment for the purchase of 20 additional A321neo aircraft—it already has 72 on order—in a bid to achieve its expansion plans.

ISSN 1176-5275

Travel Today (incorporating Tabs on Travel) is published by Tabs on Travel Ltd, New Zealand. Ph +64-9-415 8111. news@traveltoday.co.nz tony@traveltoday.co.nz

[Click Here to Subscribe](#)

© All contents are copyright, and must not be transmitted or copied without specific approval.

PO Box 305-167, Triton Plaza, Auckland 0757, New Zealand. Bld F, 14-22 Triton Dr, Albany, Auckland 0632, New Zealand.



**Industry
Diary**

DECEMBER

**VisitHOUSTON and Texas
Tourism Roadshow**

Auckland: Mon 14, Air NZ's Customer Innovation & Collaboration Centre, 0730-0845.

JANUARY 2016

**Rocky Mountaineer & Adventure
World Road Show Breakfasts**

Dunedin: Tue 26
Christchurch: Wed 27
Wellington: Thu 28
Location & times tbc.

FEBRUARY 2016

**Brand USA - Discover America
Events**

Christchurch: Mon 22, Rydges Latimar Hotel, 1700-2130.
Auckland: Tue 23, The Cloud, Queens Wharf, 1700-2130.

JAWS Roadshow

Dunedin: Mon 29.
Venues, times tba.

MARCH 2016

JAWS Roadshow
Christchurch: Tue 01.
Nelson: Wed 02.
Whangarei: Tue 08.
Napier: Mon 14.
Wellington: Tue 15.
Palmerston North: Wed 16.
New Plymouth: Thu 17.
Tauranga: Tue 22.
Hamilton: Wed 23.
Venues, times tba.

**Sunshine Coast
RTO Name Change**

Sunshine Coast Destination Ltd has changed its name to Visit Sunshine Coast, bringing together its public and operational identities, as it prepares for what it's expecting will be another busy year. The region has marketed itself through the visitsunshinecoast.com.au website for a number of years, but operated as Sunshine Coast Destination Ltd (SCDL) since its inception in 2010. SCDL decided on the name change at the SCDL Annual General Meet-

ing, and it takes effect from today. "The key objective of the organisation is to be consumer and industry focused, and this straightforward change will help maximise the potential of our marketing and promotional efforts," says Visit Sunshine Coast chair Grant Hunt. The new identity builds on 'some outstanding work and results achieved in 2014-15' says Hunt. "We are anticipating even stronger growth for 2015-16, as a result of increased air services, a vast range of events, a record visiting cruise schedule, a highly targeted marketing and promotions strategy, and powerful business and community support," he says. The Sunshine Coast is experiencing record visitor results in all areas and the region's profile has been boosted thanks to the RTO's marketing campaigns as well as coverage in broadcast, print and online media, says Hunt. The region has also concentrated on developing partnerships with the likes of Tourism Events Queensland, Flight Centre and Expedia, he says.

Hotel Conference

The 10th annual 2016 New Zealand Hotel Industry Conference will be held at the Langham Auckland 01-02 Jun, organisers have announced. It will feature local and international presenters, and offer insight into global issues, trends and opportunities, culminating in a gala dinner and the 2016 New Zealand Hotel Industry Awards. A trade exhibition will run alongside the conference, featuring 25 suppliers. See nzhotelconference.com

United Travel Taupo's Rail Whizzes



United Travel Taupo agents have proved they know their stuff when it comes to rail, with three of the top five graduates of the inaugural Rail Plus Eurostar Ambassador program hailing from the store. Hundreds of agents from across the country took part in the programme, completing a 30-question online quiz testing their knowledge of everything from Eurostar's network and cabin classes to travel times and ticketing procedures. The top three agents each scored 100%, with Julie Sievwright from UT Taupo winning the major prize of a \$500 Countdown gift card by finishing in 57 seconds. Eight seconds behind her was Annie Crombie from HOT Merivale, who won a \$300 card; followed by UT Taupo's Pauline Petty (with a time of 68 seconds), who won \$150. UT Taupo's Megan Bishop came in fifth in the quiz, and the agency has decided to share its combined \$650 of Countdown gift cards. "We had hundreds of travel agents take part, which shows just how committed consultants are to continually enhancing their knowledge and skills, particularly when it comes to the world's most popular train journeys," says Rail Plus country manager New Zealand Kirsty Blows. Pictured is United Travel Taupo's Pauline Petty (third place), Samantha Johnston, Loren Borck and Megan Bishop (fifth place). First place winner Julie Sievwright is currently travelling.

New Sky City Café

Kapiti has partnered with SkyCity to offer its ice creams and cheese at the Sky Tower's newly refurbished Sky Café over summer. There's a new coldstone ice cream bar where visitors can develop their own ice cream flavour, as well as cheeseboards, toasted cheese sandwiches and baked cheese dishes. The café opens 09 Dec and will be open 0930-2230 Sun-Thu, and 0930-2300 Fri and Sat.



**TEMPORARY
FULL-TIME
TICKET OFFICER**

A full-time temporary position, effective 01 December 2015 until 31 August 2016, has become available in our Auckland Ticket Office.

If you are a quick learner, capable of multi-tasking and looking for a challenge and the opportunity to work in a dynamic team, please contact us:

Minimum skills

- Intermediate/Senior Fare Calculation & Ticketing experience
- Two years plus industry experience
- CRS experience
- Word/Excel
- Knowledge of the SQ product and network would be to your advantage

Applicants must have NZL permanent residence.

Written applications, with CV should be forwarded no later than Friday 04 December 2015.

Michele de Vries
Ticket Office Supervisor
Singapore Airlines Ltd
PO Box 4290, Auckland 1010
Or by email to:
Michele_DeVries@singaporeair.com.sg

(only short listed candidates will be contacted)