

TABS ON TRAVEL TODAY

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Wednesday 09 December 2015

Issue 3220

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NZ Offshore Rejig; Local Moves Next?

Air New Zealand has announced major changes to its global regional management team and there's also speculation the carrier may now be eyeing some adjustments to its local line-up.



Credited with helping turn NZ's China operation into profitability, in a statement NZ chief commercial officer Cam Wallace says Judd

will also assume responsibility of NZ's South America region from 30 Jun.

"I look forward to his leadership playing a significant role in defending our existing North American routes and building demand on our new Houston and Buenos Aires services," says Wallace. Judd will also oversee NZ's partnership with United Airlines.

Carr will be responsible for Japan, China, Hong Kong, Singapore and Vietnam, based in Shanghai. Wallace says in an announcement that Carr has demonstrated a strong ability to succeed in a challenging Asian business context. "I look forward to the benefit of his highly commercial approach across the wider Asian region going forward," says Wallace.

... Judd & Carr Key

Nick Judd (pictured on left) and Scott Carr headline NZ's global rejig. Judd, currently gm of China, has been appointed to the role of regional gm Americas; while Carr, NZ's Japan manager, has been promoted to take on a new regional gm Asia role. Both roles are effective 31 Mar.

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... Next Trade Deal?

Locally, there have already been some moves with NZ's trade facing staff, and industry sources suggest there may be more NZ changes to come.

There are also strong signs helloworld could be set to be the second company to ink a strategic deal with the national carrier.

See p2 for more

NZ's Increased Oz Focus

Air New Zealand has also signalled plans to substantially increase its presence in the Australian market, as it moves to meet its strategic targets, specifically significant long-haul passenger growth ex Australia.

"We're moving to a state-by-state strategy and investing significantly in Victoria, South Australia, Queensland, New South Wales and Western Australia," says NZ chief commercial officer Cam Wallace in a statement.

While NZ has yet to announce how many jobs the move will create across the Tasman, NZ has confirmed that the carrier is looking to appoint someone to a newly-created regional general manager Australia role.

"[The appointment] will reflect our elevated presence in this market and the drive to establish Auckland as an Australasian hub for long haul traffic," Wallace says in the announcement.

Found: Three Planes

Kuala Lumpur International Airport has taken out a classified ad in Malaysia to track down the owner of three Boeing 747s which have been abandoned at the airport. There's two white and one 'off-white' 747-200Fs which have been parked at KUL for more than a year, and no one knows who they belong to. If they're not claimed, the airport plans to sell or 'otherwise dispose' of them. Malaysia Airlines has reportedly denied ownership.

New Angkor Wat Rules

Cambodia has reportedly released a code of conduct for visitors at Angkor Wat, which includes banning selfies with monks, skimpy clothing, smoking, littering and giving money or gifts to begging children. There's signs in the temples and local hotels, and a new video detailing the code of conduct, as the site's managing authority looks to protect the country's most popular attraction.

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Trump Hotel Boycott

Travel consultancy firm IdeaWorks is calling on the travel industry to boycott Donald Trump's hotels and other businesses following his call for a 'total ban' on Muslims entering the US.

IdeaWorks president Jay Sorenson says Trump's views 'hurt the travel industry as a whole by urging a more divided world'. "I will not step foot inside a Trump Hotel or patronise any Trump enterprise to attend a conference, stay overnight, or dine in his restaurants," he says. "Mine is a small firm but it's a statement I am compelled to make as a travel industry professional and as an American."

Meanwhile some news reports have pointed out that many of Trump's business interests are in countries with high populations of Muslim people, including a golf resort in Dubai and hotel in Bali.

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Pax, Agents Missing New SA Rules

South African Airways says it's been unable to check in a 'large number' of passengers on recent flights out of Australia, because they didn't have the correct documentation needed when travelling with children or for unaccompanied minors.

Last week on a flight from Perth, the carrier couldn't check a number 'in the high double digits' of passengers because they didn't have the right documents, says SAA country manager Tim Clyde-Smith.



Chennai Opening

Emirates flights between Dubai and Chennai (MAA) have resumed. While a full schedule is expected to resume, EK urges agents to advise customers to monitor operational updates on emirates.com for the latest information.

Boeing's New 737 MAX 8



Boeing has celebrated the completion of final assembly of the first 737 MAX 8 aircraft—a milestone that was achieved on time, per plan, says the manufacturer.

The aircraft will now undergo pre-flight preparation in the factory before departing for Renton Field to continue flight test readiness. It's on track for first flight in early 2016, and with the second and third flight test airplanes currently in final assembly and the fourth (and final) in sub-assembly, the 737 MAX remains on track for first delivery to launch customer Southwest Airlines in the third quarter of 2017.

"This is amplified when they have travelled across Australia from the eastern states or New Zealand and are then advised they cannot continue their journey without the correct documentation being provided," he says. "As our Christmas flights are full, we cannot then accommodate people on another flight, meaning many families' holiday plans are ruined. Such oversights by our travel partners or our customers are not covered by travel insurance."

As of 01 Jun, parents and guardians travelling with children, or unaccompanied minors travelling alone or in groups, need to carry extra documentation.

Agents are urged to make themselves familiar with the rules and inform their clients—including those who booked before the legislation came into force.

"We have found many examples of people who made bookings through agents earlier this year are simply unaware of the new requirements," he says.

For details of the new law [CLICK HERE](#)

Continued from p1

While both NZ and helloworld have declined to comment, there is increased speculation that the pair are now in talks on a deal that would encompass helloworld's interests on both sides of the Tasman. NZ boss Christopher Luxon met with helloworld New Zealand head Simon McKearney in Wellington recently, and the carrier has already signalled its support of McKearney's leadership (and the move to a single retail brand). *Travel Today* understands the relationship between the two companies has significantly improved and that negotiations on a new deal are ongoing.

Fifth Kiwi Ramada

Wyndham Hotel Group has announced the rebranding of WorldMark Resort Rotorua to the new Ramada Resort Rotorua Marama. Nestled on the shores of Lake Rotorua and the Ohau Channel, the resort operates as a mixed-use property, catering to traditional hotel guests as well as vacation owners through WorldMark South Pacific Club by Wyndham. It marks the fifth Ramada resort to open in New Zealand.

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aircalin.com

Lindblad's 2016 Arctic Highlights

Lindblad Expeditions-National Geographic has released its 2016 Arctic brochure, where, for the first time, National Geographic Orion will explore the Arctic and sub-Arctic regions, alongside the National Geographic Explorer.

Itinerary highlights include a 10-day Land of the Ice Bears: an in-depth exploration of Arctic Svalbard where clients will cruise roundtrip from Svalbard, Norway in search of polar bears, and of course, taking in all of the sights along the way. The adventure will be available from 05,12 and 19 Jun, with prices from AUD12,290pp s/t. There's also a 23-day Iceland and Greenland: Viking Legends and Wild Fjords itinerary where clients will follow the route of Viking explorer Erik the Red from Iceland's western coast across the Denmark Strait to the sculpted shores of eastern Greenland. Departing Reykjavik, Iceland on 02 Aug, rates start from AUD18,690pp s/t and clients will disembark at Kangerlussuaq, Greenland. For any bookings made by 01 Jan, Lindblad is offering a complimentary one-



way charter airfare between Kangerlussuaq to Reykjavik.

To order the brochure and to see the full line-up of itineraries visit expeditions.com

Agents Applauded

Speaking to Kiwi and Aussie travel agents onboard Pacific Aria recently as part of an agent showcase, Carnival Corporation's chief executive Arnold Donald highlighted the 'exciting developments' within the company, as well as the importance of travel agents—especially as the New Zealand and Australian cruise markets continue to grow. He thanked the agents for their support of not only P&O Cruises, but the Carnival group in general.

It's a busy time for the company, and in turn, there's many new opportunities for clients, said Donald, such as cruising into Cuba; the chance to take on a humanitarian cruise with the company's newest brand Fathom; and in particular, the rapid growth of the China market which will provide many cruise options. Donald also applauded the fact that the company this year reached its target of two million passengers by 2020—five years earlier than expected.

Shore Excursion Crash

Two Celebrity Cruises passengers have been killed, and many others injured, after the tour bus they were in as part of a shore excursion crashed in the British Virgin Islands. Local reports say the cruise passengers were touring the island of Tortola last weekend when the incident happened.

The ship captain assisted injured passengers at the hospital, in coordination with local officials. An investigation into the cause of the crash is now underway.

Un-Cruise Shake Up

Un-Cruise Adventures has appointed Richard Edwards to the role of vice president sales and marketing. Edwards takes over the role from Tim Jacox who is now president and chief operating officer.

South East Asia Cruise

GO Holidays has a 14-night Vietnam, Cambodia & Mekong river cruise, with both pre- and post-cruise stays, priced from \$4209pp s/t. The offer is for sales to 01 Mar and the cruise departs 13 Mar.

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US Visa Waiver Security Enhanced

The US Government has announced plans to 'aggressively strengthen' the Visa Waiver Program in the wake of the terrorist attacks in Paris and 'ongoing threat posed by foreign terrorist fighters'.

The government had already been working to enhance the security measures in the VWP over the last

year, but says it's now taking steps to enhance and accelerate those changes.

The range of measures identified includes immediately modifying the ESTA application process to find out if travellers have visited any countries 'constituting a terrorist safe haven'.

The Department of Homeland Security is to review and report to the president on possible pilot programmes that use biometrics to increase security; and the US will promote its Global Entry programme, which uses biometrics, among VWP partners, in an effort to further expand it.

The fines faced by airlines who fail to verify a traveller's passport data are also set to increase; and the government is also looking to expand its preclearance programme to countries including Belgium, Japan, Norway, Netherlands, Spain, Sweden and the UK.

Accor In Darwin

AccorHotels is increasing its presence in the Northern Territory with the takeover of two existing hotels in Darwin—Rydges Darwin Airport Hotel and Rydges Darwin Airport Resort—from next Mar.

The 136-room Darwin Airport Hotel will undergo an extensive refurbishment program and rebrand as Novotel Darwin Airport; and the neighbouring 181-room Darwin Airport Resort property will rebrand to Mercure Darwin Airport Resort, with a further 108 new-build rooms to be added to the property in 2016. The hotel is currently completing a refurbishment of the public areas.

Flighties' Warm Fuzzies

A holiday video created by a man for his mum who was recently diagnosed with Alzheimers is tugging on Kiwi heartstrings. Adam Robertson had a little help from Flight Centre and Trafalgar in taking his mum Susan to Europe, where they joined Trafalgar's eight-day European Traveller journey as well as doing a little sightseeing of their own. Adam works for a video production company and created a video of the trip so Susan can relive the experiences in the future. To watch the video, grab your tissues and head to facebook.com/traveltodaynz

Bali Terror Warning

Security is reportedly being tightened in Bali, particularly at Denpasar Airport, with Indonesian authorities warning a terror attack over the Christmas New Year period is 'possible'. While police reportedly said there has been no specific threat, the country is 'on alert in all airports, sea and air, and possibly other places too', ministers told reporters.

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



MEL Summer Highlights

Clients visiting Melbourne this summer can enjoy the best of food and music, just like the locals do, all in one venue. The Royal Croquet Club is set to kick off the summer season at Birrarung Mar 10 Dec—for 10 days only. Clients will be able to enjoy treats from some of Melbourne's best food vendors, as well as live music, and more. See royal-croquetclub.com.au/melbourne for further details.

The Killers In Vegas

The Killers will be the first act to perform in the new Las Vegas Arena, currently under construction just west of the Las Vegas Strip. The band will return to its hometown 06 Apr for the grand opening of the new sports and entertainment venue. Tickets start from USD35 and go on sale from 12 Dec (local time), see axs.com

CINZ In The Waikato

Conference and Incentives New Zealand (CINZ) will host its 40th annual conference and AGM at the Claudelands Conference and Exhibition Centre in the Waikato region, the organisation has announced. The conference takes place 12-14 Oct 2016 and will bring together more than 120 leading C&I sector specialists. It's the first time the conference will be held in the region.

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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

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

TMG Charity Golf Day Raises \$20,000



Travel Managers, Travelsmart, Executive Travel and HRG held its annual charity golf day at Remuera Golf Club last week, in support of Alzheimers New Zealand. The group held a BBQ and charity auction at the 19th hole and raised \$19,241—which a few of the golfers then pitched in to round up to \$20,000. Guest speakers included charity board member Dave Paddon (52) who has early onset of the disease,

and gave an emotional talk on how it had affected his life and that of his family, from being an active and experienced businessman to someone who now found simple things like giving the speech extremely challenging. Suppliers including Cathay Pacific, Fiji Airways, Emirates, Travel Corporation, Avis, Choice Hotels, Distinction Hotels and QBE donated prizes for the event. Pictured is:

- 1** Dave Wallace, TMG; Catherine Hall, Alzheimers NZ; Kevin Weston and Nicola Jamieson, Executive Travel/HRG & TMG; and Dave Paddon, Alzheimers NZ.
- 2** Rochelle Meharry, HRG; Steve Ovens, Globus; Kevin O'Sullivan, Cream Trading; and Johnny Boyle, Executive/HRG.
- 3** Shaun Muller of Cathay Pacific and TMG broker Anita Gatley delivering drinks.
- 4** Paul and Daniel Collins of Fine Travel with guests Andrew Wallace and Misha Taylor.
- 5** TMG broker Alison Sharp.

Agents In Ecuador

Adventure World's Nic Harris hosted an Ecuador famil taking in Guayaquil, San Cristobal, Espanola, Santa Cruz, Baltra and Quito. Getting up close to local wildlife was a highlight, says Harris. "Galapagos exceeded my expectations as I didn't think we would get that close to the fascinating animals," she says. "Our local, English speaking guides were also so friendly and helpful, they could spot blue footed booby, iguanas and turtles from a long way away." The 11-day Wildlife Ecuador is from \$10,091pp including hotels, excursions with guides, transportation in private vehicles in Guayaquil, local English speaking guides, four-night cruise aboard M/V Santa Cruz and domestic flights. Pictured is (front to back) Julia Broadly-Ryan, United Travel; Gemma Vinsen, Edgeworth; Mandy Page, Tours Direct; Flight Centre's Rebecca O'Neale and Sarah Jackson; Christine Rutherford, HWT; Maria Horrocks, Air NZ; Nic Harris, Adventure World; Victoria Keating, World Travellers; Alex Grashchuck, LATAM; Roseanne Marsden, Travel Managers; Peter Blundell, United Travel.



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, Scenic Southern Cross Hotel, 118 High Street, 1700-2000.

MARCH 2016

JAWS Roadshow
Christchurch: Tue 01, Rydges Latimer Hotel, Latimer Square, 1700-2000.
Nelson: Wed 02, Rutherford Hotel, 27 Nile Street West, 1700-2000.
Whangarei: Tue 08, Forum North, 7 Rust Ave, 1700-2000.
Napier: Mon 14, War Memorial Conference Centre, 48 Marine Parade, 1700-2000.

Wellington: Tue 15, Rydges WLG, 75 Featherston Street, 1700-2000.
Palmerston North: Wed 16, Distinction Hotel, 175 Cuba Street, 1700-2000.
New Plymouth: Thu 17, Novotel Hotel, Cnr Of Hobson and Leach Streets, 1700-2000.
Tauranga: Tue 22, Tauranga Yacht Club, 70 Keith Allen Drive, 1700-2000.
Hamilton: Wed 23, Novotel Tainui, 7 Alma Street, 1700-2000.

APRIL

Tourism Fiji Roadshow
Palmerston North: Mon 04, Distinction Hotel, 0700-0930.
Christchurch: Mon 04, Tait Conference Centre, 1730-2015.
Wellington: Tue 05 April, Amora Hotel, 1730-2015.
Hamilton: Wed 06, Ferrybank Reception Centre, 1730-2015.
Auckland: Thu 07, Stamford Hotel, 1730-2030.
Auckland North Shore: Fri 08, QBE Stadium, 0700-0930.
Asia Now roadshow
Dunedin: Tue 05.
Christchurch: Wed 06.
Wellington: Thu 07.
Tauranga: Mon 11.
Hamilton: Tue 12.
Auckland East: Wed 13.
Auckland North: Thu 14.
Venues, times tba.

Merry Christmas

Fri 18 Dec is our last issue for the year, Mon 18 Jan is the first issue for 2016

Again this year **Stop Press** e-mail broadcasts will be published in between these dates should there be important breaking news.

Holiday Update e-mail broadcasts will also be available for timely or important product announcements by suppliers.

Contact Tony 021 388 315
tony@tabsontravel.co.nz

or Angela 021 388 316

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Andrew Welch, Nelson



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Jacqui Currall, Hamilton

Contact us for a confidential chat

Cath McLeod – General Manager

Phone: 027 205 1122 Email: cath@thetravelbrokers.co.nz

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