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Wednesday 30 November 2016

Issue 3448

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## Win A HKG Trip With CX/NZ Alliance

Air New Zealand and Cathay Pacific are celebrating the success of their alliance by launching their first joint travel agent sales incentive.

In conjunction with the Hong Kong Tourism Board and Regal Hotels the carriers are giving Kiwi agents selling CX/NZ to Hong Kong the chance to win premium economy flights for two and three nights in Hong Kong—with tour inclusions.

“The [CX/NZ] alliance is well-established now and clients are enjoying the benefits,” says CX New Zealand

manager Mark Pirihi. “Now it’s time to thank the trade and an incentive is a great tool to grow their knowledge not only of CX and NZ, but also [CX’s] home Hong Kong.”

To qualify for the draw agents must sell a minimum of two return adult tickets on Air New Zealand or Cathay Pacific to Hong Kong 25 Nov–16 Dec as well as upskill.

The incentive is designed to showcase destination Hong Kong, by giving agents a chance to enhance their knowledge by completing the three on-line training modules to become a recognised Hong Kong Specialist, adds NZ’s rgm government, corporate and distribution Leanne Geraghty.

The incentive winner will be drawn at random Tue 20 Dec. For more details [CLICK HERE](#)

### ... More HKG Flights

Between Dec and Mar the NZ/CX alliance will operate up to three daily services between New Zealand and Hong Kong to cater to the increased seasonal demand.

The increase in flights is also supported by the arrival of CX’s A350 aircraft on the route (which offers the latest in-flight technology across all three cabins), and CX is also bringing back a 777-300ER aircraft for its afternoon flight CX198, further increasing the capacity on the route.

### Red Nose Winner

Congratulations to YOU Travel Taupo, which has won our Red Nose Day competition in conjunction with Qantas and AccorHotels. The team has won flights for two to Sydney, including Auckland and Sydney lounge access, and an overnight stay in a five-star Pullman hotel. Agencies were asked to paint their stores red for Red Nose Day, a challenge embraced by YOU Travel Taupo, which also baked cupcakes to raise money for Cure Kids.

### LH Strike Update

The VC pilot union strike continues to disrupt Lufthansa flights. The carrier is apologising to its passengers for the ongoing industrial action which is impacting LH’s continental and transcontinental services. The strike is set to continue for another day (30 Nov, local Germany time).

### Spa-musement Park

A city in Japan known for its hot springs pledged to build a spa-themed amusement park if a video of the concept reached one million views—a target that was quickly surpassed. The bizarre video shows guests riding roller coasters and carousels while sitting in mini hot tubs, and was presumably done to drum up interest in Beppu City. A spokesperson has said they’re discussing safety issues around the potential park, such as if it ‘could actually run hot water inside a roller coaster’. Check out the video [HERE](#)

### Waiau Fundraiser

Heritage and CityLife Hotels have opened up a TradeMe auction for a two-night stay with breakfast for two, in a bid to raise money for Waiau School’s swimming pool rebuild, after it was damaged in the recent earthquake. You can view the auction, and bid, [HERE](#)

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### SQ Ticket To Travel ENDS TODAY! 2016 Agent Incentive

Simply sell 6 return tickets ex. NZL to any SQ or MI destination beyond Singapore and you’ll be entitled to purchase a ticket to Singapore for \$350 or other great airfares.

**NOVEMBER BONUS:** You could win 2 business class seats to SIN [CLICK HERE](#) for details



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HAWAIIAN AIRLINES

### SQ Incentive Update

Singapore Airlines' Ticket to Travel incentive closes today—and the carrier has extended the date for applications for agent fares through to 31 Jan.

Agents who sell six return tickets ex New Zealand to any SQ or MI destination beyond Singapore between 01 Oct and 30 Nov are entitled to buy tickets at discounted rates, including Singapore from \$350. See [krisport.co.nz](http://krisport.co.nz)

### NZ Survey Reminder

Air New Zealand reminds agents that today is the last day to give their feedback on the carrier's longterm UK/Europe fares.

The carrier wants to hear what agents think about its UK/Europe product offering, and how it could be improved. The five-minute survey closes today. See [airnzagent.co.nz/ukeurope-survey](http://airnzagent.co.nz/ukeurope-survey)



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EUROPE EARLY BIRD FARES EXTENDED

News & Product

## NZ Opens New Wellington Lounge



**Air New Zealand has welcomed customers to its first lounge dedicated to regional travellers out of Wellington.**

The lounge is open to all eligible customers but is designed specifically for those travelling to regional parts, says chief marketing and customer officer Mike Tod.

“The lounge’s proximity to regional gates will give customers travelling on regional services more time to relax or get some work done in the

lead up to their flight,” he says.

“There are a range of spaces and facilities to suit all types of travellers including business stations with power and USB connections, dining tables for groups of various sizes and quiet nooks to read or relax in.” The lounge is on the first floor of the airport’s main terminal building, ahead of the new centralised security screening point, and offers seating for more than 100 customers. There’s also a self-service food buffet, drinks stations, barista-made coffee which customers can order through the NZ mobile app, and large windows offering views of the airport’s public atrium and beyond to the tarmac.

### MH’s Head Of Sales

Malaysia Airlines has appointed Yeoh Hock Thye as head of sales, effective 03 Jan. He brings more than 26 years’ experience to the role, including from his most recent role as Delta’s director for Singapore, Malaysia and Indonesia.



### HX Codeshare Change

Hong Kong Airlines’ codeshare service operated by Air India from Auckland to Delhi via Hong Kong is no longer operationally viable, advises World Aviation Systems. All clients travelling from 01 Dec with connections to Delhi must have their itineraries revised before departure. WAS has further details.

### EK UK/Europe Extended

Emirates has extended sales of its economy class special fares to select UK/Europe destinations through to 05 Dec. Fares include London from \$1669, Manchester from \$1719, Paris from \$1679, Amsterdam from \$1769 and Frankfurt from \$1699.

### Philippine On Sale

Philippine Airlines is celebrating one year of direct flights between New Zealand and the Philippines with anniversary fares, available for sales to 20 Dec. Return fares to Manila, Cebu and Davao all start at \$817, for travel 16 Jan-31 Aug.



### Aircalin’s New Aircraft

Aircalin has signed an agreement with Airbus for four new aircraft including two A320neos which will be deployed to New Zealand, Australia and the Pacific Islands. The carrier has also ordered two A330-900 wide-body aircraft, which it will use to boost services to Japan for onward connections, and possibly open new routes such as to China. The cabin configuration of both aircraft types will be announced at a later date. “As part of our plan to boost tourism to New Caledonia, Aircalin has made a strategic decision to renew its complete fleet with the A320neo and the A330neo to grow routes and connect New Caledonia to the region,” says Aircalin boss Didier Tappero. “The NEO aircraft with its state-of-the-art technology will burn less fuel, lower our operational costs and offer our loyal passengers the highest standards in cabin comfort.”

Save time, increase efficiency!

Jetstar now bookable in GDS (ticket on 169 Hahn Air)

For further information contact your GDS provider.



**TP Berlin Changes**

TAP Portugal has started operating to/from Berlin's Tegel Airport while ceasing operations to/from Schonefeld, advises World Aviation Systems. TP flights will depart and arrive from/to Terminal A at TXL. Business class passengers will have access to the Lufthansa Business Class lounge located on the upper level.

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  
adsales@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.



**Dreamworld Reopening Update**

**Dreamworld and WhiteWater World will re-open on 10 Dec, with all of WhiteWater World's slides and pools, and a number of Dreamworld attractions, to operate.**

Every attraction that opens on 10 Dec will have passed a 'rigorous' multi-level safety review, says Dreamworld chief executive Craig Davidson. Dreamworld attractions opening 10

Dec include Tiger Island, the Corroboree indigenous precinct, wildlife areas, entertainment and family attractions in the DreamWorks Experience, Wiggles World, ABCKids World and select Motorsports precinct attractions. Other rides will open progressively as they are signed off by the review process, with regular updates to be posted on the Dreamworld website; and a special summer ticket price will be offered. See dreamworld.com.au

On 10 and 11 Dec, Dreamworld will host a Charity Weekend with AUD25 from every entry fee going to the Red Cross.

**... The Cost**

Ardent Leisure Group has said the closure of the parks in Nov means no significant revenue was recorded for the month, which last year saw revenue of AUD7.6 million. The theme parks division is also expected to incur operating costs in the range of AUD4 to AUD4.2 million for the month, as well as AUD1.6 million in one-off costs associated with the tragedy.



**Gourmet Hamper Winner**

House of Travel Milford's Jenny Coughlan was the lucky winner of Croatia Times Travel's Gourmet European Food Hamper, after successfully completing its Learn and Win Quiz as part of its 2017 brochure launch.



**Hotel Indigo For BNE**

InterContinental Hotels Group has signed a management agreement for a new build Hotel Indigo, to be located in Brisbane's Fortitude Valley, in partnership with Pointcorp. The 140-room Hotel Indigo Brisbane Fortitude Valley is due to open in 2020 and will be designed to reflect the culture, history and heritage of the local neighbourhood. It will be part of a mixed-use development which will include residences, commercial office and retail.

**LATAM Oct Loads Up**

LATAM Airlines Group saw a 0.2% decline in passenger traffic in Oct, while capacity decreased 1.7%, leading to load factors of 85.6%, a 1.2 point increase. International passenger traffic accounted for around 56% of the month's total passenger traffic.

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Rome	from NZD 1,460	NZD 5,415
Paris	from NZD 1,475	NZD 5,490

Book by 5 December 2016 for travel between 6 February and 14 June 2017.

[qatarairways.com/traveltogether](http://qatarairways.com/traveltogether)  
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GOING PLACES TOGETHER

\*Offers are valid from 28 November to 5 December 2016, unless sold out prior. Prices quoted above are per person (pp), NZD, and for departures from Auckland only. Prices are inclusive of savings, taxes and surcharges. Prices are correct as at 24 November 2016. Baggage includes 30 kgs of checked baggage in Economy Class and 40 kgs in Business Class. Free seat allocation. Fares quoted above are the lowest adult return prices per person including taxes, fees, and airport charges for minimum of three (3) and maximum of nine (9) people travelling together on the same itinerary and booking; all available fare options and applicable rules will be displayed at the time of booking at qatarairways.com/nz, and with your travel agent. Economy Class fares quoted are for travel from 6 February to 14 June 2017. Business Class fares quoted above are for travel from 6 February to 15 June 2017. All travel must be completed by 30 June 2017. Seats are limited and subject to availability. Minimum stay of 7 days and maximum stay of 3 months for Business and Economy Class. Seasonal surcharges, weekend surcharges, and blackout dates apply. For all other terms and conditions, please review at the time of booking.

### Stars YOU Travel NPL

Stars Travel New Plymouth and YOU Travel New Plymouth have merged—and set up shop in the Stars’ premises as Stars Travel & YOU Travel New Plymouth.

YOU Travel’s Sharon Herlihy has sold her business, to Stars’ Brent and Maree Schumacher, but stayed on as a consultant at the new merged operation.

YOU Travel’s John Willson says Stars Travel New Plymouth has been the region’s leading agency for several years. “. . . The Schumachers see the YOU Travel branding as another progressive step with a strong retail brand for the future. The YOU Travel staff have been successfully relocated to the Stars premises and are 100% operational.”



### New Whitsunday BBQ Picnic On The Beach

The new BBQ Picnic on Whitehaven Beach tour from Cruise Whitsundays includes two hours at Whitehaven Beach and a ‘bountiful’ BBQ lunch cooked and presented on the beach.

The Whitehaven Beach and Snorkelling Adventure is a full-day experience incorporating time on Whitehaven Beach (including the BBQ lunch) and snorkelling at nearby Chalkies Beach—said to be one of the region’s very best inner fringing reef snorkel locations. The company says its new custom-built vessel, Sea Quest has allowed it to reconfigure its boating operations to include a lunchtime tour and the two new offerings—available daily—are part of its dedicated commitment to product innovation.

See [cruisewhitsundays.com](http://cruisewhitsundays.com) for seasonal prices.



EUROPE EARLY BIRD FARES EXTENDED

## Fiji Agent Rates

Outrigger Fiji Beach Resort and Castaway Island Fiji are offering agents and support staff special industry rates of **FJD199 per room per night plus taxes and FJD399 per room per night plus taxes with a minimum three-night stay, respectively.**

A Castaway Island meal plan is also available for FJD99 plus tax for adults and FJD49 plus tax per day for



children aged three-12 years, and no charge for children under three. The rates are available for sale 01 Dec-01 Mar and valid for travel 01 Dec-10 Mar. Blackout dates apply. E-mail [reservations@outriggerfiji.com.fj](mailto:reservations@outriggerfiji.com.fj) or [reservations@castawayfiji.com.fj](mailto:reservations@castawayfiji.com.fj)

### Contiki Europe Deal

Contiki reminds agents that clients only have until 15 Dec to save up to \$1200pp off their Europe airfare when booking Emirates or Singapore Airlines along with their 2017 Contiki Europe holiday.

Travellers can either choose the flight credit or the 10% Early Payment Discount. The deals are not combinable.

### Nintendo To Universal

Nintendo-themed areas will soon make their debut at Universal Studios in Japan, Orlando Resort and Hollywood, complete with multiple attractions, shops and restaurants. Bringing the characters, action and adventure of Nintendo video games to life within the theme parks, the areas will be expansive, immersive and interactive, says Universal. Each theme park will soon announce details of its specific Nintendo areas.

### Mana’s Wedding Savings

Fiji’s Mana Island Resort & Spa is offering 10% off its wedding package, valid for bookings to 28 Feb and weddings from Sep 2017-Mar 2018.

## SPORTS & EVENTS

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Fast and furious **Sevens** action in Hong Kong, Sydney & Las Vegas are big sellers. Plus, the inaugural Tens event in Brisbane is shaping up to be huge. The State of Origin and NRL Grand Final are both great **rugby league** rivalries, and have big demand.



The **F1 Grand Prix** highlights for Kiwis include Monaco, Singapore, Italy and of course, Australia. **Isle of Man TT** and the **MotoGP** series are also popular sellers. **V8 Supercars** have a huge following, especially Bathurst 1000, Gold Coast 600 and the ‘race that rocks’ Clipsal 500.



**Australian Open** tennis is one of the biggest selling events and the **Melbourne Cup** Carnival is huge for Kiwis too. Then there’s aviation, netball, cricket, football and golf!

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WATERWAYS

The Globus family of brands team will be out of the office on a training day on **Friday 2 December 2016**

The office will be closed for just the one day resuming normal hours on **Monday 5 December**

Online bookings can be made at [globusfamily.co.nz/onlinebookings](http://globusfamily.co.nz/onlinebookings)

Make sure you have your Agency ID number and PIN on hand.

**DECEMBER**

**Texas Tourism Wholesaler workshop:**

**Auckland:** Mon 05, The Crew Club, 149 Quay Street, 0900.

**Texas Tourism Roadshow event**

**Auckland:** Mon 05, Orakei Bay, 231 Orakei Road, 1800.

**P&O Pop up Event**

**Hamilton:** Tue 06, Good George Brewery & Dining Hall, 1800-2000.

**Air New Zealand South Island Roadshows**

**Nelson:** Mon 12, Trailways Hotel, 0730-0900.

**Dunedin:** Mon 12, Dunedin Public Art Gallery, 1730-1930.

**Christchurch:** Tue 13, CHC Airport, 1130-1330.

**FEBRUARY 2017**

**2017 Adventure World USA Roadshow**

**Auckland:** Tue 07.

**Wellington:** Wed 08.

**Christchurch:** Thu 09.

Venues, times tba.

**MARCH 2017**

**2017 Adventure World Roadshow**

**Auckland:** Mon 06.

**Bay of Plenty:** Tue 07.

**Wellington:** Wed 08.

**Christchurch:** Thu 09.

Venues, times tba.

**JAWS Roadshow 2017**

**Dunedin:** Mon 06.

**Christchurch:** Tue 07.

**Nelson:** Wed 08.

**Whangarei:** Tue 14.

**Auckland North:** Wed 15.

**Napier:** Mon 20.

**Wellington:** Tue 21.

**Palmerston North:** Wed 22.

**New Plymouth:** Thu 23.

**Tauranga:** Tue 28.

**Hamilton:** Wed 29.

Venues tba.

**Tourism Fiji Roadshow**

**Nelson:** Mon 27, Grand Mercure Monaco Hotel, breakfast.

**Wellington:** Mon 27, Rydges Wellington, evening.

**Christchurch:** Tue 28, Addington Raceway & Events Centre, evening.

**Auckland, CBD:** Wed 29, Pullman Hotel, evening.

**Hamilton:** Thu 30, Ferrybank Reception & Conference Centre, evening.

**Auckland, North Shore:** Fri 31, QBE Stadium Albany, breakfast.



# More Mobile Bookings In 2017

Nearly 50% of travellers expect to plan holidays with a few taps of their smart phone and more than half expect their use of travel apps to increase in 2017.

This is the number one finding from a study of data collected by Booking.com, which has compiled a list of what travellers' expectations could very well be in the coming year.

Technology fuels a need for instant gratification—for quick answers to specific instant needs and to enhance travel by finding recommendations and short-cuts. Booking.com reckons this will increase markedly in the coming year, from finding the nearest ATM or Wi-Fi to queue jumping at top attractions and on-the-go advice on jetlag. Favourite go-to apps will evolve into travel besties capable of predicting unique needs and catering to them before travellers even ask.

Blurring lines between leisure and business travel—or so-called bleisure travel—means of the 40% of 2016 business travellers, 46% think they will travel even more in 2017, while 49% already extend trips to enjoy the destination. And 75% intend to do so the same or more in 2017, while 30% would accept a lower paid job if they could travel more for work. Becoming more adventurous is the aim of 45% and 47% would like to go where none of their friends have been, feeding a growing appetite for authentic experiences like remote villages and off-track hotels.

Bringing life balance back accounts for 48% using holidays to reflect and make better lifestyle choices. Prioritising health conscious trips is the aim with 44% interested in spa/relaxation travel, 38% in health/well-being travel and 51% intending to



## Galapagos Savings

Clients can save \$449pp on Adventure World's four-day Galapagos Islands cruise onboard M/Y Coral I and II throughout 2017, for bookings to 31 Jan. The cruise is now priced from \$2665pp.

take more annual leave in 2017.

The trend is for travellers and accommodations to be environmentally and sustainably aware and responsible. Over a third (36%) plan more eco-friendly travel and 39% will look for an eco-tour travel experience. Increased discussion around economic incentives such as tax breaks for eco travellers is likely, while an international standard for sustainable accommodation is favoured by 41%. Paying for experiences instead of goods is the aim of 58% with travellers becoming more interested in small moments and simple pleasures. Only 10% think a butler/concierge service is essential and 13% said high-end toiletries in hotels were necessary.

Accommodation without friendly/helpful staff will not be used by 42% so B&Bs and Ryokan-style inns look set to be highly rated. Guest reviewing remains strong with 40% rejecting accommodation with more than three negative reviews.

And last but not least, 44% see a future in outer space and subterranean holidays. See the full report [HERE](#)



## CTS 2017 Packages

CTS Tours has launched its 2017 tour packages, with options starting at \$2199 for the 11-day China Sampler, which visits Beijing, Suzhou, Wuxi, Hangzhou, Shanghai. The price includes flights with China Southern Airlines or China Eastern Airlines, nine nights accommodation, daily meals as indicated, coach transport, admission to attractions and English speaking guide.

On the CTS Tours website there's an agent log-in where they can enter the preferred destination, month of departure and trip length to find out what's right for their client. See [ctstours.co.nz](http://ctstours.co.nz)

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