

TABS ON TRAVEL TODAY

Incorporating Tabs on Travel

Thursday 23 March 2017

Issue 3507

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P&O Adds MEL Cup Cruise Ex AKL

P&O Cruises is offering its first Melbourne Cup Carnival voyage ex Auckland this Nov, in response to demand and signalling its commitment to the New Zealand cruise market.

As part of the company's wider plan to further develop the local cruise market, the Melbourne Cup cruise is expected to attract both long-time cruisers, and those who have never thought of cruising before, says president Sture Myrmell.

"When you look at the cruise penetration in New Zealand, at 1.4% it is relatively low compared to other countries, such as Australia at 4.5%, so we really believe that there is a great opportunity to further develop the cruise market here in New Zealand." This, adds Myrmell, is where event cruises come in. "Event cruises have been a growing market for us for a

number of years. Special events and festivals is a growing market in tourism in general, and we found we're able to add hotel capacity to a lot of venues that would normally be maxed out," he says. "Trying to get a hotel in Melbourne during the cup week is not just difficult, but expensive. And we can get you [clients] there in a comfortable way."

Close to 10,000 Kiwis travel to Melbourne to attend the racing event each year, and Myrmell believes P&O can grow the market. "Cruising is a great, hassle free way of getting there. It has been incredibly popular from Sydney and Brisbane, and we think this will appeal from New Zealand as well."

helloworld's cruise marketing manager Jacqueline Unsworth says event cruising is a 'huge' area of growth for the company and one that is 'attracting a whole new market to cruising'. In addition, House of Travel is expecting a 'strong response' to P&O's cruise, with head of cruise Vaughan Kitchener saying shorter themed cruises are rising in popularity, thanks to 'competitive pricing and convenience'. Onboard Pacific Jewel, the 10-night cruise is on sale now, with prices from \$1342pp q/s, including entry and transfers to the racing festival.

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TAANZ NTIA Update

Self-nominations for the 2017 TAANZ NTIAs 2017 open on Mon 27 Mar, reminds the agent body, which is urging entrants to 'get busy with promoting your business and your people through NTIA'. The self-nominations are open 27 Mar-07 Apr; nominees are announced 24 Apr and tickets go on sale 24 Apr. For the self-nominations form see taanz.org.nz

AA's Movie Night

American Airlines reminds agents it has tickets available for an advanced screening of *CHIPS* at Event Cinemas Queen St, Auckland 28 Mar. Ice cream, popcorn and some spot prizes will be on offer. Register your interest by the end of the day, [HERE](#)

LON Update

London's mayor Sadiq Khan has vowed that Londoners will never be cowed by terrorism, in response to the tragedy which unfolded overnight. Additional armed and unarmed police officers are patrolling the streets of London to protect Londoners and visitors, he said, adding that London remained one of the safest cities in the world.

Back here, MFAT has re-issued its UK travel advisory, warning of some risk to travellers and adding that there is a heightened threat of terrorism across Europe, including in the UK. On the insurance front Allianz says it is aware of the attack and urged agents with clients directly affected to contact its emergency assistance line.

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oneworld

Trade On Expedia Deal

Some industry sources have expressed concern at Air New Zealand's move to enter a new partnership with Expedia—which means Kiwis booking via NZ's website now have access to Expedia's hotel inventory, backed by Expedia's price match offer. Some retail chains contacted said the deal had been under negotiation for some time and was not unexpected and 'not a major'. Others declined to comment. However, some front line agents told *Travel Today* that it's another case of the national carrier and major air supplier strengthening its position as their number one competitor.

TRAVELMARVEL
Travel More
SEE PAGE 8

NZ Tahiti Extends

Air New Zealand has extended sales of its tactical Tahiti fares to 23 Mar. Other fare conditions remain unchanged.

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**South Africa Seeks
Visa Solutions**

The South African High Commission has promised to look into trade concerns around visa regulations, including why a family of five had to miss their mother's funeral after their visas weren't processed in time.

High Commissioner Zodwa Lallie chaired a meeting in Wellington yesterday with travel industry representatives, who were invited to air their concerns and gain some clarity around the new rules.

It was also a chance to show the commissioner how tourism from New Zealand has been impacted under the regulations.

Adventure World's Dave Nicholson says South Africa made up 13% of its total Africa bookings in Jan, compared to 36% in Jan 2016; and in Feb, this slipped to 11%, compared to 40% in 2016. The company has also seen around 30 passengers cancel since the new regulations were introduced.

"We need to let people know that things are really, really slowing down," he said, adding that travellers are now opting to switch to East Africa, Botswana and Zimbabwe—or another region altogether, such as South America.

Issues needing clarification included what provisions there are for emergency visas, after one agent said her clients missed their mother's funeral because they weren't processed in time.

Lallie apologised and said consideration is given to emergencies, which are processed faster—but in this case she said it must have slipped through the cracks.

Questions were also asked around the need to produce bank statements, and why people need to apply in person in Auckland when all they're doing is dropping off paperwork to be sent to

Wellington, which could presumably be done by Travcour.

The meeting was also the chance for the commissioner to give the industry some background including into why the rules are in place, and how the quiet office was suddenly overwhelmed after the rules were introduced with no warning.

... A Good Start

Those who attended said it was a 'good constructive start' and welcomed the start of the dialogue with the High Commission, which they said was attentive to their concerns. Potential outcomes of the meeting include the introduction of a new trade website with information for agents.

With the new visa regulations a 'tit-for-tat' move by the ZA Government following rules introduced in New Zealand for South African travellers, TAANZ boss Andrew Olsen says the group will now meet with Immigration Minister Michael Woodhouse to 'discuss whether this blunt visa instrument was having the desired effect on border or immigration issues coming out of South Africa'.

SQ Boosts CHC Services

Singapore Airlines will again provide extra Christchurch services for the 2017/18 summer season. From 30 Nov to 16 Feb, SQ will add an extra 30 flights or 8130 seats and including the Chinese New Year (15 Feb).

"We've flown to Christchurch for over 30 years, and we remain committed to our relationship with the Garden City and the wider South Island community," says SQ gm New Zealand Simon Turcotte. The extra 777-200ER flights will operate with 26 seats in business class and 245 in economy.

... Top Connections

SQ has highlighted some of the top connecting destinations for SQ296 flights ex CHC. They include Amsterdam, Paris, Copenhagen, Frankfurt, London, Milan, Dusseldorf, Colombo, Johannesburg, Cape Town, Fukuoka, Seoul, Tokyo and Jakarta.

More CZ To CHC

China Southern will operate more flights between Guangzhou and Christchurch for the Northern Winter schedule, shows the GDS. CZ was originally only operating five services a week Dec-Feb. However, based on the schedule filed in the GDS, CZ will operate five 787-8 services a week for the Northern Winter schedule.

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Record P&O Plans For 2018 Season

While P&O Cruises' all-new Melbourne Cup Cruise, ex Auckland, is set to be the highlight of its inaugural spring cruise season in New Zealand, there's also more to come in 2018.

Pacific Pearl and Pacific Jewel will sail on a total of 15 cruises from Auckland this year, says the cruise line's president Sture Myrmell, but next year that figure will grow by

almost 50% to 22 roundtrip cruises, with Pacific Jewel to be based here for six months.

Part of the lines' commitment to investing in New Zealand and bringing more choice to the market, Myrmell adds that next year's cruise season will see the line grow its short break market, offering eight SeaBreak cruises of two to three nights. It will also offer more departures to the South Pacific than ever before, with 12 longer itineraries.

"Next year we're set to carry a record 45,000 Kiwis on cruises from Auckland, up from 36,000 this year," he adds. "If you can get a nice mix of itineraries and provide people with a bit of choice, that's a great way of developing the cruise market here. . . It's exciting to see that we're continuing to grow cruising in New Zealand. It's a wonderful place to cruise from. We are very committed to the future of cruising in New Zealand," he says.



Star Clippers Savings

Clients who book a Star Clippers' eight-day Indonesia sailing can save up to 25% on selected 2017 departures, advises Adventure Word. Taking in Mount Bromo, a walking tour to the Crater Lake of Satonda and snorkelling around the Gili Islands, the eight-day sailing includes seven nights' accommodation, port charges, all meals, activities and entertainment onboard.



Silver Cloud Reveal

Silversea has released a sneak peek of what Silver Cloud's interiors will look like (as pictured), ahead of its conversion into an ice-class expedition ship, between Aug and Oct this year. The multi-million dollar refurbishment will strengthen the ship's hull, enabling it to explore polar waters.

Greek Isles Sailing

GO Holidays has a Cunard 14-night Greek Isles, Italy & Croatia cruise from \$2729pp t/s for sales to 24 May and travel 14 Oct. Traveling from Athens to Rome, clients can also receive up to USD400 onboard credit, free gratuities and 50% reduced deposit.

Windstar's Record Week

Windstar Cruises has logged a record booking week for cruises to Tahiti and the Tuamotu Islands—with bookings from New Zealand contributing to the positive outcome, says local GSA Francis Travel Marketing.

Windstar president John Delaney adds that last week's record highlights the growing popularity of both small ship cruising and travel to the South Pacific.

The small ship line offers seven-, 10- and 11-day year-round sailings from Papeete; and Francis Travel Marketing has curated a flights, cruise and accommodation package starting at \$3999pp. Full details, [HERE](#)

Half Price Caribbean

Clients have until 27 Mar to secure a seven-night Caribbean cruise for half price. Departing Miami, the cruises start from \$682pp t/s, with departures available from Jun through to Feb 2018.



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Visit California is searching for agents who will be the faces of their new digital training platform, California STAR.

A video competition has been launched and agents are invited to submit a 15 second video with their STAR tips about travel to California.

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information

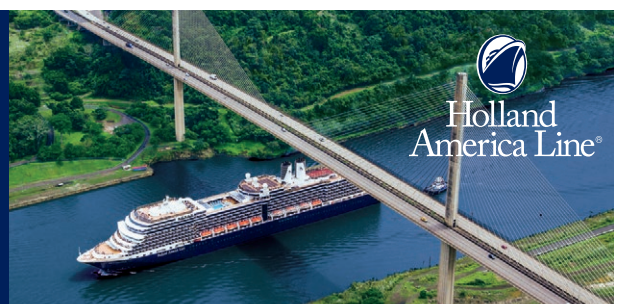
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Business Pax Bear Laptop Ban Brunt

Corporate travel agents are dealing with plenty of enquiry today following the UK and US 'laptop ban' announced yesterday, with business travellers among the worst affected by the ban.

With business travellers frequently opting to work on flights, often travelling without checked bags, and in some cases required by their employer to travel with their laptop as carry-on, the new restrictions will have a huge impact.

While Flight Centre New Zealand hasn't yet had to re-route any of its clients as a result of the ban, the chain has had enquiry about it. The ban has 'certainly posed some challenges for a number of our corporate customers and we have had quite a lot of enquiry since the announcement', says Flight

Centre gm corporate Nick Queale.

"It's good news for our clients that popular routes through Dubai and Doha to Britain are not affected and there are really only a handful of customers that would choose to fly to the USA via the Middle East from Auckland," he says. "The majority of our clients that may be affected are those that stop in the affected countries and cities before continuing on to the UK or the USA."

At this stage Flight Centre is focused on creating awareness of the new regulations, and is recommending clients that need to work take paperwork on board as an alternative, or look at routes that aren't affected.

... More Routes?

The Association of Corporate Travel Executives has raised the possibility that the ban could be extended to other routes and become the 'new norm' for travel, as it calls for answers on the reasons behind the ban.

Canada is also reported to be 'giving the issue serious consideration' to the rules, which make no sense, says ACTE executive director Greeley Koch. "Assuming there is a new terrorist technology, there is nothing to stop someone from carrying one of these devices to Amsterdam, and then boarding a flight to the US or the UK," says Koch. "How long will it be before this ban is extended to flights from Paris and Brussels into the UK and US?"

Better Oz Reception?

A new satellite service in Australia claims to give smartphone users better reception in remote locations. The IsatHub service targets the 'vast land mass' of Australia that's not covered by major telecommunications companies like Telstra. Users will be able to surf the internet, text and talk. See pivotel.com.au

GOT BUSINESS NEWS?
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SYD Vitality Meetings

Swissotel Sydney has re-launched its Vitality Meetings offer, which sees delegates fed a menu of nutritious meals packed with superfoods during 'strategically scheduled' breaks. There's also a Vitality Corner space with yoga mats, gym balls, stretch bands, fruit bowls and bottled water. See swissotel.com/sydney

QF Wi-Fi Plans

Qantas says it's in talks with suppliers and is examining its options for introducing high-speed Wi-Fi on its international fleet, but its priority at this stage is its domestic roll-out, set to commence next week. "For our international operations, we need a product that can overcome a number of technical, performance and coverage challenges, including options for Wi-Fi over large stretches of water—as with domestic, it's about quality first and foremost," says a spokesperson.

EK Opens Lounges

Emirates is extending its pay-per-visit lounge access policy to 25 of its lounges outside of Dubai, including Auckland. Guests travelling on EK, and accompanying eligible business class and first class customers including Gold and Platinum Skywards members, can access the lounges for a USD100 fee. A spokesperson says the move has been implemented in response to increasing demand for guest access to EK lounges. Credit card payments can be made at the lounge check-in counters.



New Plaza Premium Lounges For Heathrow

Plaza Premium Group has revealed plans to open two new lounges in London Heathrow Airport, both to feature landside in Terminals 3 and 4. The arrivals lounge in Terminal 4, due to open late Mar, has a capacity of 75 and features a lounge and bar area, multi-function room, 25 shower rooms and a healthy dining concept. Details for the lounge in T3 are still under wraps, with the opening planned for later in the year. Plaza Premium Lounges already operate airside in Terminal 2 and 4 and landside in Terminal 2.

Grocer's At DXB

Aussie brand Jones the Grocer is opening an express concept at Dubai International (DXB) Terminal 3 B Gates, meaning passengers will be able to pick up gourmet food next to the boarding gate. The concept is the first in a series of bespoke food and lifestyle concepts to be rolled out at the airport, which is expanding its variety of 'grab and go' food options. It will serve Jones' famous coffees, croissants, muffins, sandwiches, salads, soups and mains, all made fresh daily and packaged for take away, says DXB.

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Cambodia Famil

Adventure World has released the price of its upcoming Cycle Vietnam and Cambodia famil, which will run between 13 and 23 May. The 11-day trip, which takes in Ho Chi Minh, the Mekong Delta, Siem Reap and Phnom Penh, is priced from \$1945pp. The famil includes return flights with Singapore Airlines, accommodation, many meals and sightseeing. Register your interest, before 28 Mar, [HERE](#)

Peru Flood Aid

Chimu Adventures has launched initiatives to support the hundreds of thousands of people affected by the floods and landslides in Peru. Chimu has organised a fundraiser through its not-for-profit 'Make a Difference' (MAD) project which will support efforts undertaken by the Peruvian Red Cross. It's also providing on-the-ground support through its local operations office, and staff volunteers. To donate, head to madproject.org/donate

HoT Signals New Short-haul Strategy

House of Travel has appointed Natalie von Dincklage as its new short-haul destination manager, effective 03 Apr, as part of the chain's new Australia and South Pacific strategy.

Von Dincklage, previously with helloworld, will be responsible for implementing HoT's Australia and South Pacific strategic direction and leading procurement discussions with key partners.

HoT product and channel director Dave Fordyce says Von Dincklage brings a huge amount of knowledge,

passion and experience to the role, particularly her strong procurement background.

"Our vision for short-haul is to strengthen supplier relationships across Australia and the South Pacific through our advanced understanding of hotel distribution, ensuring HoT is a market leader in this space. Natalie will be crucial to executing this vision."

Von Dincklage says she is looking forward to the challenge, 'in particular immersing myself in the world of HoT's agents to understand how we can be more proactive and innovative'.

Strengthening and enhancing supplier relationships will be a key focus, she adds.

More Dates For Rod

To keep up with demand, nine new shows have been added to Sir Rod Stewart's Residency at The Colosseum and Caesars Palace, Discover the World advises. Scheduled 15 Aug through 03 Sep, tickets for *Rod Stewart: The Hits* go on sale 24 Mar 1200 PT. See thecolosseum.com for further details.



Trengrove On Tour

World Travellers Riccarton's Mike Trengrove has embraced the brand's 'experience the world differently' tagline and is set to take part in the Mongolian Charity Rally, an 15,000 km journey from Brussels to Mongolia. 'You don't have to be young to have fun,' says Trengrove (pictured getting his jabs). "There's still plenty of kick left in us yet to have an adventure of a lifetime. Sixty is the new 40."

Trengrove and four friends are taking part in the epic rally and plan to gift Mongolia an ambulance and 4WD double cab ute. The group is supporting Prostate Cancer NZ. World Travellers has acknowledged the support of suppliers including SQ, GO Holidays and QBE. To follow Trengrove's journey, see kiwinomads.com or facebook.com/kiwinomads/

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Marriott In Vietnam

The JW Marriot Phu Quoc, Emerald Bay has opened off the southern coast of Vietnam. The 244-guestroom, suite and villa configuration is supported by five restaurants and bars, cafes, boutiques, Spa by JW, three pools and 1100sq m of indoor/outdoor meeting space. Activities range from martial arts and lantern making, to cooking classes and wellness activities such as boot camp, yoga and island excursions. Phu Quoc is the country's largest island and the new hotel is the second property for JWM in Vietnam. Opening rates are from VND9,000,000 (approx. USD400) including breakfast for two guests and a VND1,100,000 daily resort credit.

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G's Africa Jungle Incentive Reminder

There's just one more week left to go in G Adventure's 'UMI in the jungle' agent incentive for Australian and New Zealand agents.

"It only takes one booking to be in for a chance to win and to be heading to the jungle," says Adrian Piotto, managing director for G Adventures Australia and New Zealand. "Our agency sales continue to grow year on year and we love having the opportunity to recognise and reward the hardworking agents who support our product."

G says it's 'blown away' by the agent engagement so far in the incentive. This year's major prize will see 12 winners heading on an African jungle adventure (flights included) for a 'once-in-a-lifetime trip through Uganda and Rwanda'.

The 12 places on the trip will be giv-



en to the six top sellers as well as six randomly picked agents. This means agents who make one entry into the incentive in this final week can still be in with a chance to win. The 12 winners will be announced in Apr, and agents must be registered with G Adventures' sales platform, Sherpa, to be eligible.

... Last Days For Deals

G also reminds agents they have until 31 Mar to book its Uncover Central America deals. The campaign has led to record sales across G's Central American itineraries, with over 50% growth year-on-year. The most popular trips have included the Cuban Rhythms (sale price from \$1096); Mayan Sun—Northbound (sale price \$1495); Central American Journey (sale price from \$2983).

To coincide with the campaign, G Adventures will be hosting a Facebook Live event next Tue, where travellers and agents can ask Central America travel questions of one of its tour leaders. For details [CLICK HERE](#)

Free Bali Massages

Guests who book selected Bali accommodation with Amazing Accommodation before 31 Mar will receive a free massage. Participating properties are Villa Coco, Colonial Hideaway, Santika Luxury and Villa Flora in Seminyak; Echo Beach Luxury, Golden Palm Canggu, Villa Spirit and Splendid Toraja in Canggu; and Jimbaran Luxury, Luxury Jimbaran, Ultimate Jimbaran and Jimbaran Royalty in Jimbaran. Cost is from \$45pp p/n. See [luxuryholidayhouses.com](#)

Dry Weekend In Ecuador

Ecuador is holding its second round of presidential elections 02 April, during which a temporary dry law will be implemented, advises World Journeys. Locals and visitors alike will be forbidden from selling and consuming alcohol in the country 1200 31 Mar-1200 03 Apr.

The rule covers restaurants and hotels, but does not apply to guests aboard ships in the Galapagos. In addition, there may be some traffic issues on Election Day.

World Journeys say its Ecuadorian operator will take the necessary measures to best coordinate and normalise travel arrangements for clients, which may require slight detours or tweaks to daily itineraries.

Fiji Family Deal

Guests staying at The Pearl Resort at Pacific Harbour save 40% when they stay a minimum five nights and also receive a FJD50 resort credit per room per day. Sales are to 31 Mar 2017 for travel to 31 Mar 2018.

The resort also has a family package offering two interconnecting Premium Garden, Marina or Ocean rooms. Cost includes buffet breakfast, one-course lunch and either a two-course or buffet dinner for two adults/two children daily. Dining is at Riviera, Pacific Bar & Grill or The Deli restaurants. Kids get unlimited soft drinks, free dessert and a daily kids' activity programme. All non-motorised water sports are also included. Sales are to 30 Apr for travel to 31 Mar. Special rates apply.

Contact your wholesaler or Coconuts Travel Marketing.

Industry Diary

MARCH

JAWS Roadshow 2017

New Plymouth: Thu 23, Novotel Hotel, 1700-2000.

Tauranga: Tue 28, Tauranga Yacht Club, 1700-2000.

Hamilton: Wed 29, Novotel Tainui, 1700-2000.

Lufthansa Agent Training Days

Auckland North: Thu 23, The Spencer on Byron Hotel, 0830.

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.

APRIL

Tourism Fiji Roadshow

Tauranga: Mon 03, Club Mt Maunganui, 1730-1930.

Rotorua: Tue 04, Novotel Rotorua, 0700-0845. **Taupo:** Tue 04, Lonestar Taupo, anytime between 1200-1400.

Napier: Tue 04, Crowne Hotel, 1730-1930.

Palmerston North: Wed 05, Distinction Hotel, 1730-1930.

Wanganui: Thu 06, Stellar Restaurant and Bar, anytime between 1200-1400.

New Plymouth: Thu 06, Novotel New Plymouth, 1730-1930.

Avalon Waterways 2018 Launch

Lower Hutt: Tue 04, The Dowse Art Museum, 1745.

Wellington: Tue 04, Lone Star, 1745.

Pukekohe: Tue 04, Townmouse Cafe, 1745.

Blenheim: Wed 05, Watery Mouth Cafe, 1730.

Whangarei: Wed 05, Dickens Inn, 1730.

Palmerston North: Thu 06, Distinction Palmerston North, 1745.

Nelson: Thu 06, Bacco Restaurant, 1730.

Hamilton: Mon 10, Hamilton Gardens Cafe, 1745.

Christchurch: Mon 10, Dux Central, 1745.

Auckland East: Mon 10, Pakuranga Golf Club, 1745.

Tauranga: Tue 11, Macau, 1745.

Auckland North: Tue 11, Takapuna Boating Club, 1745.

Timaru: Tue 11, Mocca Cafe, 1730.

Napier: Wed 12, East Pier Hotel, 1745.

Dunedin: Wed 12, Luna Bar, 1745.

Auckland West: Wed 12, The Falls, Henderson, 1745.

New Plymouth: Wed 19, Waterfront Hotel, 1745.

Queenstown: Wed 19, Mercure Hotel, 1745.

MAY

Lufthansa Agent Training Days

Wellington: Wed 03, Intercontinental Wellington, 0830.

Nelson: Thu 04, Rutherford Hotel, 0830.

Christchurch: Tue 23, Ilex Botanic Gardens, 0830. **Dunedin:** Wed 24, Dunedin Public Art Gallery, 0830.

2017 Amazing Thailand Roadshow

Auckland: Mon 08, Sky City Convention Centre.

Asia Now Roadshow

Wellington: Wed 10.

Christchurch: Thu 11.

Tauranga: Mon 15.

Hamilton: Tue 16.

Auckland Central: Wed 17.

Auckland North Shore: Thu 18.

Venues, times tba.

JUNE

Lufthansa Agent Training Days

Queenstown: Thu 22, Double Tree by Hilton Hotel, 0830.

Travelmarvel is thrilled to announce the release of their Europe Preview 2018 brochure!

The image shows the cover of a brochure for 'EUROPE RIVER CRUISING'. The top section is a solid blue background with the 'TRAVELMARVEL' logo in white, featuring a yellow sun icon to the right of the word 'TRAVELMARVEL'. Below the logo is the tagline 'Travel More' in a smaller white font. The main title 'EUROPE RIVER CRUISING' is written in large, bold, white capital letters. Underneath the title, it says 'Featuring Land & Rail Journeys' in a smaller white font. The central part of the cover is a photograph of a canal in Amsterdam, showing a brick bridge with three arches crossing over the water. On the right side of the canal, there are several traditional Dutch houses with gabled roofs and many windows. The sky is clear and blue. At the bottom of the cover, there is a red banner. On the left side of the banner, the text '2018 PREVIEW' is written in large, bold, white capital letters, with 'Premium journeys at exceptional value' in a smaller white font below it. On the right side of the banner, there is a white circular badge with a red border. Inside the badge, there is a white paper airplane icon at the top, followed by the text 'FLY FREE*' in bold, then '+ EXCLUSIVE PREVIEW PRICES*' in a smaller font, and finally '*Hurry ends 30 April 2017' and 'See pages 16-17' in the smallest font at the bottom.

[CLICK HERE to view](#)