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Wednesday 29 March 2017

Issue 3511



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Whitsunday Islands Assesses Damage

Resorts in the Whitsundays are today assessing the damage sustained from Cyclone Debbie yesterday—but say all guests and staff are safe and accounted for.

Daydream Island says heavy rain and strong wind damaged the resort and surrounds, and it hasn't yet been able to ascertain the full extent of the damage. However it's confirmed there's been extensive damage to vegetation, significant damage to the resort's jetty and pontoons, water damage to the Rejuvenation Spa after its roof was lifted, general water damage to the Main Atrium and accommodation wings, and a boardwalk section has been lifted away. Two of its three iconic mermaid statues, a favourite with resort guests, were also swept away. Hamilton Island says it too has sus-



Two of Daydream Island's mermaids have been washed out to sea.

tained damage but the extent is yet to be assessed. Guests with future bookings will be contacted by the reservations team in the coming days. One&Only Hayman Island said this morning it is still assessing the impact of the storm. The resort will be contacting agents with clients booked to stay on the island in the near future. Orpheus Island says there was no damage to the property and guests will be arriving back on Fri. The cyclone has now downgraded to a tropical low. Site inspections of the area are said to be stalled by the bad weather and the closure of airports. *Travel Today* understands that the Hamilton Island Airport and Daydream helipad remain closed; Townsville, Mackay and Proserpine airports are open with some restrictions and Rockhampton Airport is open. Earlier today Airlie Beach was still cut off by road due to flooding.

... TNQ: We're Open

Tourism Tropical North Queensland has reiterated that it remains open for business—with its tourism experiences operating as usual.

QF's TV Show On Tonight

A new television series offering a behind-the-scenes glimpse into life at Qantas will launch at 2000 on TVNZ1 tonight. *Ready for Takeoff* will show what happens at the airport, on the tarmac and in the nerve centre of the carrier's global operation. It's told through the eyes of QF staff, including pilots, cabin crew, engineers, trainers, caterers, ground staff and customer service managers. QF will also be releasing sale fares each week during each show. See qantas.co.nz/agents

JAWS Tonight

The JAWS roadshow will hold its final event in Hamilton tonight, see industry diary for details.

Floods & Fog


As Queensland begins assessing the damage from Cyclone Debbie, on this side of the Tasman, flights to and from Wellington Airport were cancelled this morning as heavy fog was forecast to hang around most of the day. Flooding also caused North Island road closures and travel delays in Auckland, Wellsford and the Coromandel.

Have Your Entered Yet?

There's just a few days left to enter and be in the running to become a face of Visit California's on-line training platform—and the STO is calling on Kiwi agents to get creative and upload their videos. Kiwi agents need to submit a 15-second video sharing their 'star' California travel tips. The clips will then be uploaded to a microsite—and the five agents with the most votes will win a place on a content creation famill later this year. For details, star.visitcalifornia.com/nz To see one of the clips [CLICK HERE](#)

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AA Confirms CZ Deal

American Airlines has confirmed plans to take a USD200 million stake in China Southern Airlines, saying it's the perfect airline for it to 'build a relationship' with the critically important China market.

"We are two of the biggest carriers in the world, and our networks are highly complementary, with the potential to offer CZ and AA customers an unmatched range of destinations in two critical markets for business and leisure travellers," says AA president Robert Isom. The carriers expect to begin codeshare and interline agreements later this year. The codeshare routes are anticipated to include the ability to earn and redeem AAdvantage Miles, through-bag checking and the ability to book travel on a single ticket; and the planned interline routes are expected to include through-bag checking.

QF Aussie Fares

Qantas has one-way Australia fares for sales until midnight 29 Mar. Auckland/Christchurch to Brisbane is from \$199 economy; AKL/CHC/WLG to Melbourne and Sydney is from \$199 economy and Perth from \$469. Business class fares ex AKL/CHC to BNE/MEL/SYD are from \$599; and ex AKL/CHC/WLG to Perth is from \$1199.

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#LondonisOpen, Says Heathrow



Heathrow Airport has teamed up with the Mayor of London, Sadiq Khan, to unveil a new #LondonisOpen campaign.

On display at the airport, the now iconic #LondonisOpen artwork by David Shigley will be featured over the next six weeks.

Following the Brexit vote and the recent Westminster attack, the new campaign is hoped to 'show millions of international passengers that London is the best place in the world

to visit, to do business and to live'. Almost 10 million passengers from around the world are expected to see the artwork as they make their way through Heathrow, including over the Easter travel period.

The airport donated the space for the campaign, worth an estimated GBP200,000.

QANTAS
See Page Six

The Airline Moneymaker

The Rt Hon John Key passed on a message from Air New Zealand boss Christopher Luxon at the Virgin Unite charity dinner in Auckland on Sun night. Key told Branson that Luxon had wanted to pass on his regards to Branson, as he was the only person who's ever made money out of an airline. A gracious Branson said he'd had three airlines and that his companies had been fortunate that they had 'done OK'.

Flights Digital Board

The Flight Centre Travel Group has formed a Digital Commerce Advisory Board to give strategic advice on its 'digital commerce capabilities and transformation plans'. The board will give guidance on e-commerce, on-line marketing, mobile commerce, business intelligence, data management and the interaction between offline and online channels.

News & Product

Busiest On The Planet

According to various reports the Top Ten busiest airports on the planet according to recently-released data are: 1. Hartsfield-Jackson Atlanta International, 101.5m (2015) 2. Beijing Capital International, 90.1m (2015) 3. Dubai International, 83.6m (2016) 4. O'Hare International, 76.9m (2015) 5. London Heathrow, 75.7m (2016) 6. Tokyo Haneda, 75.3m (2015) 7. Los Angeles International, 4.9m (2015) 8. Hong Kong International, 68.5m (2015) 9. Paris-Charles de Gaulle, 65.9m (2016) 10. Dallas/Fort Worth International, 64.2m (2015). Although Dubai is third on the list for all traffic, it's first for International.

EK Seat Res. Amadeus

Emirates advanced seat reservation is now available through Amadeus. The function allows travellers to select their seat at the time of purchase.



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AIRLINES**

FastPass Pandora

Disney World has opened FastPass+ reservations for its new Pandora attraction for guests staying at select properties. *Pandora—The World of Avatar* will open 27 May, and feature floating mountains, bioluminescent plants, and two rides. Guests at select Disney World Resort hotels can now reserve FastPass+ for the two rides up to 60 days before check-in. From 27 May-04 Jul, they'll also be able to experience Pandora with night-time Extra Magic Hours from 2300-0100.



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Malaysia Recovery Well Underway

Malaysia's tourism sector is recovering following a challenging few years, with numbers and spend up—including from New Zealand.

Malaysia saw 4% growth in tourist numbers last year, to 26.7 million, and tourist receipts were up 18.8% to MYR69.1 billion. In 2017, the destination is targeting 31 million tourists, delivering revenue of MYR114 billion.

"We're still recovering from various issues that the nation has undergone over the last couple of years. However, the signs are positive and we are addressing all the right issues," says Tourism Malaysia director-general Datuk Seri Mirza Mohammad Taiyab.

He's confident the country will achieve its revenue target of RM168 billion and 36 million tourist arrivals by 2020.

... Kiwi Market

The positive Malaysia story includes the New Zealand market, which

More TNQ Luxury

Mount Mulligan Station has been purchased by CLG Properties which is developing both a resort and camping facilities on the outback property, but until these have been completed the station is closed to all tourist activities. This includes camping, bush walking, hunting or any mining activities including gold panning.

By mid-year, the gates will open again and Mount Mulligan Lodge will offer luxury accommodation for just 24 guests at a time across a configuration of 12 room, suites and villas. All will have 'stunning' views of Mount Mulligan's 18k sandstone ridge, which is 10 times larger than Uluru and known as the birthplace of the Rainbow Serpent, an important Dreaming figure in many Aboriginal stories and rock art images.

has seen steady month-on-month growth, says newly appointed Tourism Malaysia New Zealand director Rosli Reshid.

In Jan, Kiwi departures to Malaysia increased 32.6% for the month, and year-to-date they're up 6.5%.

Increased capacity and 'highly competitive pricing options' by Air Asia x have delivered a 'much needed stimulus' to the New Zealand market, making Malaysia more affordable than ever, says Reshid.

Kiwis are keen on key tourism experiences such as variety of food, family experience, multi-racial culture, nature based activities, unique wildlife encounters, golfing and beach holidays, he says.



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SFO Airport Update

Korean Air advises that San Francisco Airport will be closing its International Terminal A-side Re-check Belts intermittently. Effective now and until further notice, clients connecting to/from international flights/carriers who used the belts will need to carry their luggage to the respective airline check-in locations at the domestic terminals during the following times: 0600-1800 on a Mon, Thu and Sat and 1300-1800 on a Tue, Wed, Fri and Sun. KE adds that the move is a result of recent security directives requiring additional screening of inbound baggage on select flights.

Wendy Hall Of Fame

Wendy Wu has been inducted into the British Travel and Hospitality Hall of Fame, making her one of the industry's highest achievers in the UK.

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Pago Pago Souvenirs

A wide range of handicrafts including carvings, weaving, trays, dishes, placemats, wall hangings and hats are on sale at The American Samoa Territorial Administration on Aging's market. The new market is in the TAOA office compound in Pago Pago and open Mon-Fri 0800-1530, advises the American Samoa Visitors Bureau.

Vivid Tickets Live

Sydney Opera House advises agents that tickets are on sale now for the ninth annual Vivid Live, as part of Vivid Sydney. This year's Vivid Live takes place 26 May-17 Jun at the Opera House, and features performances by the likes of Chet Faker, Severed Heads, The Avalanches and more. See sydneyoperahouse.com/vividlive

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Fiji Roadshows Now Underway



Operators in New Zealand for the Bula Marau roadshows, which kicked off on Mon, have been impressed with the enthusiasm shown by agents so far, says Tourism Fiji.

"Fiji is a favourite holiday destination for New Zealanders and as busy as ever. The roadshows are a perfect opportunity for travel agents to chat directly with the Fiji operators and be updated on the product, which as we all know is ever changing," says Tourism Fiji's regional manager New Zealand Sonya Lawson.

All agents who attend the roadshow will be in to win one of two holidays to Fiji, and there's also accommodation and Pure Fiji prizes up for grabs at each event. For roadshow details see the industry diary.

Pictured is: 1 At the Wellington event is Princess Roldan, Flight Centre Queensgate; Ema Rayasi, Naviti

Resort; Binnie Baria, Flight Centre Queensgate; Kuini Naisue, Shangri-La Fijian Resort & Spa; Tiare David, Likuliku Lagoon Resort and Malolo Island Resort; Peterina Hughes, Starwood and Westin Resorts; and Heather Gordon, Warwick Resort Fiji. 2 Alex Raicebe from Musket Cove awarding a prize of two nights' accommodation including Malolo Cat transfers to Princess Roldan, Flight Centre Queensgate. 3 James Pridgeon from Uprising Beach Resort awarding two nights' accommodation and Sea Fiji Reefs experience prize to Jenny Felsner from ANZ Nature Tours. 4 Cameron Taylor, Tourism Fiji awards a Pure Fiji box to Shaunice Ross from House of Travel Hornby at the Christchurch Roadshow. 5 Courtney Crosby from Your Travel receives her prize of three nights' accommodation from Kuini Naisue of Shangri-La Fijian Resort and Spa.



Argentina Travel Up

Adventure World is noting a 'significant' increase in inquiry for travel to Argentina, with its 12-day Handpicked Argentina holiday a top seller. Priced from \$3475pp, included is a tango lesson, a cooking experience and an iceberg cruise.

Hilton EMEA Growth

Hilton reports it has passed 100,000 rooms trading across its Europe, Middle East and Africa portfolio. The company says it has seen unprecedented growth, especially in EMEA regions, with net unit growth of more than 20,000 rooms in the past three years, a trend which is set to continue with close to 40,000 rooms currently under construction and expected to open by the end of 2020. Brand highlights include a pipeline that is set to double the number of Hampton by Hilton and Hilton Garden Inn hotels over the next three years, the opening in Madrid of the 100th DoubleTree by Hilton, the opening of the world's first Canopy by Hilton in Reykjavik and 16 trading and pipeline properties in EMEA for Curio—a Collection by Hilton has already accumulated 16 trading and pipeline properties in EMEA.

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MARCH

JAWS Roadshow 2017

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

Tourism Fiji Roadshow

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.

For more see Monday's
TRAVEL TODAY

New Midtown NYC Experiences

There's plenty of new developments set to open in Midtown Manhattan in the coming months, advises NYC & Company. Highlights include that Gulliver's Gate, an interactive miniature world, will make its Times Square debut early Apr. Located on 44th St between Seventh and Eighth Avenues, the attraction will feature more than 300 miniature buildings and 3D printed replicas of some of the world's biggest cities, including New York. See gulliversgate.com

In addition, this Jul will see the four-storey Opry City Stage (pictured) bring a taste of Nashville's Southern culture and the famous Grand Ole Opry to Midtown. Located on Broadway between West 48th and 49th Sts, the venue will feature a restaurant,



bar, listening room and live musical performances. See oprycitystage.com Another highlight is that this Nov, NFL Experience Times Square, complete with interactive displays and exclusive footage, will bring the world of professional football to life. See nfl Experience.com

Maldives Discovery

Discover Laamu packages from Six Senses allow guests greater exploration of Laamu Atoll. A four-night stay costs from USD642 per villa for two people while that tied to a seven-night accommodation package costs from USD1097. Activities include a visit to a local village, local cooking class, snorkelling, dolphin cruise and picnic on a deserted island. There is a choice of a further one (four-night guests) or two (seven-night guests) other activities from an additional list.

Tea Party In SYD

Canadian band The Tea Party play at The Star Event Centre with the Sydney Youth Orchestra for one night only on Fri 21 Apr. Tickets are from AUD100.80 via ticketek.com.au



New Tanzania Safari

World Journeys has a new private safari in Tanzania, the nine-day Tanzania Migration. Focusing on the Great Migration, the safari commences in Tarangire National Park, where the animals flock to the Tarangire River, before heading to the Ngorongoro Crater where the largest permanent concentration of African game is on display. The safari ends with Serengeti National Park at the southern end of the Great Migration, where clients can expect to see plenty of lions and leopards, while black rhino and cheetah both breed at the park. Based on a party of four travelling together, it is priced from \$6800pp t/s with many inclusions, travelling roundtrip from Kilimanjaro Airport.



CALIFORNIA STAR SEARCH

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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'Ready For Takeoff' is coming to TV1 for 8 weeks starting tonight at 8pm. This revealing TV show takes you into the nerve centre of our global operation to show you how we keep 160,000 passengers a day moving.

To celebrate the launch, we will be releasing amazing sale fares each week during every show. So make sure you tune into Ready for Takeoff each week for some must-see TV and must-have special sale fares. Visit qantas.co.nz/agents for full details.

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