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Monday 24 February 2020

Issue 4189







Jetstar Co-Pilots. Join our community and help us shape the future of Jetstar



TAANZ: Have Your Say, Please

You've had a lot to say, so now's the time to tell us what you think, that's the message to TAANZ members from chairman Brent Thomas.

The new-look TAANZ board is undertaking a strategic review and is seeking member feedback through an on-line survey being launched tomorrow.

However, the agent body wants to hear from as many of its members as possible to ensure it has a cross section of industry views.

"To be frank we've had quite a bit of feedback from members saying that they want a change in direction and want to get value from their annual fees," says Brent. "So this is a time where agents are being given the opportunity to have their say. I can't remember the last time there was a membership survey; and we need to hear from everyone, from as many people as possible, to ensure we get the widest range of views."

"Quite simply it could be a case of speak up or shut up," adds Brent.

The new-look TAANZ board is now focused on delivering 'a relevant and effective value proposition to our

members that addresses the challenges and opportunities that we face collectively across the industry', adds the TAANZ chair.

... The Details

The TAANZ member survey is being conducted by an external provider, following input from the TAANZ board and management, with a view of offering an insight into what the respondents believe adds value and those that don't. A link to the online survey will be sent out to all full members tomorrow. The agent body is asking members who do not receive the link to first check their spam and junk folders and then contact TAANZ if they still have not received the link.

OTA Liquidation

Australian based online travel agent fly365.com has entered liquidation. There is no word on how many Kiwi travellers may be affected. *Travel Today* understands that helloworld's air tickets division was among the consolidators in this market.

Get Fit In NYC

From naked yoga to indoor surfing, New York City has literally everything to keep your clients entertained. Top picks, as curated by Time Out, include Naked in Motion, which offers nude yoga and pilates classes, belly dancing classes at Bellyqueen and for something really cool, there's Brrrn. which offers high-intensity interval training in a frigid 10° studio. Also highlighted is Surfset NYC where clients can surf inside and 'cut waves', AquaStudio, which sees clients cycle under water for a spinning/swimming combo and Shock Therapy Fitness, which is literally what it sounds like; clients will get low frequency shocks while they exercise.

JAWS+ Reminder

Agents are reminded that there is still time to register to attend one of the upcoming JAWS+ roadshow, which starts in Dunedin 03 Mar. There will be a sales update from up to 22 airline, tour and cruise sales executives, as well as a selection of prizes up for grabs. For all the dates and venues, see *Travel Today's* Industry Diary.





TRAVEL TODAY

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AA DFW Tex-Mex



American Airlines, in conjunction with alliance partner Qantas, Visit Dallas and Visit Fort-Worth treated trade partners to a fun-filled evening of margaritas and Tex Mex in Auckland on Fri. The cooking class proved a hit, as those in the trade were updated on Dallas and Fort-Worth along the way. Pictured, on the margarita station naturally is, from left, AA's Elaine Patton, Andrew Bowman from NZTB, Michael Graham from Fuzion Travel and House of Travel's Cullam Murchison.



QF On SA Issues

For PNRs effected by the South African Airways domestic cancellations, Qantas says agents should use the commercial policy found on the QF Agency Connect website under Agency News. Worth noting is that Mango flights are not eligible for reissue on QF ticket stock. British Airways flight numbers operated by Commair are permitted in the lowest available booking class in the same cabin. For more information, agents can contact QAC on 0800 731 313; select option 3.

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Covid-19; Struggle As It Spreads

Air New Zealand has today cut more services and is revising its financial outlook due to impact of coronavirus (Covid-19) and softer travel demand—as the industry nervously ponders the wider impact the virus will have on the New Zealand economy and outbound travel.

NZ now expects a net negative impact to earnings in the range of \$35-\$75 million. At the midpoint of the estimated range above (approx.. \$55 million) NZ is targeting earnings before other significant items and taxation to be in a range of approximately \$300-\$350 million.

... Capacity Cuts

As reported in the Stop Press earlier the carrier has suspended its Auckland-Seoul service for travel 08 Mar-29 Jun; made Tasman capacity reductions of 3% Mar-May, focused on AKL-SYD services with ad hoc changes to AKL-MEL and AKL-BNE. NZ is also reducing by its domestic capacity 2% Mar-Apr, focused on travel between AKL-CHC and AKL-ZQN. The changes will progressively be rolled out this week, see wingtips for rebooking details.

... Effects Spread

NZ is not the only one feeling the impact. The effects of Covid-19 on the tourism industry are increasing daily and its growing impact is being felt by all industry stakeholders, says the Pacific Asia Travel Association (PATA), which is encouraging the industry to show messages of kindness and support to respective partners and suppliers in China. "Building and maintaining a close relationship with your partners in China during this difficult time is key to quicker recovery once this situation is behind us," says PATA ceo Dr Mario Hardy. "More than ever our industry needs to stand together, put our competitive interests aside and partner for a better tomorrow."

... The Spread

At the same time, parts of Italy are shutting up shop, as Covid-19 breaks out. The Venice Carnival has reportedly been cut short, amid Covid-19 related fatalities and quarantine restrictions have been put in place which restricts people from entering or leaving several towns in Veneto and Lombardy. Many businesses, schools and universities have also

closed temporarily, and sporting matches have been cancelled. Outside of China; Hong Kong, Taiwan, France, Iran and the Philippines have also had Covid-19 fatalities. Meanwhile, South Korea has issued a 'red alert' following five deaths and nearly 600 cases.

... Hotels Need Help

Ovolo group is lobbying the Hong Kong Government for relief measures, as the tourism industry struggles with the outbreak. The Covid-19 outbreak is effectively putting tourism on hold for the 84,000 rooms that call Hong Kong home, says Ovolo, adding that daily visitors have fallen to a mere 3000, down 97% from the 90,000 overnight visitors seen daily in Feb last year. Ovolo is asking the government to help 'before it's too late'.

... China Ban

Prime Minister Jacinda Ardern has this afternoon confirmed the travel ban on foreign nationals coming from China would continue for eight more days, in an effort to prevent the virus coming to New Zealand, according to the *NZ Herald*.

QF Regional Manager

Qantas has appointed Nathan Jones as its Regional Account Manager South Island. Nathan, who previously worked at Travelcube/Bedsonline, joins QF following a number of changes to the New Zealand Qantas sales structure, and will be reporting to Rebecca Slee, QF sales manager for New Zealand.



CZ Cancels CHC

China Southern has cancelled its thrice weekly 787-9 Guangzhou—Christchurch service 29 Mar-20 Jun as part of its operational aircraft changes. Between Auckland and CAN, the current 787-9 will be replaced with a 787-8 29 Mar-19 Jun (four weekly services) and seven weekly services from 20 Jun. Refer to the GDS.

Alitalia Awards

Alitalia was honoured in the Global Travellers awards, taking home Best Business Class Seat Design for its Magnifica seats and Best Airline Cuisine.



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Free GC Music Fest



The Groundwater Country Music Festival is on in Broadbeach, Queensland this 24-26 Jul. The free Gold Coast festival's line up includes Kasey Chambers, Shannon Noll, Gina Jeffreys, Sunny Cowgirls and more. See groundwatercmf.com/



SALES OPERATIONS OFFICER

Join one of the world's leading airlines. An exciting opportunity exists for an enthusiastic and dynamic individual to join the Singapore Airlines Auckland town office in the full-time role of Sales Operations Officer.

Key areas of responsibilities include:

- Provide professional service and assistance to passengers and travel agents
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Applications are invited from individuals who possess the following qualifications and skills:

- · IATA fare calculation and ticketing
- Experience in airline reservation CRS systems
- Computer literacy, Microsoft Office preferred.
- Time management skills, a sense of responsibility and motivation with ability to work under pressure and multi-task
- Knowledge of the SQ product and network would be to your advantage

Candidates must hold NZL permanent residence.

Applications including a cover letter should be received by 5.00pm Friday 28 February 2020 to:

sqnz_reply@singaporeair.com.sg

(only short listed candidates will be contacted)

Texas For Two With Brand USA & AA

Brand USA and American Airlines have today launched a '2 for 2' incentive, with prizes including return Premium Economy flights on AA to Texas and one other chosen destination.

To be in with a chance, agents must complete the Texas specialist badge along with one other (two in total, which can include one previously completed), on the USA Discovery Program and create an itinerary using the Brand USA Trip Planner based on the two destinations the agent has completed the badges on.

The itinerary must be submitted via a shared link of PDF file to incen-



Sheraton Grand Mirage Resort, Gold Coast has swapped plastic bottles for glass or aluminium throughout its guestrooms, restaurants and meeting spaces. The initiative is set to eliminate 179,000 plastic bottles from landfill each year.

New Wholesaler In AKL

Sun Island Tours opened its New Zealand office today (24 Feb), manned by two local staff, Kathy Peterson and Sarah Beedell, and supported during the set-up stages by industry veteran Greg Osborne. The wholesaler offers a range of tours and independent arrangements throughout Europe including Greece, Turkey, Cyprus, Portugal, and Israel, as well as cruises and tours throughout Croatia and the Dalmatian coastline. For more, visit sunislandtours.co.nz



tive@TheBrandUSA.co.nz by 12 Apr, and worth noting is there is no limit as to how many itineraries an agent can submit! The inclusion of Texas comes as AA launches new direct services ex Auckland to Dallas Fort Worth from 27 Oct. Terms and conditions apply, CLICK HERE for more.

Sanctuary Savings



Clients can save up to 15% on stays at Kamalaya Koh Samui when booking a select wellness programme, advises World Journeys. The wellness programmes (Relax & Renew, or Personal Yoga Synergy) offers solutions for detox, yoga, stress and burnout, fitness and weight control.

The hotel offer applies to stays 01 May- 30 Nov, (blackouts apply) with a seven-night package from \$1568pp share twin (was \$1845pp) including round-trip transfers ex Samui Airport, a Body Bio-Impedance analysis, a wellness consultation and scheduled daily holistic fitness activities. Conditions apply. Visit worldjourneys.co.nz

THE TAP

Christchurch HoT Agents Win

House of Travel's Christchurch US product team dined out in style this afternoon thanks to the Visit Anaheim delegation.

1: Visit Anaheim's Michael Young, Elaine Patton from AA and winner Dianne Apppleby, who won tickets to Los Angeles (on AA's new CHC-LAX service) and a 12-night land package.

2: HoT team leader Amanda Southon pictured on right with Citadel Outlet's Cynthia Schmitt was the winner of a Kate Spade travel wallet and passport holder

TAAP To California

News & Product

Expedia TAAP has released a series of deals to Southern California for sales until 22 Mar, and travel by 31 Dec. The special agent only rates applies to clients booking accommodation in West Hollywood, Palm Springs and San Diego. TAAP says the exclusive prices can only be accessed when agents are signed in as a TAAP member. For example, a Sep stay at the Hotel Beverly Terrace is now from \$845 per room for two nights; from \$289 for two nights at the Kings Inn San Diego, or from \$451 at the Welk Resorts Palm Springs for two nights. All rates are subject to availability. To register visit expedia. co.nz/taap

North India Tour

Clients looking to discover the highlights of North India can look to Exotic holidays' 13-day Best of North India Tour. The itinerary includes visiting Old Delhi and its famous Jama Mosque, Red Fort; a rickshaw ride through Chandni Chowk and exploring Jodhpur including Meherangarhone of the most impressive forts in Rajasthan. Prices start from \$3694pp twin share.



Explore the wonders of Borneo with Royal Brunei Airlines

Return Economy from* \$930



Fly from New Zealand via Brisbane and Melbourne with a convenient one stop connection in Brunei to 6 inspiring destinations in magical Borneo

*Valid for sale until 30 April 2020 and for travel until 30 October 2020 Fare quoted is from Auckland using Interline partner via Brisbane/Melbourne via Brunei to Kota Kinabalu or Kuching and is inclusive of government taxes. Flights to Borneo operated by Malindo Air. Subject to blackout periods and seat availability. Conditions apply.

Contact Royal Brunei Airlines at **09 977 2209** or email royalbrunei@walshegroup.com



















Cruising Today

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CMV Unites With CLIA In Australasia

Cruise & Maritime Voyages (CMV) has joined Cruise Lines International Association (CLIA) as a Regional Cruise Line, Australasia.

CLIA Australasia md Joel Katz says the addition of

CMV to CLIA's membership highlighted the growing importance of cruising in the wider tourism industry. "Cruise & Maritime Voyages has put particular focus on developing new destinations and regional itineraries," says Joel.

"It's a great example of the expansion of cruise tourism into regional locations around Australasia and we're delighted CMV has shown such a commitment to our part of the world," he adds.

CMV Australia md Dean Brazier says the cruise line is eager to work closely with CLIA, as well as other regional tourism and government bodies, to develop new cruise ports for CMV



throughout the region and continue to grow its presence in these markets. Cruise & Maritime Voyages offers a traditional, British cruise experience and currently operates a fleet of six small to mid-sized ships, including the 1220-passenger Vasco da Gama (pictured), which homeports in Adelaide and Fremantle during the Australian summer.

MSC Berthing

MSC Cruises has signed a longterm deal with Abu Dhabi Ports for preferential berthing rights at both the Zayed Port, the gateway to Abu Dhabi, and Sir Bani Yas Island, a UAE beach oasis.

Tauck's Portuguese Nod



Tauck's newest riverboat, the ms Andorinha will set sail on the Douro River in Apr following its 31 Mar christening, advises Cruise World. The 84-guest riverboat's interior is influenced by the Portuguese culture, with traditional hand painted tiles, carpeting and lamps featuring throughout the ship, which Tauck ceo Dan Maher says successfully incorporates local influences, while bringing Tauck's casual elegant style of river cruising to Douro.

Clients will be able to choose from three Douro itineraries this year: a 12-day land cruise tour of Lisbon and Madrid; and eight-day cruise only and an eight-day Tauck Bridges cruise designed specifically for families. For more information visit

Scenic Showcase

Scenic is running a series of travel showcase events with a focus on the style of travel as well as destination updates and what's new with its river and expedition cruises. Agents can register their clients to attend any of the sessions, which will run from 0930, starting with an introduction to Scenic and Europe river cruising, through to 1300, with ocean cruising on Scenic Eclipse. The events will be held in Whangarei, Kerikeri, Orewa, Rotorua, Dunedin, Oamaru, Ashburton, Nelson, Blenheim and Palmerston North. For details, refer to Travel Today's industry diary.

A Slice Of Ice

World Journeys has up to 30% off Quark Expeditions 2020/21 Antarctica cruises (booked by 31 Mar). The 11 or 12-day Antarctic Explorer Cruise is now from USD9796 (saving USD4199pp t/s in Infinity Suite). Or save up to 25% off the Antarctica Express cruise, now from USD11,996pp t/s. The sale includes cruises to the Falkland Islands and South Georgia. See worldjourneys.co.nz



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FLYER

POSTER

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Cruising Today

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Oceania Launches Tropics & Exotics

New Zealand is the fourth largest source market for Oceania globally, and continues to move from strength to strength, says national sales manager New Zealand Alan Wilcock.

"Kiwis are certainly understanding more about the Oceania experience, our point of difference, as well as what we offer on their cruise holiday," he says.

The news comes as Oceania Cruises releases its 2021-2022 Tropics & Exotics Collection comprising of more than 100 itineraries, over 75 entirely new, and 13 new port visits.

The programme features one-of-akind touring options in Africa, an Antarctic voyage and a journey to the southernmost reaches of South America.

"We have also opted to highlight cruises away from our usual main destinations with launch itineraries through both the Suez and Panama canals and cruises around Tahiti that

A Suite Deal

Holland America Line is offering a pre-paid internet packages for clients booking a verandah or suite on any 2020 cruise.

Plus, there's the following View & Verandah offers: Stateroom upgrades, up to USD500 on-board credit per stateroom, reduced kids fares, 10% off select shore excursions and AUD25 deposit. Suites also receive prepaid gratuities. Francis Travel Marketing says the deal is for sales to 29 Feb.



include Nuku Hiva in the Marquesas Islands," adds Alan.

. . . Cruise Events

Agents are invited to bring their clients along to Oceania Cruises' upcoming Agent Bring Client (ABC) events in Auckland and Tauranga, where they will learn about the cruise line's new collection including an overview of land programmes and shore excursions as well as limited time offers.

The ABC events are also designed to help agents sell the Oceania product and outline to agents and their clients what is Oceania's point of difference. Register HERE.

Win 24hrs Of Luxury

Regent Seven Seas Cruises reminds agents they can win an incentive package valued at \$2500 when they book and deposit sailings of Regent Seven Seas by 31 Mar.

The top five achieving Kiwi agents will be flown to Queenstown for 24 hours of luxury including one night in a luxurious suite at The Spire Hotel, two private degustation experiences, and wine tasting. Visit rssc.com or for details email luxurysalesanz@rssc.com

Royal Beach Club



Royal Caribbean will open its first Royal Beach Club in Antigua, in a deal with the government of Antigua and Barbuda. Created exclusively for Royal Caribbean guests, the club will sit along almost 1km of beach and feature private cabanas, pool with swim-up bar and offer a selection of locally inspired experiences. There will be regional dishes served, island style barbecues, live music and water toys (jet skis, paddle boarding etc). Work is scheduled to commence later this year, and no completion date has been given.

Zero Single Supplement



Silversea is offering no single supplement fares on nine voyages in 2020 and 2021 for sales to 28 Feb. The offer applies to the 23 Jul sailing ex Anchorage to Nome, sailing Alaska and the Russian Far East; the 08 Oct voyage ex Vancouver to San Diego and the 21 Nov Perth to Bali itinerary visiting Geraldton, the Kimberley and Lombok. A selection of other voyages has single supplements of 10-25%. See silversea.com





Win A Prezzy Card With Wild Earth Travel

Agents can receive a \$100 Prezzy Card (per person booked) when they book a Quark Expeditions Arctic Voyage through Wild Earth Travel by 20 Mar. When a group is booked, the agent will receive a Prezzy Card per person within the group. Some cruise options include the 12-day Spitsbergen Explorer where clients will encounter arctic wildlife such as polar bears, walrus and reindeer. Cruise only prices start from USD6995pp twin share; or Essential Greenland, from USD8496pp t/s, which sails the least visited east coast, calling into local communities during the 15-day voyage.





TRAVEL TODAY

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GO To The Cook Islands



Rarotonga is on sale with GO Holidays until 29 Feb, with four-night packages from \$999pp twin share. The deal includes return flights ex Auckland with Virgin Australia to RAR, four nights at Club Raro Resort with daily tropical breakfast and return airport transfers. Upgrade to the Edgewater from \$1069pp t/s or the Crown Beach Resort & Spa from \$1429pp t/s. Travel dates vary through to 08 Dec, blackouts and conditions apply.

Jazz & Cabaret

Christchurch's Jazz & Cabaret Festival will make its debut 19-24 May, featuring more than 30 shows with international and local artists. Visit jazzcabaretfestival.co.nz

Expo In Full Swing





At yesterday's Flight Centre expo in Auckland crowds of punters turned out to grab a bargain from the large range of air, land and cruising deals available, as well as talk directly to local suppliers for some insider tips and information.

1: APT Group's Anne Waterhouse and Anja Mansell. 2: New wholesaler in town, Sun Island Tours' Kathy Peterson and Paul Polyviou. 3: Expecting a crowd through the doors is Carmel Shuttle's Mike Afram; Visit Anaheim's Lisa Linn and Pip Ashford; Giohanna Waller from Stovall's Hotels of Anaheim and Michael Young, Visit Anaheim.

Frida In San Fran

San Francisco's de Young Museum is featuring a new exhibition on Frida Kahlo. *Frida Kahlo: Appearances Can Be Deceiving* offers a perspective on the iconic artist and examines how politics, gender, and national identity influenced Kahlo's diverse modes of creativity. Visit deyoung.famsf.org/

UA Academy

News & Product

United Airlines has expanded its Aviate pilot programme by signing a purchase deal to become the only major US carrier to own a flight training academy. The United Aviate Academy in Arizona will give the airline more visibility and direction over the recruitment and training of future pilots and to increase the percentage of women and minorities who become pilots. UA expects approximately 300 students to graduate in its first full year of operation.

Ubud Food Festival



The Ubud Food Festival 2020's line-up has been announced, with more than 90 chefs, restaurateurs, entrepreneurs, farmers, food writers, researchers and activists set to take part in an action-packed programme of cooking demos, special events, food tours, masterclasses and more, in over 30 venues in Ubud. The event is on 17-19 Apr. See ubudfoodfestival.com

Industry Diary

FEBRUARY

Brand USA Travel Trade Expo

Auckland: Tue 25, SkyCity Convention Centre. Times TBA.

Brisbane Show & Go

Dunedin: Thu 27, Distinction Dunedin Hotel, 1730-1930. **Wellington:** Fri 28, Rydges Wellington Airport, 1730-1930.

MARCH

Scenic Travel Showcase

Whangarei: Tue 03, Distinction Whangarei Hotel & Conference Centre, 0930-1400.

Keri Keri: Wed 04, Turner Centre, Performing Arts and Conference Venue, 0930-1400.

Orewa: Thu 05, Wainui Golf Club & Function Centre, 0930-1400. Rotorua: Tue 10, Millennium

Hotel, 0930-1400. **Dunedin:** Tue 17, Otago Museum,

0930-1400. **Oamaru:** Wed 18, The Brydon Hotel, 0930-1400.

Ashburton: Thu 19, Hotel Ashburton, 0930-1400.

Nelson: Mon 23, Beachside Nelson, 0930-1400.

Blenheim: Tue 24, Marlborough Convention Centre, 0930-1400.

JAWS+2020

DUD: Tue 03, Distinction Hotel.

CHC: Wed 04, Distinction Hotel. **NSN:** Thu 05, Grand Mercure.

NPE: Mon 09, East Pier.
WLG: Tue 10, Oaks.
PMR: Wed 11, Copthorne.
NPL: Thu 12, Novotel NPL.
WRE: Mon 16, Forum North.
TRG: Wed 18, Tauranga

Yacht Club. **HLZ:** Thu 19, Distinction HLZ. Times the

tion HLZ. Times tba.

Samoa Weddings Workshop

Auckland: Wed 04, The Maritime Room, Auckland CBD, 1100-1700.

Visit USA Roadshow

Rotorua: Tue 10, Rydges Hotel. **Wellington:** Wed 11, Harbourside Function Centre.

Destination Gold Coast Roadshow 2020

CHC: Thu 26, Golden Fleece Room, Crowne Plaza Christchurch, 0700-0915.

DUD: Fri 27, Exchange Conference Room (3rd Floor), Distinction Hotel Dunedin, 0700-0915

WLG: Mon 30, Featherston Room, InterContinental Wellington, 0700-0915.

HLZ: Tue 31, Whitiora Room, Novotel Tainui Hamilton, 0700-0915

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TO ENTER

Send a screenshot of your tickets to flyqf@qantas.com.au with the subject line 'Qantas' Centenary Incentive' and you will be in the draw to win. Every 5 tickets equals 1 entry.

Winners will be drawn on a fortnightly basis throughout the incentive period. Visit qantasagencyconnect.com for full terms and conditions.