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Thursday 06 September 2012

Issue 2453

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QF Tasman Expansion Tipped With EK Deal

Qantas and Emirates today signed a 10-year deal touted as a 'step-change in the aviation industry'—and competition on Tasman services is set to heat up as a result, with QF to announce new Tasman city pairs in the near future.

The wider deal will see QF serve London through Dubai instead of Singapore from Apr 13, and codeshare on EK services ex Australia (through EK's A380 concourse at DXB) to EK's network of more than 30 European destinations, plus the Middle East and Africa. The carriers will also coordinate on pricing as part of the deal.

QF chief executive Alan Joyce says EK is 'the ideal partner'. "As the world's largest international airline, with a network that perfectly complements our own, EK will help give our customers across Australia a dramatically expanded range of travel options."

QF Asia Tweaked

The deal will see Qantas increase frequency to Singapore and improve connectivity to Hong Kong. QF ceo Alan Joyce says the change provides a 'massive improvement to the economics' of its Asia services and the region is still hugely important to the success of QF International. "Asia's no longer a subsidiary of the Kangaroo route," he said. QF will also wind up Frankfurt services—however Joyce says the decision was not directly due to the EK partnership.

Discussions on the deal began five months ago, says EK president Tim Clark, adding it is 'significantly larger' than any of its other airline agreements. Clark says the airline's decision to avoid traditional alliances 'is not about to change', and the QF deal is a strategic bilateral partnership that will offer its customers more.

The tie-up will also see QF and EK cooperate on frequent flyer programmes, allowing reciprocal earn and redeem power and lounge access. Clark says EK is likely to add a tier to the top of its Skywards programme to align it with QF Frequent Flyer, which he described as a 'formidable' scheme.

The proposed deal is subject to regulatory approvals.

... Tasman Expansion

Under the deal QF/EK will cooperate on Tasman services, and pending regulatory approval, co-ordinate schedules on respective Tasman sectors, allowing the pair to compete with the NZ/DJ alliance, says Joyce.

QF will add more Tasman city pairs to its network in future, he added, flagging further major announcements in the coming days. "We see potential in new markets that are not served today," says Joyce.

On the EK front Clark says: "Tasman will be a continuation of what's going on at the moment... this will be a 'formidable' [partnership] in a highly competitive market."

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AA/UA Sued Over 9/11?

American Airlines and United Airlines must front civil court allegations over the destruction of the World Trade Centre in the 9/11 attacks, a US Federal judge has reportedly ruled.

Air Transport World says World Trade Center Properties (WTCP) and affiliated companies, which purchased 99-year leases for the buildings three months prior the attacks is behind the law suit, claiming "but for the aviation defendants' negligence, the terrorists could not have boarded and hijacked the aircraft and flown them into the Twin Towers." According to the *ATW* report WTCP is seeking USD2.8 billion from the airlines. Neither carrier is commenting on the court case.

NZ's OW Long-haul Move

Air New Zealand has announced plans to move to a one-way fare structure for its long-haul published levels from Wed—but the carrier stresses it has no plans to change its 4% point of sale commission.

NZ has strongly rejected any suggestion the move is a pre-cursor to introducing long-haul Seats to Suit, and says it's about fare simplification and making the levels easier for agents to sell. "It's essentially the same product and the price is the same, it's just two one-way fares combined," says NZ.

The carrier has trialled the one-way fares to Hong Kong and China since Feb and says it will enable agents to more easily combine fare types, and change costs will be minimised if only one leg is changed. The move applies to fares sold in New Zealand and some booking changes will apply. See the latest Wingtips for details.

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*Christchurch/Sydney flights operated by Jetstar

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QF/BA Deal To End

As a part of the proposed EK deal, QF has announced it will be terminating its joint business with British Airways, effective 31 Mar.

Meanwhile QF says the airlines will continue to work together as part of the oneworld alliance and through bilateral codeshares.

Speaking on the move QF boss Alan Joyce said its joint business with BA had been central to the QF network. "However, global operating conditions have changed and partnership with EK is the right strategy for QF"

In a statement IAG chief executive Willie Walsh said: "We're ending the joint business on amicable terms and support QF's decision to work with EK. The world has changed since 1995 when the joint business started."

He also added that the venture was a small part of BA's network; that IAG was talking to a number of airlines about alternative options; and that the move would not negatively impact IAG's financial targets.

Affected passengers will be contacted to discuss alternative travel options, adds QF.



**Andre Rieu
Europe River
Cruising**
See pages 6-7

KLM's Tweet Deals

KLM New Zealand has launched its own Twitter account, KLMDeals_NZ. The carrier says it will use the channel to push its promotions, including a competition next month.

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Kiwis Still Top, But Asia Leading Growth

Kiwis made up nearly 25% of all Australia's tourist arrivals in the Jun quarter (on 274,000 of the overall 1.2 million international arrivals) but Asia remains the key growth region, shows the latest Tourism Research Australia data. China is now Australia's largest source market in terms of economic value, worth AUD3.6 billion, for the year to 30 Jun, followed by the UK (AUD2.6 billion), New Zealand (AUD2.1 billion), and US (AUD1.8 billion), says Ferguson.

However the results also show Australia's continued popularity with Kiwis. New Zealand was the largest source of visitors for the year ending in Jun (1,082,354), followed by the UK (562,743), China (551,427) and US (437,784).

"Our proximity to New Zealand will always make us a popular destination for business and leisure," says

Australian Tourism Minister Martin Ferguson. "The strong growth though, continues from our Asian neighbours which is helping to offset the decrease from Europe and North America.

"Every state and territory has New Zealand as one of its top three visitor markets," he added. "China is in the top three for Victoria, Queensland, NSW, and the ACT and has grown at an average annual rate of 14.2 % nationally over the past decade compared with New Zealand's growth of 6% over the same period."

For the 12 months to Jun, total Australia visitor arrivals increased 1% to over 5.5 million, length of stay increased 4% and expenditure was up 2% to AUD18.3 billion. Victoria, WA, and the ACT recorded the strongest growth in international visitors in the 12 months to Jun, with arrivals up 4%, 3%, and 2%, respectively.

... Still Potential

Regional Tourism Australia manger Jenny Aitken says the data shows 'Destination Australia' still has enormous appeal for Kiwi travellers and significant opportunities for the trade to grow their market share and sales. "Kiwi consumers still select Australia as their number one holiday destination of choice, still have over 90% repeat rate and their spend in Australia is up," she adds.

Trafalgar's iPad Comp

Trafalgar is giving agents the chance to win an iPad3 with the release of its 2013 Europe & Britain brochure. Agents who play its Insider Challenge word scramble on-line game and complete the challenge question will go in the draw. The game finishes 16 Nov and agents can find the game at, theinsiderchallenge.co.nz

Deed New DNSW Rep

Destination New South Wales has appointed Wayne Deed as the STO's New Zealand regional manager. Deed (pictured) is currently the GO Holidays short-haul and events marketing and product manager, has held product roles at Air New Zealand, and has extensive industry experience, says the STO.



"New Zealand continues to be a core market for NSW, accounting for 14% of all visitors to the state with expenditure totalling AUD437 million for the year ending Jun 2012," says Destination NSW chief executive Sandra Chipchase. "As regional manager Deed will work closely with industry, operators, airlines and key partners to drive visitors to NSW..."

Deed, who starts in the role from 08 Oct, says he is looking forward to his new challenge and working closely with the STO's industry partners.

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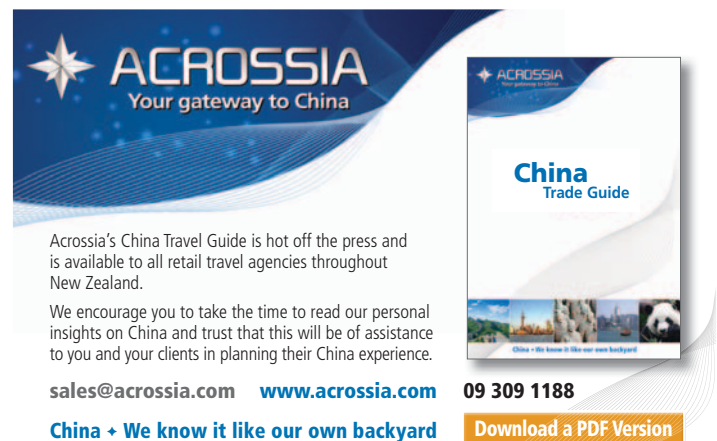
Hahn Air says Austrian rail company WESTbahn will become its first non-airline partner available on HR-169 e-tickets. The rail product is now available on Amadeus, Apollo, Gallileo and Worldspan GDSs, with sectors connecting Vienna, Linz and Salzburg. Hahn says 'many more' high-speed rail connections will be introduced in future.

New Sunshine Campaign

Sunshine Coast Destination Limited is aiming to entice Kiwi travellers with a new campaign based on the tagline, So Close, But A World Away. The digital campaign will integrate an on-line booking engine for accommodation and activities and aims to educate potential visitors about the range of experiences on offer in the region. The campaign will be visible year-round in key visitor markets, including New Zealand, but also the domestic Australia market. See soclosedeals.com

New World With Sabre

Hong Kong-based New World Hotels has chosen Sabre to launch a new private chain label code NW to promote its brand across the global travel agent community. The code will allow the brand a high level of control over how agents see its seven properties in the GDS, and is offering agents 18% commission plus free guest internet access as an introductory offer for sales to Dec.



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The Importance Of Cruising For Aussie

Harris Still CNZ Chair

Cruising New Zealand has indicated it will continue to focus on New Zealand's cruise infrastructure and regulatory issues following its annual general meeting this week—also announcing that founder and long-time chair Craig Harris will continue in his post for one more year.



The cruising body is also joining the Tourism Industry Association in light of its goals for the coming year, which it says are likely to 'require advocacy'.

Guest speakers at the meeting, Captain Nikolaos Antalis, port captain for Royal Caribbean and Azamara Club Cruises and John Rae, group product and land operations manager for RCCL emphasised the need for New Zealand to reassess infrastructure as larger ships visit. The pair highlighted the expansion of the Panama Canal as an opportunity for much larger ships to visit the region, saying New Zealand needs to 'future-proof' its cruising facilities. Graeme Marshall of the Port of Tauranga was appointed to the newly -created position of deputy chairperson.

Tourism Australia has addressed the importance of the growing cruise industry to its strategy of attracting travellers to the continent at a recent cruising expo in Tasmania—and joined calls for improved infrastructure to handle the influx.

The NTO's managing director Andrew McEvoy says the coming record season of 830-840 cruise ship visits Oct-Apr will attract a significant increase in tourism expenditure—with the majority of growth driven by eastern seaboard capitals Sydney, 71 more ship visits, and Brisbane, up 30. McEvoy says the shortage of access to popular ports such as Sydney and the Gold Coast, highlighted by the number of cruise ships that were

forced to anchor in Sydney harbour last season, has 'impacted opportunities for growth'.

"Announcements such as the opening up of Garden Island can help to alleviate these pressure and facilitate the growth potential of the sector," he said at Cruising Down Under in Hobart last week.

McEvoy also noted the introduction of P&O Cruises' short-break themed cruises as a good example of 'keeping product fresh' and creating areas for growth.

In its annual statistics out earlier this year, the ICCA noted a 17% increase in Kiwis sailing four days or less.

While the NTO continues to specifically target the huge North America cruise market, says McEvoy, it is mindful of shifts in the dominance of the US and continues to monitor changes. We also need to ensure that the experience on the ground for cruise visitors is world class and not rushed poor experience itineraries, he added.

Oceania Reductions

Oceania Cruises has new and further reduced Explore Your World offers for sales to 31 Dec. Deals include onboard credit of up to USD500 per stateroom on select sailings in the Mediterranean, Caribbean and South America. ICCA-member agents will also receive one free drinks package per guest for their clients to 09 Sep.

Windstar Caribbean

Windstar Cruises has fares from \$1829pp s/t on select Caribbean sailings in 2012/13 for sales to 27 Oct, says Francis Travel Marketing. There are departures Dec-Mar for the seven-night St Maarten cruise on Wind Surf; other itineraries include Barbados.

RCI Med Summer

Royal Caribbean International has last-minute cruise fares for two 14-day Mediterranean sailings on new vessel Celebration Reflection. Dep. Barcelona 21 Oct, the Mediterranean Renaissance sailing is from \$2089pp s/t, and takes in the South of France and Florence, Rome, Naples and Sicily, Greece and Turkey. The 04 Nov departure ex Venice is from \$2029pp s/t and includes Dubrovnik, Rhodes, Ephesus, Athens and Valetta.



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Le Boat Luxury Barging



Le Boat can now offer luxury barging in France by Afloat in addition to its self-cruising programme. Carrying between four and eight guests, the barges are fully crewed including a personal chef who will produce original recipes as well as regional specialities. Themed excursions are available, and earlybird discounts are available on 2013 sailings. The company has local bases and support teams around France that can assist clients if they need help on their self-guided trips, and its fleet of self-cruise boats can cater for two to 12 passengers. GO Holidays sells LeBoat.



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SEPTEMBER

New Zealand Travel Industry Awards Gala Dinner

Auckland: Sat 08, The Langham, Auckland.

Adventure World The Exotic Asia & India Roadshow

Tauranga: Mon 10, My Choice Indian Bistro, 20 Wharf Street, 1730-2030.

Auckland: Tue 11, Imperial Sichuan Restaurant, 164 Parnell Rd, 1730-2030.

OCTOBER

Globus Roadshow

Dunedin: Mon 01, Rialto Dunedin, 11 Moray Place, 1800 Sharp, movie ticket, drink, popcorn and choc top is provided.

Wellington: Mon 01, Event Cinemas Queensgate, Wellington, 1800 sharp, movie ticket, drink, popcorn and choc top is provided.

Tauranga: Wed 03, Hotel Armitage, 9 Willow Street, 1800 canapes and presentation.

Timaru: Fri 05, Benvenue Hotel State Highway 8, 0730 breakfast and presentation.

Hamilton: Mon 08, Angelsea Motel, 36 Liverpool Street, 1800 canapes and presentation.

Christchurch: Tue 09, Christchurch Casino, 31 Victoria Street, 1800 canapes and presentation.

Hawkes Bay: Wed 10, Masonic Art Deco Hotel, Cnr Of Tennyson St And Marine Parade Napier, 1745 canapes and presentation.

Palmerston North: Thu 11, Travelodge Palmerston North, 175 Cuba Street, 1800 canapes and presentation.

Auckland: Tue 16, Event Cinemas Newmarket, 1800 sharp, movie ticket, drink, popcorn and choc top is provided.

Invercargill: Thu 18, Shop 5 at The Rocks, 101 Dee Street, 1745 canapes and presentation.

Nelson: Tue 30, Rutherford Hotel Trafalgar Square, 0730 breakfast and presentation.

NOVEMBER

Globus Roadshow

Blenheim: Thu 01, Marlborough Conference Centre, 42a Alfred Street, 0730 breakfast and presentation.

Wanganui: Wed 07, Oggies Cafe 53 Wilson Street, 0730 breakfast and presentation.

For more see Monday's TRAVEL TODAY

Whitsundays And Kokoda For Intrepid

Intrepid Travel has added sailing in the Whitsundays and trekking the challenging Kokoda Track in Papua New Guinea to its 2013 Australia & New Zealand programme. Following from the success of similar trips in Croatia, Greece and Thailand,

Expedia TAAP Aug Boost

Expedia TAAP is reporting an 80% year-on-year increase in transactions in Aug and a 'continual flow of new agents signing up'. "The Expedia TAAP has had a great Aug, with no signs of slowing down," says manager travel agency distribution Asia Pacific Stuart Udy. Expedia books over 190,000 room nights, every night around the world, says Udy.

The company is a sponsor of the Travel Industry Awards, to be held Sat night in Auckland, and Udy says the occasion is the 'perfect opportunity' to thank the New Zealand agency community. "Nearly all of the finalists are great supporters of Expedia TAAP and have shown themselves to be market leaders who are well deserving of their recognition," he says.

New Hanoi Hotel

A new four-star hotel has opened in the heart of Hanoi, the Lan Vien Hotel, reports Exotic Holidays. The 115-room hotel offers views of the Hoan Kiem Lake and the city's famous Opera House, and is close to shopping areas.

New At World Expeditions

World Expeditions has appointed Natalie Tambolash general manager of New Zealand. Tambolash was previously operations manager at Jasons Travel Media and acting general manager of Rail Plus, and she replaces Tali Emdin, who is heading to the UK after 10 years with World Expeditions, four of which as general manager New Zealand.



NZ SYD/BNE Fares

Air New Zealand has tactical inclusive Seat + Bag Sydney and Brisbane fares ex Auckland from \$184 for sales to 10 Sep. Travel dates vary and levels will not be available on all services. See airnzagent.co.nz

clients can now take in eight days of Whitsundays sailing, from \$2755pp, either helping crew the yacht, or sitting back and relaxing, says Intrepid. As a contrast, and for adventurous travellers only, there's the 10-day 'intensely challenging' Kokoda Track through rainforest in an area that saw fierce battle between Japanese and Australian troops in World War II. There is a special ANZAC Day departure of the tour next year. Other highlights include short breaks to the Red Centre and Northern Territory, and a dreamtime experience with an aboriginal guide. Intrepid has 10% discounts for bookings made by 05 Oct for travel by 31 Oct 13.



Turkey For Christmas?

World Journeys has an 11-night Christmas in Turkey locally escorted tour departing Istanbul 19 Dec and priced from \$1122pp s/t. Highlights include Christmas Day in Demre—the home of St Nicholas himself—Gallipoli, Ephesus, Pamukkale and Cappadocia. Price includes four-star hotels, all transport, sightseeing, guides and entrance fees.



African Train Earlybird

Adventure World has a 14-night Shongololo Express Train Journey following in the footsteps of Dr Livingstone across the south of Africa priced from \$5126pp, with a range of bonuses available if booked by 30 Sep. Highlights include the Victoria Falls, Lusaka, Isimila Stone Age Site and safaris. Earlybird bonuses included a free upgrade or discount, two nights accommodation at Zanzibar, wine, t-shirt and overnight bag.

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Dining in Samoa

Dining in Samoa is always the most delicious (and cheapest) if clients opt for local ingredients—think fish, chicken and fruit.

At resorts mains are around WST20-WST70, while supermarkets are obviously cheaper—a bottle of water is around WST2 and a Vailima (Samoa's local beer and not a bad drop) is about WST3. Cigarettes are just WST8.50 for a 20-pack of Pall Mall.

In Apia there's a McDonalds but it's pretty costly.

The best restaurant we found was Paddles, down from Aggie Grey's, where an enormous plate of fresh tuna sashimi was around WST25, and next door is the Y Not bar, apparently the best place to party. On Savaii, the restaurant at Kiwi-run Savaii on the Lagoon serves delicious fresh reasonably-priced meals.

When staying at fales, clients will get a chance to try true Samoan fare—we recommend Oka (Samoa's version of raw fish salad), palusami (baby taro leaves cooked in coconut cream) and for breakfast, banana 'pancakes' (more like deep-fried donuts).

Rustic Adventures



For more photos, see our Facebook page >>>CLICK HERE<<<

Samoa's still finding its feet tourism wise, so clients shouldn't come expecting flashy water parks—they're more likely to find themselves sliding down natural water slides made of rocks.

This doesn't mean the attractions are any less fun though, and for many people the lack of development and crowds (except the odd fellow Kiwi) makes it all the more special.

On Upolu, Samoa's most populated island and home to capital Apia and the iconic Aggie Grey's Resort and Hotel, there are plenty of lesser-known attractions waiting for intrepid Kiwis.

Clients should be aware though that the majority of land in Samoa is owned by its people, and often they

will expect a fee for entering, even if it is just WST5 each.

... Wild Water

One of the most popular tourist sites on Upolu is the To Sua trench (pictured), a giant swimming hole which feeds to the ocean and a steep ladder descending to the water. It costs WST15 adults, WST12 for kids.

Other popular attractions include the Papase'ea Sliding Rocks, around 6km from Apia where visitors can slide down rocks into a deep pool; Piula Cave Pool, great for swimming, snorkelling and picnics; and Peapea Cave, a lava tube beginning at Togitogiga Falls. Clients will need a torch, water and tramping experience for the 2 ½ - 3 hour track.

All About Apia

Apia is a 'city' but not overly touristy. Clients looking for souvenirs can head to the flea market near Hotel Kitano Tusitala, which runs daily and behind is the fish market, best before 1100. There's also a marine reserve near Aggie's called the Palolo Deep Marine Reserve, where clients can snorkel, dive and swim (visitors are advised to plan snorkel trips for high tide), and the waterfront is beautiful for walking along but not really for swimming.

Lalomanu Beach



Lalomanu, one of Upolu's most easily accessible beaches, was one of those most affected in the tsunami. Three years on and the beach is idyllic as ever, with fales lined up along the ocean and a small restaurant. If clients are interested in seeing evidence of the wave's devastation however, the surrounding area still bears scars.

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Day 3. Vienna. Enjoy a walking tour of Vienna followed by coffee and a traditional 'Sachertorte'. BLD

Day 4. Vienna, Freedom of Choice Inclusions. In Vienna, choose your touring activity from a great selection. Visit Bratislava in Slovakia, tour the Fine Art Museum, see the Hofburg Crown jewels, or tour Schönbrunn Palace. BLD

Day 5. Dürnstein, Freedom of Choice Inclusions, Melk. Tour Dürnstein then cruise to Melk, or ride a bicycle to Melk. In Melk, both groups will then tour Melk Abbey. BLD

Day 6. Linz, Freedom of Choice Inclusions, Passau. From Linz, take a trip to Salzburg; visit Český Krumlov in the Czech Republic; or tour Linz then cruise to Passau. BLD

Day 7. Regensburg, Freedom of Choice Inclusions. Arrive in Regensburg, one of Germany's best-preserved medieval cities. Enjoy a choice of activities, including a walking tour or visit to the Audi Museum. BLD

Day 8. Nuremberg, Freedom of Choice Inclusions. In Nuremberg, take a World War II tour or a medieval tour. BLD

Day 9. Bamberg. After a tour of Bamberg, visit a beer haus for a local brew on us. BLD

Day 10. Kitzingen, Würzburg, Freedom of Choice Inclusions. In Kitzingen, enjoy a wine tasting event at Germany's oldest wine cellar. Then in Würzburg, tour the Residential Palace or visit Rothenburg. Tonight, take part in a special Medieval Banquet. BLD

Day 11. Wertheim, Freedom of Choice Inclusions. This morning travel

to Wertheim for a tour by foot or bicycle. Later, visit Wertheim Castle and enjoy a glass of Sekt as you take in the wonderful views. BLD

Day 12. Rudesheim, Freedom of Choice Inclusions. Cruise through the Rhine Gorge to Rudesheim. Here, ride a gondola, tour a musical instrument museum or visit a winery. BLD

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Day 15. Disembark, Depart Amsterdam. Transfer to the airport for your onward flight. B



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Electronic collateral assists Travel Agents to generate sales

Travel no longer sells itself, so agents need to present and tempt clients with imaginative and innovative travel options to get them to part with their dollars . . . and thereby earn commission. The alternative: Let clients go to the web.

To help achieve this, Travel Today has developed two products to assist travel brokers, consultants and agency bosses to think “outside the square” and develop their own packages or tours to appeal to their particular client base.

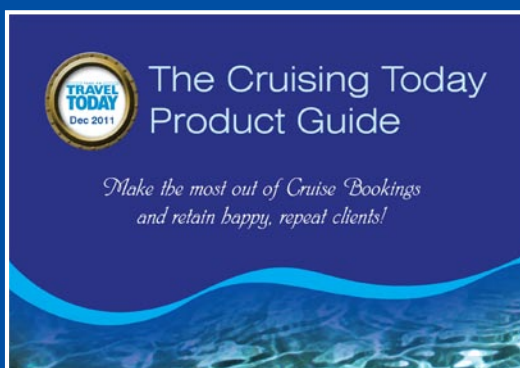
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