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Friday 12 October 2012

Issue 2479

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Gurney Upbeat On Stella Operation

Visiting Jetset Travel-world Group chief executive Rob Gurney has given the company's Kiwi operation the big thumbs up during his inaugural visit to New Zealand in the role.

Gurney has spent three days this week going through the Stella Travel business and says overall he's 'genuinely very happy' with its performance, which is meeting expectations. "Both the parts [of the business] and the whole are doing very well," he added.

Speaking at a Stella supplier function in Auckland last night Gurney acknowledged the work of Stella chief executive Greig Leighton and the management team, adding that his visit was about 'listening and learning' rather than telling Leighton how to run the Kiwi business.

Gurney, who headed up British Airways in New Zealand in the mid-90s, says he has taken a lot of positives out of his visit which included meetings with the Stella management and some key industry partners.

... Looking Forward

Gurney has confirmed the Boston Consultancy Group review of the wider JTG business will include New Zealand. "It's a group review and does cover all aspects of our business,"



says Gurney. "Greig will be very engaged on that, and there are a number of dimensions to it. It will also look at if there are any learnings from the New Zealand business that we can take into Australia."

The new JTG boss says the review is very much a consultative process, evaluating the business in the context of the market landscape, and will include meeting Stella's stakeholders such as its travel agency network partners (franchisees, the broker advisory council and independents) and supplier partners.

"It will put into perspective what the group's challenges and opportunities are, and then we will move through the process of defining a strategy to take the group through the next three to five years," says Gurney. See page 4 for pics.

*For more comments from the JTG boss on the Kiwi market and role of the travel agent moving forward see Mon's issue.

BA: Committed To Oz

British Airways has refuted claims made in Australian media reports that it will consider pulling out of the Aussie market if the proposed Qantas/Emirates tie-up is approved. BA says it's committed to Australia, and its oneworld partner QF.

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TAAP Seasonal Changes

Expedia TAAP is reporting a shift in the destinations clients are booking, with Australia/New Zealand making up 27% and Asia 28% of all bookings last week. Latin America rose to 5%, while Europe and North America slipped to 19% and 21% respectively, says TAAP's Stuart Udy. "We are expecting a jump in long-haul bookings in relation to the early bird fares in the market," he says.

LON's New Theme Park

A GBP2 billion, 872 acre movie theme park, which would reportedly be one of the largest in the world and rival Disneyland Paris, is planned for London. Paramount Pictures has agreed to use its name for the park, set to open in 2018, which would also feature Europe's largest indoor water park, theatres, cinemas, restaurants, event space and hotels, say reports.

4 Pages This Issue

EK Fined AUD10m

Emirates has been ordered to pay AUD10 million in penalties for engaging in cartel conduct, becoming the tenth airline to settle in Australia's air freight price fixing case.

The Australian Competition and Consumer Commission alleges that a group of airlines fixed prices relating to fuel and other surcharges. So far AUD68 million in penalties have been ordered—the highest ever in an ACCC investigation. Proceedings are due to begin 22 Oct against NZ, SQ, CX and TG.

EK admitted to 'illegal understandings' related to a fuel surcharge, security surcharge and customs fee on air freight, and attempting to arrive at an understanding on rates charged for the supply of air freight services.

The carrier was ordered to pay \$1.5 million in New Zealand in Jul as a settlement in the Commerce Commission's air cargo price fixing case—the sixth airline to settle here.

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SQ Earlybirds

Singapore Airlines has released its earlybirds to UK/Europe, Asia, South Africa, Middle East and SilkAir destinations, and is offering extra baggage allowance, bonus KrisFlyer miles and a guarantee that the UK/Europe levels will be the lowest offered by SQ for travel 01 Feb-30 Nov (excluding M class). Economy fares ex AKL are from \$2617 to LON, \$2385 to IST and \$1622 to SIN, and ex CHC include \$2557 to LON, \$2336 to ROM and \$1648 to HKT. J class levels include from \$9099 to LON and \$8697 to ROM. Fares are valid for sales to 17 Dec. Clients will receive an extra 10kg baggage on SQ operated flights (or 5kg on SQ/MI flights), and can earn 25%-50% extra miles.

WLG-BNE Tactical

Air New Zealand has Seat + Bag fares ex WLG to BNE from \$244 for sales to 02 Nov and travel to 30 Sep 13.

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Industry Comment



DJ Questions QF/EK Partnership, Again

Virgin Australia has again urged the Australian Competition and Consumer Commission to consider whether Qantas' proposed tie-up with Emirates would have any public benefit.

DJ says in its submission that QF's moves to sever ties with Kangaroo Route carriers and fly its own metal through Dubai regardless of its application outcome, suggest 'the majority of the public benefits as set out in the submission... will be available absent the Proposed Conduct [partnership]'.

In addition, DJ claims QF's tactics are not those of an airline looking to pull out of its long-haul markets due to financial pressure. "Rather, they appear to be the decisions of a strong and vigorous competitor seeking to retain its position in the relevant markets." DJ adds both the scope and term

QF/EK are seeking are too broad and 'not justified', noting the ACCC has been 'reluctant' to grant approval to alliances longer than five years. "Indeed, the ACCC granted authorisation to the DJ/Air New Zealand alliance for a three year period," it says.

New LH Terminal In FRA

The new Pier A-Plus terminal at Frankfurt Airport, which will be used exclusively by Lufthansa and its partners, has entered operation after almost four years of construction, LH says. The extension of Terminal 1 will lead to faster transfer times and less bus transfers to the terminal for passengers. LH also expanded its lounge space, with five now available across the airport, including First Class, Senator and Business lounges in EU departures/arrivals, plus a Senator and Business lounge in the 'Non-Schengen' zone of FRA.

New NOU Accommodation Deals

Some New Caledonia hoteliers have released new specials which can be combined with Aircalin's new IT wholesale levels, released this week. Ramada Plaza has new off-peak rates for travel to 31 Mar which are a 'substantial discount' on contract rates, says Hogan and Associates. Parisienne breakfast is also included.

Royal Tera Beach Resort has a stay four, pay three and stay seven, pay five deal, while Oure Tera Beach Resort has stay three pay two, for sales to 31 Oct and travel through to 30 Jun (black-outs apply). Wholesalers have details for both deals.

Be A Spy In London

As the world prepares for the latest James Bond movie, a new app highlights all the places in London where real-life spies have taken part in espionage and intelligence-gathering. Users start the Spies Around Me augmented reality app and aim the phone's camera in any direction, and historical descriptions will appear on the screen. They can create their own spy tour. It is available for iPhone and Android.

MH Immigration Fine

Malaysia Airlines was fined \$5500 in the Manukau District Court for not complying with a 'do not board' directive from Immigration New Zealand in Jan.

The offence related to a Malaysian national boarding a flight bound for Auckland from Kuala Lumpur. "In this case, on receiving the directive not to board the passenger, the check-in attendant entered an altered passport number, allowing our systems to be circumvented," says Immigration New Zealand gm Peter Elms. MH was prosecuted in Apr 2007 for similar offending.



HLZ Chief Steps Down

Hamilton Airport chief executive Chris Doak is leaving the company next Jan after seven years during which he oversaw the completion of



several major projects, says HLZ chairman John Birch.

Doak oversaw a \$15.3 million terminal upgrade, the formation of Hamilton Waikato Tourism and the commencement of Pacific Blue's international services, amongst other milestones, says Birch. He is now looking to take 'the next step in his career'.

The airport will not appoint a new ceo following Doak's departure—two senior managers will instead take on the extra responsibility.

GG Park VIP Pass

Village Roadshow Theme Parks reminds agents it has a new VIP Pass Package with unlimited entry into Sea World, Warner Bros. Movie World and Wet'n'Wild for clients staying three nights or more at Sea World Resort & Water Park, until 30 Jun. Priced from AUD132.50pp per night s/t the deal also includes the resort's free Dolphin Discovery presentation, and kids cost AUD60 each per stay.

Contiki's Europe Gangnam Launch



Agents showed their best 'Gangnam Style' moves and most creative tweets in Auckland on Wed night as they competed to win Contiki holidays at the operator's 2013/14 Europe programme launch.

The dance-off, opened by general manager Tony 'Psy' Laskey and the Contiki team, was won by Alice McKinley of Flight Centre Ellerslie. Kelvin Ngim of Flight Centre Manukau won the Tweet off with a picture of three girls and the message 'Backstage pass at Contiki... Priceless'. Both won an eight-day Italian Espresso tour.

Contiki also unveiled its new campaign video urging a life of no regrets, check it out [HERE](#)

Pictured (top) is the Contiki team starting the dance-off; Sam Symmans, Tony Laskey, Sara Rabone and Amy Kiniburgh.

Above left is Tony Laskey, Flight Centre area leader Heidi Janssen, Kelvin Ngim of Flight Centre Manukau, Amy McKinley of Flight Centre Ellerslie and Contiki sales exec Sara Rabone.

Trenitalia Res Open

Trenitalia (Italian Rail) has opened reservations for travel after 08 Dec, International Rail has advised. There are 114 trains on the main lines between Turin, Milan, Venice, Florence, Rome and Naples now open for bookings.

Industry Diary

OCTOBER

Globus Roadshow

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.

Albatross Tours 2013 Summer brochure launch (NZ Edition)

Christchurch: Mon 29, Peppers Clearwater Resort, 1730-1930pm.

Wellington: Tue 30, Rydges Wellington, 1730-1930.

Taupo: Wed 31, Hilton Taupo, 1730-1930pm.

NOVEMBER

Globus Roadshow

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

Albatross Tours 2013 Summer brochure launch (NZ Edition)

Auckland: Fri 02, Rendezvous Grand Hotel, 0745-0830 (breakfast).

Hogan's Product Update

Napier: Mon 26, Mission Estate Winery Church Rd, 1730 for a 1800 start, drinks and canapes.

Mt Maunganui: Tue 27, Armazem Brazilian Restaurant 305 Mt Maunganui Rd, 1730 for a 1800 start, followed by Armazem Burgers, etc.

A Special Invitation to Special Travel Agents

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Choice Car Giveaway

Choice Hotels is giving away a Suzuki Swift Sport car, two Kindles and \$250 accommodation vouchers in a new loyalty campaign. Guests who sign up for Choice Privileges membership or existing members who make a booking by 30 Nov will be in the draw, and those who like the Comfort Hotels Facebook page will receive a bonus entry.

New JTG Boss Greet Kiwi Partners, Suppliers With Warm Welcome

Jetset Travelworld Group chief executive Rob Gurney hosted a supplier event in Auckland last night, to reacquaint himself with the company's key industry partners and offer an update on the Stella Travel Services business. Recently-appointed Gurney acknowledged the differences, and similarities between the Australian and Kiwi markets and commended the Stella New Zealand team for their efforts. "The market [in New Zealand] is very different, and you've got a huge depth of talent here," Gurney told those attending the event.

The battle between Qantas and Virgin Australia for dominance in the domestic Australian market continues, with QF still leading in the capacity and passenger number stakes in Aug, while DJ edges QF out in terms of revenue passenger kilometre growth.

In Aug, QF grew the number of Australian domestic passengers (including QF Link) by 0.3% to 1.928 million, while DJ grew 2.3% to 1.435

million. Meanwhile DJ's RPKs increased 3.7% to 1.654 million against 1.3% growth to 2.487 million for QF. DJ is putting the RPK increase down to the introduction of longer sectors and growth in passengers on trans-continental flights. QF (including Jetstar) is reporting lower total domestic yields and lower loads against Aug 11 due to increased capacity on domestic routes and the prior period impact of Tiger Airways' grounding.



1. Stella chief executive Greig Leighton and Air New Zealand's Scott Carr.
2. Reunion: Former and current Qantas staffers catch up. QF's Maria Beer and New Zealand manager Rohan Garnett with Rob Gurney, UT marketing manager David Libeau and QF's Shirley Field.
3. Rob Gurney with UT Manly's star agent Trish Ryder.
4. United Travel chairman Paul Borrie with Greig Leighton and UT board member Jeremy Shanahan.
5. APX's Andrew Dale with Cathay Pacific country manager New Zealand and Pacific Islands Ken Chiu.
6. Andrew Dale, Stella chief financial officer Kathryn Kennedy, JTG chief financial officer Elizabeth Gaines, Greig Leighton, GO Holidays boss Jason Buckley, Harvey World Travel marketing manager Andie Smith, David Libeau, UT gm John Willson, Air Tickets' Kate Porter, executive assistant Vicky Lowe and Stella gm commercial Neil Gestro.



The Niue Experience

Thank you Kiwi agents!

Word must be getting out about Niue – the Pacific's best kept secret because we now have enough demand to offer a second flight!

That's right, as of April 2013 your clients will be able to fly to Niue on a Wednesday as well as a Saturday. This much awaited mid-week flight will allow time poor clients to enjoy Niue as a short break destination.

Niue Tourism and Hogan and Associates would like to extend a big THANK YOU to all agents for supporting Niue and helping us reach this milestone.

We have had a great reception from the trade this year, particularly all those new Niue experts who came up and visited us on a self-famil and saw for themselves just how exceptional Niue is!

With some of the best diving, fishing, caving, whale watching and snorkelling in the world – it's no surprise that Niue has captured the hearts of so many. For those of you who haven't been... we hope to see you soon.



Keep an eye out for Susie from Hogan and Associates in the 'Niuemobile' who will be popping in on agents to chat about the details of this momentous new flight.

For product or packages, contact your preferred South Pacific wholesaler.

Hayden Porter
Tourism Development

[CLICK HERE](#) to follow my experiences on the island