

TABS ON TRAVEL TODAY

Incorporating Tabs on Travel

Thursday 14 March 2013

Issue 2564

FJI AIRWAYS

NEW A330 TOUCHING DOWN IN AKL FROM 2 APRIL

Quirky Townsville To Charm Kiwis

Queensland's Townsville region is set to educate the Kiwi market on its charms—including some of its quirkier attributes—on the back of a 31% rise in Kiwi room nights.

Some 10,000 Kiwis visited Townsville in the year to Sep 2012 and the region has recognised the potential offered by the New Zealand market, says Townsville Enterprise Ltd's general manager tourism and events Patricia O'Callaghan.

"We see so many synergies with the New Zealand market, it's a great opportunity," she says.

O'Callaghan visited New Zealand in Jan on a sales mission, meeting with wholesalers, retailers and media, and while her presence here was a first for the region they don't intend it to be the last. Upcoming New Zealand plans for the

RTO include a product manager and wholesaler famil, and they hope to bring a delegation of operators across the ditch.

Ultimately, they would love to see the re-introduction of direct flights, although O'Callaghan says this is a 'very long-term vision'.

"We know that we have a lot of work to do in terms of educating the market and developing the market," she says.

... Agent Opportunity

With so many repeat Kiwi visitors to Australia, Townsville offers a great alternative for those looking for 'a more off-the-beaten-track type experience', says O'Callaghan.

"Within a 1.5 hour radius we can offer an island, a wetland, a rainforest and an outback experience."

There are events like the V8s, Australian Festival of Chamber Music and full moon parties at Base Backpackers (which are popular with young Kiwis, says O'Callaghan).

There are also some quirkier attractions, like Wallaman Falls, Australia's highest permanent waterfall; the largest population of disease-free koalas in Australia; and JR the Texas longhorn, who holds the world record for the longest horns.

All these attractions offer a great opportunity for the trade, says O'Callaghan. "There's a lot to package and sell in this region."

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TAAP On Agents Vs Web

Following yesterday's story that the number of Kiwis booking travel through agents and those booking via the internet has largely stabilised in the last three years, Expedia TAAP has come out with its own theory on why that might be.

"Interestingly, Expedia TAAP has been in the Kiwi market for three years," points out AsPac manager Stu Udy. "This enables travel agents to offer internet rates to consumers and earn great commission. The internet adoption is most often because consumers can get great rates and extra availability on the internet that agents didn't have access to."

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HA On The Way

Hawaiian Airlines' 'inaugural' service from HNL to AKL is in mid-flight, but the carrier has already been painting the town...purple. Auckland's Sky Tower (pictured) is awash in the carrier's corporate colours for the next couple of days to celebrate the carrier's arrival.

HA last flew to AKL in 1990, and tonight's arrival (scheduled for 1855) will make it the only US carrier flying into New Zealand.

Gateside festivities will greet the VIPs and passengers as they disembark from the milestone HA flight this evening.



TABS ON TRAVEL TODAY Instant Poll

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More Long Weekends?

The bill to 'Mondayise' Waitangi Day and Anzac Day passed its second reading in Parliament last night. If the bill goes ahead, Kiwis will be given Mon off when either day falls on a weekend, meaning more long weekends and more Kiwis travelling, says the Tourism Industry Association. Yippee!

Japan Numbers Rebound

Kiwi visitor numbers to Japan have almost reached the pre-earthquake levels of 2010, says the Japan National Tourist Board.

From Jan-Nov 2012, 28,773 Kiwis visited Japan, an increase of 34.2% on the same period in 2011. This was just 1.3% below the 29,160 who visited in Jan-Nov 2010 before the devastating earthquake and tsunami of Mar 2011.

The strong dollar and 'perfect powder snow conditions' of 2012/2013 are contributing to increased arrivals, says the JNTB.

LAN Sth America Sa

LAN has fares to South America on sale to 17 Mar, starting at \$1699 to Santiago, Lima, Sao Paulo, Rio and Buenos Aires, says World Aviation. The fares are valid for travel 01 May-30 Sep.

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EXPERIENCE OUR A330 - IFE ON DEMAND - FOR ALL

Travelport, AA Are Friends Again

Travelport and American Airlines have ended their litigation and announced a new global distribution agreement which will see Travelport become the first GDS to offer AA's ancillary services.

Travelport and AA have been involved in a court battle for almost two years, with AA claiming, among other things, that GDSs are anti-

competitive. It settled with Sabre over a similar lawsuit last year.

Things are clearly a lot more friendly now, with AA saying Travelport 'deserves praise' for working to find a way to display its ancillary options, and Travelport calling AA an 'industry leader'.

No Water At LAX T6

Food outlets were closed in Terminal 6 at Los Angeles Airport this morning and hand wipes were distributed in bathrooms following an incident which saw contamination of potable water with non-potable water. The situation was not expected to cause flight delays, as all airlines have their own water supplies.



Jobs Comp Heats Up

Tourism Australia's newest Best jobs in the World competition has already attracted more than 275,000 expressions of interest from 196 countries. Just a week after its launch, 150,000 people have registered their interest, and nearly 4000 videos have been uploaded to the web site. Competition for the most popular job is heating up between the states—with less than 1% of applications separating South Australia's Wildlife Caretaker (19.4%), New South Wales Chief Funster (19.2%) and Queensland's Park Ranger (18.5%). Rounding out the six states is West Australia's Taste Master (14.9%), Northern Territory's Outback Adventurer (14.5%) and Melbourne's Lifestyle Photographer (13.5%). See australia.com/bestjobs

BA Hand Baggage Only

British Airways is extending its range of 'hand baggage only' fares to all of its 32 short-haul routes from Gatwick Airport after a trial of the new fare type proved popular.

The fares allow customers to bring a 'good sized case' (56cm x 45cm x 25cm) and handbag or laptop bag on board, and also include complimentary food and drink. They are on sale now for travel from 02 Apr.

Ancillaries On Sabre

Agents using Sabre Explore can now book ancillary services including check-in bags, meals and in-flight entertainment with the introduction of Air Extras to the GDS. "We're seeing more carriers turn to ancillary products to boost their revenue. It's an area we've made significant investments in and this latest enhancement provides Sabre-connected agents with greater control and travellers with greater transparency in seeing the complete cost of their itinerary within the one document," says Sabre Pacific's cio and gm solutions Mark Mison.

EK's A380 To Mauritius

Emirates operated a one-off A380 service to Mauritius on Tue night to celebrate the island's 45th anniversary of independence. On board was a delegation of VIPs including EK president Tim Clark.

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Hello Tomorrow **Emirates**



Carnival To Review Fleet Post-Triumph

Carnival Cruise Lines has reportedly started a 'comprehensive' review of its entire fleet following the Carnival Triumph fire.

Carnival president and chief executive Gerry Cahill told those at

the annual Cruise Shipping Miami (CSM) conference on this week that the review is the organisation's 'highest priority'.

"It will take us some time to complete but you can rest assured...it is the thing we are most focused on and we will come up with some solutions that we can implement across our fleet," he says.

A team of fire safety experts, architects, engineers and engine manufacturers has been assembled by the company to conduct an investigation.

... Wider Impact

While the publicity surrounding the launch of a new ship benefits a cruise line's competitors as well, so too can negative stories impact the rest of the industry. The industry suffered after the grounding of the Costa Concordia last year, and the most recent incident with Triumph has also had some impact, says CLIA head Christine Duffy. "Even though such incidents are rare, we don't underestimate their impact," she told reporters at CSM.

New Cal For Families

P&O Cruises has a seven-night New Caledonia sailing ex Brisbane from \$1279pp s/t for adults for sales until sold out, says GO Holidays. The cruise departs 20 Apr and clients will receive AUD50 onboard credit per cabin. Kids fares are from \$390, inside and GO warns these fares are selling out fast.



Bentours Aurora

Bentours has a 13-day Follow the Lights independent tour from Bergen to Helsinki including a seven-day cruise through Norway's fjords visiting remote islands and coastal towns such as Hammerfest—the northernmost town in the world, and Tromsø, one of the best places in the world to witness Aurora Borealis. Priced from \$4738pp s/t, the package includes a Hurtigruten voyage in an outside N grade cabin. The tour departs daily and is valid for sales to 31 Dec.

Blue Lagoon 6 promo

See page 7 for Question 4

For question 1 [CLICK HERE](#)

For question 2 [CLICK HERE](#)

For question 3 [CLICK HERE](#)

HAL 140th Savings

Holland America Line has USD140 onboard credit and reduced third and fourth cruise fares to celebrate its 140th anniversary. There are 'enticing' fares for clients booking before 21 Apr on a selection of 2013 itineraries, plus 2014 northern winter/spring exotic voyages to destinations including Europe, Alaska, Hawaii/Tahiti and South America, and discounts for third and fourth guests who share the same stateroom.

MacDowell And Uniworld

Uniworld will inaugurate its newest ship in Portugal 22 Mar, christened by Hollywood actress Andie MacDowell. The cruise company named the ship Queen Isabel after one of Portugal's most beloved queens, and she will boast 18 junior suites and two larger suites, plus public areas including a lounge with full-service bar, outside bar, restaurant, sundeck with a swimming pool and a spa area. The Queen Isabel replaces the Duoro Spirit on Portugal itineraries, and is more similar to Uniworld's other Europe ships.

Nile River Luxury

World Journeys has a new Nile River cruise, available Apr-Oct this year sailing from Cairo to Aswan. The 15-day itinerary is priced from \$2667pp s/t and includes visits to the Pyramids and the Sphinx in Cairo before sailing on the four-star cruiser, the Temple of Abydos, the Temple of Hathor and many other famous temples along the river. The itinerary can be shortened to end in Luxor, and the cruise operates in the opposite direction on various dates. Details ph: 0800 117 311.



US Steamboat Cruises

The American Queen Steamboat Company has just released its new brochure for 2013 voyages. The programme features 16 sailings on the Lower Mississippi from Memphis, New Orleans or St Louis, and a further 18 trips on the Upper Mississippi and Ohio/Tennessee Rivers on the American Queen, the largest riverboat in the world. Prices start from USD1495pp s/t for a five-night journey, says local GSA Cruise Holidays. The price includes free shore excursions in every port, a 'deluxe' hotel stay pre-cruise and free wine and beer with dinner. Brochures are out this week, for additional stock ph: 0-9523 7788.

Incentive Reminder

A reminder that the Blue Lagoon Cruises and Fiji Airways quiz, offered in conjunction with *Travel Today*, ends today—with the last question asked in the flyer on page 7. Three consultants and their partners will win a place on a Blue Lagoon Cruise in the Yasawa Islands and FJ economy fares.



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VA Ups Capital Offering

Virgin Australia has opened a 'state-of-the-art' lounge at Canberra's new domestic terminal and upgraded the cabin product in its Embraer fleet which flies between Sydney and the Australian capital in less than half an hour.

The 300-seat lounge is located within the terminal, which boasts more check-in counters, leather seating in departure lounges and additional passenger screening areas and baggage carousels in the new space. All of VA's 18 Embraer aircraft have been fitted with a business class cabin in a two:one layout and 38" seat pitch.

Auckland MICE Planner

The Auckland Convention Bureau has released its new 2013 Conference, Incentive and Event planner, featuring products and services available in the city. The publication has been designed to give the feeling of being on a famil, with information on venues, transport, activities, services and dining. See aucklandnz.com/planner

HM's New A330-200

Air Seychelles has added its second A330-200 in a ceremony at Mahe International Airport, saying the new aircraft is a clear sign the carrier is on the 'right track' as it emerges from a new partnership with Etihad. The A330 will be deployed on EY's network until 24 Mar, when HM's new schedule takes effect.



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CX Profit Slumps

Cathay Pacific has announced an 83.3% year-on-year decline in attributable profit for the 2012 financial year, blaming high jet fuel prices, pressure on passenger yields and weak air cargo demand for the slide.

Total attributable profit was HKD916 million, down from HKD5.5 billion in the 2011 financial year. Turnover increased by 1% to HKD99.38 billion. "Uncertain economic conditions and strong competition on key routes puts pressure on yields while premium class yields were affected by travel restrictions imposed by corporations," says the carrier in a statement. Passenger revenue for the year increased 3.5% to HKD70.13 billion, however cargo revenues fell 5.5% against FY11 to HKD24.55 billion. Passenger loads fell 0.3 points, and yields increased 1.2% to HKD0.67 due to higher fuel surcharges as the cost of fuel rose 1.7% on average.

CX has previously announced it will speed up the retirement of its ageing 747 fleet, and continue to adjust schedules and reduce capacity on some long-haul routes. Upgrading of the CX fleet continues, with 19 new aircraft received in the period under review.

Easter At Langham AKL

The Langham Auckland is celebrating Easter with chocolate, hot cross buns and dining options. The Easter Chocolate Tiffin Afternoon Tea (29 Mar-01 Apr) is from \$45pp, and the Eight Easter Extravaganza lunch or dinner is from \$60pp. Visitors can guess how many eggs are in the Easter display go in the draw to win them.



Top 10 Brokers Rewarded With Vanuatu Trip

NZ Travel Brokers rewarded its top 10 brokers with a trip to Vanuatu last week. Pictured at Iririki Island Resort are (back) Guy Flynn, Kate Costello, Steve Lee, Nicola Sorenson, Lynne Sinclair and Tracey Dench with (front) Kay Gregan, Julie Creelman, Kristine Phillimore, Trista Somervell and Debbie Bradford.

MEL Comedy Festival

Comedians from around the world, including Ruby Wax and the Rubberbandits, will join local talent like Tom Gleeson for the 27th annual Melbourne International Comedy Festival. The festival (27 Mar-21 Apr) will feature over 1000 performers putting on more than 5860 performances at 120 venues across the city, says Tourism Victoria. Events include The (Very) Big Laugh Out, a free outdoor programme held in Federation Square, as well as Comedy Club for Kids, Raw Comedy, Class Clowns grand final and Red Hot Shorts. See comedyfestival.com.au

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MARCH

JAWS PLUS 2013

20th Anniversary Roadshow

Nelson: Thu 14, Monaco Resort, Stoke, 1700-2000. **Napier:** Mon 18, The Sailing Club, 63 West Quay, 1700-2000. **Wellington:** Tue 19, Level 2, West Lounge, Westpac Stadium, 1700-2000. **Palmerston North:** Wed 20, Travelodge, 1700-2000. **New Plymouth:** Thu 21, Copthorne Hotel Grand Central, 1700-2000. **Tauranga:** Tue 26, Yacht Club, Sulphur Point, 1700-2000. **Hamilton:** Wed 27, Wintec Campus, Bill Gallagher Room, Gate 3 Tristram St, 1700-2000.

Tourism Fiji's

'Bula Marau' Roadshow

Queenstown: Mon 18, 5.30-9.30pm, Novotel Hotel Lakeside (dinner). **Christchurch:** Tue 19, 5.30-9.30pm, Peppers Clearwater Resort (dinner). **Napier:** Wed 20, 5.30-9.30pm, War Memorial Conference Centre (dinner). **Tauranga:** Thu 21, 5.30-9.30pm, Mills Reef Winery (dinner). **Auckland:** Fri 22, 5.30-9.30pm, Heritage Hotel (dinner).

Sunshine Coast Roadshow

Auckland North: Mon 18, Spencer on Byron, Takapuna, 0730 breakfast. **Auckland:** Mon 18, Pullman Hotel, 1730 drinks and canapes. **Hamilton:** Tues 19, Novotel Tainui, 1730 drinks and canapes. **Tauranga:** Wed 20, Hotel on Devonport, 0730 breakfast. **Wellington:** Wed 20, Intercontinental Hotel, 1730 drinks and canapes. **Christchurch:** Thurs 21, The George Hotel, 1730 drinks and canapes.

APRIL 2013

JAWS PLUS 2013

20th Anniversary Roadshow

Auckland South: Tue 09, Commerce Club, 27 Ohinerau St, Remuera, 1700-2000. **Auckland, North:** Wed 10, Nth Harbour Function Centre, Albany, Level 3 Lounge, 1700-2000. **Whangarei:** Thu 11, Forum North, Rust Ave, 1700-2000.

Asia Now 2013 Seminars

Hamilton: Mon 15. **Tauranga:** Tue 16. **Napier:** Wed 17. **Palmerston North:** Thu 18. **Whangarei:** Mon 22. **Auckland:** Tue 23.

**For more see Monday's
TRAVEL TODAY**



BUSINESS CLASS FARE AKL - NAN FROM \$999 RETURN



Disneyland Park in Anaheim opened its new princess themed Fantasy Faire attraction earlier this week and has now announced details of a new live show, Mickey and the Magical Map (pictured), which will launch at the the park's Fantasyland Theatre from 25 May. Guests will explore the world with Mickey's map visiting King Louie in the East, Pocahontas and Mulan in the West, heading under the sea in the North and going South to Hawaii. In other Disney news, across the concourse at Disney California Park, popular kids' characters Sofia the First and Doc McStuffins have joined

the line-up performing in the daily 'Disney Junior Live on Stage' shows for younger children.

RJ Fares With MH

Royal Jordanian has released new fares from New Zealand to the Middle East and Europe in conjunction with new OneWorld partner Malaysia Airlines, says World Aviation. Fares to more than 20 destinations in the Middle East start at \$2249 in economy or \$7249 business and are in the GDS. Sales are open.

WLG Sporting Events

Wellington is benefitting from a visitor boom as the capital hosts a five-day test between England's cricket team and the Black Caps—and there's limited hotel availability for the ANZAC AFL test between Melbourne's St Kilda Saints and the Sydney Swans, says Accor. Rooms are still available at the Mercure Wellington Willis St from \$159 per night, and from \$239 at the Mercure Wellington and \$289 at Novotel Wellington. "We are constantly looking at ways to capitalise on the strength of the Wellington market and its ability to secure international events," says Accor's vice president New Zealand and Fiji Garth Simmons. "We have heavily invested in refurbishment programs at our hotels and with the opening on Sofitel Wellington in 2014 we are committed to further elevating the capital city's international profile," he says. See accorhotels.com

Downton Abbey Tour

Aussie-based Visit UK has a three-hour private chauffeur tour of sites featured in Downton Abbey from AUD229pp (minimum two people), for selected departure dates in Jul, Aug and Sep. The tour visits sites including Highclere Castle and the village of Bampton (the real-life Downton village). E-mail bookings@visituk.com.au

Reunion Island Levels

Air Austral has twice-weekly flights to Reunion Island from Bangkok via Chennai for \$1440, advises local GSA World Aviation. Sales and travel dates are open, it adds.

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Getting Around Hawaii

Self-driving around the Hawaii isles is the most convenient option for clients looking to explore, particularly on the neighbour islands, even for clients who have never driven on the 'wrong' side of the road before. Outside of Honolulu and Waikiki there's generally little traffic (bar peak hour) and the locals travel at a relaxed pace. For those less adventurous there's taxis or TheBus, public transport on Oahu. You can get to almost anywhere on the island, including the North Shore, but allow plenty of travel time. Adult fares are USD2.50 one-way or USD25 for a four-day pass. See thebus.org



Sea Life Park: A Fun Family Day Out

There are a number of tour operators offering dolphin and turtle swim experiences on Oahu—but for those looking to see a wide range of the region's marine life, from sharks and dolphins to seals and sea turtles up close there's the Sea Life Park. Located north of Hanauma Bay, about a 20 min drive from Waikiki, the park now offers a number of interactive experiences and a new Hawaiian Shark Tank exhibit. An ideal day out for the family, the park offers a dolphin show, seal show and feeding, adventure kids play zone, sea turtle feeding, other exhibits and a cafe. There's also dolphin and sea lion

Hawaii: Add Value, Upskill On-line

Hawaii Tourism is urging Kiwi travel agents to upskill on the destination, and stand out in a cluttered retail market, by adding value to clients' itineraries.

The comment comes as retailers across the board report increased Hawaii demand and growing interest in the neighbour islands.

The HTO has a basic Ke Kula O Hawaii on-line agent training programme which offers an introduction to Hawaii's tourism offering. Agents who

complete the course earn a printable certificate. In addition, the tourism body also offers a separate Papa on-line training option, which is designed to give consultants a comprehensive understanding of each of the six islands in the group.

"Ke Kula is for agents who want a general understanding, and they can start it when they want and finish at their leisure," says Hawaii Tourism's Jill Gardner. "For those looking to get an in-depth knowledge of all of the islands, or just one, the Papa programme offers them a wealth of knowledge and insider information." Gardner is urging agents to capitalise on Hawaii's heightened profile in the Kiwi market. "By improving their destination knowledge travel agents can keep up with the increased Hawaii demand and it will allow them to better respond to specific client queries," adds Gardner. "Agents can add a lot of value to their client's holiday by having the knowledge, even if they haven't been [to Hawaii] recently." For more see gohawaii.co.nz



Free Vow Renewals

The Outrigger Reef on the Beach's free vow renewal ceremonies are ideal for agents with Hawaii-bound clients who are travelling up for an anniversary or family gathering. The traditional ceremony is conducted in Hawaiian, but is a very special add-on for clients—complete with a walk through an aisle of traditional Hawaiian spears on the beach in front of the hotel. The ceremonies are held regularly, for clients staying at the hotel, but due to their popularity clients will need to pre-book.

From Sports To Culture: Hawaii's Event Line-up

There's a huge range of events on in Hawaii annually to help convert client interest into books. Options range from quilting and cultural events to triathlons and the triple crown of surfing.

- 10th annual Honolulu Triathlon, Oahu 19 May. honolulutriathlon.com
- Mele Mei, month-long Oahu cultural music festival in May. melemei.com
- Quiksilver Waikiki Paddle Fest, Oahu May. quiksilverlive.com/waikikipaddle
- Maui Film Festival 12-16 Jun. mauifilmfestival.com
- Kona Marathon, Hawaii Island, 15-23 Jun. konamarathon.com
- Aloha Festivals cultural showcase, state wide 21-28 Sep. aloha festivals.com
- Kauai Marathon, 01 Sep. thekauaimarathon.com
- Hawaii Wine and Food fest, Oahu 05-08 Sep. hawaiiifoodandwinefestival.com
- WTC Ironman World Champs, Kona 12 Oct. ironmanworldchampionship.com
- Kona Coffee Cultural Festival, Nov. konacoffeefest.com
- Vans Triple Crown of Surfing, Oahu 12 Nov-20 Dec.
- Honolulu Marathon, 08 Dec. honolulumarathon.org

Hula

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[Click here to answer Question #4](#)



Fiji Airways Terms and Conditions: Fiji Airways return Economy class tickets (includes inflight beverages, snack meal, entertainment and checked luggage of 23kgs). Travel is valid on Fiji Airways operated flights from either Auckland or Christchurch direct to Nadi. The flights will be valid for the winning retail-wholesale travel agent/manager plus a partner of their choice. The applicable taxes will need to be paid and completed by the prize winner at the time of booking the flights. Travel will be valid from 01MAY13 to 31MAR14 and is subject to space at the time of booking. Some close out dates may apply during peak periods. The prize winner at the time of travel must be a current employee of the travel company with which they won the prize. The value of the airfares is non-refundable and non-transferable.

Blue Lagoon Terms and Conditions: Travel valid from 01 May 13 - 31 Mar 14. Subject to availability at time of booking. Cabin and deck type will be confirmed at time of booking based on availability. Cabin is based on Double or Twin share for 2 Adults sharing. The value of the cruise is non-refundable and non-transferable. Normal cruise inclusions apply: meals, village visit, cruise activities and entertainment.

Prize will be drawn on 22nd March 2013.



battle €

of the *brands*

1. *The brands*



2. *The battle*

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