

TABS ON TRAVEL TODAY

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Wednesday 01 Apr 2015

Issue 3044

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Asia Cruise Boom Is New Zealand's Gain

Kiwi cruisers are set to benefit from a boom in cruising in Asia, with the region seeing 'robust' double-digit growth, according to CLIA's new 2014 Asia Cruise Trends study.

Historic numbers are being recorded in Asia, with double-digit annual growth over the past two years across all areas including the number of ships, sailings, operating days and passenger capacity, says CLIA.

"With cruise lines hosting nearly 1.4 million Asian guests last year, a 34% increase in just two years, the global cruise industry has recognised that Asia is quickly becoming a major international market in its own right," says CLIA Southeast Asia chair Ann Sherry.

The increase in guests from Asia in turn means Kiwi cruisers can expect to see more ships and more capacity heading to Australasia, as well as associated improvements in infrastructure to cater to them, says CLIA Australasia general manager Brett Jardine.

"We welcome the continued increase in deployments in the Asian

region and the potential opportunities this provides for the Australasian market, both in terms of seasonal deployments and as a source market," says Jardine.

"With more ships based in the region, Australia and New Zealand will likely see a greater number of ships as well as larger capacity ships, which would require infrastructure investment to take advantage of the growth opportunities."

As the cruise industry in Asia develops, there's also likely to be an increase in Kiwis heading on a cruise in the region.

"We're confident that we will see growth in the number of Kiwis cruising in Asian waters and taking advantage of the chance to visit multiple exotic destinations and cultures during one magnificent voyage," says Jardine.

... Key Figures

Key findings of the CLIA report for the Asian region include: passenger capacity is expected to reach almost 2.2 million this year; 52 cruise ships will operate in the region, a 10% compound annual growth rate since 2013; the number of cruises and longer voyages in the region has grown 11% a year to 1065 sailings for 2015; and the number of days cruise ships are in operation has grown from 4307 in 2013 to 5824 in 2015.

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Win With Rail Plus

Rail Plus and Eurostar are giving New Zealand travel agencies the chance to win \$1000 worth of Countdown or Farmers gift cards every time a team member books and tickets a Eurostar sector between 01 Apr-31 May.

Along with this, the top selling agency for Eurostar Premier and Business Premier Sectors during the incentive period will be rewarded with \$750 worth of Countdown or Farmers gift cards.

Rail Plus says the new promotion offers the chance for agencies to demonstrate real teamwork. See p7 for details.

NZ 787 AKL-SIN?

Air New Zealand will begin operating a Dreamliner on the Auckland-Singapore route from 16 Nov, according to the GDS. The 787-9 will replace the B777-200ER and will operate on a daily basis.

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KLM's New Aircraft

KLM Cityhopper is renewing its fleet by purchasing fifteen Embraer 175 aircraft (E175+) and two Embraer 190 aircraft (E190).

KLM Cityhopper will welcome the two E190s in Dec, while the E175+ aircraft will enter the fleet between Mar 2016 and Jun 2018. Arrival of the new Embraers will be coupled with phasing out 19 Fokker 70s from service. The new aircraft will increase seat capacity and fuel efficiency.

ASR Rule Change

Korean Air's Advance Seat Request rule has changed. ASR now can be done up to 361 days, previously 90 days, before flight departure and until 48 hours before flight departure. Eligibility is for ticketed Economy Class passengers and both ticketed and reservation first/business class passengers.

Qantas Australia Deals

Qantas has extended its current special on one way fares to Australia from \$199 Economy and \$649 Business for sales ending today. Visit qantas.co.nz/agents

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BNE Trialling Digital Dep. Card

Brisbane Airport is trialling a Digital Departure Card for international passengers, removing the age old necessity of hand writing the official 'outgoing passenger card' required for immigration purposes.

The new Digital Departure Card is built within the scope of the airport's mobile app, giving passengers the ability to enter and save personal information onto their mobile device prior to their arrival at the airport.

FJ Kids Deal

FJ airways advises agents the current wholesale levels, with special kids pricing, has been extended for sales till 09 Apr. Wholesalers have details.

Egypt Visa Changes

New changes to visa requirements for Egypt-bound New Zealanders mean that all tourists arriving in Egypt from 15 May will need to have obtained a visa prior to departure, advises Innovative Travel. For details, ph 0508 100 111

Bali Immigration Change

Effective 01 Apr, foreign visitors to Bali will reportedly no longer have to complete arrival and departure cards as part of the immigration process. The change is part of larger efforts to simplify and enhance services to foreign visitors through better technology, reports BaliDiscovery.

An electronic data gathering and monitoring system has also been introduced at Ngurah Rai International Airport, and will be used to track foreigners in Bali, says BaliDiscovery. It is currently being tested and when in full operation, will allow accommodation providers and the public to report details of foreign visitors (such as name and location) on-line. It's reportedly hoped that the public will 'participate in controlling the activities of foreigners in Bali'.

The information is then converted into a QR code that is scanned and printed at bespoke kiosks located in the International Terminal.

The personalised and printed card is then signed by the passenger and collected by Customs officers during the normal departure process. If the information is saved on the app, passengers will not have to complete their personal information when next travelling internationally from BNE. The Digital Departure Card was developed after Queensland University of Technology Interactive and Visual Design students came up with the idea as part of a practical assessment.

NZ: Air Auckland?

Transport Minister Simon Bridges has hinted at new international flights into Christchurch as Air New Zealand faces a backlash down south, where it's reportedly being dubbed 'Air Auckland'.

Christchurch Labour MPs say they have secured a meeting in mid-Apr with NZ boss Christopher Luxon, following their disappointment over the carrier's call to axe its Christchurch to Tokyo Narita summer flights. NZ will no longer operate any long-haul flights from CHC once the flights stop. Bridges, who has been sticking up for NZ, told media 'from everything I know there is only going to be more air services from more airlines in the next year or two', including to both AKL and CHC. However CHC Airport said it's not aware at this stage of any new services launching.

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Ad. World Webinars

Adventure World has launched a series of webinars which it says are excellent for agents looking at brushing up on their product, destination or sales knowledge.

“We know how time-poor agents are and we wanted to ensure the videos were accessible when and where they were needed. The webinars are viewable via desktop, mobile or tablet and are available at any time of the day,” says sales manager Eden Stevenson.

The webinars are short in length and focus on different topics including general destination pieces, product information and tips on how to sell more effectively, says Adventure World.

“These are created purely to make life easier for the agents so they will really dictate where they go from here,” says Stevenson. “From feedback, we know agents want short and sharp videos so we’ve kept these under 10 minutes and the information is applicable to every agent, whatever the knowledge base.” Several South American webinars are now live. To view the videos head to adventureworld.co.nz/online-training/

Vivid Sydney Packages

GO Holidays has released a range of land-only Sydney deals around the Vivid Sydney festival. Highlights include: Matthew Weiner in Sydney from \$209pp s/d; Tyler Brule in Sydney from \$259pp s/d; Stefan Sagmeister in Sydney from \$259pp s/d; Daniel Johns in Sydney from \$319pp s/d; Sufjan Stevens in Sydney from \$329pp s/d; TV on the Radio in Sydney from \$329pp s/d.

Better Air Links With 10 New ASAs

The New Zealand Government has announced 10 new and amended air services agreements with Bahrain, Colombia, Egypt, Greece, Oman, Serbia and the Seychelles, which it says will give Kiwis greater options for travelling to those countries.

It has also confirmed arrangements reached with the Czech Republic and Curaçao to provide opportunities for airlines to offer code-share services. “The new arrangements mean that airlines from these countries will

have the opportunity to offer services to New Zealand if they see commercial opportunities—unhindered by the regulatory barriers that characterise much of international aviation,” says Transport Minister Simon Bridges.

“Similarly, New Zealand airlines now have the opportunity to offer services in these markets.”

An amendment to an agreement with China announced last Nov has also been confirmed, doubling the number of services airlines can operate between China and New Zealand.

“The amendment provides immediate opportunities for continued growth in air services between New Zealand and China following an increase in weekly services from three to 21 in the last four years,” says Bridges.

... Middle East

The new agreements with Bahrain and Oman mean New Zealand now has air service agreements with all members of the Gulf Cooperation Council, removing any barriers for Gulf carriers looking to fly here and paving the way for stronger links with the Middle East, says Bridges.

The 10 new agreements were negotiated by Ministry of Transport officials at the International Civil Aviation Negotiation Conference in Indonesia in Nov.

“The government will continue to seek opportunities to open and expand new and existing air links with other countries,” says Bridges.

Airpoints On Bayleys

Bayleys Real Estate has joined Air New Zealand’s Airpoints programme, offering vendors the chance to earn up to 500 Airpoints Dollars when completing the sale of their property. From today, vendors will earn 1 Airpoints Dollar for every \$2000 of a property’s sale price, up to a maximum of 500 Airpoints Dollars.

India Self Famil

The Innovative Travel Company has revealed its new self famil option. Agents are eligible to apply for ‘A Magical Journey’, five days ex Delhi, visiting Delhi, Agra, Fatehpur, Sikri and Jaipur. Priced at \$425pp t/s, including four nights’ accommodation, breakfast, private transport, local guides and more, for travel from 16 Apr-30 Sep. Freephone 0508 100 111 for details.



New At Sabre

Sabre Pacific has appointed two new senior roles based in its Auckland office—Matt Chappell, head of sales and Kylie Nicholson, customer services manager.

Sabre Pacific now has 17 staff based in New Zealand, including local help desk staff and an additional Auckland-based trainer hired last year, and the creation of the two new positions demonstrates Sabre’s continued investment in our market, says country manager New Zealand Nigel Taylor.

“Sabre is 100% dedicated to the success of our partners in New Zealand,” he says.

Chappell says his role will involve ‘tailoring a multi-level engagement plan with each agent to ensure they have the best technology solution and support to meet their business needs’.

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HoT Rewards Top Performers

A Christchurch-based store has taken House of Travel's top performing outlet while a Waikato agent was named top consultant in the annual House of Travel awards in Wellington last weekend.

House of Travel Northlands won overall best performing travel outlet as well as top performing large-sized outlet, best performing outlet for HoT Product land South Island, and top HoT air outlet South Island.

Owner-operator Stacey Mullinger says the store's success comes down

to the team, all of whom love what they do. "We've got a very strong, very experienced team and that makes a big difference—that's what our success really comes down to," she says.

Judy Harkness of House of Travel Calder and Lawson was named consultant of the year, the third time she's picked up the prize (she won the same award in 2006 and 2012). Harkness took home business class flights to Europe, and says she was thrilled and humbled to receive the award.

"I'm incredibly passionate about what I do, and while I don't think I have a super-secret formula for success, I do put in 110% for our cus-

tomers so they get the travel journey they want," says Harkness, who has worked for Calder & Lawson for 26 years.

Other winners included HoT Lakes Gore, best performing small outlet of the year; and HoT Ashburton, best performing medium-sized outlet.

Orbit Corporate Travel Wellington took home the best performing Orbit outlet, group of the year—large group and events award, Orbit account manager of the year (for Sarah Hill Bennett) and Orbit rookie of the year (Kate Wenden). Paul Johnson of Orbit Corporate Travel Hamilton won Orbit consultant of the year.



1 Top consultants: Orbit Consultant of the Year Paul Johnson, from Orbit Corporate Travel in Hamilton, and House of Travel Consultant of the Year Judy Harkness, from House of Travel Calder & Lawson. **2** House of Travel's top 20 were (back) Aaron Dyson, Paul Jackson, Billy Ballantine, Tony Jackson and Brigitta Moore; (middle) Belinda Fifield, Sarah Henderson, Olivia Gaston, Stephanie Speirs, Maree Watson, Judy Harkness and Trudy Geddes; and (front) Molly Chandler, Nicki Moros, Varni Carson, HoT boss Mark O'Donnell, Sarah Crowe and Christine Wynne-Jones. **3** HoT Northlands team Brigid Murphy, Courtney Cairns, Jessica Rogers, Karlie Benny, Carly Gerrard, Brigitta Moore, Stacey Mullinger (holding trophy), Sarah Bright, Cheryl Whitham and Rachael Kidney, with HoT boss Mark O'Donnell. **4** Customer Champion of the Year winners Crystal Hilton and David Campton with HoT boss Mark O'Donnell, Delwyn Sinclair of PeugeotEurolease and host Jeremy Corbett.

World Journeys Sell Out

World Journeys advises that its 16 Aug departure of 'Grand South America' has sold out but some availability remains on the 31 Aug departure. This fully-escorted small group journey explores the best of Chile, Ecuador and the Galapagos Islands, Bolivia, Argentina and Brazil on a 34 day itinerary priced from \$23,695pp s/t including flights ex Auckland. Ph 0800 117 31.

Rod's Son Misbehaves

Rod Stewart's son was reportedly arrested for riding a luggage carousel. Sean Stewart was apprehended by police at Miami International Airport after climbing onto the conveyor belt and riding through a baggage chute door into the loading bay, which is a restricted area. He was reportedly charged with unlawful entry into a restricted area, before being released the following day.

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Competition closes 6pm, 30 April 2015. Terms and Conditions apply.

A STAR ALLIANCE MEMBER 

Paris Parking Increase

A new parking fee system in Paris, effective 01 May, will see the price of half-day and full-day parking passes increase for motor coaches which do not meet the latest EU emission standards for trucks and buses, known as Euro 6. Reports say a number of tour operator associations are protesting the new system, with claims it places an unfair financial burden on their members and was adopted without sufficient lead time. Contiki Holidays says although it operates a modern coach fleet, with the majority featuring the latest Euro 6 technology, the changes will result in significantly higher costs going forward.

“Contiki Holidays will absorb these costs for the current season as they were not factored into 2015 prices in Aug last year and we are not intending surcharging our travellers for them,” it says. The company says ‘treading lightly’ is a core brand value, being a founding partner of The Travel Corporation’s TreadRight Foundation, a not-for-profit working to ensure the environment and communities it visits remain vibrant for generations to come.



Snorkel With Sharks In Fiji

Fiji’s South Sea Cruises is launching a brand new series of ‘Ultimate Encounters’ packages this week, centred around a snorkelling with sharks experience. The one-, two- or three-day experiences will transfer travellers from Port Denarau to Kuata Island in the Yasawa Island group to snorkel with black tip and white tip reef sharks, up to 1.8m long.

Guests will snorkel with experienced guides who’ve spent hundreds of hours getting to know the resident sharks and who closely monitor shark behaviour to ensure safety, says South Sea Cruises. If no sharks are sighted, guests will be offered a complimentary cruise within three days so they can try again. Day cruises, including two course lunch, use of the resort facilities and snorkelling with sharks costs AUD188pp or AUD107pp child. Two days, one night at Barefoot Kuata Island Resort, including transfers, meals, accommodation and snorkelling with sharks costs AUD340pp, with extra optional activities available. Three days, two nights at Barefoot Kuata Island Resort, including transfers, meals, accommodation and snorkelling with sharks costs AUD446pp with optional extras also available. Visit ssc.com.fj for details.

Australia’s Top 10

Tourism Australia has picked its top 10 events for this autumn, and they include the kick-off of the NRL and AFL seasons; the Royal Sydney Easter Show (on now until 08 Apr); and Handa Opera on Sydney Harbour, which this year features Aida.

The WW1 collections of Imperial War Museums will leave British soil for the first time and land on Australian shores at the Melbourne Museum, for The WW1 Centenary Exhibition; and music fans should head to NSW for the Byron Bay Bluesfest. The Barossa Vintage Festival is on 15-19 Apr, and it’s Aussie Wine Month across the country in May, with around 100 events, tastings and promotions. Vivid Sydney is an

annual event highlight for Australia, as is the Noosa International Food and Wine Festival; while top of the TA list is the Argyle Diamonds Ord Valley Muster in WA, featuring more than 30 events including the Airnorth Kimberley Moon Experience. See australia.com

Raffles Jakarta

Raffles Hotels and Resorts has opened its first new hotel in Indonesia, Raffles Jakarta. To celebrate, the hotel is offering 25% off the best available rate until 30 Jun. The hotel is located in the commercial hub of Kuningan and is exclusively linked to the new Ciputra Artpreneur Centre. Like its sister hotels, Raffles Jakarta will be a celebration of artistry, and in particular, a homage to the iconic Indonesian artist Hendra Gunawan. Visit raffles.com

Santa Barbara Market

Handcrafted, regionally sourced and sustainably made food and wines are available at the recently opened Santa Barbara Public Market in the Alma del Pueblo mixed-use development in the heart of the city. The market also offers a commissary kitchen with cooking classes and winemaker dinners. See sbpublicmarket.com

Industry Diary

APRIL

Avalon 2016 Launch

Hamilton: Mon 13, Waikato Stadium, Gate 5, 128 Seddon Road, 1745, drinks & canapes. **Timaru:** Tue 14, Mocca Café, 0715, breakfast. **Christchurch:** Tue 14, Christchurch Casino, 1730, drinks & canapes. **Tauranga:** Wed 15, Trinity Wharf, 1745, drinks & canapes. **Nelson:** Wed 15, Grand Mercure Nelson Monaco, 1730, drinks & canapes. **Blenheim:** Thu 16, Watery Mouth Café, 1730, drinks & canapes. **Napier:** Mon 20, Globe Theatre, Ahuriri, 1800, presentation & movie. **Palmerston North:** Tue 21, Distinction Hotel & Conference Centre, 1745, drinks & canapes. **New Plymouth:** Wed 22, Devon Hotel, 1745, drinks & canapes. **Auckland East:** Thu 23 Apr, Pakuranga Golf Club, 0715, breakfast. **Pukekohe:** Tue 28, Sugar Shed, 1745, drinks & canapes. **Wellington Lower Hutt:** Wed 29, The Dowse Art Museum, 1745, drinks & canapes. **Auckland West:** Tue 28, Quality Inn Lincoln Green, 0715, breakfast. **Auckland Central:** Wed 29, Maison Vauron, 0715, breakfast. **Auckland North Shore:** Thu 30, Bruce Mason Centre, 0715, breakfast.

Destination NSW Sydney Agent Pub Quiz Nights

Auckland: Tue 21, Atticus, 63 Fort St, CBD, 1730-1900. **Wellington:** Wed 22, The Establishment, 14-16 Courtenay Place, 1730-1900.

Asia Now

Auckland West: Tue 21, Hong’s Kitchen, Westgate Shopping Centre, 1730. **Auckland Central:** Wed 22, Grasshopper, 26 Albert St, CBD, 1730. **Wellington:** Thu 23, Monsoon Poon, 12 Blair St, Te Aro, 1730.

MAY

Asia Now

Tauranga: Tue 05, Thai Thani 2, 15 Wharf St, 1730. **Hamilton:** Wed 06, Ibis Hotel, 18 Alma St, 1730.

Avalon 2016 Launch

Whangarei: Tue 05, Dickens Inn, 0715, breakfast. **Dunedin:** Tue 05, Park Regis, 0715, breakfast. **Kerikeri:** Wed 06, Velvet Café, 0715, breakfast. **Invercargill:** Wed 06, Kelvin Hotel,

0715, breakfast. **Queenstown:** Thu 07, Prime Waterfront, 1730, drinks & canapes. **Wellington CBD:** Tue 12, Mac’s Function Centre, 1745, drinks & canapes.

Aloha Down Under

Auckland: Mon 11, venue and time tba.

Adventure World Around the World roadshow

Tue 12, venue etc TBA.

Travelport Roadshow

Christchurch: Tue 12, The Oak Room, The Atrium, 1730-2000. **Wellington:** Wed 13, Rydges Hotel, 1730-2000. **Auckland:** Thu 14, Gallery Three, Pullman Hotel, 1730-2000.

South Australian Roadshow

Auckland North: Fri 15, Spencer on Byron Hotel, Takapuna, 1700-1930. **Auckland:** Sat 16, Orakei Bay Function Centre, Orakei, 0930-1100. **Auckland East:** Sat 16, Howick Golf Club, Bucklands Beach, 1400-1600. **Hamilton:** Sun 17, Novotel Tainui, 1400-1600. **Tauranga:** Mon 18, 59 The Strand Function Venue, 1200-1330. **Rotorua:** Mon 18, Novotel Rotorua Lakeside 1700-1900. **Palmerston North:** Tue 19, Kingsgate Hotel, 1630-1900. **Masterton:** Wed 20, Masterton Club, 1200-1330. **Wellington:** Wed 20, Shandon Golf Club, Petone, 1730-2000.

Amazing Thailand Roadshow

Auckland: Thu 21, Sky City Grand, 1700.

Whitsundays Travel Agent Workshop

Auckland: Fri 22, The Mercure, 1730-2030.

JULY

Hawaii Tourism MCI Roadshow

Mon 27, Dates and venue TBA

AUGUST

Bula Marau Fiji Roadshow – Around Viti Levu

Christchurch: Mon 3 August, Novotel Christchurch, 1730-2030. **Wellington:** Tue 4, InterContinental, 1730-2030. **Hamilton:** Wed 5, Novotel Tainui, 1730-2030. **Auckland:** Thu 6, Stamford Hotel, 1730-2045.



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- Prizes are awarded to the top selling AGENCY, not per consultant so getting your team involved means everyone wins!
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