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# TABS ON TRAVEL TODAY

Incorporating Tabs on Travel

Tuesday 12 May 2015

Issue 3071

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## No Signs Of Kiwi Love For Hawaii Slowing

The New Zealand traveller's penchant for a Hawaiian holiday shows no sign of waning with the latest travel figures showing a 23.5% increase in Kiwi travel to the island state for the first quarter of 2015, compared to Q1 2014.

The ongoing consumer demand is also fuelling agent interest in the destination—with a bumper turnout at last night's Aloha Down Under city workshop in Auckland last night.

"It was a huge turnout and we really couldn't fit any more people in—and the new product-focused format worked really well," says Hawaii Tourism New Zealand manager Darragh Walshe. "The Hawaiian operators who have come down for the event are surprised by the growth from, and size of, the Kiwi market, and it was a

great opportunity for agents to update themselves on the product."

The visiting Hawaiian delegation covered a range of product and many were reporting growth from the Kiwi market in its own right, as opposed to growth from the Australasian region.

### ... Island Time

Hawaii's islands each offer a different holiday experience, Walshe reiterated as yesterday's events.

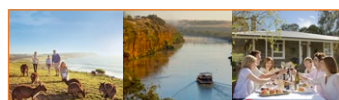
Around 30% of all Kiwis visiting Hawaii now take in one of the neighbour islands—and Hawaii Tourism is hoping to grow that figure further.

Oahu, by default, is the most popular island, with Kiwi travel up 23.3% for Q1 year-on-year, but it's Hawaii Island (with its diverse offering and spectacular volcanic activity) that's challenging Maui for the number two spot for Kiwi travellers. It saw an 83% jump in Q1 Kiwi visitation (compared to Q1 2014), while there was a 31.2% increase in Q1 Kiwi travel to Maui.

"Kiwi travel to all the islands is up but Hawaii Island is definitely growing in popularity and was neck and neck with Maui for Q1," says Walshe.

However the island showing the greatest year-on-year Q1 growth was Kauai, with 186.4% more Kiwi arrivals. Walshe attributes the huge increase to a 'possibly quieter' Q1 in 2014 and heightened awareness here.

For more product updates see this week's Aloha Fri page.



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### QF Plan On Track

Qantas has said it's on track to reduce its debt by AUD1 billion by the end of the 2015 financial year. In an investor day presentation, the carrier says it's making 'rapid progress' towards its targets as part of its business transformation plan, including an AUD1b debt reduction by FY2015. The carrier said that AUD2b of benefits will be realised by FY2017, with all targets to date met or exceeded and the most challenging initiatives front-loaded.

### Adventure World Show

Adventure World's Around the World roadshow is on at the new Travel Corporation offices in Auckland tonight. See industry diary for details.

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### Swiss, Happiest People

Switzerland is home to the world's happiest residents, followed by Iceland, Denmark, Norway and Canada, according to the 2015 World Happiness Report. At the other end of the scale, Togo is reported as being home to the world's unhappiest residents. New Zealand came in at ninth, sneaking in just above Australia, who made the 10th spot.

### NZ's BUE Incentive

Air New Zealand reminds agents they have until 15 May to submit their completed passports for the Hola Buenos Aires incentive. Agents need to complete the Buenos Aires online training module and sell a minimum of two adult or child return airfares from Auckland to South America on NZ-ticketed flights (ticketed on/before 30 Apr). Fifty agents will each win 500 Airpoints dollars. For details, see [airnzagent.co.nz/hola-buenos-aires](http://airnzagent.co.nz/hola-buenos-aires)

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\*Sale ends 11.59pm 18 May 2015 unless sold out prior. Selected departure dates, days and conditions apply.

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**QANTAS**

## ICC Cup Sees AKL Traffic Boost

**International passenger numbers through Auckland Airport increased 13.5% in Mar, boosted by a 35.4% increase in capacity on Asian routes and passenger loadings of around 84% on Tasman routes thanks to the ICC Cricket World Cup.**

Emirates, the official partner airline of the cup, saw very strong load factors on its A380 services to Auckland, says the airport, while Air New Zealand, Virgin Australia and Qantas Airways all added extra return services on the Tasman to meet demand. The Eden Park semi-final helped boost South African visitor arrivals by 73.5% in Mar.

Strong visitor arrivals from Asia

continued with Chinese arrivals up 32.1% on Mar 2014, totalling more than 275,000 arrivals for the rolling 12 month period. Arrivals from Japan (up 19.3%), India (up 52.1%), Korea (up 12.3%), Hong Kong (up 62.7%), and Taiwan (up 10.5%) were all significantly higher than in Mar 2014. Cathay Pacific extended its double-daily Auckland-Hong Kong service to mid-March and plans to upgauge from an A340 to 777-300 next summer, a 20% capacity increase per flight, says the airport.

### Club Raro Agent Rates

Club Raro have released agent rates valid for sales and travel in May in conjunction with Virgin Australia's new industry airfares. Rates start at \$99pn including tropical breakfast and a bonus stay three pay two which can be doubled. If agents are staying elsewhere, Coconuts Travel Marketing will send them a voucher to have lunch at the newly refurbished resort. Email [holiday@clubraro.co.ck](mailto:holiday@clubraro.co.ck)

### Win A Samoa Stay

Agents who complete their South Pacific Specialist Training will go in the draw to win an eight-night stay in Samoa. The package, for two people, includes two nights at Sinalei Reef Resort, Aga Reef Resort, Return To Paradise and Coconut Beach Resort & Spa, continental breakfast daily, local transfers, a day tour and a meet and greet at the airport. See [southpacificspecialist.org](http://southpacificspecialist.org)

### New Local Accor VP

Accor has made changes to its executive management teams in New Zealand and Australia, including appointing Chris Sedgwick as senior vice president operations New Zealand, Fiji and Polynesia. Sedgwick, who is the former VP operations QLD/NT, will take over from Garth Simmons who is moving to Indonesia for the role of coo Malaysia, Indonesia and Singapore from 01 Jul. Sedgwick's other roles with Accor include brand champion across the Australia network, and he has previously worked for Ayers Rock Resort, Hamilton Island and Rydges Hotels & Resorts in Asia, New Zealand and Australia.



### UA Appointment

United Airlines has appointed Julie Reid as its new Sydney-based director of sales Australia and New Zealand, effective 20 May.

Reid succeeds Alison Espley, who was recently promoted to managing director, Japan and Pacific sales at UA's Tokyo office. She



brings nearly 30 years of extensive global experience in the aviation and tourism industries, including sales and marketing manager in Australia for Cathay Pacific.

### SQ Amazing Asia Sale

Singapore Airlines has flights to over 70 destinations on sale to 08 Jun in its Amazing Asia sale. Fares include Singapore from \$1254, Shanghai from \$1294, Hanoi from \$1380, Phuket from \$1502, Mumbai from \$1579, Male from \$1628 and Cape Town from \$2039. Business class flights are also available. See [krisport.co.nz](http://krisport.co.nz)

### CX B777 To New Zealand

Cathay Pacific will increase capacity on flights between Hong Kong and New Zealand next summer when it introduces a B777-300ER on the route. CX is operating double daily services AKL-HKG next summer, and by up-gauging to a B777 will add a further 13,500 seats to the route.

**Partnership Manager**

APX Travel Management is the proud holder of the NTIA Best Brand Corporate multi-location award for 2014.

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**Vivid BridgeClimb**

BridgeClimb is offering the chance to really be at one with Sydney's Vivid Festival (22 May-08 Jun) by cladding night climbers in specially illuminated vests to add a moving trail of lights to the lit up bridge. Cost is from AUD218 adult and from AUD148 child. The view from the bridge also gives a spectacular chance to see the lit-up Opera House from a whole new angle.

**Have you noticed a slowdown in sales following a bumper 12 months?**

**CLICK HERE TO VOTE**

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**Full House For Aloha Down Under**



It was a full house at Aloha Down Under in Auckland last night, with the event providing travel agents more in-depth product knowledge from the visiting Hawai'i Tourism delegation.

One of the highlights of the evening was the Agents of Aloha film clip which followed four travel agents (two each from Australia and New Zealand) travelling around four of the Hawaiian Islands. The film showcased the range of activities and experiences that each island offers as well as the different characteristics of the islands to match with different client travelling styles, says Hawaii Tourism.

**Cycle Tuscany**

Adventure World's eight-day small group cycling tour through Tuscany, Cycle Siena and Chianti, is on sale to 31 May, priced from \$1679pp —a \$295pp saving. Valid for travel until 03 Oct, the price includes hotel accommodation, many meals, transport and listed activities.

Pictured: **1** Prize-winner Debra Escano of Infinity Holidays (centre) with Hawaiian Airlines' Russell Willis and Lindsey Morgan, and Hawaii Tourism's Darragh Walshe and Megan Hornblow.

**2** Megan Hornblow of Hawaii Tourism with House of Travel's Gabrielle Brown, who won a Hawaii land package.

**3** Alicia McGregor of Air New Zealand holidays also won a land package.

**4** Prize-winner Vanessa Noronha, House of Travel New Lynn (centre) with Hylda Bloomfield of Air New Zealand and Megan Hornblow, Hawaii Tourism.

**Beacons To Explore QLD**

A release from Tourism and Events Queensland says 150 iBeacons are to be installed across Queensland's 13 tourism destinations as a way to guide visitors.

The beacons will automatically deliver users of the 'This is Queensland' app with information about the top things to see and do in the area. They will also be used at major events, alerting attendees to information about the event and destination. The app and beacons form part of TEQ's strategy to evolve Queensland tourism's digital presence it says. The app is available to download, free, for both iPhone and android.

**MEL Traffic Results**

International passengers at Melbourne Airport increased by 12% during the third quarter of 2014/15 to reach 2,174,568 passengers.

Melbourne Airport chief executive Chris Woodruff says the city was 'the place to be' over the last few months with the range of major global events and international conferences drawing visitors from all corners of the globe.

This included the ICC Cricket World Cup, which saw a number of Kiwis travelling to the city to be part of the action, resulting in a 13.7% increase in Kiwi travellers for the month of Mar.

Overall in Mar, international passengers rose by 18%, domestic passengers grew by 5% and total passenger growth reached 8% compared to the same period in 2014.



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**New For Dreamworld**

Dreamworld will open a new world for children in Jun, featuring characters and rides based on ABC shows *Giggle and Hoot*, *Play School* and *Bananas in Pyjamas*. ABC Kids World will complement existing Wiggles World attractions, and will include a Giggle and Hoot Pirate Ship and other rides, Play School immersive experiences, and a Bananas in Pyjamas Fun Maze. Dreamworld will also soon announce major new plans for an immersive motor-sport experience, and a new dining venue to open by summer.

**Agents Experience  
LAN 787 Luxury**



**A group of corporate agents had the chance to experience LAN's 787 business class product last week, when the carrier hosted them on a flying visit to Sydney.** In-flight the group enjoyed a leisurely hot breakfast and a power-nap on



the lie-flat beds. Comments from the group included the business class product was 'highly recommendable', 'world class luxury travel with impeccable service to match', 'extremely friendly staff' and offered plenty of space and legroom.

Sit back and relax: Renee Boonekamp of APX enjoys the in-flight service. Sandra Barclay-Graham, Private Travel Company with Mary Fiskien of Business World Travel, make the most of the legroom.

**SQ Olympic Support**

Singapore Airlines has signed an agreement with the Singapore National Olympic Council to be the official airline partner for Team Singapore. Under the three-year agreement, SQ will provide air tickets for athletes and officials to participate in the games.

**GC Lucky Luggage**

Gold Coast Tourism transformed an Air New Zealand baggage carousel at Auckland Airport into a Lucky Luggage game show recently, with passengers in the running to win Gold Coast experiences like adventure getaways and foodie escapes.

As the bags travelled around the carousel, a timer counted down and travellers waited to see if their bag would be on the lucky spot when the timer ended.

"The Gold Coast has long been famous for its theme parks and stunning beaches, which remain a huge part of its appeal, but we wanted to engage Kiwis in a fresh way and showcase everything our destination offers," says GC Tourism's Michael Thurston. "This activity highlights the diversity of the Gold Coast in a genuinely unique way." Check out the video [HERE](#)

**Liberia Is Ebola-Free**

The World Health Organisation has declared Liberia to be free of Ebola, with 42 days passing since the last confirmed case was buried. Liberia had reported the highest number of deaths from the outbreak, with 300-400 new cases occurring every week from Aug-Sep last year. WHO says it is confident Liberia has interrupted transmission but outbreaks persist in neighbouring Guinea and Sierra Leone, creating a risk of the disease crossing the border.

**Industry Diary**

**MAY**

**Avalon 2016 Launch**

**Wellington CBD:** Tue 12, Mac's Function Centre, 1745, drinks & canapes.

**Adventure World Around the World roadshow**

**Auckland:** Tue 12, Adventure World's new office, 131 New North Road, Eden Terrace, 1730.

**Travelpart Roadshow**

**Christchurch:** Tue 12, The Oak Room, The Atrium, 1730-2000. **Wellington:** Wed 13, James Cook Hotel Grand Chancellor 3, 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, Copthorne Hotel, 1630-1900. **Masterton:** Wed 20, Masterton Club, 1200-1330. **Wellington:** Wed 20, Shandon Golf Club, Petone, 1730-2000.

**Chimu Adventures Launch Party – Fiesta Latina!**

**Auckland Central:** Thu 21 May, Besos Latinos, 1800-2000.

**Amazing Thailand Roadshow**

**Auckland:** Thu 21, Sky City Grand, 1700.

**Whitsundays Travel Agent Workshop**

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

**Sabre Tech Summit**

**Auckland:** Thu 28, Langham, 1500-1800.

**JULY**

**Nepal Fundraiser In conjunction with South African Airways and Adventure World**

**Auckland:** Wed 01, Sky City Convention Centre, 1730-1800 Drinks/Nibbles, 1800-1930 Travel Quiz.

**Hawaii Tourism MCI Roadshow**

Mon 27, Dates and venue tba.

**AUGUST**

**Bula Marau Fiji Roadshow – Around Viti Levu**

**Christchurch:** Mon 3, Novotel Christchurch, 1730-2030.

**Wellington:** Tue 4, InterContinental, 1730-2030. **Auckland:** Wed 5, Stamford Hotel, 1730-2045.

**Hamilton:** Thu 6, Novotel Tainui, 1730-2030.

**Anaheim Roadshow**

**Auckland:** Mon 24, The Hilton, 1730.

**Sultanate of Oman Tourism update**

**Auckland:** Mon 24, Royal New Zealand Yacht Squadron, from 1730.

**OCTOBER**

**Adventure World and Rocky Mountaineer Breakfast**

**Dunedin:** Fri 02, , 0730-0830.

**Invercargill:** Mon 05, 0730-0830.

**Queenstown:** Mon 06, 0730-0830.

Venues TBC.

**Bula Marau Fiji Roadshow – Luxury & Couples**

**Nelson:** Mon 12, Grand Mercure Monaco Resort, 0730-0930.

**Christchurch:** Mon 12, Peppers Clearwater, 1730-2130.

**Wellington:** Tue 13, Amora Hotel, 1730-2030. **Auckland:** Wed 14, Pullman Hotel, 1730-2045. **Hamilton:** Thu 15, Novotel Tainui, 1730-2030.

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Please send your CV with a letter detailing why you would be right for this role to Lynn Adams-Pearce, National Manager Sales on [ladamspearce@hertz.com](mailto:ladamspearce@hertz.com)

Applications close on 15 May 2015. Please note: only short-listed candidates will be contacted.



# MEKONG AGENT FAMIL CRUISE

## Avalon Mekong Cruise Wows Kiwis

A group of New Zealand agents have returned with a new love for Cambodia and Vietnam after experiencing the region on a cruise with Avalon Waterways.

The agents won a place on the 13-day Fascinating Vietnam, Cambodia & the Mekong River cruise from Siem Reap to Ho Chi Minh City, sailing on the newly launched Avalon Siem Reap.

There are only 18 suites on the ship, modelled on Avalon's industry-renowned Panorama Suites in Europe, and her small size means she can cruise all the way from Siem Reap to Ho Chi Minh City (subject to water levels).

Highlights of the trip included the Angkor Temples, an ox cart ride through the Cambodian countryside, a cyclo ride through Phnom Penh and a water blessing by monks. The group visited a local school, fish farm and markets, and took part in a cooking class.

There was also a sombre side when they paid their respects at the killing

fields and Genocide Museum, and explored the CuChi Tunnels.

### ... Earlybirds

The cruise is priced from \$5318pp, t/s based on a 27 Jun 2016 departure. Avalon has 2016 earlybird discounts of 10% off when booked and deposited by 30 Jun 2015.

### Faye Phillips Mondo Stratford

*The way Avalon have put this trip together is a real credit to them – the shore excursions were great and I learnt a lot about the history of Cambodia and what the war time meant to them. Meeting and seeing how people live was humbling, to see how happy they were with so little! It was good to see that Avalon also support some of these communities so by travelling with Avalon you are actually helping to give something back. I must admit it was always great to get back on board the Avalon ship to enjoy the exceptional food, amazing staff and the luxury of everything on-board.*



### Gail Littin Pukekohe Travel

*I had been to Cambodia and Vietnam twice before however this was the ultimate.*

*We had the full experience on a beautiful product, every day was fabulous, the ship, staff and guides were some of the best I have experienced.*

*The shore excursions offered an in depth look into these countries and the Mekong is an amazing stretch of water that is so vital to these people, it is their life.*



### Kylie Masters

#### House of Travel Remuera

*So many highlights – the staff on the cruise, the happy smiling faces of so many beautiful people in the villages we visited. Learning more about the history of the country and the huge amount of respect I have for how they are working towards a better future and their forgiveness.*

*Cruising with Avalon really is a magical way to appreciate the many varied faces of the mighty Mekong river and the life that surrounds and feeds off it every day.*



### Freya Paddison

#### Flight Centre Kilbirnie

*For me, visiting the local villages was very special and something I will never forget. Being introduced to their culture and welcomed into their daily lives was incredible, something I am very lucky and grateful for having experienced. To see how little these people have, but how happy they are is truly heart warming.*

*A few other unforgettable experiences were: drinking snake wine and then holding a snake, the ox cart journey, the cyclo ride, and the traditional water blessing performed by local monks. They were all first time experiences for me that made the trip that much more unique and special.*

*Our cruise director, local guides and crew were all amazing. These people made this absolutely incredible and unforgettable trip!*



### Sarah Jamieson

#### Flight Centre Browns Bay

*One of the highlights for me was the visit to the school in Angkor Ban. The smiles on the kids' faces and their enthusiasm to interact with us, was just so heart-warming and made for a really special experience. The "Amazing Race" we did at the markets in Chau Doc to gather the food on the list in Vietnamese was also a real highlight, I just loved the challenge of being in a place where people didn't speak English and we had to try and communicate, it was hilarious the number of people who returned with bananas instead of garlic... so much fun! All in all it was a great experience on a beautiful ship with such lovely staff on-board which made our trip a truly special one.*



All photos supplied by the agents

