

Tuesday 09 June 2015

lssue 3090

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## **Aviation Industry's Soaring Fortunes**

Aviation profits are expected to almost double this year as the industry reaps the rewards of strengthening economies, lower fuel prices, record load factors and the appreciating USD, says IATA.

The association has revised its 2015 industry outlook upwards to USD29.3 billion, IATA boss Tony Tyler announced at the IATA annual general meeting in Miami this week. This compares to last year's net profit of USD16.4 billion, and represents a net profit margin of 4.0% or around USD8.27 per passenger.

### ... Demand Growth

The passenger business is expected to grow some 6.7% in 2015, compared to 6.0% in 2014, and passenger numbers are expected to top 3.5 billion for the first time this year. A focus on efficiency is seeing supply matched more closely than ever with demand, and is expected to produce a record high load factor of 80.2%.

"For the airline business, 2015 is turning out to be a positive year," says Tyler. "Since the tragic events of Sep 2001, the global airline industry has transformed itself with major gains in efficiency. This is clearly evident in the expected record high passenger load factor."

Meanwhile fuel prices are falling, with jet fuel prices expected to be down 33% this year compared to 2014. However the full impact of the

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fall is being weakened by a 20% rise in the value of the USD over the past 12 months as well as airline hedging policies, which have locked about half of the 2015 fuel supply at higher levels.

### ... Regionally

While all markets are expected to see an improvement in profitability this year, there are stark differences regionally, warns Tyler, with US airlines expecting a profit margin exceeding 12% while African airlines will see an average margin of just 0.8%. "The industry's fortunes are far from uniform. Many airlines still face huge challenges," he says.

More than half the global profit (USD15.7 billion) is expected to come from airlines based in North America, which are benefiting the most from the fall in USD-denominated fuel prices, a strong local economy and industry restructuring, says IATA.

Carriers in Asia Pacific are expected to generate a USD5.1b profit for a 2.5% net margin (USD4.24 per passenger). Demand in the region is expected to grow 8.1%, slightly ahead of a 7.7% growth in capacity.

While lower fuel costs will help, the stronger dollar reduces the benefit in this region, says IATA, and airlines have also been impacted by a lethargic air cargo industry. AsPac airlines hold about 40% of the global air cargo market.

### **Must See Landmarks**

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Angkor Wat has taken the title of the world's top landmark, in TripAdvisor's 2015 Travellers' Choice Landmarks awards. Machu Picchu was ranked second, followed by the Taj Mahal, Sheikh Zayed Grand Mosque Center and Basilica of the Sagrada Familia. Rounding out the top 10 is St. Peter's Basilica, Milan Cathedral (Duomo), Alcatraz, Corcovado – Cristo Redentor and the Golden Gate Bridge. Locally, the Sky Tower was ranked as New Zealand's top landmark, coming in ahead of the Waitangi Treaty Grounds.

### **Is The Future Seaplanes?**

A researcher has come up with the answer to airport congestion and noise pollution by suggesting transatlantic flights could be operated by seaplanes that touch down on the coast. He's designed a family of seaplanes that could accommodation anywhere from 200 to 2000 passengers



All activities on Mt Kinabalu and in Kinabalu Park have been suspended for at least three weeks following the earthquake on Fri, World Journeys has advised. All other travel and activities in Borneo are running as usual, and all clients booked through World Journeys have been contacted.

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### 5 Pages This Issue

### **New Name Is Cheaper**

A British student has changed his name in order to escape an airline booking fee, after finding out that it was cheaper to change his name by deed poll and order a new passport than it was to update his flight ticket. The student was booked onto a Ryanair flight by a family friend, however the person who booked the flight took the student's details from Facebook, where he jokingly had his name as 'Adam West', the actor who originally played Batman.













### **Sounds Air Routes**

According to the GDS, Sounds Air has added new domestic routes. Effective now, there are 19 weekly Wellington-Taupo flights and effective 15 Jun, there will be 11 weekly Nelson-Paraparaumu flights. See soundsair.com

### 2014 A 'Tragic Paradox'

It's a 'tragic paradox' that aviation recorded its safest year ever in 2014 but remained constantly in the headlines over safety issues, said IATA boss Tony Tyler at the 71st IATA Annual General Meeting and World Air Transport Summit in Miami this week.

Significant progress has been made with issues raised as a result of MH370 and MH17, said Tyler, with a 15-minute position reporting standard being developed and governments working together to share security information more effectively. "We will not be satisfied until the outrage of MH17 is fully addressed in a global convention to control the design, manufacture, sale and deployment of weapons with anti-aircraft capability," he added.

### ... Caution Urged

Meanwhile the findings of the investigation into the Germanwings 9525 tragedy will see 'regulators and industry looking at the balance needed to monitor the mental health of crew', said Tyler.

However he urged against rushing to judgement and action in the immediate aftermath of such incidents.

The aviation industry 'must not allow anything to undermine the wellestablished accident investigation standards and processes, which lead to findings that improve safety', the IATA boss said.

# NZ/AI Deal: India Access To Improve

Kiwi access to India is tipped to improve following a new codeshare agreement signed by Air New Zealand and Air India at the IATA AGM in Miami today. The deal will see NZ codeshare to several Indian cities across

multiple gateways, while AI will access New Zealand on NZ services, including on the Tasman, connecting to its Sydney and Melbourne services. Flights are expected to go on sale in the coming

months. "The sheer size of India and its growing middle class make it an aviation force that will positively impact international traffic flows," says NZ boss Christopher Luxon, pictured in Miami with AI boss Rohit Nandan. "Close to 90,000 people currently travel between India and New Zealand every year and this number is growing. This codeshare agreement will provide greater choice and convenience for those travelling between our two countries in both directions."

### ... New UK Route?

The move has been welcomed by Flight Centre, who says it improves access to India itself as well as offering a new stopover destination for young Kiwis heading to the UK on their OE.

"In particular I think we'll see this new codeshare provide a really interesting stopover destination for a lot of young Kiwis heading over to London and Europe for working holidays," says Student Flights' Danny Bodger.

India has been growing in popularity with customers, with Mumbai, Kochi

2015

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and Chennai in particular seeing good growth, says Flight Centre general manager product Sean Berenson. "The new partnership will offer greater choice for travellers, providing an alternative and

cost effective way to access London and Europe as well as greater access for travellers into India itself."

### **EK Sydney Fares**

Emirates advises of its current one-way fares ex Christchurch to Sydney. Fly economy from \$206; business from \$649; and first class from \$899. Economy on sale to 11 Jun and business/first class on sale to 22 Jun. Select travel dates apply. See your GDS for details.

### **Domestic Sale**

Air New Zealand has released a further 48-hour regional domestic sale. Fares start from \$59 seat + bag each way.

Sale fares are available ex Auckland, Wellington or Christchurch to Nelson or Marlborough for sales to 10 Jun. GDS and airnzagent.co.nz has been updated.





### **EK Skywards Promo**

Emirates Skywards will celebrate its 15th anniversary this year by giving 15 members the chance to win one million Skywards Miles eachand New Zealand members will be among those in with a chance. EK Skywards Members in select markets who travel to any EK destination during 29 May-31 Dec, and answer three multiple choice trivia questions correctly will be entered into a prize draw to win one million Skywards Miles. The miles can be used for any EK flight, or its partner airlines, plus they can be used to upgrade a flight experience or to access exclusive products and experiences. They can also be redeemed for a trip around the world or upgrades for friends and family to experience a first class getaway in their own private suite, among numerous other reward options. Utilising the EK app will double members' chances to win. Winners will be announced every month through Dec. See emirates.com

### **Pope's Cuba Visit**

World Journeys is urging clients heading to Cuba this Sep to book early as the Pope is scheduled to visit 15-25 Sep. The wholesaler has experienced a surge in bookings to Cuba since the warming of US/Cuba relations, and reports that things are due to get even busier in Havana with the Pope's visit during what is already the high season. World Journeys warns agents that hotel rates will rise and availability will be tight.

## More Airlines Get On Board With NDC

Qantas, China Southern and Lufthansa are among the growing number of airlines who are taking part in pilots to test IATA's New Distribution Capability (NDC), the association announced at its AGM in Miami.

QF is launching an NDC pilot to distribute its Chauffeur Drive product in a third party channel environment; CZ plans to complete a live deployment of the NDC standard covering shopping, booking, and ticketing in the second half of 2015; and LH will realise an NDC pilot by the end of the year, focused on the 'dynamic bundling of products'.

Other airlines planning to launch NDC pilots this year include Avianca, Gol Linhas Aereas Inteligentes, Hong Kong Airlines, InselAir, Swiss International Air Lines and Ukraine International Airways. The latest developments bring the number of airlines that have or will participate in NDC pilots to 24.

"NDC will modernise the way that airline products are presented through travel agents as well

### **Adelaide Sightseeing**

Adelaide Sightseeing now offers two new tours of the city and surrounds. Explore Adelaide's Southern region that includes trekking down the southern coastline and visiting the award winning wine region of McLaren Vale. The iconic Adelaide Oval has also been added to the City Highlights tour. See adelaidesightseeing.com.au

## Accounts Administrator

## BUSINESS WORLD TRAVEL

## We are seeking an experienced Accounts Administrator to join our team.

Working in Newmarket, you'll be responsible for our day to day business and accounting transactions. Key responsibilities include end to end accounts payable/receivable, bank reconciliations, IATA BSP, monthly returns, amongst a range of duties. Expertise with accounts programmes and excel is essential.

Our successful candidate will be a self starter, have experience in the travel industry and will have a good command of written and verbal English.

If you're interested in joining our team, send your CV to: Christine Armstrong, Business World Travel PO Box 99-088, Newmarket, Auckland 1023 Or email to carmstrong@bwt.co.nz as help to promote efficiency and innovation," says IATA boss Tony Tyler. "With NDC, travellers shopping through agencies will be able to compare the full product offering—tailored to their specific requirements." IATA has also launched an NDC microsite with information on how to get started with NDC, including links to instructional videos. See startndc.iata.org

### New oneworld Chair

Cathay Pacific chief Ivan Chu has been

nominated as the new chairperson for the oneworld governing board, succeeding IAG boss Willie Walsh. "I look forward to



working with other board members to drive continuous developments of oneworld," says Chu. "We will never rest on our laurels. We will keep working to provide a seamless travel experience for the millions of customers who fly with oneworld every year."



### Adventure World's new Africa Brochure

Adventure World's new African brochure is out, and includes the five-day Chobe Under Canvas and the Okavango Delta. The trip features a mobile safari combined with a luxury lodge in the Okavango Delta. It's priced from \$6139pp, including hotel accommodation, many meals, transfers, internal flights, game activities, park fees and more. See adventureworld.co.nz

## Long-haul Travel Consultant





Orbit is the specialised business travel division of the House of Travel Group – one of New Zealand's part of the Ho largest and most trusted travel brands.

Orbit Auckland is a fast paced and growing business currently seeking an enthusiastic and experienced Long-haul Travel Consultant to jump on board and join the team!

To be successful in this role you will combine your passion for travel and knowledge enhancing the reputation of Orbit Travel by providing quality service to the customers through all communication channels. You will sell complete itinerary experiences in a way which consistently inspires and exceeds customer expectations.

### The key to your success in the role will be:

- Ability to establish rapport quickly and effectively
- · Dedicated to a high level of service with strong ownership skills
- Promote and encourage a positive team environment with a willingness to assist others
- · Have a strong network of contacts
- Be able to analyse and assess product options
- · Excellent time management skills with the ability to prioritise work
- Results focused, driven by challenge and passion to excel
- · Competent in MS Word, Excel spread sheets, Outlook and internet
- · Good numerical skills
- · High level of communication skills
- Knowledge of world geography, time zones and current affairs
- NZQA recognised Travel qualifications (desired but not essential)
- Minimum 4 years' travel industry experience

If you think that this role is the passport to your future, please send a covering letter and CV to Regan Mitchell, General Manager at reganm@orbit.co.nz

Applications close: Friday, 19th June 2015



### **Enchanting Asia**

GO Holidays advises of its Enchanting Asia specials, including eight nights in Phuket from \$1279pp s/t; eight nights Koh Samui from \$1499pp s/t; four nights Bangkok from \$1285pp s/t; four nights Kuala Lumpur from \$1299pp s/t. On sale to 26 Jun for travel 11 Jun-31 Jan 2016. Blackouts apply. Contact GO for details.

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## **Uniworld Waives** Single Supplement

### Uniworld Boutique River Cruise Collection has waived the single supplement fee on a variety of its most popular 2015 and 2016 allinclusive river cruises.

Uniworld Boutique River Cruise Collection president Guy Young says its 'intimate ships and welcoming atmosphere foster a close-knit onboard community'. "Solo travellers are attracted to our attentive service, destination expertise, and general friends on a Uniworld cruise," he

### **Bac Ha Night Market**

Vietnam's Bac Ha, a northern province of Lao Cai, has unveiled a night market, which will operate every Sat, advises Exotic Holidays. The market will offer visitors a chance to mingle with local vendors, enjoy artistic performances, purchase handicrafts and sample local food and drinks, including a special Mong dish cooked from horse meat and home brewed corn wine. For more information e-mail info@exoticholidays.co.nz

says. Featured 2015 cruises include the eight-day Burgundy & Provence cruise, from Avignon to Lyon, which is now priced from \$5250pp, with departures12 and 19 Jul, 30 Aug and 25 Oct; eight-day Bordeaux, Vinevards & Chateaux, roundtrip Bordeaux, is from \$4225pp, with departures 28 Jun, 16 Aug, 25 Oct and 08 Nov. Prices include all meals, unlimited beverages on-board, all gratuities both on-board and on-shore, all scheduled arrival and departure day transfers and a broad menu of fully-hosted shore excursions. Guests are encouraged to book early as waived single supplements are capacity controlled. For a full list of itineraries, prices and dates, see uniworld.com

### **Jazz Festival**

Tasmania's Devonport Jazz Festival is set to take place 23-26 Jul. Now in its 13th year, the programme features artists from Tasmania and interstate. playing everything from gospel to blues. Performances will take place in halls, churches, pubs, clubs, cafes, vinevards and even a chocolate factory. See devonportjazz.com



New At World Journeys

World Journeys has appointed Joel Hiini-Neilson to its team of travel designers, specialising in Canada and Alaska. "To have someone with Joel's experience, not only of World Journeys product, but also of our destinations, is a great addition to the team," says director Kate Gohar. "Joel has travel extensively to Argentina, Chile, South Africa, Botswana, Namibia, Zimbabwe, Antarctica, China, Hawaii, and Canada/USA, and previous roles in her travel industry career have included time at Walshes World in the land and air departments, Frontier Travel, and HOT Product's USA and Canada team."

### Supermodel Kicked Off

Kate Moss was reportedly kicked off an EasyJet flight, ex Bodrum to London, for being disruptive. Reports say officers escorted Moss from the plane, however, no formal complaints were made against her and she was not arrested.

## **Account Manager**



### **Orbit Corporate Travel Wellington**

Orbit Corporate Travel Wellington is a member of the House of Travel Wellington group of companies. We are the largest outlet in the House of Travel group with an annual turnover in excess of \$130 million. We have 110 staff operating across four brands - House of Travel, Orbit Corporate Travel, Orbit Holidays and The Adventure Travel Company.

Located in Wellington and reporting to the Orbit Sales Manager the role is responsible for developing and executing sales activities for a portfolio of government companies, providing leadership towards achievement of profitability in line with client goals and establishing plans and strategies for growth according to Company vision and values.

### The ideal candidate will possess the following attributes:

- A background in Corporate Travel or a background in Sales
- Experience in dealing with Government agencies
- Strong interpersonal and communication skills A passion to deliver exceptional customer service
- •
- Business and industry acumen Well developed presentation and negotiation skills
- Ability to prioritise and manage a varied and substantial workload with accuracy and attention to detail.

We are a thriving business and the successful candidate will be committed to rolling their sleeves up, working hard and having fun. In return the successful candidate's contribution, commitment and value will be rewarded.

> Applications for this role close Monday 15 June and should be sent in confidence to:

Liz Herrick, HR Manager, House of Travel PO Box 3646, Wellington Email: wlgrecruitment@hot.co.nz

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### **TRAVEL CONSULTANT**

Adventure Travel's mantra is about providing our clients with an exciting & remarkable experience every time they travel.

As a member of the House of Travel group, we have been successfully assisting with travel plans to off-the-beaten-track destinations for over 30 years. The majority of our clients share that same passion for appreciating other cultures and the wonders of this amazing planet!!

We have an exciting opportunity for an experienced Travel Consultant to join our busy team in central Wellington. It is an opportunity to work in an environment with loyal clients travelling to diverse destinations and booking niche products. Europe, South America, Africa, the Arctic and Antarctica are common everyday destinations for Adventure Travel staff.

### The successful candidate will have:

- · Passion for selling adventure travel
- Travel experience is highly desirable especially to Europe, Africa and South America
- A sound knowledge of long haul product
- Three years plus Travel consultancy experience
- Excellent communication skills A proven sales record
- · An enthusiasm for providing outstanding customer service

Applications for this role close on 18 June 2015 and should be sent in confidence to:

Liz Herrick, House of Travel Wellington Limited PO Box 3646, Wellington Or by email wlgrecruitment@hot.co.nz



### St. Regis Mumbai

St. Regis Hotels & Resorts has announced the debut of its brand in India with the St. Regis Mumbai set to open in the third quarter of 2015. The hotel, currently known as the Palladium Hotel, is undergoing an extensive rebranding. The 38-story St. Regis Mumbai will feature 386 well-appointed guest rooms, including 60 suites, an all-day dining restaurant, four specialty restaurants, a club lounge and three bars. Other leisure facilities include a swimming pool and fitness centre, plus, the hotel will offer over 5200m<sup>2</sup> of event space, including a grand ballroom. See stregis.com

Tourist courts in Thailand are acting as a one-stop-service for visitors seeking justice for unfair practices, scams, theft conflicts or accidents, says the Tourism Authority of Thailand.

**Thailand's New** 

**Courts For Tourists** 

Officials, including interpreters, are deployed at the local offices to receive complaints around the clock, says TAT. The courts aim to ensure a standard case is resolved by the next working day although this depends on the complexity of the case.

Tourist Case Section Courts currently operate in Pattaya, Phuket, Bangkok (at Dusit and Pathumwan Courts), Ko Samui and Chiang Mai. Over the next few months, further courts will

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Scenic Information Sessions Hamilton: Mon 15, Hotel Novotel. Tauranga: Tue 16, Mills Reef Winery. Auckland East/South: Wed 17, Waipuna Hotel. Auckland North: Thu 18, The Spencer on Byron Hotel. Nelson: Mon 29, Rutherford Hotel. Timaru: Tue 30, Landing Services Building.

### Air New Zealand's Southern **Hospitality Roadshow**

Albany: Mon 22, Lone Star Restaurant, Corner Oteha Valley Rd and Appian Way, 1800-2000. Dunedin: Tue 23, Lone Star Restaurant, 484 George Street, 1800-2000. Christchurch: Wed 24, Lone Star Restaurant, 26 Manchester Street, 1800-2000. Nelson: Thu 25, Lone Star Restaurant, 88-90 Hardy St, 1800-2000. Wellington: Mon 29, Lone Star Restaurant, 66 Tory Street, 1800-2000. Napier: Lone Star Restaurant, Cnr Marine Parade and Emerson Street, 1800-2000.

#### Globus Family of Brands and Rocky Mountaineer 2016 North America Launch

Hamilton: Tue 23, Jukebox Diner, 11 Railside Place, 1745. Tauranga: Wed 24, Rye- American Kitchen, 19 Wharf Street, 1745. Napier: Thu 25, Hogs Breath Café, 49 Marine Parade, 1745.

### **Globus Family of Brands 2016** North America Launch

Auckland Central: Tue 23, MetroLanes, Level 3, 291-297 Queen Street, 1800. Auckland North: Wed 24, Xtreme Wairau Park, 10 Target Crescent, 1800. Auckland East: Thu 25, Xtreme Botany Park, 500a Ti Rakau Drive, North Park, 1800.

### Scenic Information Sessions

Dunedin: Wed 01, Hotel St Clair. Invercargill: Thu 02, The Kelvin Hotel.

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

### **Globus Family of Brands 2016** North America Launch

Nelson: Wed 01, Action Indoor Sports Stadium, 30 McPherson Street, Richmond, 1745. Pukekohe: Tue 21, Pukekohe Cosmopolitan Club - Ten Pin Bowling Centre, 78 Nelson Street, 1745.

#### Air New Zealand's Southern **Hospitality Roadshow**

Tauranga: Wed 01, Lone Star Restaurant, 41 The Strand, 1800-2000.

Hamilton: Thu 02, Lone Star Restaurant, 185 Victoria Street, 1800-2000.

#### **Globus Family of Brands and Rocky Mountaineer- 2016 North** America Launch

Lower Hutt: Mon 06, Strikenz, 399 Hutt Road, 1745. Palmerston North: Tue 07, Bowlarama Ten Pin Bowling Centre, 94 Cuba Street, 1745. Christchurch: Tue 21, Tequila Mockingbird, 98 Victoria Street, 1745

Hawaii Tourism MCI Roadshow Mon 27, Dates and venue tba.

open in Krabi, Hua-Hin, Bangkok (at Phra Nakhon Nuea and Phra Nakhon Tai Courts), Sukhothai, Songkhla, Chiang Rai, Khon Kaen and Ubon Ratchathani.

### Hertz: Drive Safe

To ensure drivers stay safe on New Zealand roads this winter Hertz has put together some useful tips. Know where you're going before you leave and use a GPS to find the best route there; listen to weather and traffic forecasts and check for road closures; make sure you're equipped for bad weather; drive slowly; increase the following distance; watch out for black ice; ensure your car is free of ice and snow before leaving; and if you do happen to get stuck in snow, shift into a higher gear.

### ... Winter Campaign

To celebrate the 2015 winter period, the Hertz 'Love Winter' campaign is now on, which means renters in New Zealand can access a range of promotions, including discounted rentals, free upgrades, discounts on Wi-Fi and prezzy cards. See hertz.co.nz for details.

### **Jupiters' Refurb**

One of Australia's most extensive hotel room refurbishments will soon be underway at Jupiters Hotel & Casino, on the Gold Coast, as Echo Entertainment Group moves ahead with the next stage of the property's AUD345 million transformation. The project to revitalise the property's almost 600 rooms, together with some initial work already completed around the pool and hotel facade, will cost around AUD75 million.

The first completed stage of the refurbished hotel rooms is expected to open at the end of Oct, with the entire project scheduled for completion by the end of 2016. In addition, the company is also working through the final stages of a process to select a contractor for construction of the proposed 17-storey, luxury six-star suite tower at the front of the property. See jupitersgoldcoast.com.au

### Ibis Mackay

The Ibis Mackay Airport hotel has opened. Each standard guest room at the hotel features a queen size Sweet Bed by Ibis, smart television, USB port and blackout blinds. See ibis.com



### Notting Hill Carnival

The streets of West London come alive every Bank Holiday weekend 30-31 Aug, as London celebrates Europe's biggest street festival-the Notting Hill Carnival. With a Caribbean theme that sees West London packed with steel bands, Calypso music, costumed performers and tempting food stalls, the Notting Hill Carnival is not to be missed, advises London & Partners. See thelondonnottinghillcarnival.com

### **Skiing in Whistler**

Adventure World has a seven-day Whistler Ski Plus package, priced from \$1329pp. Included is hotel accommodation, a three- or four-day lift pass, many meals and return airport transfers. The itinerary also features a guided snowshoeing excursion, guided snowmobile excursion and a traditional fondue dinner. See adventureworld.co.nz



<ul> <li>Destinations</li> </ul>	^ Signtseeing
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*Resorts	*Shopping
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*Tours	*and much
*Transport	more

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