

# TABS ON TRAVEL TODAY

Incorporating Tabs on Travel

Friday 03 July 2015

Issue 3108

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## Intrepid Heads Back To Its Roots

**Intrepid Travel is set to refocus on its core brand values, and the trade distribution, as the company ends its four-year strategic partnership with the German TUI Group.**

While stressing there is no right or wrong operating model, Intrepid Group managing director James Thornton says returning to a privatised entity better suits Intrepid's brand proposition and will enable it to be more agile in terms of trying out new tours and adapting to the market. "[Intrepid] strongly believes in having a purpose beyond profit; we want to change the way people see the world," says Thornton. "We have different priorities and goals to a publically-listed company; we want to positively impact the way people engage in our world..." The Intrepid Group has continued to evolve its product to meet

the changing market, but Thornton says a return to operating as a private company allows the group to focus on making a difference—like developing its new Expeditions offering, and donating all of its 2016/16 Nepal tour profits back to charities supporting the people of Nepal.

Following the mutually-agreed split with TUI, Intrepid founders Darrel Wade and Geoff Manchester will take back full ownership of the Intrepid Group brands. Wade will continue as chief executive alongside Thornton, the group's managing director.

### ... Trade Benefits

There will be no change in Intrepid's Kiwi operation following the split from TUI, however Thornton has hinted there may actually be some benefits for the trade distribution.

"We have always had a multiple distribution strategy, whereas TUI was traditionally direct to consumer, this now enables us to put even more focus on our travel trade relationships in countries including New Zealand," says Thornton. "We will be investing more money in training and incentives and this also allows us to be a little more innovative product-wide, some will work, some might not work—but we've got more scope to try."

Thornton notes that a return to privatisation means the Intrepid Group is the world's largest provider of adventure travel experiences.

### White House OKs Selfies

The White House has lifted a 40-year ban on tourists taking photos or posting on social media, replacing signs that said 'No photos or social media allowed' with new signs reading 'Photography is encouraged'.

The change was announced by First Lady Michelle Obama on her Instagram account. However the new rules are limited to phone cameras and compact still cameras. Larger cameras with detachable lenses and selfie sticks are still banned.



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### MU To Open AKL Office

China Eastern has told *Travel Today* that it will be opening an office in Auckland, initially at the airport, and then at a later date, possibly adding a city office. The carrier also reminded agents that it has been in the local BSP for a couple of years.

### Bali Eruption Update

Jetstar resumed services to Bali today after cancelling flights overnight due to the eruption of Mt Raung, which sent ash drifting towards Denpasar Airport. JQ cancelled several flights last night but said this morning it will resume services after it was determined safe to do so, and it will get all Bali passengers moving to their destination as quickly as possible throughout the day.

Air New Zealand's next Bali flights are due to operate tomorrow, and the carrier says there has been no change at this stage but the operations team will be closely monitoring the situation.

### Awards Close To Sell Out?

The majority of tables for the 2015 TAANZ NTIAs have been sold and event organisers are now urging those in the trade who haven't already got tickets to get in quick, or they may miss out.

This year's event is said to be shaping up to be bigger and better than last year's inaugural awards, with some 'surprises' thrown in the mix.

There are just over 100 tickets still available, and TAANZ boss Andrew Olsen says the agent body would love to 'see some more brand names on the table plan.'

The awards are on 28 Aug and tickets are \$125 plus GST. [CLICK HERE](#) for tickets.

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**Salalah Opening**

Oman's Salalah Airport has recently commenced operations, coinciding with the Khareef season in anticipation of the large influx of visitors who will arrive for the busiest tourist season in the region.

The chief objective of the airport is to improve air traffic movement, provide greater connectivity and facilitate easier access to Salalah, especially to the Dhofar region. In its first stage, the airport will accommodate two million passengers annually; however, it will be enhanced to welcome as many as six million passengers in the near future. Overall, the airport will receive 28 international flights, which will also be doubled during the Khareef season, and 56 domestic flights in a week. It will also receive a number of international flights from Doha, Sharjah, Dubai and Abu Dhabi through Qatar Airways, Fly Dubai, Rotana Airlines and Arabia Airlines.

**PER Airport Hotel**

Perth Airport is reportedly calling for expressions of interest to build the airport's first hotel. The city's airport is undergoing an AUD1 billion upgrade.

**LAN To Europe**

Clients can fly to more than 13 European destinations via South America with LAN, World Aviation reminds agents—and they'll be flying on the B787 with a two piece baggage allowance. Two free stopovers also apply on return fares. Fares from Auckland-Madrid start from \$2562, for travel 01 Jul-30 Nov.

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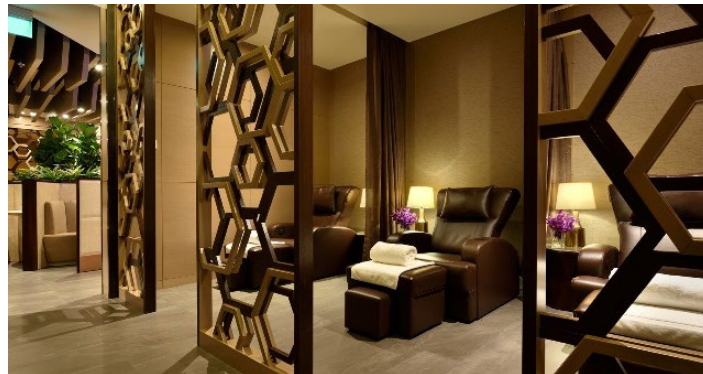


**Industry Comment**

NEWS ~ MU TO GO YEAR ROUND  
**CHARLIE'S TRAVEL**



**New Pay-Per-Use Lounge At Changi**



**Plaza Premium Lounge Management has opened a new independent lounge in Terminal 1 of Singapore Changi Airport.**

The 650m<sup>2</sup> lounge offers 140 seats and panoramic views of one of the busiest airports in the world. Facilities include three private resting suites for up to three people, six shower rooms with amenities, two VIP rooms to provide privacy for special guests, and an exclusive area for massage and nail care services. There's also Wi-Fi throughout and plenty of plug sockets. Plaza Premium has an emphasis on food and beverage as part of its brand strategy, and the lounge introduces live cooking stations where

chefs prepare favourite local dishes upon request. All-day dining options include signature dishes like Singapore laksa, and there's a separate bar area.

Prices start from SGD58pp for five hours, including a selection of food and beverage options, Wi-Fi and shower facilities. Bookings can be made at reception or plaza-network.com

**QF Middle East, Africa**

Qantas has flights to the Middle East and Northern Africa on sale to 03 Aug, including Dubai from \$2055 and Nairobi from \$2479. Book O class with upsell to Q and N class available. See qantas.co.nz/agents

**SQ Fare Update**

Singapore Airlines' Four Corners UK/Europe economy and business fares will no longer be available, effective from 10 Jul.

The fare sheets will be removed from KrisPort after 10 July, says SQ, who adds that agents will need to ticket existing bookings by that date—or re book using alternative fares, which will need to be re-costed. See krisport.co.nz

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### Topdeck Earlybirds

Topdeck has released a limited edition 2016 Europe summer brochure featuring 24 trips at 2015 prices, plus an extra 10% off when booked and paid in full by 31 Aug. The discount period has been extended for an extra two weeks this year, meaning travellers have eight weeks in total to book. See [topdeck.travel](http://topdeck.travel)

### Sabre Appointment

Sabre Corporation has appointed Roshan Mendis as its senior vice president for Sabre Travel Network, Asia Pacific, following the completion of its acquisition of Abacus International. Mendis, who is relocating from Texas, will be responsible for the overall Sabre Travel Network business in the Asia Pacific region.

### The FRIDAY Files

True stories from the mouths of clients, as shared by Kiwi agents.

*I was working up in Auckland a few years ago and a lovely US woman came into our office to get us to check her tickets and ask a couple of questions about her trip back home to US. She was stopping in Australia for the first time.*

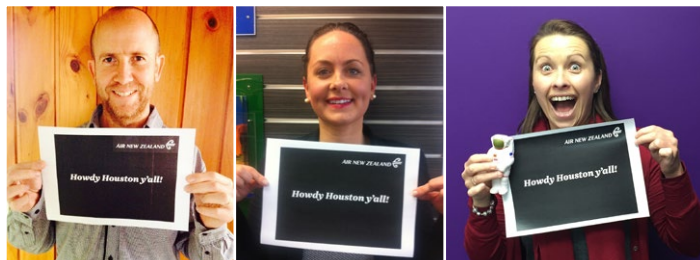
*After chatting away for a few minutes about her trip I noticed there was no flight information between Auckland and Sydney so I asked her if she had booked a cruise to get to Sydney, to which she replied 'Oh no dear I will rent a car and will drive over the Harbour Bridge, my US travel agent showed me where to go'.*

*I had to advise her that the Harbour Bridge was how I got home at night and that there was no way to 'drive' over to Sydney. I also had to get out maps to show her proof there was only ocean... and then had to book her flights to Sydney*

Have you got a funny travel story to share? We won't publish your name or agency details.

Send your funny travel stories to [faith@traveltoday.co.nz](mailto:faith@traveltoday.co.nz)

## Air NZ Announces Houston Winners



Air New Zealand has named the three Kiwi travel agents who have won flights for two to the USA or Canada via Houston, as part of the carrier's Howdy Houston incentive.

To be in to win, consultants had to answer three questions correctly and supply their best seven-day family or couples holiday itinerary incorporating the carrier's new Houston service which launches in Dec.

Up for grabs was return flights for two to Houston, New Orleans, Memphis, Orlando, Miami, Chicago, Montreal, Washington, Fort Lauderdale, New York or Toronto.

The carrier says it is delighted with the incentive response—which it

says generated 175 creative itineraries from travel agents.

The winners are (from left) Andrew Prins, The Travel Brokers, Panmure, Auckland; Linda Searle, Searle Travel, Taradale, Napier; and Amanda Tunley, House of Travel, Cambridge.

The carrier concluded its final roadshow event in Hamilton last night, and says it will announce the winners of the grand prize package (flights to Houston and a Caribbean cruise package) next week. All agents who attended are in the draw.

### MEL Cup Tours

Stars Sports Tours and Events has released its commissionable 2015 Melbourne Cup Carnival tours. There's the five-day Kiwi Tour 02-06 Nov, priced from \$2240; and the eight-day Phar Lap Tour 30 Oct-06 Nov, priced from \$3049. See t-mail sent yesterday or [starsportstours.co.nz](http://starsportstours.co.nz)

### Grant Scam Warning

The Commerce Commission is warning small and start-up businesses to beware of an organisation that claims to be offering access to government grants. The New Zealand Small Business Assistance Centre (NZSBAC) is not connected to the government, and the commission has received more than 100 complaints from businesses who say the NZSBAC misled them about their eligibility for funding. The NZSBAC charges customers for access to information about government funding and grants, which is typically available for free, says the NZCC. See [business.govt.nz/support-and-advice/grants-incentives](http://business.govt.nz/support-and-advice/grants-incentives)

## TECH UPDATE For ALL Travel Agents

### Out with clunky hardware and in with virtualisation



By Tony Carter, Managing Director, Amadeus IT Pacific

Earlier this year, we launched Amadeus **Selling Platform Connect**, an industry-first online mobile booking platform for travel professionals – from experts to those just setting up shop.

So what sets **Amadeus Connect** apart? Unlike other solutions, Amadeus Connect is 100 percent mobile-enabled, can be customised to your needs and requires no installation. All you need is an internet connection and you're set.

**Amadeus Connect** has been built with travel agents, for travel agents. We know our customers increasingly need to deliver real-time services and at Amadeus we're ready to support. That's why we're embracing the cloud, which removes the need for clunky hardware and enables us to continually update our software solutions.

Some may think that the term 'cloud computing' means installing a huge collection of servers – but it's really about virtualisation. This requires a shift from the old ways of thinking to an understanding where all of your business data – like travel itineraries and policies – are managed in a single, safe and secure virtual environment.

This month, we are pleased to announce the successful launch of **Amadeus Cloud Services**, a self-service, automated cloud platform on OpenShift Enterprise, Red Hat's award-winning private cloud application.

To find out more about Amadeus Cloud Services please [visit this link](#).

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### G&T Tastings

Clients who are partial to a good ol' G&T now and then will be happy to hear Red Carnation Hotels' The Chesterfield Mayfair in London has created four gin and tonic tasting experiences. Clients will be able to taste a range of different flavours, with tasting trays starting from GBP20. See [chesterfieldmayfair.com](http://chesterfieldmayfair.com)

### QLD Reef Tourism Focus

Queensland has launched a new social media campaign to promote the Great Barrier Reef, saying it's 'ours to protect and share' after Unesco voted that the reef is not in danger. "My government has shown how seriously we take this responsibility by establishing the first ever office of the GBR and committing an extra AUD100 million to improve water quality," says QLD Premier Anastacia Palaszczuk. "Now we want to spread the word across the globe: the reef is a living treasure which is safe in our hands, and which international visitors should experience first-hand."

A series of videos highlighting the reef will be posted on social media, accompanied by a competition to win a trip to the reef. See [queensland.com/greatbarrierreef](http://queensland.com/greatbarrierreef)

**Ramada Noumea Update**

Soft refurbishments are well underway to improve the guest experience at Ramada Plaza Noumea, says Coconuts Travel Marketing. The spa is currently being upgraded to welcome new operator Harnn Spa in early Aug, the Rendez-Vous bar is being improved to capture the 'look and feel' of a sports bar and will be complete late Aug, and rooms will also receive a soft refurbishment with new lighting, curtains and linen. There will be minimal impact to guests over this time, says Coconuts. The resort currently has a stay three pay two deal, and free airport transfers with stays of five nights. The offer is valid in all room types, for travel 01 Jul-23 Dec and 03 Jan-31 Mar, and sales to 01 Oct.

**DL, VA Say Thanks, Look Ahead**



**Delta Air Lines and Virgin Australia hosted industry to an Independence Day celebration at Orleans restaurant in Auckland last night, to say thanks for their support over the past five years and to celebrate the next five.**

The carriers' joint venture on trans-Pacific routes was recently given the go-ahead by the Australian Competition and Consumer Commis-

sion for another five years. The ACCC issued a draft decision granting interim authorisation for the alliance, saying it benefits consumers and has resulted in enhanced products and services like better online connections, access to each other's frequencies, better schedule spread, loyalty program benefits, and improved lounge access.

**1** Jacqui Brook of Delta, Yvonne

Davies of Air Tickets, Hayley Willis of STA and Air Tickets' Rhianon Grieve. **2** David Libeau, Stella; Fergus Clark of United Travel; and Derek O'Sullivan, Travel Managers. **3** Susan Rayfield, Louise Sutton and Julia Hindman of Flight Centre. **4** Mark Freeman, Virgin Australia and Gary Chambers, STA. **5** David Libeau, Stella and Gareth Williamson, Delta. **6** Steve Tanner, Delta and Tony Laskey, Contiki.

**Industry Diary**

**JULY**

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

**Pukekohe:** Tue 21, Pukekohe Cosmopolitan Club - Ten Pin Bowling Centre, 78 Nelson Street, 1745.

**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.

**South Pacific Association of National Tourism Offices**

**Nelson:** Tue 21, the Suburban Club, 1730.

**OzFocus Auckland**

**Auckland:** Thu 23, Travel Corporation offices 131 New North Rd, Eden Terrace from 1800.

**Hawaii Tourism MCI Roadshow**

**Auckland:** Fri 24, Hilton, 1730-1930.

**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.

**South Pacific Association of National Tourism Offices**

**Napier:** Tue 25, the Crown Hotel, 1730.

**SEPTEMBER**

**TAANZ AGM**

**Auckland:** Wed 09, Heritage Hotel, from 1500.

**Royal Caribbean - New Zealand's Travel Has Talent Grand Final**

**Auckland:** Fri 11, the Pullman hotel.

**Globus / Cosmos Europe 2016 Launch**

**Hamilton:** Tue 15, pm.

**Christchurch:** Tue 15, pm.

**Auckland Nth Shore:** Wed 16, am.

**Tauranga:** Wed 16, pm.

**Dunedin:** Wed 16, pm.

**Napier:** Thu 17, pm.

**Invercargill:** Thu 17, pm.

**Auckland East:** Thu 17, am.

**Lower Hutt:** Tue 22, pm.

**Wellington:** Tue 22, am.

**Whangarei:** Tue 22, am.

**Nelson:** Wed 23, pm.

**Palmerston North:** Wed 23, pm.

**Kerikeri:** Wed 23, am.

**Queenstown:** Wed 23, am.

**Wanganui:** Thu 24, am.

**New Plymouth:** Thu 24, pm.

**Blenheim:** Thu 24, pm.

**Pukekohe:** Tue 29, pm.

**Timaru:** Wed 30, am.

Venues tba.

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- Attention to detail and accuracy of information handling and organization.
- Excellent communication particularly strong telephone and email skills
- Quick and efficient with Microsoft Office applications especially MS Outlook and Excel.
- Excellent organisational & multi-tasking skills
- Strong sense of accuracy & attention to detail.
- Passionate, positive, enthusiastic and flexible attitude

**If this is you, please send your CV and covering letter to [recruitment@gilpin.co.nz](mailto:recruitment@gilpin.co.nz)**

## New North Shore Hotel Option



The new 144-room Courtyard by Marriott Oahu North Shore has opened in Laie—offering Kiwi travellers a new accommodation option near the Polynesian Cultural Center, North Shore and the area's famed beaches such as Sunset, Pipeline, Banzai and Waimea Bay. The hotel says it offers local island-style furnishings and large spacious standard rooms—as well as an 'enhanced bathroom experience'. There's also a Refreshing Business lobby complete with media pods, complimentary Wi-Fi and a variety of

seating zones. Other amenities include The Bistro – Eat. Drink. Connect; a business library; an outdoor swimming pool with a waterfall, kid's pool and hot tub. There's also a 24-hour fitness centre and guest laundry; and meeting space to accommodate functions of up to 100 people. Wholesalers have details.

### Steady Tourism Growth

Visitor arrivals to Hawaii islands for the first five months of this year have increased compared to the same period last year and Hawaii Tourism Authority expects this year will be another successful one for tourism. Year to date, visitor spending has contributed USD121 million more into the state's economy compared to last year, and state tax revenue reached USD660 million, up 2% year-over-year, says Hawaii Tourism Authority president and ceo George Szigeti. He says they are continuing to focus on distributing visitors statewide through increased direct air access, and highlighting the unique attributes of each of the islands as visitors look for unique experiences. "We continue to work closely with all of our global marketing contractors on creative initiatives that will keep Hawaii top of mind and maintain the momentum of our tourism economy," he says.



### Outrigger Insight

Outrigger Waikiki Beach Resort has unveiled little known facts about the hotel. The land under the hotel was once covered by taro fields, watered by Apuakehau Stream which continues to flow beneath the hotel and into the ocean. Plus, it has a number of staff members who have been employed since the hotel was first opened in 1967. The best kept secret, it adds, is for guests to book all restaurant reservations through its Concierge Desk; that's if you want the best seats in the house.

### Equus Self Check-in

Waikiki's Equus Hotel has launched a digital check-in option, allowing travellers to skip the front desk and head straight to their room; and they can check-out via their mobile device too. Guests can also pre-order various services digitally for their arrival, and the hotel compendium has been replaced with a tablet. The hotel also says it has the fastest free Wi-Fi in Waikiki.

### New Nightclub

The Blue Note nightclub chain is opening a new venue in Hawaii with Outrigger Resorts. A new live music venue will open in the former Society of Seven showroom, inside Outrigger Waikiki Beach Resort. It will feature both local talent and touring artists. As part of the deal, the venue will undergo a multi-million dollar revitalisation, which is expected to be completed in early 2016.

### Zipline Eco Adventure

KapohoKine Adventures on Hawaii Island has launched a new Nohona Hawaii tour that introduces guests to sustainable practices on the island, while having an extreme zipline adventure.

The experience starts with a zipline adventure along the first four lines of the course—before the guests make their way to the Hawaiian garden where they engage in conservation work such as replanting native trees. After lunch, those on the tour then zip the final four lines.

The Nohona Hawaii experience takes around seven hours roundtrip from Hilo and is priced from USD299 plus tax including lunch, ziplining, materials and facilitator.

The company says it can also accommodate large groups by prior arrangement. For more details see kapohokine.com



### Aloha July: Savings With Un-Cruise

Un-Cruise Adventures is offering a \$500 saving per couple, for reservations aboard the 36-guest Safari Explorer, confirmed this month. The cruises sail one-way between Hawaii and Molokai or reverse, and explore four islands—Hawaii, Lanai, Maui and Molokai. Highlights include free use of water sports equipment, a day trip into Halawa Valley, a night snorkel with Pacific manta rays, a visit to the Molokai Museum, the Humpback National Marine Sanctuary and more. Rates start from \$3595pp s/t, before the savings. Included in the fare are premium spirits, fine wines and microbrews, hand-crafted meals, massages, guided tours, from-yacht activities and equipment, lei greeting, port charges and taxes. For more information e-mail sales@un-cruise.com

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