

Wednesday 10 February 2016

Issue 3243

Jetstar flying to the biggest towns in NZ starting with 'N'

US: Record Travel, Lowest Fares?

Kiwi travel to the US has continued to climb and with significant air capacity increases set to come on-line, some trade sources are predicting record levels of travel to come—and Kiwis may be paying the cheapest fares yet.

Some retail chains last week released 'sub-\$1000' fares to the US, a move attributed to the increased capacity and associated competition, ahead of the return of American and United Airlines' return to this market.

Yesterday, House of Travel (HoT) released a \$399 one-way fare to the US—the cheapest level the chain says it has ever offered. While the lead-in return Los Angeles fare came in at over \$1000 (from \$1039 rtn) it's certainly a sign HoT is looking to be more active in the lead-in space.

HoT commercial director Brent Thomas says the chain was able to make the \$3990w fares available due to 'three stars aligning'. That's the combination of increased airline competition and capacity, falling oil prices and the more fuel efficient aircraft coming on-line. Thomas says HoT has a key focus to remain relevant to its customers and that creating 'incred-

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LAX

ibly attractive deals' (like the \$399 fare) means 'we're able to deliver and demonstrate the real value that comes from booking through HoT'.

Thomas also hinted at more sharp pricing from the chain. "These three stars are going to keep coming. We're seeing base airfares that are lower than they have been in the past. [HoT] just need to look to take opportunities where we can. It is going to be a great time for travellers out of New Zealand in next 12-24 months."

... Reaction

It's not the \$399 fare level, but more which chain brought it to market that has stimulated some discussion in the industry. Flight Centre, with its lowest airfare guarantee, is no stranger to loss leader fares. But HoT's bold move into the space has raised evebrows.

Helloworld New Zealand boss Simon McKearney says the group is not fazed by the move. "House of Travel's got some great PR off the back of it, and the practice of loss leader is not new, but they're clearly entering the domain of Flight Centre, which is a dangerous area to live in," quips McKearney.

The industry is now collectively awaiting American Airlines' move into this market. "AA is a major player, they have a huge network in North America and beyond and could change the way Kiwis travel to and through the US and on to Europe," adds McKearney.

MPI's Cow Pat-Down

0800 131 900 nz@chimuadventures.com www.chimuadventures.com

Napier + Auckland

Chimu Adventures

Chimu Adventures The Latin America & Antarctica Travel Specialists

A dried cow pat declared by a passenger at Auckland Airport is one of the most unusual' items intercepted by the Ministry for Primary Industries this summer. The traveller arriving from Malaysia last week declared the commercially packaged dung, which was brought into the country for burning at a Hindu temple, says MPI Auckland Airport manager Dave Sims. The dung could contain unwanted seeds, parasites or diseases, he says. While it's currently very rare to intercept the cow pats, they may become more common in the future, adds Sims. "Cows pats are now a commercial product. There's even a website selling them and some customers want gift wrapping."

CHC US Show Space

There is a few places left for the Discover America trade show in CHC Mon 22 Feb. Best fancy dress wins two tickets to SFO. <u>CLICK HERE</u>

Airbnb Beyoncé Style

exc!te

FORGET WHAT YOU THOUGHT YOU KNEW

Jetstar

DISCOVER A DIFFERENT SIDE OF A. AND WIN A TRIP TO THE USA!

EXPLORE NOW

Clients can stay in the San Francisco Airbnb property that Beyoncé rented for the Superbowl weekend. Set on four hectares the five bedroom property has a pool, full bar, spa, infinity edge pool and more—for a mere USD10,000 a night. To see the place, <u>CLICK HERE</u>





AKL → HNL From \$1039^{*}_{pp} * Sales to 12 Feb. Book in L class. Refer GDS for details.



News & Product



Chinese New Year

Chinese New Year and Tet Celebrations across Indochina will be extending out through the whole of this week, advises World Journeys. Many Asian suppliers will be either closed or working with skeleton staff so responses are likely to take a little longer than usual, agents are advised.

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Air NZ Warns Of Possible Cyclone

A possible tropical cyclone could impact flights to Fiji this week, advsies Air New Zealand.

A tropical depression is forecast to deepen between Vanuatu and Fiji from Wed, New Zealand's Met Service has warned.

There's moderate potential for it to develop into a tropical cyclone on Thu, becoming moderate to high from Fri onwards.

Based on the possibility of the tropical cyclone affecting flights into and out of the region on Thu and Fri, NZ



QF US Companion Deals

Qantas has companion deals to the USA on sale to 14 Feb, from \$999 to Los Angeles and San Francisco, \$1349 to Dallas and \$1499 to New York. Premium economy fares are from \$2599 to SFO/LAX, \$2949 to DFW and \$3099 to JFK; and business class fares are from \$4999 to LAX/ SFO, \$6199 to DFW and \$6999 to JFK. See gantas.co.nz/agents

......

is offering flexibility for passengers with Fiji flights ticketed up to and including 09 Feb, for travel up and including 15 Feb, including deferring travel or changing destination. See airnzagent.co.nz

Two tropical depressions near the Solomon Islands also have low to moderate potential to become tropical cyclones, Met Service has forecast.

DXB Concourse Update

Residents of the UAE who participated in the first operational readiness trial of Dubai International's Concourse D have given the AED3.3 billion facility their seal of approval. It follows months of trials and tests and paves the way for opening of the new facility, which is designed to meet the needs of the 70+ international network carriers at DXB's newly renovated Terminal 1. Concourse D is designed around the needs of travellers and features short walking distances to boarding bates and a range of food and retail offerings. It will increase DXB's annual capacity from 75 million to 90 million passengers.

.....Emirates

Drug, Drink Crackdown

By 2017 all commercial aviation and maritime operators will have to have drug and alcohol management plans which must include random testing, the Government announced today. The plans will have to be approved by either the Civil Aviation Authority or Maritime New Zealand, and will 'ensure every operator is managing the risks appropriately', says Associate Transport Minister Craig Foss. "These measures will give passengers greater confidence and help make our skies and waterways safer for everyone," Foss says.

The measures were prompted by the hot-air balloon crash near Carterton in Jan 2012, and build on increased requirements for adventure tourism operators introduced later that year. Most aviation and maritime operators have already developed appropriate plans, the government says.

VA Change To US Fares

Virgin Australia has advised changes to fares ex Australia and New Zealand to the United States. Effective 15 Feb, United Airlines Los Angeles-Austin and Denver-Aspen routes are cancelled.

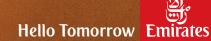
Agents should ticket any existing bookings by 2359 on 14 Feb to avoid fare rule changes.

emiratesagents.com/nz

Flying non-stop to Dubai and beyond starting 2 March

Introducing our fourth daily flight from Auckland

Our new service offers faster connections to the world and more choice when planning the next adventure. Flying daily from Auckland, travellers can enjoy a one-stop connection to Europe, India, Africa and the Middle East, via Dubai.



Cruising Today



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New Destinations, Ships For Silversea

Silversea Cruises has released its 2017 voyage calendars, which feature a collection of 246 itineraries, including 100 new destinations and two new ships.

Highlights include the introduction of the 596-guest Silver Muse, set to launch in Apr 2017; and the line's fourth expedition ship, Silver Cloud, which will launch her Antarctic programme in Nov 2017.

In terms of itineraries, clients can enjoy the line's 116-day World Cruise, departing San Francisco 06 Jan 2017 and visiting 62 destinations in 25 countries. Plus, Silversea is offering World Cruise clients an included three-day voyage aboard Silver Muse during her inaugural Mediterranean season. There's also the choice of two Grand Voyages, with Silver Spirit and Silver Muse spending two months exploring South America, in Jan and Oct 2017 respectively. Both circumnavigations depart roundtrip from Fort Lauderdale and will sail anticlockwise through the Panama Canal, featuring overnight stays in Lima for Machu Picchu; Punta Arenas for Torres del Paine National Park; and Rio de Janeiro during the height of Carnival.

From the Greek Isles to Scandinavia, clients will have a choice of itineraries ranging from seven to 17 days.

Meanwhile expedition highlights include the Jewels of the Indian Ocean itinerary aboard Silver Discoverer. Clients will visit Seychelles, the Maldives and Myanmar; lemurs in Madagascar and leopards in Sri Lanka; remote Bangladesh and more. Plus, pre- and post-voyage experiences are offered giving clients the chance to explore the region's further. For more, see silversea.com



New Livery For Princess Cruises' Fleet

Princess Cruises' Majestic Princess, its first ship built and designed for the China market, will also be the first ship in the fleet to debut a new livery design featuring the company's logo. The new livery will roll out fleet-wide over the next few years.



Island Escape Updates

Island Escape Cruises advises agents that it has dropped the lead-in stateroom fare by \$1000pp for its Tahitian Affair Cruises in a bid to distinguish the difference between the lead-in category and the ocean-suites, which prove to be the most popular. Plus, the cruises are now fully inclusive of full bar services, partly due to trade partner feedback, it says, making it an easy sell. In addition to the full bar services, the prices are also inclusive of all meals, up to four excursions and use of all water sports equipment. See islandescapecruises.com for more.

Cruise Stats Important

The Cruise New Zealand board has met with Statistics New Zealand in a bid to capture cruise passengers in visitor arrivals data so they have a case for more investment in port infrastructure. Currently, Statistics New Zealand and Customs are bound by the Immigration Act, says Cruise New Zealand.

Hurtigruten Savings

Bentours has 10% off select Hurtigruten cruises for bookings to 31 Mar and for travel to 31 Mar 2017. E-mail res@bentours.com.au

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News & Product





Paleo At Pullman

Pullman Hotel Auckland has teamed up with *The Bachelor's* Art Green to introduce a new weekday morning active wellbeing programme, which includes in-room 15-minute exercise programmes (designed by Green) alongside a CleanPaleo-inspired breakfast.

Airbnb No Threat In Manhatten: STR

There is no direct correlation between Airbnb's presence and hotel performance in Manhattan, New York, according to an independent analysis conducted by STR, despite what 'many in the industry believe'.

The analysis of supply, demand and revenue figures revealed that during strong demand nights from Airbnb units, there was no pattern of adverse effects on hotel occupancy or average daily rate. There is no evidence that indicates every room occupied by an Airbnb guest is a room subtracted from hotel occupancy; and the significant occupancy levels for Manhattan hotels indicate the existence of a large amount of unaccommodated demand.

"The results did not show Airbnb's growth to have a severe impact on hotel performance, as many in the



Cuba Selling Out, Says World Journeys

Cuba's popularity as a tourist destination is on the rise, with only space for one couple left on the 08 May departure of World Journeys' 15-day Castro's Cuba tour, and 'rapidly diminishing availability' on the 10 Jul and 11 Sep departures. The tour is priced from \$6520pp t/s including highlights of Havana, Vinales, Cienfuegos, Santa Clara, Trinidad, Remedios, the beach resort of Cayo Santa Maria, Camaguey and Santiago de Cuba. Agents can earn 15% on any new bookings of guaranteed departure hosted journeys when deposited in Feb.



industry believe," says STR. "Continued analysis to understand the key performance indicators of the hotel industry and other paid accommodations will be crucial to further understand the operating environment."

Topdeck Asia Videos

Topdeck has released a new web series showcasing its new Asia product, including staying in Thai coastal resorts and visiting Cambodian temples. The youth operator came up with the videos to stay relevant to its audience, who 'take direction from visual channels'.

"These forms of social influence usually consist of wanderlust-inducing content in the form of curated videos about real life experiences," says the company. The web series will highlight key experiences to make it easier to pick the trip that suits them. Topdeck is currently offering 10% off all Asia trips booked by 29 Feb. Check out the videos <u>HERE</u>

Back To Nepal

After due diligence safety assessments in the wake of Nepal's devastating earthquake, World Expeditions advises it will recommence operations in Manaslu and Langtang regions from Mar. The adventure company is also operating a series of Nepal Rebuild trips combining a voluntary rebuilding effort with treks.

Vietnam Culinary Events

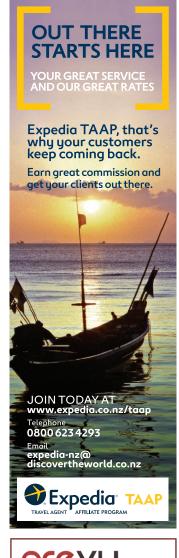
Six Senses Yao Noi on an island in Vietnam's Phang Nga Bay, will have three 'exclusive' culinary events 03, 05, 07 Mar when Danish celebrity chef, Jesper Koch—the third highestrated Michelin chef in Denmark takes over the kitchen. Cost is from USD99 pp excluding beverages. Details, sixsenses.com

SIN Traders Rebrand

The renovated 565-room Hotel Jen Tanglin Singapore (formerly Traders Hotel Singapore) on Cuscaden Rd has officially reopened. Facilities include six room types from Superior to Premier, 24-hour gym and health club, 300m outdoor pool, jacuzzi, sauna, steam and treatment rooms. The property is 25 minutes from Changi International Airport and connected to Tanglin Mall. A free shuttle service runs to Orchard Road along with a morning shuttle to the CBD. Details, hoteljen.com/tanglin

Jet Concert Backlash

Five Jet Airways cabin crew have been grounded for allowing a Bollywood singer to perform an impromptu concert via the in-flight announcement system, after repeated requests from passengers. Reports say a video of the singers' performance went viral online, sparking an investigation by the airline, which was not impressed. The cabin crew have been taken off flight duty for 'corrective training', with the news of the disciplinary action being widely condemned online.





earn more commission!

News & Product



IHG Foundation

InterContinental Hotels Group has launched the IHG Foundation which will run as an independent charity and focus on four key areas helping communities to develop skills in hospitality, providing support for those impacted by disasters, facilitating local community investment and protecting the environment. For full details see ihgfoundation.com

Nevada On Facebook

Travel Nevada has launched a Facebook page tailored to the Australian and New Zealand markets, in an effort to educate Aussies and Kiwis on what there is to see and do in the state.

The 'Nevada Downunder' will be the go-to Facebook page to share stories, images, knowledge and itineraries on what there is to see and do in this incredible state, says local Nevada rep Canuckiwi. See facebook.com/nevadadownunder

Accor Easter Deals

AccorHotels has a range of deals and events on at its properties in Australia for clients looking to get away this Easter.

As well as the giant Easter egg display at Pullman Cairns International, clients can indulge in an Easter Sunday seafood buffet from AUD79pp; a dessert buffet from 21-28 Mar, from AUD18pp; or an Easter inspired High Tea, 25-28 Mar, from AUD55pp.

Sofitel Sydney Wentworth also has an Easter inspired High Tea complete with kids activities, priced from AUD60 per adult and AUD40 per child, available 25-28 Mar.

At the Fairmont Resort Blue Mountains, a two-night stay and full buffet breakfast for two adults and two children is from SUD309pn—including an Easter Egg Hunt on the morning of 27 Mar.

Sebel Kirkton Park Hunter Valley is offering a Good Friday seven-course seafood feast from AUD110pp; and Novotel Wollongong Northbeach has a seafood buffet on Easter Sunday, including live music, face painting and an Easter egg hunt. It's priced from AUD89 pp, AUD35 children aged 13-16 and AUD20 for kids aged five-12. AccorHotels has stay three pay two deals at select properties for bookings 08-29 Mar and stays 19 Mar-29 May; and a free breakfast offer at select properties in Australia for bookings made to 30 May, for stays 14 Mar-31 May.

Kiwi LUX Appointment

New Zealander Glenn Daniels is the new gm of LUX South Ari Atoll, formerly LUX Maldives. Daniels' 26-year

career has included New Zealand, Australia and Fiji. A major part of Daniels' brief is to oversee the launch of the resort's new over-the-water villas, which opened 01 Dec.



The private villas with suspended infinity pools were designed with romantic breaks in mind, says LUX. Amenities include a 'Sleep Tight' bed, couple's rain-showers, 'unique loveseats' and overhanging 'love nests' that float in the air over the lagoon. Each villa balcony has direct access to the shallow lagoon. See luxresorts.com

Share Plates At Crowne

Award-winning Aria Restaurant and Bar has introduced a new dining concept to Crowne Plaza Auckland. The restaurant's new dinner menu is designed to share, with dishes including small and large plates, sides, sweets and cheeses. Clients can enjoy the sharing menu from 1730-2230 daily.

Industry Diary

FEBRUARY 2016

Brand USA Discover America Events

Christchurch: Mon 22, Rydges Latimar Hotel, 1700-2130. Auckland: Tue 23, The Cloud, Queens Wharf, 1700-2130.

Air New Zealand Vietnam Roadshow 27 Nile Street West, 1700-2000.

Tauranga:Wed 24, Club Mount Manganui, 1800-2000. Nelson: Mon 29, Green Bamboo Vietnamese Restaurant, 1730-2000.

JAWS Roadshow

Dunedin: Mon 29, Scenic Southern Cross Hotel, 118 High Street, 1700-2000.

MARCH 2016

 Air New Zealand Vietnam Roadshow
 1700-2000.

 Wellington: Tue 01, Annam, 1730 New Plymot

 2000.
 Hotel, Cnr @

 Palmerston North: Wed 02, Saigon,
 Streets, 170

 1730-2000.
 Tauranga:

 New Plymouth: Thu 03, Copthorne
 Club, 70 Ke

 Grand Central, 1730-2000.
 2000.

Napier: Tue 08, The Gin Trap, 1800-2000.

Christchurch: Mon 14, Zaffron, 1800-2000. **Dunedin:** Tue 15, Vault 21 – 21 The Octagon, 1730-2000. **Hamilton:** Tue 22, Viet Thai Village, 1800-2000. **Auckland:** Wed 23, Air New Zealand Customer, Innovation and Collaboration Centre, 1800-2000.

JAWS Roadshow

Christchurch: Tue 01, Rydges Latimer Hotel, Latimer Square, 1700-2000

Nelson: Wed 02, Rutherford Hotel, 27 Nile Street West, 1700-2000. Whangarei: Tue 08, Forum North, 7 Rust Ave, 1700-2000. Napier: Mon 14, War Memorial Conference Centre, 48 Marine Parade,

1700-2000.

Wellington: Tue 15, Rydges WLG, 75 Featherston Street, 1700-2000.

Palmerston North: Wed 16, Distinction Hotel, 175 Cuba Street,

1700-2000. New Plymouth: Thu 17, Novotel Hotel, Cnr Of Hobson and Leach Streets, 1700-2000. Tauranga: Tue 22, Tauranga Yacht Club, 70 Keith Allen Drive, 1700-

2000. Hamilton: Wed 23, Novotel Tainui, 7 Alma Street, 1700-2000.

Cook Islands Roadshow

Christchurch: Tue 08, Hagley Oval, 0730-9030. Wellington: Wed 09, Rydges Hotel,

0730-9030. Auckland, North Shore: Wed 09,

Spencer on Byron, 1730-2030.

South Auckland: Thu 10, Waipuna Suites, Highbrook, 0730-0930. Auckland CBD: Thu 10, The Heritage Hotel, 1730-2030.

The Safari Company information evenings

Rotorua: Wed 09, Alpin Motel & Conference Centre, 1800. Taupo: Thu 10, Catellis Motel & Conference Centre, 1800. Napier: Mon 14, War Memorial Rm1, 1800. Carterton: Tue 15, Events Centre, 1800. Palmerston North: Wed 16, Pavillion Motel & Conference Centre, 1800.

APRIL

Tourism Fiji Bula Marau Family Roadshow

Palmerston North: Mon 04, Distinction Hotel, 0700-0930. Christchurch: Mon 04, Tait Conference Centre, 1730-2015. Wellington: Tue 05 April, Amora Hotel, 1730-2015. Hamilton: Wed 06, Ferrybank Reception Centre, 1730-2015. Auckland: Thu 07, Stamford Hotel, 1730-2030. Auckland North Shore: Fri 08, QBE Stadium, 0700-0930.

Avalon Waterways 2017 Launch

Kerikeri: Wed 06, pm. Petone: Wed 06, pm. Whangarei: Thu 07, pm.

New Plymouth: Thu 07, pm. Hamilton: Mon 11, pm. Tauranga: Tue 12, pm. Auckland, North Shore: Tue 12, pm. Dunedin: Tue 12, pm. Auckland, East: Wed 13, pm. Timaru: Wed 13, pm. Napier: Wed 13, pm Auckland, West: Thu 14, pm. Palmerston North: Thu 14, pm. Ashburton: Thu 14, pm. Christchurch: Tue 19, pm. Invercargill: Wed 20, pm Queenstown: Thu 21, pm. Nelson: Wed 27 Apr, pm. Blenheim: Thu 28, pm. Times, venues tba.

Queensland on Tour

Queenstown: Wed 06-Fri 08, Skyline Queenstown. Samoa Tourism Exchange 2016 Tue 12-Thu 14, details tba.

Vanuatu Tourism Roadshow

Christchurch: Mon 18. Wellington: Tue 19. Auckland: Wed 20. Times and venues tba.

Asia Road Show: Cathay Pacific/Adventure World/ Exodus Breakfast updates New Plymouth: Tue 19. Palmerston North: Wed 20. Wellington: Thu 21. Times and venues tba.

International Airport

LAX: Best US Entry Point For Kiwis



Los Angeles International Airport is in the midst of a multi-billion dollar upgrade and despite increased competition from other US ports, such as Houston and San Francisco, LAX maintains it is still the best entry point for Kiwis.

"LAX currently offers direct air service on Air New Zealand, as well as



LAX Tip

With some flights to Auckland leaving in the evening, travellers should arrive at LAX early to enjoy dinner from the airport's culinary collection of local favourites and global flavours, and even a spa treatment, says Craig Gibbons, Regional Director Australia & New Zealand for Discover Los Angeles. "With so many great dining and shopping options, there are many ways to make the LAX departure experience even more enjoyable." indirect services via Hawaii, Tahiti, Fiji and Australia, and is home to the Star Alliance Los Angeles lounge, operated by Air New Zealand," says Craig Gibbons, Regional Director Australia & New Zealand for Discover Los Angeles. "Plus new immigration facilities have been streamlined to allow travellers to move through LAX more efficiently and faster than ever before."

Gibbons says most Kiwi travellers will probably not recognise the amazing changes to LAX's newlyrenovated Tom Bradley International Terminal (pictured) "with thoughtful art pieces and a carefully curated collection of dining and retail experiences".

... AA LAX Expansion

American Airlines, which is set to commence services between Auckland and Los Angeles from 25 Jun, has also just launched 13 new North American services ex LAX, and unveiled plans to build a new airside connector at the aiport.

FlyAway At LAX

The FlyAway Bus now offers daily scheduled buses services between LAX and four L.A. area locations such as Union Station (Downtown L.A.), Van Nuys, Westwood, Santa Monica and Hollywood. For more details, <u>CLICK HERE</u>

Which Terminal?

Carriers offering services ex New Zealand operate to LAX Airport's new Tom Bradley International Terminal include Air New Zealand, Air Tahiti Nui, Fiji Airways, Qantas, Virgin Australia (arrivals). Hawaiian Airlines services operate in to Terminal 2. Virgin Australia flights depart from TBIT, however checkin is at Terminal 3 then passengers need to walk over to depart from TBIT. American Airlines (which is set to commence services between AKL and LAX from next Jun) operates to Terminal 4. To download a map of the LAX airport terminals, and which carriers operate to which terminals **CLICK HERE**

Hotel Shuttles

For clients staying at an airportarea hotel, LAX says hotel shuttles are the best way to get to and from the airport quickly and efficiently. For details, <u>CLICK HERE</u>

Hi-tech LAX

LAX

Keeping passengers connected during their journey through LAX has seen technology play an integral role in redevelopment of LAX.

Los Angeles World Airports

"Travellers continue to have high expectations for wireless connections to stay connected online during their travel and airport experience," says Gibbons.

"Since last Aug, LAX has boosted its Wi-Fi service, offering speeds more than four times faster than before," he says. "Travellers can now enjoy 45 mins of free advertising-supported Wi-Fi service at all terminals., courtesy of LAX."

Terminal Hopping

For clients looking to explore everything the revitalised airport has to offer, a valid boarding pass will give them access into any terminal, so they can visit every shop and dining option across the airport.

For a full list of where to shop, eat and drink at LAX <u>CLICK HERE</u>



Mythical Vibe At Tom Bradley International

Camelot has come to LAX, with a major new art installation designed to highlight how memory and place are experienced during travel.

The artwork by L.A. artist Deborah Aschheim is on show in the new-look Tom Bradley International Terminal, complete with large-scale, glowing white sculptures said to be inspired by personal memory, architecture, and the constantly changing nature of cities.

The so-called dreamscape is a mash-up of urban architecture from around the world, with modified, out-of-scale, torn-down, or never-built buildings designed to give form to the imagined mental state of a disoriented international traveller. "The artwork attempts to respond to the state of mind of passengers who are arriving after a long flight, possibly processing the sensations of multiple cities visited. The traveller is in a kind of limbo, a state of mind that the artist considers dreamlike and poetic," says the airport.

The installation is on view in the Customs Hallway, Arrivals Level for ticketed passengers until May.

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LAX Los Angeles World Airports

www.LAXishappening.com

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