

TABS ON TRAVEL TODAY

Incorporating Tabs on Travel

Monday 16 May 2016

Issue 3308

Low fares at peak times ✈️

Jetstar 

Kiwi Suppliers Get Behind 'New' Brand

Helloworld's 'inaugural' conference in Fiji has been declared a resounding success with the attendance of important industry players and a very positive response from suppliers and franchisees attending.

Suppliers spoken to by *Travel Today* all agreed that there was a definite confidence in the new brand.

The company says data showed Helloworld's brand's share of voice out in the market in Mar was the highest-ever and equal to one of its main competitors . . . after just a few weeks. Marketing manager David Libeau also said the Helloworld Facebook fan base had grown by 100%; mobile visits were up 279%; Google Search up 43%; website page views up 80%; and 40,000 new customers have been added to its database.

Helloworld New Zealand boss Simon McKearney said the early results were encouraging but added that there was still a lot of work to be done.

"We need to create the trust of our partners. Both franchisee and supply partners and it's events like [the conference] that can do that," he says. "The next step is delivering a retail team that will be best in market before beginning that growth phase of our business in bringing back stores to the group. We have designed a new remuneration model that guarantees best in market..."

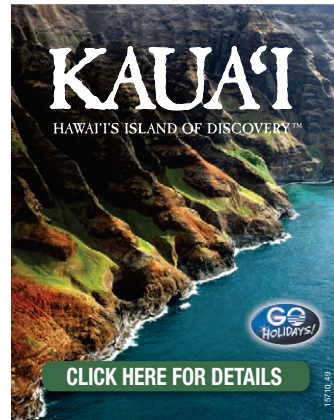
See pictures from the weekend's conference on page 4.

. . . In For The Long-haul

Air New Zealand showed its renewed support for the Kiwi Helloworld business with airline heavyweight Cam Wallace heading to Fiji to present to the conference group.

The carrier's chief sales and commercial officer says the trade continues to generate material revenue for the NZ group, still accounting for a significant proportion of the airline's total sales.

While Wallace noted that the underlying market conditions still support a multi-channel approach, he added that the carrier's growth plans are weighted to long-haul markets where the trade distribution has more influence. For more on NZ's trade distribution plans see tomorrow's issue.



ATE Underway; Kiwi Contingent Ready

The 2016 Australian Tourism Exchange is currently underway at the Gold Coast Convention and

Exhibition Centre, with wholesalers and retailers from around the world, including New Zealand, set to receive updates from Australian tourism businesses over the next few days. To kick things off, the South Australian Tourism Commission invited key partners to a welcome function at QT Hotel last night. Pictured is: Air New Zealand's Hayley Price; SATC's Stacey Kerr; Air NZ's Rachel Pedder; and Tourism Australia's Jenny Aitken.

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Say hey to LA with double Qantas Points.

Simply register and book an eligible flight from Auckland to Los Angeles between 16 May and 31 May 2016 and you'll earn double Qantas Points* See qantas.co.nz/agents for details.

*Subject to regulatory approval. Offer valid for travel between 25 June to 15 December 2016, and 20 January to 28 February 2017. Visit qantas.co.nz/agents for T&Cs.



Alaska Ex US, Hawaii

World Aviation Systems reminds agents that Alaska Airlines flies direct from LAX, LAS and three Hawaiian Islands to Anchorage, for those looking to check out the best of Alaska. Return HNL-ANC fares start from \$671 for travel 29 Aug-25 Nov and 05-25 Dec.



**THE TAAP
TOP TEN**

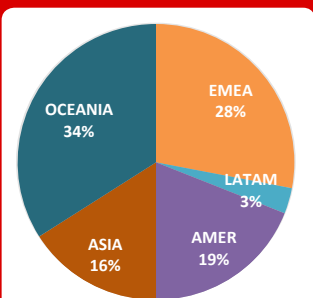
The 10 most popular destinations booked by New Zealand travel agents through TAAP for APR16:

- | | |
|-------------|------------------|
| 1 Auckland | 6 Brisbane |
| 2 London | 7 Hong Kong |
| 3 Sydney | 8 New York |
| 4 Melbourne | 9 Fiji |
| 5 Singapore | 10 San Francisco |

TAAP reported another strong trading month for April. 549 different destinations were booked by NZ Agents last month. The top destinations booked through Expedia TAAP NZ were Auckland, London, Sydney, Melbourne, Singapore, Brisbane, Hong Kong, New York, Fiji and San Francisco. Los Angeles, Wellington and Paris were just outside the top 10.

Oceania remained the dominant destination dropping slightly to 34%. Asia steady at 16%, AMER steady at 19% and EMEA up to 28%. LATAM steady at 2%.

Some of the out of the way destinations booked last month include Big Sky MT, Groningen Netherlands, Istria Croatia and Kazakhstan.



KEY: AMER (USA/Can); Asia; EMEA (Euro/Mid East/Africa); LATAM (Latin America); Oceania (NZ/Australia).

Your great service and our great rates, keep your customers coming back.

VA's Business On The Pacific

Virgin Australia has unveiled its new International Business Class cabin, with the first of its refitted 777-300ER aircraft now flying across the Pacific.

VA's Business Class product The Business, new Business Class Bar and Lounge, and refreshed Premium cabin will be available on long-haul flights from Australia to Los Angeles and Abu Dhabi.

Key features include 37 individual and private suites that convert into the length of a queen size bed; a reverse herringbone cabin layout, enabling 100% direct aisle access in a 1-2-1 configuration; generous side console area; customised triple-layer seat cushion and a turndown service with memory foam mattress toppers and high-grade cotton pillows and bedspreads; and the largest in-flight entertainment screen flying between Australia and North America. There's



so we are confident that, with our new 777 Business Class cabin and refreshed Premium cabin, VA will be the number one choice for premium travellers."

VA also unveiled major improvements to its Premium Economy cabin, which now features 24 seats with more legroom and has been renamed 'Premium'.

... Economy Plus

VA also today announced a new product, Economy Space +, designed to make travel from Australia to the US and Middle East more comfortable. Launched in a dedicated cabin of five rows behind Premium Economy and the exit rows of the main cabin on its 777-300ER fleet, Economy Space + features extra legroom; check-in via a dedicated counter; preferred overhead locker; dedicated crew members throughout the flight; guaranteed first meal choice; and premium noise-cancelling headset. Available for travel commencing 30 Aug, Economy Space + will be on sale tomorrow for between AUD135 and AUD165 one-way.

Luke Mangan-designed menus and new Signature Service elements including Cocktail and Canapé Service prior to the first meal, a new Bar and Lounge which will open after the first meal service, and continental breakfast at the bar prior to the full breakfast service.

"With competition increasing from Australia to North America and the Middle East, we believe this will be the best Business Class on the Pacific, with the product also being introduced to Abu Dhabi later this year," says VA boss John Borghetti. "We have seen customer satisfaction scores increasing to all-time highs after introducing 'The Business' domestically on transcontinental routes

SQ's Final Winners

Singapore Airlines has announced the fourth and final winners of its month-long Wellington to the World incentive to promote its new Wellington-Canberra-Singapore route, commencing 21 Sep.

The final winners are Petra Otte from House of Travel Hunter Street, who won flights to Canberra; and Michele Gullery from Travelsmart Palmerston North, who won flights to Singapore.

QF's Finding Dory

Qantas will promote tourism to and raise awareness of the Great Barrier Reef as part of a partnership with Disney.Pixar around the *Finding Nemo* sequel *Finding Dory*.

QF will install Great Barrier Reef *Finding Dory*-themed artwork in the travelator at Qantas' Sydney Domestic Terminal, GBR video content will feature on domestic inflight entertainment throughout Jun and Jul, and during Jun QF's carbon offset program will be dedicated to supporting a regeneration project in the Great Barrier Reef catchment area. The reef will also feature as part of a 16-page cover story in its in-flight magazine.

Oaks Oasis With Family

GO Holidays has Oaks Oasis Resort's family specials, with five nights from \$235pp f/s, valid for sales to 31 Aug and travel until 15 Dec (closeouts apply).



Over 400 flights a week to nine NZ destinations



Harmony Of The Seas Delivered



Royal Caribbean has taken delivery of Harmony of the Seas, which it's hailing as the 'world's largest and most innovative cruise ship'.

RCI took delivery of the ship at a traditional ceremony in Saint Nazaire, France, following 32 months of construction at the STX France shipyard. She can carry 5479 guests at double occupancy, with 2747 staterooms.

Costing more than USD1billion, the 25th ship in the RCI fleet boasts first-at-sea experiences like a 100-foot

drop from deck 16 to deck six with The Ultimate Abyss, the tallest slide at sea, and 23 swimming pools, whirlpools, two FlowRider surf simulators, and waterslides including the Perfect Storm trio of waterslides and Splashway Bay waterpark for young guests. There's a double-story Wonderland specialty restaurant; the debut of Broadway's hit musical *Grease* in the Royal Theatre and diving shows in the AquaTheater; 11,252 works of art showcased throughout the ship; Central Park, a living park in the centre of the ship with 10,587 plants including 52 trees; and VOOM, the fastest internet at sea.

"Harmony of the Seas is the product of our zealous spirit of continuous improvement, where we have combined revolutionary ship design with the technological strides that have defined the Royal Caribbean brand," says RCI boss Richard Fain.

Harmony of the Seas will homeport in Barcelona and embark on the first of 34 seven-night sailings in the western Mediterranean on 07 Jun, before heading to her homeport in Florida in Nov.

Azamara \$500 Bonus

Azamara Club Cruises is offering clients USD500 in onboard spending money per stateroom for Azamara Journey sailings between 10 Dec 2016 and 12 May 2017, for bookings to 31 May. The deal is available on a range of sailings throughout the ship's Asia season, departing from Hong Kong, Singapore and Mumbai, as well as two Singapore-Sydney 18-night repositioning cruises, departing Singapore 01 Feb 2017 and Sydney on 22 Mar 2017. Prices start from \$3479pp for a 13-night Hong Kong to Singapore sailing in an interior stateroom, departing 10 Dec.

Lindblad's New Ship

Lindblad Expeditions has named its new ship the National Geographic Quest. She's currently being built in Seattle and will make her first voyage, the 12-night Treasures of the Inside Passage: Alaska & British Columbia itinerary, on 26 Jun 2017. The new vessel will feature 50 cabins, 22 with balconies, and eight that can be configured into four adjoining cabins for families. All public spaces are designed for maximum viewing, and an outdoor walkway around the entire sun deck will feature an al fresco bar and grill, in addition to the restaurant and a lounge with bar.

preVU
trade

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- * Restaurants
- * Shopping
- * Events
- * and much more

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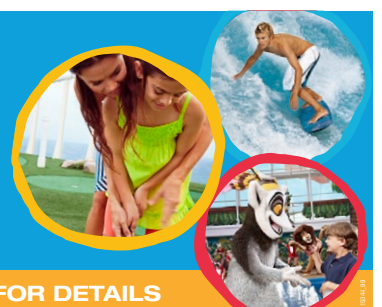
VIEW NOW

BOOK BY 31 MAY!



Cruise Close to Home

7 night cruise from \$1139*pp





DoubleTree Fiji Opens

Hilton has officially opened its new DoubleTree Resort by Hilton Fiji - Sonaisali Island. Formerly the Kiwi favourite Sonaisali Island Resort, all 120 guest rooms and bures have been refurbished and fitted with a wide range of amenities including new furniture, smart televisions and signature Sweet Dreams by DoubleTree beds. There's three restaurants and bars, one of the largest lagoon-style swimming pools in Fiji, a range of activities including horseback riding and paintballing, an onsite spa and 24-hour onsite fitness centre. To celebrate the hotel's opening, Hilton HHonors members will receive 1000 bonus points for every night stayed through Oct 2016.

Helloworld Prize Winners

Bollywood was the theme of the last night at the Helloworld conference, sponsored by Air New Zealand and Royal Caribbean. The four prize winners in the Indian "dance" competition all won two NZ tickets and a Royal Caribbean cruise. Zoe Fowler, Helloworld 5 Mile, won a three-night cruise on Royal Caribbean's new ship Ovation of the Seas, and two longhaul business class tickets; while Laura Dawes, Helloworld Masterton; Lorrene Te Kanawa, Helloworld Te Kuiti; and Jason Kendal, Helloworld Mt Eden all won NZ tickets and a three-night cruise ex Sydney.



1 The winner of the "big prize" at the weekend's Helloworld conference was Karen Pocklington, Helloworld Hendersson, who won a trip to the Himalaya base camp, accompanied by keynote speaker Mike Allsop, courtesy of Air New Zealand and Singapore Airlines. Pictures are Shahreen Goodrick, manager, marketing and alliances, Auckland, and Kate Mayo, South Island sales manager, both Singapore Airlines; Karen Pocklington, owner, helloworld Hendersson; keynote speaker Mike Allsop; and Mark Kennedy, sales manager, agency, Air New Zealand. **2** MC Simon Dallow dancing the night away with Laura Dawes (left) and Lorrene Te Kanawa (right). **3** The winners of the Emirates Mastermind game were Jen Talbot, Helloworld Mt Maunganui; Bryan Handcock, Helloworld Tokoroa; David Cull, Helloworld Tauranga; and Michelle Malcolm, Helloworld North Harbour. Each contestant won two transtasman tickets on Emirates. **4** 'Hands Up' Zoe. **5** Jason Kendal (right).

A STAR ALLIANCE MEMBER

USA, Canada and South America on sale now

.....

Are your clients looking to escape winter for a warm welcome? Now's the best time to say "Howdy!" and "¡Hola!" to the USA, Canada and South America – on sale now.

Book your clients today

Travel periods and conditions apply.

Hurry,
sale ends
midnight
30 May
2016

Pan Pacific Appt

Pan Pacific Hotels Group has appointed Kurt Otto Wehinger as area general manager Oceania with a concurrent appointment as general manager of Parkroyal Darling Harbour, Sydney. Wehinger, a hospitality veteran with more than 30 years' experience, was most recently the general manager of the Marina Mandarin Singapore, a position he held for more than six years.



Industry Diary

MAY

STA 'Beautiful Samoa NZ Roadshow'

Wellington: Tue 31, The Boatshed, 1730-1930.

JUNE

STA 'Beautiful Samoa NZ Roadshow'

Christchurch: Wed 01, Hagley Oval, 1730-1930

Auckland: Thu 02, Aotea Centre, Lower NZI Room, 1730-1930.

Korea Road Show

Auckland: Fri 10, Rendezvous Hotel, 1800.

Starwood Expo

Auckland: Mon 20, The Maritime Room, 1500-1930.

AUGUST

SPANTO roadshow

Palmerston North: Tue 09, The Distinction Hotel. Time tba.

New Plymouth: Wed 10, The Novotel. Time tba.

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GBR Drive: New Itineraries



It has never been easier to navigate Tropical North Queensland's most scenic drive, as Tourism Port Douglas and Daintree has released three new tour itineraries between Cairns to Cape Tribulation.

With hopes to bolster self-drive visitor numbers to the recently rebranded Great Barrier Reef Drive, TPDD executive officer Tara Bennett says the one-, two- and five-day suggested itineraries go hand-in-hand with a coloured map of the 140km coastal drive, complete with information on iconic sites and a list of key stops, including those popular with locals. "The stretch of road which traverses TNQ is breath taking and gives visitors an experience which is rated as one of the best drives in the country." Highlights, she says, include crossing the Daintree River on the cable ferry and spotting crocs; the chance to visit vanilla and tea farms, secluded beaches, cassowary 'hot spots' and

ice creameries; checking out the Kulki Boardwalk, with its views of the beach and coastal ranges where the rainforest meets the sea, just to name a few.

It is estimated that more than 792,000 self-drive visitors journey along TNQ roads each year and Bennett believes the new tour plans will encourage tourists to stay longer; whilst the rebranding of the name is expected to bring in a new generation of road trippers.

The Great Barrier Reef Drive itineraries are available at visitportdouglasdaintree.com.au

Vietnam's Creepy Park

An abandoned waterpark in Vietnam has become a hit with intrepid travellers, who are sneaking in to explore its overgrown slides and take selfies in the mouth of its concrete dragon—then posting it all on Instagram. The Ho Thuy Tien park near Hue opened more than 10 years ago but was never finished and is now covered in jungle overgrowth, making it a favourite for travellers who want to show off their adventurous side. Apparently it's become such a hit that someone is now waiting at the gate to ask for an entry fee. Search #HoThuyTien on Instagram.



MARKETING EXECUTIVE



Singapore Airlines is seeking a keen, reliable individual to work with our Marketing team on a full-time basis.

Applications are invited from individuals who:

- Hold a relevant Marketing Degree or other tertiary qualification, Honours preferred
- Think analytically, with good problem solving, IT and communication skills
- Demonstrate a high degree of self-reliance, adaptability and motivation
- Have relevant work experience

Key areas of responsibilities include:

- Development of fares and fare product
- Working with internal and external stakeholders to develop advertising and promotions
- Prepare and analyse key market information
- Monitor and report relevant market movements
- Assist with development of local PR strategies and sponsorships

The position is based in our Auckland City office attached to our Marketing Department.

Applicants must have NZL permanent residence.

Applications should address the criteria listed and be emailed, clearly stating the role they are applying for, no later than 5.00pm Sunday 22 May 2016 to: pamela_matthews@singaporeair.com.sg

Note: Only short listed candidates will be contacted.

New MH Uniforms

Malaysia Airlines Berhad has entered into a strategic partnership with fashion brand Farah Khan in a move to re-energise the design aesthetic of its kebaya and other uniforms. Through the partnership, creative director Dato' Seri Farah will design a uniform collection for the full range of uniforms of Malaysia Airlines, including flight deck, cabin crew, airport, engineering and all other areas. The new collection is expected to be unveiled in the fourth quarter of 2016, going into production soon after.

Dubai Squash Comp

Some of the world's best women's squash players will arrive in Dubai for the season-ending PSA Dubai World Series Finals, to be held 25-28 May in Burj Park, Downtown Dubai, advises Dubai Tourism.



Flight Centre's Jodie Burnard and Adele Barker from Air New Zealand pose with a statue of the so-called father of international surfing Duke Kahanamoku in Waikiki. Despite the crowds the duo both noted Waikiki's enduring appeal—especially for those on a fly and flop and multi-island holiday. The accessibility of the beach, shops and restaurants is said to have appeal across all demographics—with many attractions offering free transfers from Waikiki hotels.

Premium Economy Booking Spike

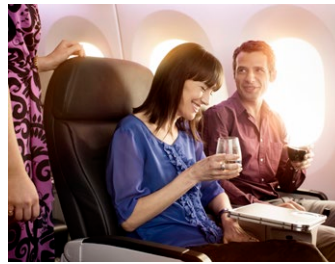
Air New Zealand has reported a strong uptake of its premium economy product to Hawaii, as the carrier tomorrow marks one week of 787 service on the Honolulu route. It's the first time NZ has offered premium economy and a lie flat business class product on the route, and says the premium offering has been 'performing well' ex New Zealand.

Pitched as an ideal option for clients looking for extra room without the cost of a business class seat—NZ says uptake of its premium economy fares to Honolulu has been much higher than to the carrier's other island destinations.

NZ says the high proportion of leisure travel on the route also means its skycouch product is proving popular in the 787-9 economy cabin. Two passengers travelling together can upgrade to a skycouch from \$225pp one-way, or for three people it is from \$50 one-way (based on two adults and one child, or two children and one adult).

... Shop Up A Storm

Kiwi travellers heading to Honolulu on Air New Zealand can now shop a



little more, following the introduction of Air New Zealand's new two free checked bags offering for passengers booking NZ's The Works fares. Hawaii Tourism's Darragh Walshe says shopping continues to be a popular pastime for Hawaii-bound Kiwis looking to combine Hawaii's beaches and experiences with a little retail therapy—as 'researched' by the Kiwi trade group in Hawaii last week.

Remind clients heading to Hawaii, or the US, that they show their hotel room key or international identification to get a discount card at Macy's department store, offering savings of up to 10%, often including already discounted items. The card does not apply to all products. For details, and to print out a voucher for clients,

[CLICK HERE](#)

Cocktails In The Sand

Tommy Bahamas in Waikiki is a one-stop Hawaii shop, from homewares and clothing on the first floor; a restaurant (highly recommended) on the second level and a rooftop bar on the third floor—complete with 'beach' and fire pit.

It's a relaxed environment, so perfect for Kiwi travellers, but it's very popular, especially around sunset so it pays to book a table or get to the bar earlier to secure a table or bar seat with a view. The restaurant is open for lunch and dinner and the rooftop bar was a hit with the Kiwi trade delegation in Honolulu. You Travel's Mandy Veale is pictured at the bar, on the left, with helloworld's Stacey Nancarrow and Karen McMahon from GO Holidays.



A STAR ALLIANCE MEMBER

AIR NEW ZEALAND 

Arrive relaxed in Honolulu

Your clients will arrive relaxed thanks to exceptional levels of comfort on board the Dreamliner 787-9 now flying non-stop to Honolulu. Plus, they can make the most of all that Hawaii's shopping has to offer, with two 23kg checked bags with The Works.

Book your clients **today**



Singapore Airlines is building a new team at Wellington International Airport, and is seeking highly-motivated and dynamic individuals to grow and support our business in the Wellington area.



ASSISTANT SALES MANAGER

Assistant Sales Manager Wellington will be responsible for maintaining and generating passenger sales revenue, through planning and implementing sales and marketing strategies that are aligned with national and company objectives, cultivating business relationships with key local trade, corporate, leisure and government stakeholders in order to meet and exceed business targets.

Suitable candidates will be tertiary-qualified with at least 3 years of relevant industry experience. Requirements include a thorough understanding of the travel market and its major players; team leadership experience; knowledge of airline pricing and distribution; an understanding of airline revenue management; strong strategic and analytical skills; an ability to interact and manage relationships with a wide cross section of stakeholders at all levels; a high level of written and verbal communication skills, and a high standard of professional deportment and personal presentation.

SALES OFFICER

Singapore Airlines is seeking a keen, reliable individual to work with our Wellington Sales Team on a full-time basis.

You will be providing support functions to the sales department staff and Managers, plus assisting with administration, budgeting and corporate agreements.

Candidates should have excellent computer skills, specifically Word and Excel, attention to detail and accuracy are key. Travel industry or airline experience would be an advantage.

SENIOR CUSTOMER SERVICES OFFICER

Key areas of responsibilities include:

- Customer servicing in operational areas, including, but not limited to, check-in, departure gate, baggage, lounge and arrivals
- Oversee and work closely with handling agents to uphold Singapore Airlines' customer servicing standards
- General office administration, including invoice verification and specific areas of responsibility assigned on a rotational basis
- Ensuring that procedures are followed and station targets are met
- Assist Station Manager Wellington across all administrative requirements
- Provide guidance and motivation to airport team

To be successful in this role you will require:

- A minimum of five years customer service experience and experience in a senior position. Airline or travel industry experience is preferred
- A good understanding of airline reservations and departure control systems
- Tertiary qualifications, with a preference for applicants with a degree qualification
- Leadership qualities including ability to motivate and guide staff
- Strong time management skills and confidence working in a busy environment
- Some knowledge of SIA, its product and network could be an advantage
- Resourceful, good interpersonal skills with both internal and external customers and strong conflict resolution skills
- Excellent computer skills especially in Microsoft Office

This position is fulltime, reporting to Station Manager Wellington.

CUSTOMER SERVICES OFFICER

Key areas of responsibilities include:

- Customer servicing in operational areas, including, but not limited to, check-in, departure gate, baggage, lounge and arrivals
- Oversee and work closely with handling agents to uphold Singapore Airlines' customer servicing standards
- General office administration, including invoice verification and specific areas of responsibility assigned on a rotational basis
- Ensuring that procedures are followed and station targets are met

To be successful in this role you will require:

- Previous customer service experience. Airline or travel industry experience is preferred
- A good understanding of airline reservations and departure control systems
- Tertiary qualifications, with a preference for applicants with a degree qualification
- Strong time management skills and confidence working in a busy environment
- Some knowledge of SIA, its product and network could be an advantage
- Resourceful, good interpersonal skills with both internal and external customers and strong conflict resolution skills
- Excellent computer skills especially in Microsoft Office

This position is fulltime, reporting to Station Manager Wellington.

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