

# TABS ON TRAVEL TODAY

Incorporating Tabs on Travel

Wednesday 08 June 2016

Issue 3324

Low fares at peak times ✈️

Jetstar

## Do Travellers Prefer Tech To People?

Airline passengers across the globe are so comfortable with technology today that they are choosing to use it rather than interacting with people, shows a new Sita survey.

The 2016 Sita Passenger IT Trends Survey shows that 85% passengers had a positive travel experience, up 80% from last year; and that, noticeably, passengers who had more choice and control in how they manage their trip were happier. In particular whilst booking, whether online, using a mobile or with an agent, 93% had a positive experience.

In turn, passengers experience the most negative emotions during the security screening, passport control and baggage collection steps of the journey, says Sita—the steps with

the least amount of self-service technology.

The survey also found that even if passengers are not satisfied with one type of self-service technology, they tend to try another (54%) rather than revert to human contact. "Once passengers are converted from person-to-person interaction to using self-service technology few want to go back," says Sita. At check-in 91% using self-service technology will do so again and again.

"It is clear that passengers love technology. Once they start to use kiosks, websites, mobile devices, automated gates and other tech, they will continue to do so rather than returning to human interaction," says chief executive Francesco Violante. "As airlines and airports look to introduce new technology they should also note that ease-of-use is vital for passengers. At check-in, the ease of use can increase kiosk adoption by as much as 86% and mobile by 59%," he says.

"Knowing that passengers prefer using their own devices and self-service technology throughout the journey should encourage airlines, airports and government to examine how they can transform the experience at security, border control and baggage collection. The technology is available today and the industry can be confident that it will be welcomed by passengers."

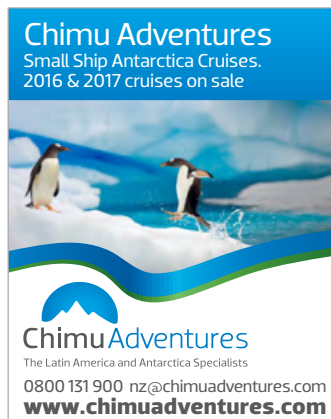


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## More Details On Impact Of TATS Collapse

Industry response to yesterday's lead article suggests that things haven't been right at TATS for more than a few months.

Industry members have told us that monies they paid to TATS as far back as Dec and Apr had not been paid to hotels as of this week, with some saying they are not holding out much hope that their bookings exist follow-

ing the collapse. *Travel Today* is also aware that 'more than one supplier' had put TATS on a cash-only basis because of mounting historic debts.

### ... Niue Self-Famil

Scenic Hotels' spokesman Brett Inkster told *Travel Today* that existing self-famil bookings at Niue's Scenic Matavai Resort will be honoured . . . even though the resort is fully exposed to the TATS collapse.

"We are keen to build on the great initial response to the self-famil programme, so we will be repeating the exercise in the near future," Inkster said today.

*Travel Today* is attempting to get a better picture of how big an impact the TATS collapse has had on industry staffers.

● Anyone affected by this collapse, consultant or supplier, is asked to e-mail [tony@tabsontravel.co.nz](mailto:tony@tabsontravel.co.nz), with TATS in the subject line.

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### EK A380 AKL From Oct

Further to yesterday's confirmation that Emirates plans to operate an A380 on the non-stop Auckland-Dubai route from later this year, the GDS now shows the A380 with three-class configuration will replace the 777-200LR from 30 Oct.

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## Solomon Cans Flights

Solomon Airlines has suspended all of its flights as part of a dispute with the Solomon Islands Government. The flights were suspended as of 0800 on 07 Jun (Honiara time), with affected flights including its eight weekly Brisbane-Honiara services as well as flights to Nadi, Port Vila, and all domestic services. The move has led to other airlines suspending their flights to Honiara, due to a lack of ground and handling services.

The airline has said the government owes it 'millions of dollars', however the government says it has met all of its financial commitments, and the 'perilous financial situation of the airline falls squarely at the feet' of airline boss Ron Sumsum.

"The Government considers captain Sumsum's unilateral action as irresponsible. He has jeopardised the reputation of the airline and inconvenienced many travellers," says the Ministry of Finance and Treasury, which says the situation should be resolved within the next 24 hours.

The government adds that it's working closely with the Civil Aviation Authority and newly appointed board of directors to finalise the recruitment of a new chief executive for the carrier.

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# United Transforms J Class Cabin

**United Airlines has unveiled its new Polaris business class product, which is billed as the carrier's most significant product transformation in more than a decade**

The airline has overseen 12,000 hours of research for the new premium offering, set to roll out on aircraft progressively from 01 Dec, which identified sleep as business travellers' top priority. As a result, UA says Polaris' design and sleep-enhancing focus was inspired and informed by insights from hundreds of customers and employees, in-flight product simulations and more than 100 product evaluations.

"United Polaris will change the game in international business travel with an exceptional level of relaxation and comfort throughout our customers' journeys," says UA chief executive Oscar Munoz. "This completely re-conceived experience exemplifies the new spirit of United and the innovation, excitement and operational momentum across our airline."

Polaris will feature custom-designed seats with direct aisle access, which recline 180 degrees to 1.98m of bed. The suite-like pods will feature a do not disturb sign, storage areas, multiple surfaces for simultaneous working and dining, a 16-inch high-definition screen and seats in the centre of the cabin have electronic

privacy dividers. There's Saks Fifth Avenue custom-designed bedding along with slippers and pajamas on request (for flights 12 hours or longer). Polaris passengers will also get a gel-cooled pillow and the amenity kits will feature ergonomically designed eye shades, calming lavender pillow mist and products from Cowshed Spa.

And while sleep is the focus, special attention has also been paid to the dining experience. There's regionally influenced in-flight menus on offer, developed in partnership with The Trotter Project along with an upgraded wine experience.

The offering will also include pre-departure United Polaris lounges complete with chef-designed pre-flight dining, spa-like showers and sleep pods.

The first new United Polaris lounge will open at Chicago O'Hare International Airport on 01 Dec.

There's no word when and if the Polaris will be available on the carrier's new Auckland-San Francisco service which begins next month. For more on the new product, see united.com/polaris

## News & Product

### JQ Return For Free

Jetstar is offering passengers the chance to 'return for free' on a range of domestic and trans-tasman destinations, as it celebrates seven years of domestic flying in New Zealand. Fares start from \$39 to a range of destinations, for sales to 09 Jun and travel Oct-Dec 2016 and Feb-Mar 2017.

"It's been a very big year for JQ's New Zealand operations with significant growth and we're delighted to be celebrating by offering thousands more reasons to travel with us," says JQ's New Zealand boss Grant Kerr.

### AF Strike Advice

Air France is preparing for possible strike action by its pilots 11-14 Jun and says while it's pushing for dialogue to avoid the action, in the meantime voluntary rebooking is already live and the carrier is urging agents to make sure their clients' details are up to date in their PNRs. Rebooking same cabin doesn't automatically apply to partner carriers or codeshares so for itineraries originating in New Zealand, agents should contact the trade help desk. See agentconnect.biz

### HA Hawaii On Sale

Hawaiian Airlines has flights to Hawaii from \$1048 for adults and \$829 for children (aged two-11), on sale to 09 Jun. Book K class.

### QF Sth America Changes

Qantas has made the following amendments to its long-term economy fares from New Zealand to South America, effective for sales from 08 Jun. It has 'significant reductions' across low-season fares with lead-in levels now from \$1395 return; the introduction of a 90-day advance purchase fare booked in Q class; the introduction of a 30-day advance purchase fare booked in N class; and removal of the 60-day advance purchase fare booked in N class. See qantas.co.nz/agents for revised tariff advices.

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## Norwegian Jewel To Australasia



Norwegian Cruise Line is deploying Norwegian Jewel to this region, announcing yesterday she will be based year-round in Asia Pacific come 2017, offering Kiwis the chance to cruise to/from Australia.

Commencing Oct 2017, Jewel will run through an initial schedule of 15 sailings through to Mar 2018, including seven Sydney roundtrip cruises, with itineraries along the Australian and New Zealand coastlines, as well as island destinations such as Tahiti, Fiji and New Caledonia.

"With Australasia home to some of the world's fastest growing cruise markets... NCLH is making a major commitment to the region across all of its three brands, kick-starting with the regional deployment of Norwegian Jewel," says NCLH's Harry Sommer.

Highlights of the inaugural local season comprises of a five-day Sydney-Tasmania-Sydney cruise departing 12 Nov 2017; a nine-day voyage ex Sydney visiting the likes of Eden, Kangaroo Island and Tasmania's Burnie, departing 14 Dec 2017; and

10- to 16-day Australia and New Zealand itineraries, featuring the likes of Milford Sound and the Bay of Islands. Jewel will then make her way from Sydney to Singapore on an 18-day adventure departing 20 Feb 2018, where clients will visit Far North Queensland, Darwin and Komodo Island.

Following her Australian season she will undertake a range of Asian itineraries visiting Vietnam, Japan, Hong Kong, China and Korea.

### Windstar Self-famils

Windstar has a range of agent self-famil options available, advises Francis Travel Marketing. Prices start from USD499pp (plus tax). Space is limited. For a list of sailings, dates and specific rates e-mail kelly@ftmcruise.co.nz

### Ship's Dock Crash

A dock in Ketchikan is out of use for the foreseeable future after a cruise ship crashed into it, say local reports. Celebrity Infinity scraped along part of the berth whilst docking recently, causing one of the gangways to break off and puncture the ship's hull. No one was injured. The ship is set to undergo repairs.

### Princess Makes History

Princess Cruises' Dawn Princess sailed into Cairns today, becoming the biggest ship in its fleet to navigate the city's channel to berth at the Cairns Cruise Liner Terminal. The arrival also marks the start of a new era which will see Princess dock its Australian-based Sun Class ships, Sun Princess, Sea Princess and Dawn Princess, in the heart of the city. The ships will make a further 18 visits to the terminal over the next two years.

### Silver Select's Back

Silversea is bringing back its Silver Select programme with enhanced savings options on a number of its 2016 voyages. For ocean voyages, clients will receive USD1500 per suite of onboard spending credit, a two-category suite upgrade or 50% off a second suite. While for expeditions clients will have the choice of a two-category suite upgrade or 50% off a second suite. Silver Select is available on new bookings made 01 Jun through 31 Jul. See silversea.com/exclusive-offers/silver-select

### Greece Port Strikes

Ongoing strikes in Greece's busiest port, Piraeus, have resulted in a number of cruise ships having to cancel visits. Port workers have held 48-hour rolling strikes since late May, protesting against the sale of the port to a Chinese shipping firm, say local reports. Seabourn Odyssey and Mein Schiff 2 both cancelled their calls to the port, in favour of docking elsewhere within the country, whilst Celebrity Constellation chose to sail to Turkey instead. It is not clear when the strikes will end.

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## Sabre Appointment

Sabre Corporation has named Todd Arthur vice president of sales and market development for Sabre Travel Network Asia Pacific, responsible for sales performance and business growth across Asia Pacific.



Arthur has more than 20 years of experience in the travel industry, ranging from TMCs to hotel distributors, and was most recently managing director for HRS in As-Pac. He'll be based in Singapore.

## NZ Group Sales Closed

Air New Zealand's agency group sales team will be closed for an internal conference day on Thu (09 Jun). The team will be back in the office on Fri.



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## G Adventures: Older Clients Saying YOLO

**Tighter budgets and fluctuating exchange rates have seen the clientele opting for G Adventures' Yolo product skew towards the higher end of the age range.**

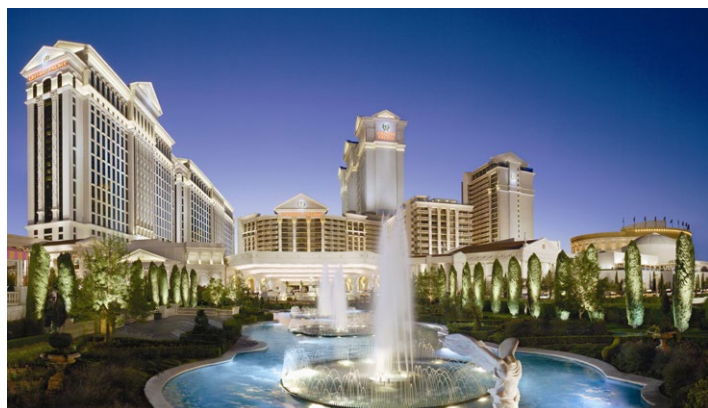
G's Yolo product is aimed at '18- to 30-somethings', and is described as 'fast-paced and affordable adventures designed for young travellers'. Traditionally appealing to younger clients, it's now becoming popular with a slightly older crowd, says managing director Australia and New Zealand Adrian Piotto.

"We've seen a good shift of demographic into the Yolo," says Piotto. "The average age of that customer has lifted a little, high 20s to mid 30s are starting to book a lot more onto Yolo. It comes down to a bit more bang for buck"

Kiwis are also looking to stretch their dollar further by opting for travel to destinations like South East Asia, with

Cambodia in particular seeing strong growth, says Piotto.

"Cambodia is hot out of this market, we've seen a solid increase here," he says. "We've seen in excess of 30-35% growth for Cambodia over the last fiscal year—it's been a significant shift."



## Caesars' 50th Celebrations

Las Vegas' Caesars Palace is marking its 50th anniversary with a Summer of Caesars celebration beginning 17 Jun and extending throughout the year, advises local reps Discover the World. Highlights include sweepstakes, giveaways, a self-guided historical walking tour and photo exhibit, an interactive social photo experience, special room packages, 50th birthday offers, marquee events and more. DTW has full details.

## Kimberley Ecotourism

Australia's Kimberley region is on track to become a world-class ecotourism destination, rivalling the likes of the Great Barrier Reef and Kakadu National Park, with the Aussie Government providing an extra AUD22.1 million for its marine and national parks in its latest budget. The Kimberley Science and Conservation Strategy now has a commitment of AUD103.6 million to protect the region's assets. The money will go towards creating the three million ha Great Kimberley Marine Park.

## CX, Hyatt Team Up



Cathay Pacific and Hyatt Hotels have announced a global collaboration, offering specially designed menus by some of the hotel chain's star chefs to CX passengers. From now until mid-2017, CX passengers will be able to sample signature dishes from top chefs, with the collaboration kicking off with Chinese cuisine from Grand Hyatt Hong Kong's One Harbour Road. From now until 31 Aug 2016, passengers in all classes from Hong Kong to most long-haul destinations, including New Zealand, can dine on traditional Cantonese fare by the hotel's executive chef, Chef Tim.

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Raro

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**Jetstar**



## Route 66 Tribal Guide

A new travel guide to the Route 66 has been launched and aims to tell the American Indian story of the iconic route, introducing the tribes who live along it and highlighting genuine cultural experiences available to visitors.

Route 66 from Chicago to Los Angeles is world famous but the stories of the American Indians living along it have rarely been told, says the American Indian Alaska Native Tourism Association (AIANTA).

In the past American Indian stereotypes were used to help sell the road (which takes travellers through the lands of more than 25 tribal nations) to tourists, says AIANTA. It's hoping the guide will allow an authentic Native American experience.

The guide is free to download at [americanindiansandroute66.com](http://americanindiansandroute66.com)



## Disney's New Soarin' Attraction Open Soon

Soarin' Around the World, a new aerial attraction, will make its debut at Disney California Adventure Park 17 Jun. Promising to take guests on a multi-sensory experience, where they will have the sensation of flying over the globe's grand landmarks, the attraction features laser-projected footage and motion-based ride technology. The attraction is also set to debut at the Shanghai Disney Resort.

# Iran Appeal Growing For Kiwis

Although some parts of Iran remain off-limits to tourists, the country is fast becoming a popular choice with Kiwi travellers, say Kiwi operators—which expect the trend to continue.

World Expeditions general manager New Zealand Natalie Tambolash says it is experiencing strong growth in demand for adventures to Iran, with bookings more than doubling since 2012. And while some areas, such as border regions with Iraq, Afghanistan and Pakistan, are declared no-go zones for tourists, 'the rest of Iran has been declared safe for travel', she adds.

"There are few places in the world which have a history and culture as rich as this remarkable country. You'll find a refined society that has been misinterpreted by world press—our travellers consistently attest that Iran has some of the world's warmest and most welcoming people," Tambolash says. "Its history provides endless fascination and an atmosphere that is most definitely relaxed, and



certainly enriching." This includes iconic must-sees such as Tehran, Shiraz, Persepolis, Yazd and Isfahan, she adds.

## ... Popular Options

Tambolash says World Expeditions' most popular trip, with bookings more than tripling from 2012 to 2016, is the 11-day Best of Iran trip, which departs Aug-Oct and costs from \$4490pp. And for clients wanting to 'go beneath the surface and discover the real Iran', its new 15-day Travel for the Mind—Iran Adventure with George Negus (an Australian journalist) is a good choice. Clients will travel from Tehran deep into the Alborz Mountains to the Alamut

Valley. The trip departs Apr 2017 and costs \$8950.

## ... Info Evening

At the same time Innovative Travel is hosting an Iran travel information evening due to what it says is demand for private and boutique small group tours to the destination. The evening is open to agents wishing to upskill on the destination and also to interested clients. Guest speakers include Iranian-born Abolfazl Moghadam and fashion designer and Innovative brand ambassador Jane Daniels, who has experienced an Ancient Kingdoms Holiday in Iran. It's on from 1800 07 Jul at the Birkenhead RSA in Auckland. RSVP by 15 Jun to [bdm@innovative-travel.com](mailto:bdm@innovative-travel.com)

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## Aussie Tourism MoU

The Tourism & Transport Forum Australia and the Australian Regional Tourism Network have signed a Memorandum of Understanding that will support a closer partnership and a stronger voice for the tourism industry with government, especially in regional and remote destinations.

## Industry Diary

### JUNE

#### Korea Road Show

**Auckland:** Fri 10, Rendezvous Hotel, 1800.

#### Starwood Expo

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

#### Tourism Philippines 'More fun in the Philippines' Roadshow

**Auckland:** Tue 21, The Maritime Room, Princes Wharf, 1800.  
**Wellington:** Wed 22, Amora 1 & 3, Amora Hotel, 1800.  
**Christchurch:** Thu 23, Rakaia/Crossings Lounge Novotel, 1800.

#### Globus family of brands, Rocky Mountaineer 2017 "The Americas" Season

**Auckland, Central:** Mon 27, Novotel Hotel, 1745.  
**Auckland, North:** Tue 28, Takapuna Boating Club, 1745.  
**Wellington:** Tue 28, Lone Star Café, 1745.

**Nelson:** Wed 29, Lone Star Café 1745.

**Blenheim:** Thu 30, Ten Pin Bowling, 1745.

### JULY

#### Globus family of brands, Rocky Mountaineer, 2017 "The Americas" Season

**Invercargill:** Mon 04, Kelvin Hotel, 1745.  
**Dunedin:** Tue 05, Lone Star Café, 1745.  
**Christchurch:** Wed 06, Lone Star Café, 1745.  
**Hamilton:** Mon 18, Hamilton Gardens Café, 1745.  
**Tauranga:** Tue 19, Macau, 1745.  
**Napier:** The Crown Hotel, 1745.

### AUGUST

#### SPANTO roadshow

**Palmerston North:** Tue 09, The Distinction Hotel. Time tba.  
**New Plymouth:** Wed 10, The Novotel. Time tba.

# New Opening For NYC's Met Museum

The newly-opened Met Breuer in New York has been described as a bold and ambitious new addition to the Metropolitan Museum of Art and is expected to be a popular destination.

The inaugural exhibition is *Diane Arbus: In the Beginning*, and shows the early work of the famous photographer including many images that have never been seen before, says the art museum. The portraiture and street photography spans 1956-1962. The Met Breuer museum of modern and contemporary art opened 16 Mar. Opening hours are Tue-Wed 1000-1730, Thu-Fri 1000-2100, Sat-Sun 1000-1730. Closed Thanksgiving, Christmas Day and New Year's Day. What visitors pay to enter the museum is up to the guest but the suggested amount is USD25 adult, USD17



seniors 65+ and USD12 students. Under 12s are free. Ticket includes same-day admission to The Met Fifth Avenue, The Met Breuer, and The Met Cloisters. There is no additional cost to view special exhibitions. See metmuseum.org

## New VIE-HKG Route

Austrian Airlines advises agents of its new Vienna-Hong Kong flight route. Operated by a Boeing 777-200ER, the flight will depart Vienna on a Mon, Tue, Wed, Fri and Sat and Hong Kong on a Tue, Wed, Thu, Sat and Sun, effective 05 Sep. The flights are now available for booking in the GDS and the new Hong Kong route is permitted on all Austrian Airlines fare types from New Zealand, it adds.

## Wolgan BMW Bonus

Emirates One&Only Wolgan Valley is offering guests the use of a BMW iPerformance hybrid vehicle to travel to and from the resort when staying 06 Jun-30 Sep. The BMW Escape includes a Heritage Villa with private heated pool, gourmet meals daily with a selection of drinks, two nature-based activities per day and the use of the BMW. Rates start from AUD1790pn for two (Sun-Thu), for a minimum two-night stay.

## Outdoor Ballet In SYD

GO Holidays has packages to the Australian Ballet's outdoor performance of Swan Lake 05 Nov. Cost is from \$239 pp double/twin share land only including two nights' accommodation, reserved seating and a gourmet hamper with wine for two people. Options to extend are available. Sales are to 21 Oct for travel 04-06 Nov.

## News & Product

### Football Boosts Travel

France's upcoming Euro 2016 football tournament has contributed to a surge in Eurostar's ticket sales, with strong forward bookings thanks to its services to the main host cities, including Lille, Paris, Lyon and Marseille. It expects nearly half a million passengers from across the UK will travel during the tournament, with 10 Jun set to be the busiest day as the hosts open the tournament in the Stade de France in Paris.

### ... Challenging Q1

The strong bookings for Euro 2016 follow a challenging first quarter of the year, adds Eurostar, with travellers remaining cautious following the terrorist attacks in Brussels. Passenger numbers in the first three months of the year were 2.2 million, a 3% reduction on the same period last year and sales revenues were 6% lower year-on-year, it says, with the impact particularly evident in international markets such as the US and Asia.



## Winos Rejoice: Wine Theme Park For Bordeaux

Whether you would liken it to a wine museum or theme park, one thing is for sure; Bordeaux's newest attraction, La Cite du Vin, will appeal to wine lovers from around the world. The newly-opened 10-floor venue is home to 20 themed areas, and offers the likes of tasting sessions, a wine history course, a fine dining restaurant, a wine bar, reading room and more. The venue, designed to mirror wine being poured into a glass, also offers expansive views across Bordeaux. See laciteduvin.com

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