

TABS ON TRAVEL TODAY

Incorporating Tabs on Travel

Thursday 20 October 2016

Issue 3420

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Jetstar

GDS Uptake Exceeds Expectations, JQ

Jetstar is reporting strong support from the trade following its GDS launch in New Zealand last month.

"The trade has responded quickly to the launch with GDS bookings jumping four-fold compared with the same period last year, and overall trade sales are experiencing record increases," says local JQ sales manager Mick Cottrell.

JQ's GDS availability is exclusive to New Zealand and Cottrell says it's a direct result of trade feedback. "For several years agents in New Zealand have been asking for GDS and while it's of-

ten not present in the traditional LCC model, we decided to tailor our trade offering based on their feedback."

Cottrell says the carrier worked closely with a steering group of agents including key TMC's to design how JQ in the GDS could be delivered.

"Corporates have been very responsive to JQ via GDS and now having a hold period accommodating the inevitable travel changes," Cottrell adds. All of JQ airlines can be booked in GDS, including Jetstar NZ, AU, SG, JP and SOTO.

... Trade Thanks

The carrier commenced in the GDS early Sep with Amadeus and Galileo and Sabre is scheduled to come on-line next week.

"We'd like to thank the trade for their support and their patience. We're delighted to now be providing their preferred booking method and we're looking forward to further enhancing the GDS offering over time," says Cottrell.

Visiting JQ head of sales Paul Rombeek last week said that New Zealand was a trial market for the GDS concept, and that early sales indications were exceeding its initial expectations.



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UK Xmas Travel Chaos

Christmas travel disruption is on the cards at four UK airports, unless exiting baggage carrier Aviator, transfers staff to other handlers, warns Unite, the UK's biggest union.

Aviator is said to be closing its operations at Birmingham, Gatwick, Manchester and Newcastle airports. A union spokesman has said 'Christmas travel chaos is on the cards' as a result.

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Top Secret Attraction

China has opened its decommissioned Cold War-era underground nuclear base to tourists, following renovations including new sound and lighting effects throughout its corridors, a nuclear science centre and various sections explaining its history. However, reportedly only 1/3 of the site is open, with some areas still remaining off limits.

Once top-secret, up to 60,000 men worked on the construction of the 816 Nuclear Military Plant, located in the Chongqing mountains, which began in 1966. Work continued until 1984 when the project was cancelled. The site was built to produce plutonium-239 but never actually contained any nuclear material, reports say.



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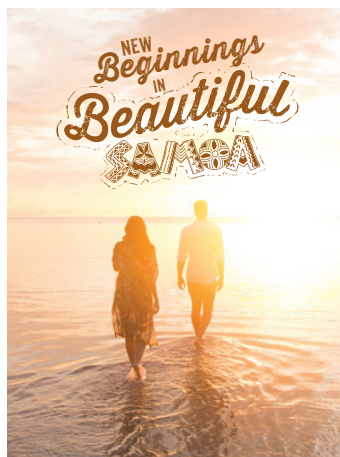
A charity trek and mountain biking event is being held in Rarotonga in Jun next year, and the Oceania Tourism Group's Ross McLauchlan is urging the Kiwi trade to get behind the event.

The fundraiser is being held over Queens Birthday Weekend 2017, and teams of three will complete the trek in under 28 hours and/or the bike ride in under 12 hours, whilst they are also expected to raise funds to help with the building of an open air school hall at Rutaki School.

The event is the brain child of Peter Heays, one of the original directors of Go Pacific (now GO Holidays). See rarocharitychallenge.com for more.

Got News?

e-mail news@traveltoday.co.nz



Emirates' Credit Card Surcharges

Effective 24 Oct, a credit card payment fee will apply to Emirates tickets issued in New Zealand, using credit card payment.

The fee is 1.5% of the total amount charged to the card and will be capped at \$70 a ticket.

EK says the charge will be collected in the GDS as an OB ticketing fee, as per current industry practice for other carriers.

The fee will be applied automatically once the form of payment has been selected and will only quote

when credit card is entered as the form of payment. There is no need to manually remove the fee if using a different form of payment as it will not quote in the GDS, adds EK.

However the carrier stresses that it is imperative agents ensure customers are aware of the credit card fee before the credit card transaction is processed.

EK will not apply the fee if the agent is acting as the merchant and using cash as the form of payment on the ticket, it adds. For more details, see emiratesagents.com/nz

Boys and Girls Lanes

China's Guangzhou Baiyun International Airport has reportedly rolled out new male-only security lanes in a bid to improve the airport experience. Last month the airport made the headlines for its pink-themed female-only security lines.

Irish Tourism Videos

Three new short videos to help visitors plan their trip to Ireland have been released by Tourism Ireland. All About the Island of Ireland; All About Ireland's Weather (but if you really want to know what the weather is like, listen to these kids); and Places to Stay on the Island of Ireland.

Fine, Probation

A North Carolina man has been sentenced to a year of probation, after yelling at a Muslim lady and pulling off her hijab during a Southwest Airlines flight. Reports say the man was also fined USD1000.

News & Product

NZ Tacticals Extended

Air New Zealand has extended the sales of its short-life South America fares through to 28 Oct. One-way inclusive lead-in levels ex Auckland to Buenos Aires are from \$774, capacity is limited and may not be available on all services. For more details, see airnzagent.co.nz

EK Fare Extension

Emirates has extended its tactical fares to the Middle East, Africa and South Asian Subcontinent now for sales to 31 Oct.

Total Ban On Note7s

As more and more airlines, and government agencies, around the world announce total bans on Samsung Note7s, agents would be strongly advised to warn their clients of that fact.

Media reports have stated that passengers in the US who try to take a Note7—even if it is turned off—on board an aircraft could be arrested and face prosecution.

QF Asia Fares

Qantas has tactical fares to Bangkok, Phuket and Singapore for sales to 02 Nov. Economy starts from \$979 and business from \$3499, with select departure dates available ex Auckland, Wellington, Queenstown and Christchurch available. Conditions apply.

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River, Portugal, Japan Hot Options



The latest Kiwi winners in CLIA Australasia's Plan A Cruise Month weekly prize draw are noting not only increased hype, but also increased interest in lesser-travelled destinations such as Portugal, Scandinavia, the Baltics and Japan.

The team at helloworld in Rotorua and Discover Travel Christchurch's Peter Dunne are this week celebrating after winning bottles of champagne, recognising their efforts.

helloworld Rotorua owner/operator Deborah Kay says the whole team is 'thrilled' with the win, adding that they have been actively working to publicise the cruise promotion through the likes of social media, radio and press advertising and client evenings; and it's paying off.

"Every second enquiry we're getting seems to be cruising," she says. In particular, Kay says there has been a noticeable increase in river cruise enquiries and bookings, as well as shorter South Pacific and Australia cruises for those wanting to lock in an easy getaway next year. Also interesting to note, she says, is the demand for Spain and Portugal, with many people looking to cruise out of the two destinations; while Japan is proving to be an emerging destination as well as South America, the latter largely thanks to Air New Zealand's new direct route.

"There's definitely a big hype around cruising at the moment. . . with new routes and things, people are starting to notice it's an affordable holiday and there really is something for everyone."

... River Demand

Discover Travel Christchurch's Peter Dunne has also noted a large number of enquiries for river cruising, as well as clients increasingly looking to destinations such as Scandinavia, Portugal, the Baltics and Croatia.

He expects this is due to the unrest in France, with clients starting to look at destinations other than the usual favourites, while it is also a great time to book with plenty of earlybird airfares on offer, he says.

There are still two rounds of prizes to be drawn. See cruising.org.nz for details.

Pictured is the winning helloworld Rotorua team, all of whom are part of the brand's Cruise Experts programme and CLIA members, from left is: Greig Lysaght, Toni Bennett, Olivia Turner, Deborah Kay and Melinda Eddy.

Inset: Discover Travel Christchurch's Peter Dunne, who says he is looking forward to receiving his bottle of champagne tomorrow—just in time for the long weekend.

Croatia: What's New

New ships, itineraries and destinations are on the cards for Croatia Times Travel in 2017, with demand at an all-time high. Releasing its Croatia, Italy, Slovenia & Europe 2017 brochure, sales & marketing coordinator Teodora Autunovich says clients have plenty to look forward to, with six new deluxe small vessels to be sailing Croatia's Adriatic in 2017, complete with nine new itineraries. There's also more one-way itineraries, such as Split to Dubrovnik, she adds, as they are typically hot sellers.

In addition, and as the brochure name suggests, the company is now offering all services and tailor-made itineraries throughout Italy, which Autunovich says ties in well with its Croatia and Slovenia offering.



... New Product

The company has also been appointed as the New Zealand GSA for both Med-Sailors and Yacht Getaways. Offering sailing holidays through Croatia, Greece and Turkey, Med-Sailors targets 18-35s and is particularly popular with solos, couples and groups on their Europe OE; while Yacht Getaways are targeted at the 30+ market, offering a more luxury bespoke sailing on catamarans.

... Be In To Win

To celebrate the launch of its new brochure, Croatia Times is offering agents the chance to win a Gourmet European Food Gift Basket. To enter, simply complete and return the Learn & Win Quiz that was sent out last week, together with the new brochure. Entries close 21 Nov, with the winners to be announced 25 Nov. E-mail product@cctravel.co.nz for more.

Star Clippers 2017/18

Star Clippers has released its 2017/18 worldwide brochure, featuring more than 55 itineraries across Southeast Asia, Cuba, the Caribbean and Europe, as well as a number of ocean crossings, advises Adventure World. Highlights include that there's a range of new Indonesia itineraries, departing Bali, which it expects to be popular with Kiwi travellers. Many bestsellers feature again, it adds, including the seven-night Caribbean Treasure Island itinerary, sailing roundtrip from St Maarten and visiting Anguilla, the British Virgin Islands, White Bay, St Barts and more. See your local Adventure World sales manager for more.



First Orca Sightings

Black Cat Cruises staffers have spotted the first orca of the season in Akaroa Harbour this week—a month earlier than the first spotting last year. While there isn't technically an orca season in New Zealand, the company says most sightings happen in the spring.

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Industry Diary

OCTOBER

Visit Sunshine Coast agent events
Christchurch: Thu 20, Breakfree on Cashed Hotel, 1700.

South African Tourism roadshow
Auckland: Wed 26, Millennium Hotel, 1730-2130.

NOVEMBER

Viva Mexico Day of the Dead function

Auckland: Thu 03, Besos Latinos Restaurant, 1730.

Exotic Holidays Roadshow

Hamilton: Mon 07, Little India, 1730.

Auckland: Tue 08, Potters Park Event Centre, 1730.

Palmerston North: Thu 10, 1730, venue tba.

Wellington: Fri 11, Tulsi Restaurant, 1730.

Napier: Mon 14, Indigo Restaurant, 1730.

Mt Maunganui: Tue 15, Latitude 37 Restaurant, Mount Maunganui, 1730.

Dunedin: Wed 16, Little India, 1730.

Tourism Ireland Travel Trade Roadshow

Auckland: Mon 14, Hilton Auckland, 1730.

Canada Roadshow 2016
Adventure World, Rocky Mountaineer, Air New Zealand & Holland America Line

Invercargill: Mon 14, Kelvin Hotel, Starts at 1800.

Dunedin: Tue 15, Mercure Dunedin Leisure Lodge, Starts at 1800. **Christchurch:** Wed 16, Christchurch RSA, Starts at 1800.

For more see Monday's
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News & Product

Girls Only Camping & Trekking

World Expeditions has launched a new range of active travel adventures for women only, in response to increasing demand.

General manager New Zealand Natalie Tambolash says the number of women participating in the company's active adventure tours has increased significantly in the past 20 years, growing from around 38% in 1996 to 54% in 2016, hence the creation of the new Women's Adventures offering.

"Working in the adventure travel industry, we know that women traveller's aspirations to engage with trekking, cycling and even climbing mountains can be as robust as their male counterparts. And nowadays, even on the most challenging adventure tours, such as trekking or mountaineering in remote mountain regions, women now make up around 30% of the tour group," she says. "We've taken this demand for active adventure travel for women to the



next level, offering specially-crafted small group itineraries for women only in some of the world's most exciting, natural destinations."

There are 21 itineraries on offer, some of which include trekking to Everest Base Camp, camping under the stars

in the Australian outback, climbing Africa's highest peak as well as walking in Europe and trekking to Machu Picchu.

The itineraries are fully guided, and wherever possible, will be led by a female local guide.

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Gestro To AA

Neil Gestro has been appointed to AA Traveller's newly-created tourism partnerships manager position, charged with developing and managing the organisation's key tourism partnerships.



Gestro, who is well-known in the industry and was most-recently with helloworld, will also 'oversee the delivery of products and services to the AA's 1.5 million members as well as international visitors looking to procure accommodation, transport, attractions and activities throughout the country'.

The role has been designed to build on the ongoing success of AA Traveller and to support key projects and relationships launching later this year and in 2017, adds the company.

... From TAANZ

Gestro has resigned from the TAANZ Board as a result, but TAANZ boss Andrew Olsen has thanked Gestro for his service to the organisation. Additional to his role as a board member, Olsen says Gestro was involved in broker working groups committees, APJCs and the renegotiation of the TAANZ IATA agreement. "He is a very pragmatic character, fully conversant with the agency distribution challenges and opportunities and has substantially added to TAANZ governance and business during his five-year tenure" adds Olsen.

Qantas Opens New BNE Lounge



Qantas has today opened its new **Brisbane International Lounge** following a multi-million dollar upgrade.

The lounge is based on QF's award-winning Hong Kong and Singapore Lounge concept, with the food and interior design taking inspiration from the local region.

Split across two levels the new lounge offers nearly 30% more space with timber café seating and low slung lounges and rugs to 'bring colour and texture reminiscent of the reef, sandbars and waterways of Queensland's coast and inlets'.

Seasonal menus are designed by celebrity chef Neil Perry, and a new signature breakfast hatch on the mezzanine level will feature chefs serving Rockpool-designed breakfast dishes to order such as breakfast bowls, bircher muesli and French toast. A premium hot and cold buffet is available, adds QF.

... Quench

QF has debuted a new lounge concept in addition to a standard bar and

barista, at the BNE lounge. Quench focuses on hydrating customers before they fly. It serves a range of non-alcoholic beverages including a signature tisane blend designed by Rockpool.

The lounge also features a business centre, Wi-Fi, TVs with Foxtel, shower suites with ASPAR by Aurora skincare products and a Sofitel service experience.

QF plans to open a new BNE domestic lounge precinct with a new Business Lounge and refreshed Qantas Club from early 2017.

... Win Passes

Travel Today, in association with Qantas has a double pass to the new BNE lounge up for grabs.

To be in the draw to win, e-mail promos@traveltoday.co.nz, with QF BNE in the subject line and tell us which day the new lounge opens and name two features of the new lounge. Entries close at 1700 Wed 26 Oct.

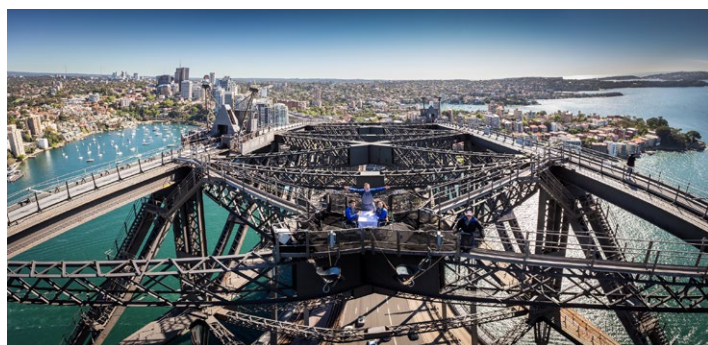
Alexander Recognised

Hobbiton Movie Set's Russell Alexander has been recognised for his commitment to business tourism with the 2016 CINZ Outstanding Contributor Award. He was presented with the award at the association's 40th annual conference gala dinner held last week.

FCM Travel Solutions Wins World Award Again

Flight Centre's FCM Travel Solutions has been named 'Australasia's Leading Travel Management Company' in the World Travel Awards for the fifth consecutive year. The awards are voted for by travel and tourism professionals worldwide and FCM says winning the award again is testament to the hard work by FCM to deliver on its promise to customers in the region. To be recognised year on year for

the exceptional effort and amazing service that our team has consistently been delivering is fantastic," says FCM Travel Solutions New Zealand gm Andy Jack. "In line with our expansions globally, in New Zealand FCM have continued to expand our product range and to deliver the high level of service we are known for worldwide. It's humbling for this to be continually acknowledged."



Harbour Bridge With A Twist

Australian restaurateur Luke Mangan took on the role of top chef, serving two diners at the first ever pop-up restaurant on top of the Sydney Harbour Bridge earlier this month, to highlight BridgeClimb's suite of bespoke corporate client experiences. Mangan served up three of his signature dishes in what was BridgeClimb's second venture into the culinary space, following The Canape Climb, a tailored experience inviting corporate groups to scale the iconic bridge, with a twist. BridgeClimb's suite of bespoke corporate client experiences expanded last year with a range of pre, during and post-climb packages that encompass branding, hospitality and audio visual options for corporate entertaining, team building and incentive events. See bridgeclimb.com for more.



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MONA Art Origins

Tasmania's MONA presents the *On the Origin of Art* exhibition from 05 Nov when, what it says is four unlikely art curators—bio-cultural scientist-philosophers Steven Pinker, Geoffrey Millier, Brian Boyd, and Mark Changizi—will each create 'an exhibition within an exhibition' in separate spaces across the museum, selecting works to support his position as to the origin of art. Ancient and contemporary artworks from multifarious cultural sources will include antiquities, paintings, works on paper, ceramics, textiles, audio visual and contemporary installations, selected from Mona's collection and elsewhere. See mona.net.au

A&K Eastern Europe

Abercrombie & Kent has savings of \$2100 per couple on its Eastern Europe A Tale of three Cities itinerary, which links Budapest, Vienna and Prague by its Concierge Rail Service. It is now priced from \$8845pp for travel 16 Nov-13 Dec. See abercrombiekent.com.au



Luxury Jet, Details

Crystal Cruises chief executive and president Edie Rodriguez has unveiled the latest designs for the company's first aircraft, a Boeing 777-200LR, as part of its new Crystal AirCruises experience. Launching next year, the aircraft will transport clients to some of the world's most remote destinations, in style of course, on 14-, 21- and 28-day itineraries. The aircraft is complete with fully reclining seats, measuring 73.5 inches long; a social lounge with a stand-up bar and dining tables; complimentary Wi-Fi; custom blankets, pillows and mattress toppers; an executive chef, concierge service and more.

News & Product

Better Value In French Polynesia

Three of AccorHotels' Sofitel Resorts in French Polynesia have launched an array of new food and beverage offerings, in-room amenities and spa experiences for stays from 01 Apr (bookings now open). Sofitel Moorea Ia Ora Beach Resort, Sofitel Bora Bora Private Island and Sofitel Bora Bora Marara Beach Resort now include in their room rates; free Wi-Fi, daily minibar, buffet breakfast and Nespresso pod refills, across all room categories.

Plus, Sofitel Moorea Ia Ora and Sofitel Bora Bora Private Island have further enhanced the room experience for guests staying in the highest luxury room categories with the following amenities: private in-room check-in, a bottle of French Champagne on arrival, bottled water and ice at turndown, VIP Lanvin amenities, one-hour express ironing, shoe shining, fresh flowers in the bathroom, personalised letterhead paper, dedicated on-class concierge and priority seating at resort restaurants.

Other highlights include that the breakfast experience at Sofitel Moorea Ia Ora has been enhanced with gluten free pastries and breads,



an Asian corner, Sofitel De-light section with low calorie options and a fresh juice bar.

Sofitel Bora Bora Private Island has introduced the 'Soiree Romantique' which will see clients spend sunset on top of Mount Chauve, complete with Champagne and hors d'oeuvres followed by a beach dinner of lobster, beef, foie gras, French cheeses

and dessert, while they will also be treated to a Polynesian dance show and ladies will be gifted a Tahitian Black Pearl.

Along with Sofitel Bora Bora Marara Beach Resort, the two properties have also introduced holistic spa treatments, including foot reflexology, Qi Jong, Shiatsu and Polynesian massage and yoga, among others.



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The Patagonia Files

Active adventure is the key phrase for the Kiwi agent group exploring Patagonia with Viva Expeditions and Chimu Adventures, NZ and AR. The group headed to Patagonia, and south into the Patagonian wilderness where the agents have trekked to the base of the Mt Fitzroy and walked on top of the Viedma Glacier and explored ice caves under the glacier. The Kiwi agents also had a perfect day to visit the Perito Moreno Glacier, said to

be one of the world's most accessible glaciers (spanning 5km, over 75m high and 170m deep). The group is staying in style, crossing the border into Chile to the Singular Patagonia—a former old meat processing plant which is now part luxury hotel, part museum offering a unique experience. The agents have been horse riding, kayaking and mountain biking and are set to explore the Torres Del Paine National Park tomorrow.



1 Kayaking in the Patagonian Fiords, Puerto Natales is Robert Numans, helloworld Milford and the local guide. **2** From left to right, Gabby Clark, Travel Managers Christchurch; Robert Numans, helloworld Milford; Jenny Eglinton, Travelcom Mt Manganui; Lee Smyth, Kirsten Edgeworth Travel; Magdalen Ling, Sunshine Travel; Ros Chapman, YOU Travel Feilding; Yvette Park, Adventure Travel Wellington; Cindy Jones, Travelsmart New Plymouth; Jo Saunders, Viva Expeditions; Steve Sievwright, YOUTravel Taupo. **3** Horse Riding at Estancia Sofia, Puerto Natales. From left Lee Smyth, Kirsten Edgeworth Travel; Cindy Jones, Travelsmart New Plymouth; Ros Chapman, Yu Travel Feilding; Gabby Clark, Travel Managers CHC. **4** Trekking on top of the Viedma Glacier.



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Reporting to the Manager Agency Partnerships New Zealand, your role as Account Manager - Agency Partnerships will see you strategically manage a portfolio of predominantly retail travel agency partners. We are after a highly motivated professional, who thrives on working as part of a high performing team. Whilst industry experience is beneficial, a can-do attitude and an engaging disposition is critical, whilst having the ability to engage in strategic, purposeful conversations with our agency partners to drive mutually beneficial revenue outcomes.

The role requires responsibility of representing Qantas at industry and agency partner events, often requiring working hours outside normal business hours including weekends.

Your main responsibilities will include:

- Managing the relationship and strategic partnership with key Agency Partners to achieve the revenue, share and cost of sale targets;
- Reorienting the agency relationship to deliver value in excess of the natural share and revenue while optimising cost of sale;
- Developing and executing a strategy to maximise the revenue and share for the assigned market segments;
- Developing and executing a selling and servicing plan which supports revenue generation (effort vs value);
- Establishing a learning and development plan for the assigned portfolio;
- Effectively driving and optimising use of the CRM tool for all agency partner touch points;
- Establishing and executing a relationship strategy which supports the assigned portfolio;
- Developing strategies which align to group financial, customer and overall business objectives;
- Representing Qantas at industry and agency partner events;
- Contributing to a culture of high performance within the Agency Partnership team including sharing and developing best practice and effectively contributing to building knowledge within the team.

What you'll bring to the role:

- Highly developed communication, organisational and influencing skills at senior levels, both internally and externally;
- Strong commercial orientation and high level of business acumen;
- Strategic selling, account management and business planning skills developed in a complex and competitive sales environment;
- Strong demonstrated experience within an account management or business development position;
- Extensive knowledge of the New Zealand travel industry, including retail and corporate travel management companies and competitors;
- Demonstrated ability to deliver results within a complex business environment with varying stakeholder needs and expectations;
- Exceptional communication and presentation skills (written & oral);
- Demonstrated ability to offer unique perspectives on business issues, analyse data and information, and create customised solutions for customers;
- Experience in driving change;
- Passion and commitment for the role with a focus on driving to exceed goals;
- Intermediate level of IT literacy, including a good working knowledge of reporting, CRM systems;
- High degree of professionalism and integrity;
- Excellent PC skills (Word, Excel, Power Point, Internet);
- Outstanding ability to work as part of a team.

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