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Wednesday 09 November 2016

Issue 3433

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Jetstar

Booking.com Looks To Lure Agents

The growing number of travel agents using Booking.com has prompted the introduction of a new tool to make it easier for agents to make and manage bookings.

The OTA has announced an initial pilot of its new Booking.com for Travel Agents platform, which it says features a suite of 'easy-to-use tools' for agents to make and manage accommodation reservations. The platform is an extension of Booking.com's affiliate programme, and will see agents given similar benefits as affiliate partners.

"We've seen increasing numbers of travel agents using Booking.com to manage bookings for their customers," says Booking.com's Bryan Batista, who says the OTA is pleased to offer a platform 'created just for them'.

The platform allows agents to view

and manage reservations from one dashboard; and includes a tab of customisable reports, which allows agents to monitor bookings and break down their earnings over time. It will be continually innovated and Booking.com is 'committed to adding even more useful features and functionality for them over the coming months', Batista adds.

See booking.com/travel-advisors/index.html

... Industry Shake-up?

Meanwhile fellow OTA Webjet is looking to shake up the travel industry with a new blockchain solution it says will transform the way the industry processes and manages online payments. Blockchain is the underlying technology for Bitcoin, and Microsoft has worked with Webjet to create the 'first-of-a-kind blockchain proof-of-concept (PoC)' solution. With millions of transactions taking place daily and passing through multiple systems, the marketplace is prone to data discrepancies, says Webjet. Blockchain offers a solution by allowing businesses to 'almost instantaneously make and verify transactions'.

Webjet says it's the first blockchain PoC in the travel industry and has the potential to create a new industry standard. It plans to invite 'selected external parties' to use the platform and demonstrate its benefits to the industry.

Dreamworld Ride Closed

Dreamworld is to permanently close the Thunder River Rapids ride, in respect of the four people who died on the ride; and will erect a permanent memorial in their honour.

Ardent Leisure chief executive Deborah Thomas has also announced that an independent engineering firm has started an external review of all Dreamworld and Whitewater World rides and related operating systems; and an internal review of every ride in the park is also underway. "No ride at Dreamworld will operate until the Workplace Health and Safety Audit has been completed and unless it passes the multi-level internal and external review process," she says.

Ritz For Auckland

Ritz-Carlton has confirmed it will open its first New Zealand property in Auckland in 2019. The company has signed a management agreement with NDG Asia Pacific, the developers behind the new skyscraper being planned for the central city. Ritz-Carlton says the new hotel will feature two fine dining restaurants, 300 rooms and suites (including Presidential and Ritz-Carlton Suites), and two Ritz-Carlton ballrooms.

Travel Now, Says RJ

With the results from the US election looming, Royal Jordanian Airlines is urging Jordanians to fly to the US now. 'Just in case he wins... Travel to the US while you're still allowed to', the social media campaign read. During his time campaigning, Donald Trump reportedly proposed an outright ban on Muslim immigration to the US, but later retracted and moved towards 'extreme vetting'.

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JQ Drops Change Fees

Jetstar has reduced its domestic GDS change fees to align with online bookings, following 'significant support' around booking JQ via the GDS. "With JQ now operational in the three main GDS providers we're focusing on continuing to fine tune our offering to meet the needs of the trade," says JQ sales manager Mick Cottrell. "We're pleased to confirm our first enhancement of a 60% reduction in GDS change fees for domestic flights, which aligns with online change options."



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CHC On Track For Record Summer

The arrival of the first scheduled A380 into the South Island will contribute to a record summer of visitors through Christchurch Airport—and the South Island gateway is well set up to 'comfortably manage the increasing numbers'.

The airport has a 35% increase in international seats over the summer, says chief aeronautical and

commercial officer Justin Watson. As well as Emirates' new A380 service flying daily into and out of Christchurch, the airport will have double-daily flights from Singapore Airlines over the peak period, and a two-fold increase in Qantas flights, including new daily Melbourne and Brisbane services, Watson says. There will also be increased flights on China Southern Airlines direct to Guangzhou, increased flights to Nadi with Fiji Airlines, a return of China Airlines summer service from Taiwan via Melbourne and Sydney and a new charter service from Asiana Airlines, he adds.

"Domestic growth is also increasing year-on-year, with extra Air New Zealand domestic services boosting both domestic and international visitors through Christchurch Airport. We're seeing increased domestic tourism now there is more to do and see here, as well as more places to stay in our regenerating city."

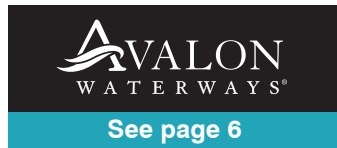
Watson says the airport, with forward planning built into the development of the integrated terminal, is well placed to accommodate the demand. "South Islanders have never been better connected to the world and our convenient connection times in the single terminal make it more seamless for travellers to get where they want to get to," he says.

New Allianz Boss

Allianz Global Assistance has appointed Renato Mattos as its New Zealand chief executive, replacing Phil Hibbert. Allianz says Mattos is taking over 'at a time of considerable growth'. He'll be focused on taking the New Zealand business 'to the next level, including enhancing and diversifying the current product portfolios and services available'. Mattos has had several roles with Allianz over the last 14 years, most recently chief operating officer for Asia Pacific.



"It's going to be a great privilege to lead the business through this exciting phase," says Mattos. "The main focus will be diversifying the business offerings and strengthening our relationship with current partners."



See page 6

AMS LAG Screening

Amsterdam Schiphol Airport is reportedly testing new screening systems that will allow passengers to leave liquids and laptops in their carry-on while passing through security. The new scanning devices give staff a 360 degree view of bag contents. If the pilot is successful, the airport plans to introduce the new devices in all 67 of its security lanes.

Canada's Gender Move

Canada has followed in the footsteps of New Zealand, allowing travellers to identify themselves as male, female or other when filling out border documents. Reports say Canada's new eTAs, with three gender options, will be introduced on Thu for travellers flying into or through the country.

TN Res Systems Down

Air Tahiti Nui is reminding agents its reservations system will temporarily be down from 1100 tomorrow (10 Nov) until 0900 on Fri 11 Nov, as it makes the move to Amadeus' Altea reservation system. During this time, TN's Call Centre Support Team will be available on 09 972 1217 for any urgent queries, however it won't be possible to make any changes or modifications in the system until the swap is complete.

SQ Ticket To Travel
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Trademark Crackdown

The Commerce Commission says it's worked with ANZ Bank to successfully return around \$600,000 to trademark holders who were misled about the need to pay an invoice from Swiss company TM Publisher. TMP sent New Zealand registered trademark holders an invoice which misled them into thinking they needed to pay to re-register their trademark—when actually, they were paying to publish it on an overseas website.

Fish Market Revamp

Sydney's iconic Fish Market is to undergo an AUD250 million redevelopment, as part of a transformation of the Bays Precinct. With the revamp, the market's annual visitor numbers are expected to double from three million annually to six million, with many of those new visitors international tourists.

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Peregrine To Shake Up Cruise

Intrepid Group is set to become a disruptor in the cruise industry, this week announcing it has launched a range of carbon neutral small ship cruises, to sit under its Peregrine Adventures brand.

“Traditional cruises do a great job of catering for those travellers who enjoy an all-inclusive beach resort, but tourism is changing. There is no real option on water for our travellers who prefer small hotels and Airbnb-style local authenticity, and would never think of themselves as traditional cruise customers,” says Intrepid Group’s managing director James Thornton. “We’re just a start-up in the fast-growing cruise market, but we think it is ripe for disruption because the big companies have not responded quickly enough to demand for genuine local experiences that benefit both travellers and the places and people they visit.”

The new Adventure Cruising range, which Thornton expects to sell well in New Zealand, features 10 itineraries, with destinations including Croatia, Cuba, Iceland, Portugal, Panama and the Greek Islands, with each de-

parture at a max of 50 passengers. “We’re expecting Adventure Cruising to be particularly popular in New Zealand. Not only because Kiwis are particularly interested in preserving our planet and local way of life, but because they love exploring off the beaten track, stopping in small towns and chatting to locals,” says Thornton. “While there are other small ship cruises out there, a lot of them are luxury or expedition trips and are quite pricey. Like our land trips, these trips offer great value for money.” In particular, Thornton expects the

eight-day Dalmatian Coastal Cruise will be a top seller, largely thanks to the ‘Game of Thrones effect’ as well as because some travellers are avoiding other parts of Europe. Travelling from Dubrovnik to Sibenik, with stops along the way, the cruise is priced from AUD2985pp, departing 24 Jul.

... More To Come

Thornton adds that Peregrine’s first Adventure Cruising brochure is ‘just the beginning’, with plans underway for more charters with a longer term intention to build its own ships.



Emirates Stakes Day At Flemington

Emirates hosted an industry group to the Emirates Stakes Day at Flemington Racecourse over the weekend. Pictured is Mark and Nicki O'Donnell, House of Travel; Chris and Karen Lethbridge, Emirates; Paul and Ade Rennie, Orbit; Wayne and Sam Harris, GO C&I; Andrew and Michelle Bowman, First Travel Group; and helloworld's Simon McKearney and Belinda Fergusson.

Amos To South Sea

The South Sea Cruises Group has appointed familiar industry face Carl Amos to the newly created role of marketing services manager, effective 14 Nov. Amos will be based in Auckland and report to director of sales and marketing Wayne Deed, who recently left Tourism Fiji. Amos is well known to the industry through previous roles with Air New Zealand and Starwood, including most recently with Sheraton in Samoa.



“We are excited to have secured Carl’s experience and knowledge to this role, which will provide diverse marketing support for our range of tourism products in Fiji,” says Deed.

Amos will work with the trade and media to promote the group’s experiences, which include Blue Lagoon Cruises, backpacker and luxury experiences in the Yasawa Islands, resort transfers and one day tourism experiences in the Mamanuca Islands, and voluntourism programs.

“There are big plans for further development of the tourism offering in the Yasawas, and that presents even more opportunities for us to provide amazing and genuine experiences to our Fiji visitors from all over the world,” says Amos.

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Jetstar

Accor And 25hours

AccorHotels is acquiring a 30% stake in 25hours Hotels, with the aim of accelerating the global expansion of the 25hours brand. 25hours Hotels currently operates seven individual hotels in Hamburg, Frankfurt, Berlin, Vienna and Zurich, with another five opening in Zurich, Munich, Cologne, Düsseldorf and Paris in the next two years. The company is also looking to expand into other European countries and long haul destinations. AccorHotels says it was attracted to the 'individual, design-oriented boutique hotels that are a great workplace for urban nomads and an ideal starting point for outings into key cities'.

NZ Engineer Training

Air New Zealand's Nelson-based regional aircraft maintenance facility and the Nelson Marlborough Institute of Technology (NMIT) have finalised an agreement which will see them work together to train aircraft engineers in the region.

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DXB Riverland, LEGOLAND Open



Dubai Parks and Resorts has officially opened Riverland and LEGOLAND Dubai to the public, in a move chief executive Raed Kajoor Al Nuaimi says 'will set the bar in this region'.

"Nothing of this magnitude has ever been done before and after three years of hard work it is a great hon-

Avalon Air Credit

Avalon Waterways reminds agents that there's three weeks left for clients to take advantage of its 'hugely popular' air credit offer. Available across all 2017 Europe river cruises, departures and cabin categories, clients who book a cruise of 15 days or more will receive \$1250pp credit; and for cruises seven-14 days, clients will receive \$900pp credit. The air credit can be used towards any airfare of the clients' choice while agents will still receive airline revenue and maximum commission on the cruise portion. All that's required is a \$500pp (per cruise) deposit by 30 Nov.

Hiking Made Easier

World Expeditions Travel Group has acquired UK-based baggage transfer service, Sherpa Van. Operating on a range of Britain's walking trails, Sherpa Van collects walker's baggage each morning and delivers it to their next accommodation. World Expeditions' local gm Natalie Tambolash expects the acquisition to be popular among the growing number of travellers participating in walking holidays through Britain's countryside. "... For many, carrying your entire week's luggage from place to place each day can mean the difference between being able to do the trek or not, so this transfer service is key to making the treks accessible for all levels of trekkers who'll carry just a day pack."

our to start to show our guests what we have achieved," he says.

Riverland connects the three theme parks and water park at Dubai Parks and Resorts, and is open to everyone with or without a ticket to the adjoining parks. It features a range of restaurants and retail shops, coupled with planned street theatre and entertainment.

LEGOLAND on the other hand, has over 40 interactive rides, shows, attractions, building experiences and 15,000 LEGO model structures. It has six themed lands, each unique in their experience, entertainment and educational offering. See dubaiparksandresorts.com for more.

MPI Mobile X-rays

The Ministry for Primary Industries will introduce two new mobile biosecurity x-ray machines this summer, following its introduction of a new machine last year to screen the bags of cruise ship passengers arriving in the North Island. The new machines will 'go where the action is', including providing back-up at airports, and will be based in Auckland and Dunedin.



Great Wall Active Trip

Adventure World has introduced a variety of short trips throughout China to add on to any of its itineraries, including a two-day Great Wall active extension. Leaving from Beijing, clients will head to Jiankou to begin their first day of hiking along the Great Wall, before being transferred to a guesthouse in Mutianyu for the evening. The next day, clients will head to Jinshanling to begin their second day hiking before returning to Beijing. It's priced from \$849pp.

Industry Diary

NOVEMBER

Exotic Holidays Roadshow

Palmerston North: Thu 10, Café Nero, 1730.

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.

Travelpart Airline Event

Auckland: Wed 23, Seafarers Club, Britomart 1800-2100.

MARCH 2017

JAWS Roadshow 2017

Dunedin: Mon 06.

Christchurch: Tue 07.

Nelson: Wed 08.

Whangarei: Tue 14.

Auckland North: Wed 15.

Napier: Mon 20.

Wellington: Tue 21.

Palmerston North: Wed 22.

New Plymouth: Thu 23.

Tauranga: Tue 28.

Hamilton: Wed 29.

Venues tba.

Tourism Fiji Roadshow

Nelson: Mon 27, Grand Mercure Monaco Hotel, breakfast.

Wellington: Mon 27, Rydges Wellington, evening.

Christchurch: Tue 28, Addington Raceway & Events Centre, evening.

Auckland, CBD: Wed 29, Pullman Hotel, evening.

Hamilton: Thu 30, Ferrybank Reception & Conference Centre, evening.

Auckland, North Shore: Fri 31, QBE Stadium Albany, breakfast.



UA/NZ All Blacks Incentive Trip

ABs To 49ers: More US Sporting Fun

The sporting theme continued for the agents on the Air NZ/United Airlines incentive trip, who got off the plane in San Francisco and headed straight into the thick of the action at the San Francisco 49ers vs the All Saints football game. From tailgate parties to elaborate supporters outfits the crowd energy was infectious. A lack of knowledge on the finer points of the match didn't dampen the Kiwi agents' enthusiasm—who watched the game in style from the comfort of the United Airlines corporate box. The stop-start style of play, the cheer

leaders and the stadium entertainment combined with the roar of the crowd made it a game to remember. Alongside San Francisco Travel's Melanie Mayer the group also had some special guests along for the game—the junior Handlerys. Anyone who has been to one of the annual USA trade events over the past 20 years will have seen the Handlery Hotel's Jon Handlery in his shorts and long socks presenting about his family run hotel—and featuring photos and videos of his kids. So to meet them now 'all grown up' was a highlight for some of the agents.



1 The next generation of Handlery hoteliers are on hand to explain a little more of the rules to the Kiwi group. Pictured from left is Robert, Jack, Catherine and Laura Handlery—with recent recruit John Cella (who is married to Laura) at the 49ers game. **2** Danielle Hennessy from House of Travel Nelson gets a warm welcome to the 49er's Levi Stadium from a colourful local. Almost every supporter was sporting some form of 49ers merchandise. **3** Carol March from House of Travel Howick, on left, and FCM's Cecilia Foause take in the hype and atmosphere at Sun's 49ers football game. **4** Flight Centre's Oliver Thomson, left, and Frank Gibbons from Air NZ don the 49ers team colours for Sun's game at the Levi Stadium.

Mastering San Francisco's Famous Cable Cars



No trip to San Francisco is complete without a ride on the world's last manually operated cable car system—and a ride hanging on to the side of the cable car was a highlight for the group.

There are three lines which travel up and down some of the city's steepest streets.

A cable car turntable at Powell and Market streets is the beginning of the Powell-Mason and Powell-Hyde lines. The Powell-Mason line travels over Nob Hill and down to Bay Street at the popular Fisherman's Wharf area. The Powell-Hyde line also begins at the Powell-Market streets turn around and runs over Nob and Russian hills ending near Ghiradelli Square.

Both lines end near Fisherman's Wharf, but at different areas, and the routes are different, so urge clients to check with the driver if they're unsure.

The California St line runs East-West from the Financial District, through the city's Chinatown, over Nob Hill and stops at Van Ness Ave. For those keen to learn more about

1 FCM's Cecilia Foause pictured on left hangs on the side during the group's cable car ride with Carol March from House of Travel Howick. **2** FCM's Cecilia Foause and Leanne Cheesman from United Airlines about to board on of San Francisco's iconic cable cars. **3** Flight Centre's Oliver Thomson riding one of San Francisco's iconic cable cars.

the cable cars, the Powell-Hyde and Powell-Mason lines stop at the Cable Car Museum. However clients visiting the museum over the peak periods are urged to take an alternate return trip as the cable cars get very crowded mid-route. Uber is a quick and affordable solution.

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