

TABS ON TRAVEL TODAY

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Tuesday 04 April 2017

Issue 3515

Viva Expeditions
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Hi-tech Study On Family Holidays

Neuroscientists teamed up with families to analyse the life-changing experience that is international travel—and findings of the Singapore study highlighted interesting points for families, and travel agents booking their travel. The study, conducted in conjunction with the Singapore Tourism Board, saw five Australian families travel to Singapore for a holiday and fitted with headsets to monitor the brain's electrical activity as they undertook 22 experiences across the city-state. The neuroscientists measured the

participants' emotional responses, with one of the key findings being that parents don't need to spend a fortune on things like attraction passes at a destination; and experiences like sampling the local food proved just as exciting to the children (as measured by their brain activity) as ziplining. The STB also points out that the research concluded that the family members were happiest in places that were unique to Singapore, such as Gardens by the Bay and the Sands SkyPark Observation Deck.

5 Pages This Issue

Travel Ideas Wanted

IATA is looking for ideas that could disrupt the travel landscape, particularly around travel payment solutions, travel business intelligence and insights, and the end-to-end travel experience. Finalists in the annual IATA Travel Innovation Competition will present their idea to a jury panel at the IATA World Passenger Symposium in Barcelona in Oct. The deadline for submissions is 28 Jul, for details [CLICK HERE](#)

... Two Key Components

The findings suggest that the ingredients for a 'perfect' family holiday include two key components, says associate professor Joel Pearson. "Firstly families should immerse themselves in the destination's culture, whether that be exploring the cultural precincts or trying the local cuisine," he says. "Secondly, visiting the iconic 'only in Singapore' style activities such as the Merlion produces intense happiness and satisfaction." Pearson says the ground-breaking research can help travellers plan their next Singapore visit.

US Badge Reminder

Brand USA reminds agents they have until 16 Apr to win a trip to the US in the Big Badge Bonanza. Brand USA released 16 new USA Discovery Program badges and agents who complete five will be in to win Hawaiian Airlines flights to the US. See usadiscoveryprogram.co.nz

Oops, Wrong Sydney

An 18-year-old Dutch backpacker who booked himself on a year-long adventure to Sydney, Australia didn't realise he'd actually booked flights to Sydney, Nova Scotia until he was on his flight, which he boarded in Toronto. Air Canada is reported to have taken pity and given him a free ticket to his intended destination.

VLI Runway Contract

A Chinese company has reportedly been awarded the Bauerfield International Airport runway upgrade project in Vanuatu, following a months-long stand-off between the government and the World Bank, which is said to be funding the USD47 million project. According to reports, the delay was the result of differing opinions in regards to who should be awarded the contract. However, late last week the Vanuatu Government reportedly told the World Bank it would be going ahead with its decision with or without the bank's approval. Air New Zealand is yet to resume services to Vanuatu because of the long-running issue.



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Cellar Door Flight

Air New Zealand and the South Australian Tourism Commission will operate a special Cellar Door Flight to South Australia in Oct, where passengers will sample South Australian produce matched with four of the region's best wines. The 787-9 flight departs Auckland on 26 Oct, where there will be pre-flight entertainment and a 'taste of what's to come'. The one-way flight costs from \$329pp for The Works fares, \$499 for premium economy or \$999 for business premier. NZ's 787-9 will fly between Auckland to Adelaide from 26 Oct to 25 Mar.

QF SE Asia Fares

Qantas has South East Asia fares on sale to 17 Apr, starting from \$899 to Singapore, \$949 to Bangkok, \$1021 to Phuket and \$1140 to Ko Samui. Business class fares are also available from \$3249 to Singapore or Bangkok.

LAX Apr Advisory

Los Angeles International Airport advises that this month is set to be a busy one as it continues its USD14 billion modernisation effort. Clients will notice changes in Terminal 1, including the opening of a new Security Screening Check Point for passengers. Clients are encouraged to plan ahead to navigate sidewalk and vehicle lane closures and in-terminal work. Construction alerts can be found at laxishappening.com

NZ Tonga, Samoa

Air New Zealand has flights to Tonga and Samoa on sale to 13 Apr, with one-way Seat + Bag fares priced from \$174 to TBU and \$224 to APW. Wholesale fares are also available.

ISSN 1176-5275

Travel Today (incorporating Tabs on Travel) is published by Tabs on Travel Ltd, New Zealand. Ph +64-9-415 8111.

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Cathay's 777 Moves To 10 Across

Cathay Pacific has rolled out the details of its new-look 777 economy class product, which will be retro-fitted on its aircraft from mid-2018 to 2020.

The Hong Kong-based carrier will become the latest to move to a 3-4-3 economy class product (in line with Air NZ, Emirates and American Airlines and others). CX says that advances in seat technology means it can add the extra seats without negatively impacting the passenger experience. CX believes its move to a 3-4-3 configuration 'will result in one of the most advanced and comfortable 777 economy class cabins in the skies'. The economy seats will retain a 32"

pitch, and standard 6" seat recline—and the in-flight entertainment box will continue to be incorporated into the seat (so legroom will not be compromised). The seats will be thinner, but with a thick cushion and sport a new leather headrest offering additional neck support and an armrest which lies flush with the seat, effectively offering passengers more shoulder space, adds the carrier.

... More Than Seats

At the same time CX has unveiled enhanced in-flight entertainment features, from larger screens to expanded content to a new personal electronic device holder and faster device charging capabilities. On the operational side of things there are plans to add an extra loo on the reconfigured planes and the carrier is also looking at rolling out Wi-fi capability across the aircraft, bring it in line with CX's A350 fleet. CX operates an A350 on its services to New Zealand, with some 777 supplementary flights over the Dec-Feb peak period.

NZ Rarotonga Sale

Air New Zealand has fares to Rarotonga on sale until today only, with one-way Seat + Bag fares priced from \$214.

Aircalin On Sale

Aircalin has flights to Noumea on sale to 21 Apr, starting from \$615 ex Auckland. The fares are valid for travel 01 May-31 Oct.

A319neo's First Flight

The first Airbus A319neo has performed its maiden flight, taking off from Hamburg and landing in Toulouse after a five-hour flight. The aircraft will now be based in Toulouse to complete its flight test programme. It is the smallest member of the A320neo family and can accommodate up to 160 passengers.

VS Earlybirds Extend

Virgin Atlantic has extended its earlybirds for ticketing until 30 Apr. VS common-rates its fares and code-shares ex Wellington/Christchurch to Auckland, World Aviation reminds agents. Fares include Christchurch to London from \$1730.

Regal Industry Deals

The Regal International Hotels group has airline industry staff special discounts at more than a dozen of its properties in Hong Kong and China until 31 Dec. Airline staff booking direct at regalhotel.com, with the designated booking code airline, will receive an extra 5% discount on core rate plans, plus free Wi-Fi at all the hotels and clubs. Reservations are subject to availability and airline staff ID must be presented upon check in.

St Petersburg Bombing

The Ministry of Foreign Affairs and Trade has reviewed its travel advice for Russia following the bombing of a metro carriage in St Petersburg, which is thought to have killed at least 10 people.

MFAT hasn't changed its risk levels for Russia, and is continuing to advise caution due to the threat of terrorism and crime. It also advises against travel to areas including the border with the Ukrainian Donetsk and Lugansk Oblasts. See safetravel.govt.nz

Cybersecurity Threats

Airbus and SITA have teamed up to offer cybersecurity services to the air transport industry, saying there's ever-increasing demand for such a solution.

The pair will detect cyber activity relevant to airlines and airports, and will be able to provide containment and remedial action to protect against attacks. In a recent survey SITA found that 91% of airlines plan to invest in cybersecurity programmes in the next three years. "As an industry we need to move faster in developing new cybersecurity solutions that mitigate the risk of ever-changing threats," says SITA chief executive Barbara Dalibard.



Product Coordinator GO Holidays

We currently have an exciting opportunity available in our product team. If you are looking for a new challenge or step up position and have a passion for product, come and join our team. Travel industry experience is essential, a travel consultant background preferred, good knowledge of long haul destinations a bonus.

This is a support role to the Product Development Manager, you will be assisting in maintaining key supplier relationships, overseeing the delivery of competitive product through collateral production, product procurement and ensuring the timely delivery of product to market.

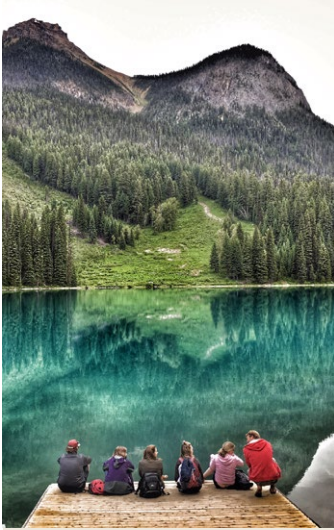
All Applicants will require the following:

- A passion for travel
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- Good airfare knowledge
- Excellent communication skills both written & oral
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- Be a team player but with the ability to work autonomously
- Excellent time management skills, with the ability to multitask effectively and work within tight deadlines
- Strong initiative and creative flair

If you are enthusiastic, passionate about the travel industry and are looking for the next challenge then please send your CV along with a covering letter through to

karen.mcmahon@helloworld.co.nz

Applications close Friday 10 April 2017



America Savings

Trek America has up to 25% off all trips booked and paid before 21 Apr, while Grand America Adventures is offering up to 20% off 2017 trips booked and paid before 28 Apr as well as a half-price offer for kids travelling on a Family Adventure tour, advises Adventure World.

WAP Hopes For More Kiwi Support

British travel company Thomas Cook has dropped the sale of tickets to 16 'cruel' captive animal attractions around the world, advises World Animal Protection—who is hoping more travel companies follow suit, including those from New Zealand.

Thomas Cook will no longer sell tickets to Sealanya in Turkey, Ocean World in the Dominican Republic, the Baan Chang Elephant Park in Thailand and the Asia Safari and Elephant Village in Khao Lak, among others, says WAP.

"We'd like to see more travel operators take up the mantle and show the same degree of responsibility to protecting animals," adds WAP wildlife director Kate Nustedt. "Tourists that

visit these venues are unaware of the cruelty and abuse that these animals endure in the name of entertainment and the travel industry has a key role in changing this."

Nustedt adds that in total, 166 travel companies across the world, including First Travel Group and House of Travel in New Zealand, and international operators such as TripAdvisor and Contiki, no longer offer visits to venues with elephant rides and shows in any of their markets—but that there are many more who are yet to do this.

Biblical Museum

The 40,000m² Museum of the Bible is currently under construction in Washington, DC two blocks from the National Mall and three blocks from the Capitol. The independent museum will be home to one of the largest privately-held collection of ancient codices, scrolls and papyri along with thousands of other artefacts. The national Broadway show *AMAZING GRACE: The Musical* will debut at the museum's 500-seat theatre from its opening 18 Nov.



Irwin Croc Safari

Australia Zoo's expeditions to the Steve Irwin Wildlife Reserve are back with the first photographic safari on 25 Jul. Guests can also join scientists from around the world to survey the reserve for new species, and of course, there's the opportunity to work alongside Steve's croc research team as they continue to study the largest reptile on the planet, the salt-water croc.

The Steve Irwin Wildlife Reserve of rainforests, wetlands and savannas is on Cape York Peninsula, and was previously known as Bertiehaugh Station. After Irwin died, the Australian Government purchased the spread and gifted it to the Irwin Family as a living memorial in honor of Irwin's commitment to conservation.

Expeditions to the reserve cost from AUD1990pp for seven days. Details, australiazooexpeditions.com.au

Disney Parade Extension

Due to demand, Disneyland park's Main Street Electrical Parade has been extended and will now run through 20 Aug. The limited-time engagement, which made its return in Jan, is being extended with encore performances.

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ZQN Voted Top

The TripAdvisor Travellers' Choice Awards 2017 has named Queenstown as the number one destination in New Zealand and the third best destination in the South Pacific region, after Bora Bora and Sydney.

US Welcome Mat

US travel industry representatives have been handing out miniature welcome mats to lawmakers and members of the Trump Administration in Washington DC, as they try and encourage Trump to send a welcoming message to legitimate travellers. The US Travel Association (USTA) wants policymakers to mitigate the fall-out from steps like recent travel bans, such as by supporting Brand USA and preserving Open Skies agreements.

Ten Outback Days

Sealink has a ten-day fully-inclusive escorted tour of the Flinders Ranges and Kati Thanda-Lake Eyre, taking in Port Augusta, Coober Pedy, William Creek, Parachilna, Wilpena Pound, the Clare and Barossa Valleys and a scenic flight over Kati Thanda-Lake Eyre and Wilpena Pound. Cost is from AUD4490 pp including pickup/drop-off at selected Adelaide hotels, coach travel, nine breakfasts and dinners and ten lunches, nine nights' accommodation, all entry fees, guided tours and three-hour scenic flight over the lake and 30-min flight over the Pound. Tour departs 28 Aug.

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Solomons Tourism On Track, Says SIVB

International visitor expenditure in the Solomon Islands reached the equivalent of around \$43 million in 2016, meaning the country's tourism sector can consider itself well on track to becoming an economic pillar for the nation, according to a recent study.

Rest and relaxation followed by SCUBA diving continue to be the main drawcards—38% and 28% respectively—although swimming and snorkelling, sightseeing, culture, history (in particular WWII), shopping, hiking, fishing, sailing and kayaking remain among the top 10 reasons for visiting. The survey found one of the country's biggest drawcards was the friendliness of its people, a factor the researchers described as 'compelling'. Some 62% of visitors said they would definitely recommend a Solomon Islands holiday to others and 79% said they would return within the next five years.

... Agent Awareness

However, SIVB ceo, Josefa 'Jo' Tuamoto said the Solomons' accommodation infrastructure and agents' awareness of the destination were still constraints. He said there was an

accommodation shortfall across the nation, particularly in Honiara which would be well-served by an increase in three to four-star accommodation. Tuamoto said the research indicated that although there were inroads with wholesalers and travel agents in the various visitor source markets, the SIVB still needed to do more to get on the radar.

"Our profile is good but we need to back that up with more product and more sales of that product," he stated. The next SIVB Visitor Survey has been scheduled for 2019.

New Mona Exhibit

Four bio-cultural scientists were asked 'what do we need art for?' and their replies make up a new exhibit at Tasmania's Museum of Old and New Art (MONA). The four separate displays offer ancient and contemporary works and include antiquities, paintings, works on paper, ceramics, textiles, audio visual and contemporary installations. MONA is 11km from the city and accessible by car, bus, hire bicycle and the MR-1 fast ferry, which takes around 25 minutes from Brooke Street Pier (clients should note there's 99 steps from the dock to MONA on arrival). MONA is open 1000-1800 (closed Tues) until 24 Apr when hours are Wed-Mon 1000-1700. Entry is AUD20-28 adult. Details, mona.net.au

VIC Sculpture Trail



The Montalto Sculpture Trail is a permanent collection of over 20 sculptures winding among the vines and wetlands of Montalto Vineyard & Olive Grove on the Mornington Peninsula. Each year a further 20 finalists are in the running to receive the 'much-coveted' Montalto Sculpture Prize. They install their work in Jan, the winner is announced in Feb and the exhibition remains until Oct. The grounds at Montalto are open daily 1100-1700 and at least an hour is recommended to follow the trail. Suitable for off-road pushchairs but not wheelchairs. Children must be supervised due to open water. Entry is free.



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*Conditions: Tour prices are correct as at 27th March 2017 and are subject to change, availability and currency fluctuation. Contact us for more information and further conditions.

HA Thanks Kiwi Trade

Visiting Hawaiian Airlines chief executive Mark Dunkerley yesterday acknowledged the contribution the Kiwi travel trade distribution has made to the carrier's success in this market. HA marked four years of service to AKL in Mar, and last night celebrated the milestone at an industry function. While there are no plans to add AKL-HNL capacity just yet, Dunkerley says he's confident that demand will continue to grow—to a point that HA will then add more frequency on the route. The HA boss also paid tribute to the tireless efforts of HA's Kiwi team, led by Russell Willis.



1 Jodie Burnard, Flight Centre; Megan Hornblow, Hawaii Tourism; and Victoria Courtney, Flight Centre. **2** Malcolm MacLeod, First Travel Group; Karen McMahon, helloworld; and Darragh Walshe, Hawaii Tourism. **3** Flight Centre's David Coombes; HA's Rusty Willis; and Cullam Murchison, House of Travel. **4** Mike Hearn, AmCham; Jane Carruthers, Auckland Airport; and Reid Ichiki, HA. **5** Phil Goad, Flight Centre; Scott Tasker, Auckland Airport; Steve Tanner, Walshe Group; and Rusty Willis, HA. **6** Jonathan Norton, Flight Centre; Wendy van Lieshout, helloworld; HA's Mark Dunkerley; and Richard Froggatt, APTMS. **7** Doug Gordon, helloworld receives his prize of 250,000 Hawaiian miles from HA's Mark Dunkerley and Rusty Willis. **8** HA's Theo Panagiotoulas and Gai Tyrrell. **9** Brooke Jamieson, helloworld; Lindsey Morgan, HA; and Andrew Bowman, First Travel Group. **10** Jason Buckley, helloworld and HA's Nick Dew. **11** HA's Mischa Knox and Theo Panagiotoulas. **12** Brooke Jamieson, helloworld; Eden Stevenson, World Travellers; and HA's Mischa Knox. **13** Andrew Olsen, TAANZ with HA's Lindsey Morgan.

Industry Diary

APRIL

Tourism Fiji Roadshow

Napier: Tue 04, Crowne Hotel, 1730-1930.

Palmerston North: Wed 05, Distinction Hotel, 1730-1930.

Wanganui: Thu 06, Stellar Restaurant and Bar, anytime between 1200-1400.

New Plymouth: Thu 06, Novotel New Plymouth, 1730-1930.

Avalon Waterways 2018 Launch

Lower Hutt: Tue 04, The Dowse Art Museum, 1745.

Wellington: Tue 04, Lone Star, 1745.
Pukekohe: Tue 04, Townmouse Cafe, 1745.

Blenheim: Wed 05, Watery Mouth Cafe, 1730.

Whangarei: Wed 05, Dickens Inn, 1730.

Palmerston North: Thu 06, Distinction Palmerston North, 1745.

Nelson: Thu 06, Bacco Restaurant, 1730.

Hamilton: Mon 10, Hamilton Gardens Cafe, 1745.

Christchurch: Mon 10, Dux Central, 1745.

Auckland East: Mon 10, Pakuranga Golf Club, 1745.

Tauranga: Tue 11, Macau, 1745.

Auckland North: Tue 11, Takapuna Boating Club, 1745.

Timaru: Tue 11, Mocca Cafe, 1730.

Napier: Wed 12, East Pier Hotel, 1745.

Dunedin: Wed 12, Luna Bar, 1745.

Auckland West: Wed 12, The Falls, Henderson, 1745.

New Plymouth: Wed 19, Waterfront Hotel, 1745.

Queenstown: Wed 19, Mercure Hotel, 1745.

MAY

Lufthansa Agent Training Days

Wellington: Wed 03, Intercontinental Wellington, 0830.

Nelson: Thu 04, Rutherford Hotel, 0830.

Christchurch: Tue 23, Ilex Botanic Gardens, 0830. **Dunedin:** Wed 24, Dunedin Public Art Gallery, 0830.

2017 Amazing Thailand Roadshow

Auckland: Mon 08, Sky City Convention Centre.

Asia Now Roadshow

Wellington: Wed 10.

Christchurch: Thu 11.

Tauranga: Mon 15.

Hamilton: Tue 16.

Auckland Central: Wed 17.

Auckland North Shore: Thu 18. Venues, times tba.

JUNE

Lufthansa Agent Training Days

Queenstown: Thu 22, Double Tree by Hilton Hotel, 0830.



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