

TABS ON TRAVEL TODAY

Incorporating Tabs on Travel

Monday 03 February 2020

Issue 4175

TAAP Means Business



TRAVEL AGENT AFFILIATE PROGRAM

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 Auckland to Tokyo (Narita) via the Gold Coast - through check-in from Auckland

Jetstar 

Kiwi eGates Closed; Flights Cancelled

New Zealand Customs has closed eGates for all passengers entering New Zealand, including New Zealand citizens, and delays are expected at airports that use the e-Gate technology.

There are now more than 14,500 confirmed cases of the coronavirus worldwide. The recent death of a 44-year old man in the Philippines is the first known death from coronavirus outside of China, the World Health Organization (WHO) announced. Customs' move follows the government's temporary ban (announced 02 Feb) on all foreign nationals travelling from/transit through mainland China. Meanwhile, SafeTravel is advising New Zealanders currently in China to depart as soon as possible. Its advice regarding travel to China is 'do not travel', the highest level of warning. A growing number of countries including Australia and the US are also restricting the entrance of foreign nationals who've been in China within the past two weeks.

... Airline Update

IATA says in its publication *Airlines*, that the coronavirus is unlikely to

have a long-term effect on air travel demand. "In the past, the airline industry has proven resilient to shocks, including pandemics," IATA says, adding that any effect on civil aviation is likely to be 'temporary'.

NZ yesterday suspended its Auckland-Shanghai services through to 29 Mar (see p2 for rebooking details). Due to the new travel restrictions the airline is urging agents to make customers aware of slower than usual airport processing times and recommends passengers get to the airport four hours before international flights departing after 0900.

There are no further changes to the NZ network, including the Auckland to Hong Kong route.

... Insurance Refresh

In its latest update, Cover-More says for travellers directly affected by the coronavirus, there may be provision for a claim in accordance with the client's policy wording. Cover may vary depending on the type of policy purchased and whether the policy was issued prior to 0900 on 03 Feb. See p2 for more.

Globus HNL Incentive

Agents are reminded they could soon be sipping cocktails by the pool in Hawaii with Globus Family of Brand's latest agent incentive. To be in to win one of the 100 top performers spots, simply book any Globus, Cosmos, Avalon Waterways and Monograms products by 30 Apr (winners are based on passenger numbers). The trip departs 27-31 May and includes return flights ex Auckland to Honolulu with Hawaiian Airlines, accommodation at the Sheraton Princess Kaiulani, spending money and much more. For more [CLICK HERE](#).

Seat With Sting

An unwelcome stowaway on a recent US carrier's flight made its presence known by stinging a paying passenger. The scorpion had somehow snuck onto the domestic US flight, stung a passenger, and then made a break for it—luckily the flight attendants were faster and caught the angry arachnid. The flight landed and the woman was taken to hospital.

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JOURNEYS

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The countdown is on as we soar into our centenary year and we'd love to celebrate this special time with you.

Find out how you can be in to win our daily giveaways.



EK Sale To Europe

Emirates has released tactical Europe fares on sale to 25 Feb, with return levels ex Auckland to London (STN/LGW) from \$1769; or from \$7599 in business.

The carrier also has fares to Paris priced from \$1869; or from \$7849 in business class.

Ex Christchurch to Amsterdam is from \$1879, in business from \$7329. Capacity restrictions and day of departures surcharges apply, adds EK.



NZ 72hr Islands Sale

The islands are on sale with Air New Zealand until 05 Feb, with one-way Seat+Bag levels ex Auckland, Wellington or Christchurch to Nadi from \$234; to Papeete from \$294; to Honolulu from \$379; to Bali from \$459. Travel dates vary.

For departures ex other NZ serviced domestic airports add \$80 one-way.

AKL Asks Pax For Patience

With the introduction of new travel restrictions at the New Zealand border, around coronavirus, Auckland Airport is asking travellers for their patience.

AKL says it will take longer for arriving passengers to clear border formalities, due in part to the eGate closure, and longer to complete check-in.

“We are working with multiple agencies and our airline partners to ensure the precautionary measures the New Zealand Government has introduced are carried out, including enhanced screening for arriving travellers,” says AKL’s gm operations Anna Casels-Brown. “We know delays can cause frustration.”

AKL has flights arriving from mainland China this afternoon and evening, despite the government’s travel restriction which will see all foreign travellers that have come from or transiting through China denied entry. Before the wave of airlines severing services to mainland China, the airport had also handled around 45 inbound and 45 outbound flights between China and New Zealand, excluding Hong Kong, every week.

AKL asks passengers planning to travel to China or via China to other destinations globally to contact their airline regarding the status of their flight before going to the airport. Direct flights between Auckland and mainland China account for 8% of total international seat capacity at AKL, with six airlines operating routes to five cities in mainland China ex. AKL.

More Virus Disrupts

Philippine Airlines has cancelled its flights between Manila and Beijing, Hong Kong, Guangzhou, Shanghai, Xiamen, Quanzhou and Macau to 29 Feb. Air Vanuatu clients with tickets issued prior to 31 Jan who are denied boarding due to being a potential coronavirus carrier can change travel date with fee waived or cancel with credit and penalty waived.

UA Suspends Services

United Airlines will temporarily suspend services from its US hub cities to Beijing, Hong Kong and Shanghai 09 Feb-28 Mar. UA will retain its daily service to all three cities ex San Francisco. For more, see United Jetstream.

Rebooking Round-up

Airlines are scrambling to deal with the disrupts around the coronavirus travel restrictions.

Air New Zealand says alternative travel options are being put in place for passengers impacted by the suspension. An updated flexibility policy will be out soon.

Qantas has suspended its direct services to China (Sydney to Beijing, Shanghai) 09 Feb-29 Mar. QF’s service to Hong Kong isn’t impacted, but its SYD-BJS service, scheduled to end 23 Feb will now end 09 Feb.

TAANZ compiled a list of airlines suspending or reducing capacity into China in the wake of the coronavirus outbreak (as of 31 Jan). These include Air Canada, Air India, Asian Airlines, British Airways, Cathay Pacific, Delta Air Lines, Eva Air, Finnair, Jetstar Asia, Korean Air, Lion Air (and Batik Air), Lufthansa (and its Swiss and Austrian subsidiaries), and United Airlines.

Beyond previously announced service suspensions and in-flight service changes, CX has implemented full temperature checks at all departure and transfer points at HKG.

At lounges in HKG, PVG and BJS, CX has also made hand sanitiser available, increased frequency of cleaning and removed newspapers and magazines.

EUROPE AWAITS,

our fares won't.

Book Early Bird fares to over 50 destinations in Europe and the UK from just \$1,699 return. Hurry, sale ends 25 February 2020.

DESTINATION	ECONOMY RETURN FROM (NZD)*	BUSINESS RETURN FROM (NZD)*
Brussels	\$1,699	\$7,899
Naples	\$1,699	\$7,999
Warsaw	\$1,699	\$7,999
London	\$1,769	\$7,599
Amsterdam	\$1,839	\$7,679
Rome	\$1,859	\$7,629
Paris	\$1,869	\$7,849
Manchester	\$1,959	\$7,729

emiratesagents.com/nz

FLY BETTER



*Advertised fares are valid for sale until 25 February 2020. Fares are subject to seat availability at time of booking and may not be available on all flights or on all dates. Return fares are valid for travel departing Auckland. Economy Class fares are valid for travel commencing between 8 February to 6 April 2020, 20 April to 18 June 2020 or 15 July to 13 August 2020 or 1 September to 30 November 2020. Business Class fares are valid for travel commencing 10 February to 31 December 2020. Travel between Dubai and Naples is on codeshare partner flydubai. Fares are fully inclusive of ticket taxes and levies. Fares are correct as of 29 January 2020 and are subject to change. Final fully inclusive fare may vary depending on date of departure, final destination, flight routing and stopovers taken. Additional travel periods, destinations and fares are available from Auckland and Christchurch. Travel can only be booked 335 days in advance. Flight restrictions, flight surcharges, day-of-week surcharges, inbound blackout periods, advance purchase requirements, amendment and cancellation fees apply. Credit card fees apply. Further terms and conditions apply. For bookings or more details refer to your GDS.

Explorer Is On The Final Countdown

In less than 12 months Regent Seven Seas Cruises will welcome the 375-suite Seven Seas Explorer downunder for the first time as part of the ship's 2020/21 Australia and New Zealand cruising season.

Vice president and general manager of Regent Seven Seas Cruises Australia & New Zealand Lisa Pile says Seven Seas Explorer will deliver a level of luxury never seen before in the region.

"This is an incredibly exciting time for Regent Seven Seas Cruises, with the local season of Seven Seas Explorer in 2020 being a demonstration of how we are investing heavily in the Australasian region," says Lisa. The ship will sail into Darwin 28 Dec,



head to Sydney 06 Jan, then after other port calls arrive into Auckland on 21 Jan. The all-balcony, all-suite accommodation vessel will offer nearly one-to-one staff-to-guest ratio; some 2500 artworks including pieces by Chagall and Picasso; 473 handmade chandeliers; more than 4262m² of marble as well as one of the biggest suites at sea-the 415m² Regent Suite complete with its own Steinway piano and an in-suite spa retreat. For more visit rssc.com

Night Of Stars

Shelley Rich from House of Travel Mt Maunganui has won Scenic's 2019 Top Consultant National Awards New Zealand at the company's annual Night of Stars event, held over the weekend. The awards at Sydney's Ivy Ballroom recognised the 2019 achievements of the top performing travel agencies and consultants in New Zealand and Australia.

Kiwi winners for the category 2019 Highest Agency Sales New Zealand Awards went to: House of Travel Papamoa (1); House of Travel Te Awamutu(2); House of Travel Rotorua (3). Scenic Group general manager, sales & marketing Australia/Asia Pacific, Anthony Laver, extended his congratulations to all the nominees and winners. "The Night of Stars event is our opportunity to acknowledge and recognise the outstanding achievements of our consortia, agency partners and consultants during 2019," says Anthony.

Cruise Savings



Viking's Explorer sale is in full swing and offers savings of up to AUD4000 per couple, complimentary business class flights, free economy flights, companion fly-free offers or bonus city-stay extensions for sales to 31 Mar. The deal includes the 13-day Iceland's Majestic Landscapes from Bergen to Reykjavik (or v.v), departing 15 Jun. Cruise only is from AUD8495pp twin share in a veranda stateroom. The eight-day Lyon & Provence is from \$3495pp t/s departing 02 Nov 2021 (standard stateroom). Visit vikingcruises.com.au

Celebrity Beyond

Celebrity Cruises has cut the first piece of steel for the construction of its newest ship, Celebrity Beyond. The third ship in the cruise line's Edge Series is expected to be delivered in the third quarter of 2021.

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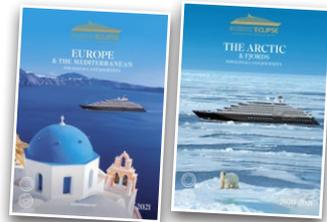
FOR FURTHER SUPPORT CONTACT INSIDESALESANZ@OCEANIACRUISES.COM

*Limited Time Offer applicable on select sailings. Visit OceaniaCruises.com/terms for details.

Scenic Eclipse, New Trips And Deals

Scenic has released its 2020/21 Scenic Eclipse Arctic & Fjords plus the Europe & Mediterranean voyages and land journeys brochure following a successful inaugural season, says senior sales development manager New Zealand Karyn Blenkiron.

"Kiwis are embracing Scenic Eclipse with positive reviews coming in from those on her recent maiden sailing into Antarctica," says Karyn. While the company is expanding Eclipse's offerings for 2020/21, Karyn says that Antarctica is still its number one destination for Kiwis, followed closely by the Mediterranean. "But with the new itineraries to the Arctic and Alaska, we expect these to also resonate well with this market," she adds. The 228-guest discovery yacht features 114 all-verandah suites, 10 restaurants, eight lounges and bars, a cooking classroom, a Senses Spa, Scandinavian-style pools, a gym and a Pilates studio, as well as a marina deck, helicopters and a six-passenger submarine. The Arctic & Fjords



brochure comprises of 12 Arctic departures including new itinerary, the 15-day Wild Alaska and British Columbia. Priced from \$19,355pp twin share, the trip will be Scenic Eclipse's first visit to Aleutian Island and the Inside Passage, departing from Anchorage to Vancouver via Kodiak, Seward and Juneau. In the Mediterranean, Scenic Eclipse will offer departures from Venice as well as a new itinerary, Aegean Adventure, visiting Turkey's Bozcaada Island, Canakkale, Paros Island and Kea Island.

... Book Early

Scenic is offering 10% off the cruise and a suite upgrade when combined with a land tour; or for bookings paid in full by 31 Mar, cruises of 10 days or longer receive a \$500pp discount; cruises less than 10 days receive \$250 discount. Conditions apply. Visit scenicnz.com

Awards For Seabourn

Seabourn collected more than 45 top travel awards in 2019 from readers' polls and travel professionals including the best luxury cruise ship for Seabourn Ovation, and best on-board luxury dining venue for The Grill By Thomas Keller, advises Cruise World.

Travelmarvel 2021

Travelmarvel's Europe 2021 pre-release brochure is in market and features two new itineraries as well as the company's popular 14-night European Gems cruise. The new 15-day Best of the Balkans sails roundtrip ex Budapest to Croatia, Serbia, Bulgaria and Romania from \$7195pp twin share. The eight-day Rhine & Moselle sails ex Amsterdam to Basel via Germany and France. Cruise only prices start from \$2395pp t/s. Visit travelmarvel.co.nz



A Splendor Welcome



Regent Seven Seas Cruises has taken delivery of its fifth ship, the Seven Seas Splendor from Italy's Fincantieri shipyard. The 750-passenger vessel will commence her first official voyage on 06 Feb sailing from Barcelona to Miami, before a christening on 21 Feb. Visit rssc.com

Cruise & Coronavirus

Many cruise lines are updating itineraries and issuing health warnings, due to the fallout around the coronavirus. Cruise Lines International Association reports that its members have suspended crew movements from Mainland China and will deny boarding to any individual (guest or crew), who has travelled from or through mainland China within the previous 14 days. Holland America Line advises all passengers will be subject to a pre-boarding health report including temperature and questionnaire screening.

NCL says it is implementing non-touch temperature screenings for all passengers embarking in Hong Kong. The fallout has already impacted some itineraries, with Carnival Spirit and Carnival Splendor being denied permission to call on Lifou and Mare over the weekend.

Francis Travel Marketing advises that the itineraries were revised, and both ships headed to Mystery Island and Port Vila. No other changes have been announced at this time.

Got Cruise News?

e-mail
ruth@tabsontravel.co.nz

Silversea's Commitment

Silversea Cruises flagship vessel, Silver Muse, made its maiden port visit into Wellington last week as part of the ship's second and extended season in the region. Silversea Cruises md Australia and New Zealand, Adam Armstrong, says it is continuing to increase the range of destinations on offer to guests and delighted to add Wellington to Silver Muse's itineraries. "We are absolutely committed to the growth of the Australia and New Zealand market, which we expect to become our second biggest market globally," says Adam. The ship will return to the capital tomorrow (04 Feb) and remain in the Australia-Pacific region until the end of Mar.

SINGAPORE AIRLINES  See p5

Dishing Out The Loot

Virgin Voyages has up to USD400 in sailor loot (onboard credit) for sales to 14 Feb. The offer applies to select voyages departing from 01 Apr and clients booking an Insider & Sea View receive USD100 per cabin; Sea Terrace receive USD200 and Rock-Star suites receive USD400.


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PRIZE

Two return Premium Economy Class tickets to Singapore!
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Exotic Morocco



For clients looking to explore the markets of Morocco and ancient sites, Exotic Holidays recommends its 11-day Exotic Morocco tour. Travelling roundtrip ex Casablanca, the itinerary visits archaeological and religious sites in Rabat, Marrakech, Tinghir, Fes and Meknes as well as the High Atlas Mountains. Land only prices start from \$3499pp twin share. Visit exoticholidays.co.nz

Industry Diary

FEBRUARY

Israel & Jordan with Innovative Travel

Christchurch: Sat 11, Innovative Travel office, Amuri Business Park, 1730 for an 1800 start.

Auckland: Thu 13, The Pukekawa Room, Parnell Community Centre, 1225 for a 1230 start.

Brand USA Travel Trade Expo

Christchurch: Mon 24, Chateau on the Park, a DoubleTree by Hilton.

Auckland: Tue 25, SkyCity Convention Centre.

MARCH

Visit USA Roadshow

Rotorua: Tue 10, Rydges Hotel.

Wellington: Wed 11, Harbourside Function Centre.

JAWS+ 2020

DUD: Tue 03, Distinction Hotel.

CHC: Wed 04, Distinction Hotel.

NSN: Thu 05, Grand Mercure.

NPE: Mon 09, East Pier. **WLG:**

Tue 10, Oaks. **PMR:** Wed 11,

Cophorne. **NPL:** Thu 12, No-

votel NPL. **WRE:** Mon 16, Forum

North.

TRG: Wed 18, Tauranga Yacht

Club. **HLZ:** Thu 19, Distinction

HLZ. Times tba.

MAY

Visit Malaysia 2020 Roadshow

Christchurch: Mon 04. **Wellington:**

Tue 05; **Auckland North:**

Wed 06 May; **Auckland Central:**

07 May. Times/venues tba.

Sell And Win A Trip To The USA

Kiwi agents can be into win a space on one of five USA famils in the new incentive launched in conjunction with American Airlines, Visit Anchorage, The Utah Office of Tourism, Travel Nevada, Washington DC and Grapevine, Texas.

The Sell Your Way to the USA programme is open to Kiwi and Australian agents, with the top 15 winners each heading off on a USA famil in Aug, Sep, Oct or Nov flying American Airlines premium economy class from Sydney.

Canuckiwi director Corey Marshall says agents will have the opportunity to fly Premium Economy with American Airlines as well as experience fantastic land programmes” Travel professionals will receive one point for each round-trip American Airlines return airfare booked to the

USA from 01 Feb through to 19 Jun, with an additional point awarded for a PNR that includes Anchorage, Las Vegas, Dallas Fort Worth, Salt Lake City or Washington, DC.

The winning agents will also receive an additional point for any Anchorage, Nevada, Utah, Grapevine (Texas) or Washington, DC land package booked (this includes hotel only, coach tours, ski vacations and self-drive packages). An extra emphasis on destination room nights will be counted this year.

The top three New Zealand agents at the end of the incentive’s sale period will win a spot on one of the five famils.

Agents must register to participate by 27 Mar and e-mail lara@canuckiwi.com with their details.

Cherry Blossom Japan



World Journeys has space available on the 24 Mar and 08 Apr departures of its small group hosted Cherry Blossom Japan itinerary. The 17-day tour covers the highlights of Tokyo, the snow monkeys of Yudanaka, the alpine towns of Takayama and Shirakawago; Kyoto; Osaka Castle; Hiroshima and Hakone. Prices start from \$16,785pp share twin including return fares ex Auckland, four-star hotels, all transfers and transport, guided sightseeing and entrance fees, some meals, and the services of a World Journeys host. Visit worldjourneys.co.nz

Treasure Self-famil

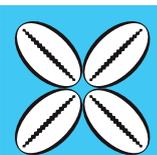


Fiji’s Treasure Island has extended its self-famil programme for bookings until 31 May, advises Hogan and Associates. The deal includes three nights’ accommodation, daily breakfast and return transfers ex Vuda Marina for two from FJD645. The offer is available to frontline consultants only, and ID is required at time of booking. Travel dates vary through to 23 Dec (blackouts apply). Extra night rates are also available. E-mail mike@hoganreps.co.nz

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Our Pacific lives to provide our customers with quality Pacific Island holiday and wedding experiences matched with great holiday deals, delivered through our innovative and unique business model.

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News & Product

Keith Urban Live

Caesars Entertainment, in partnership with Live Nation, has announced more dates for *Keith Urban Live – Las Vegas* at The Colosseum at Caesars Palace. Discover the World says the schedule will now include 09 Jul as well as 04-06 Sep. General ticket prices begin at USD69, plus applicable tax and fees.

SELL YOUR WAY TO THE USA



NEVADA



GRAPEVINE, TEXAS



WASHINGTON, DC



UTAH



ANCHORAGE, ALASKA



AMERICAN AIRLINES

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Kocatas Mansions



The boutique Six Senses Kocatas Mansions in Istanbul has opened, adding 45 rooms and suites to the Turkish capital's room count. Highlights of the Ottoman-era property include views over the Bosphorus waterway, a private boat moored at the front of the hotel for excursions, and recreated historic architectural features and artifacts from the site's former 19th century Kocata Mansions, which were devastated in a fire years ago.

Novotel Upgrade

Novotel Sydney Parramatta's AUD6.5 million upgrade is complete, with the property now featuring 195 upgraded rooms and suites. The hotel also offers an outdoor pool, spa, fitness centre and undercover parking.

Top 10 Things To Do In WA's Kimberley

Tourism WA has compiled a list of the best things to do in the Kimberley region, with each suggestion showcasing the region's great outdoors.

The Bungle Bungle Range in the World Heritage-listed Purnululu National Park is believed to be 350 million years old, with unique beehive dome formations; while Australia's only horizontal falls at Talbot Bay and the 1000 islands of the Buccaneer Archipelago are also worth a visit.

Clients can take to the water with a cruise on Lake Argyle, the largest freshwater lake in the Southern Hemisphere, or explore the mighty Ord River, home to freshwater crocodiles and rock wallabies.

... Four Wheel Drive

For a four-wheeled drive adventure, the iconic Gibb River Road spans 660km from Kununurra to Derby, cutting through some of the most rugged country on earth.

Tourism WA says Kimberley offers authentic Aboriginal experiences, where clients can take guided tours

of ancient rock art, go mud-crabbing and spearfishing and try local bush tucker. Clients can join a fishing tour or fish from land or for the next level of fishing experience, suggest a heli-fishing tour to access some of the region's most remote spots.

The laid-back pearling town of Broome is where different cultures and cuisines melt together. Famous for its white sands and red pindan cliffs, a trip to Broome isn't complete without a camel ride along the iconic Cable Beach whilst watching an Indian Ocean sunset.

... Pink Diamonds

The Kimberley too is the home of gems, including the rare and sought-after pink diamonds, and the Australian South Sea Pearl. Clients can visit the pearl showrooms dotting the streets of Broome's Chinatown or learn more on a pearl farm tour to Willie Creek or Cygnet Bay.

The region also hosts plenty of events each year, ranging from the award-winning Ord Valley Muster to the Lake Argyle Swim and the Shinju Matsuri Festival.

Sleeping Pods



Istanbul Airport has introduced a Sleepod service at the international departures. Sleepods are fully encapsulated, single beds for passengers to catch up on sleep and include USB ports and plug sockets, a luggage storage area, and disposable sheets and a pillow. The pods can be rented by the hour, starting at EUR9 p/h hour. Blankets and more pillows are additional.

Star Brand Ambassador

Fairmont Hotels & Resorts has named Susan Sarandon as its new global brand ambassador, a role which will see her star in a global brand campaign that will portray the transformative power of travel.



A STAR ALLIANCE MEMBER

The Islands 72hr Sale

.....

Inviting warm waters, rich culture & never-ending sunsets. If your clients are searching for a real break from the everyday, they'll find it in the islands.

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AIR NEW ZEALAND

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The countdown is on as we soar into our centenary year and we'd love to celebrate this special time with you.

Simply sell 5 Qantas tickets (081 paper) over 100 days between 18 November 2019 and 26 February 2020 and you will go in the draw to WIN daily prizes including; Beats by Dre Headphones, Apple Watches, Instax Cameras, UE Wonderbooms, Hasbro Game Packs, Prezzy Cards, Kindle E-Readers, Blunt Metro Umbrellas and Double Passes to Fat Freddy's Drop.

TO ENTER

Send a screenshot of your tickets to flyqf@qantas.com.au with the subject line 'Qantas' Centenary Incentive' and you will be in the draw to win. Every 5 tickets equals 1 entry.

Winners will be drawn on a fortnightly basis throughout the incentive period.

Visit qantasagencyconnect.com for full terms and conditions.