

TABS ON TRAVEL TODAY

Incorporating Tabs on Travel

Monday 30 November 2015

Issue 3213

Jetstar to fly to the biggest towns in NZ starting with 'N'

Subject to Government and Regulatory approval. Flights are operated by Eastern Australia Airlines for Jetstar Airways.

Nelson → Auckland

Jetstar 

It's Goodbye Stella, Hello...Future

helloworld New Zealand (formerly Stella Travel) boss Simon McKearney has some challenges ahead, but less than a week in the job, he is hinting at some fundamental changes in the company.

"I have joined at an incredibly exciting time," McKearney said at the helloworld Australia conference in Wellington at the weekend. "We respect all those that have gone before us and for the impact big and small they may have had on this business—but the past is in the past and we are set to move forward at an incredible pace." helloworld shares have jumped following the news of the proposed AOT merger, showing market confidence in the company's incoming investment and leadership, noted McKearney.

"At the same time we are set to launch

the helloworld brand, and the associated wealth of resources, in the Kiwi market. We have a group of franchisees who want to be here—and are passionate about the future."

But McKearney stressed that the future focus is not solely on its retail business. "We also have very successful wholesale and corporate departments that we will continue to evolve and grow."

... Need For Change

Described as having travel in his DNA, and a passion for the travel agent distribution, helloworld chief executive designate (and major investor) Andrew Burnes has acknowledged the importance of the company's Kiwi operation—and the need for change. "[McKearney] is in charge; I believe in letting managers manage and [McKearney] comes to helloworld with tremendous experience in the New Zealand industry. He brings a lot of dynamism to the role—and he's been appointed to run it, I'm not going to tell him what to do."

But Burnes (also the founder of AOT) says the company would like to grow its New Zealand footprint across its branded, associate and buying group businesses. "We believe there's great room for expansion with those three different models."

*See inside for more conference coverage and tomorrow's edition for more on the group's Kiwi business plans.



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HLO Poised For Growth?

Using the share price as a litmus test, helloworld's outlook just got a whole light brighter. Shares in the company have increased substantially to AUD41c since the merger with AOT was announced earlier this month—bringing the shares almost back on par with the price helloworld chief executive designate Andrew Burnes (and AOT founder) paid Peter Lacaze. Both franchisees and executives are upbeat about the company's future, with many picking Burnes' commercial pedigree will be a critical driving force moving forward.

"These are both exciting times and dangerous times. There are many opportunities in the industry today but there are also just as many risks," Burnes told delegates at the weekend's helloworld conference.

10-Year Passports Back

The New Zealand Passports Office has started issuing 10-year adult passports to applicants from today—and it's urging any Kiwis who want a passport before Christmas to submit their application as soon as possible. "The department is expecting to process around 3000 passport applications every day in the lead up to Christmas so it is important intending Kiwi travellers submit their applications as soon as possible to allow time for their passports to be processed and couriered back to them," says Internal Affairs Minister Peter Dunne. From today, the fee is \$180 for adults and \$105 for child passports. See passports.govt.nz

Govt Should Scrap Forms

Visiting Australian Federation of Travel Agents boss Jayson Westbury is calling on the New Zealand Government to scrap the paper departure cards.

Australia is phasing out the paper forms at the end of 2016, and Westbury says the agent body, in association with TAANZ, is going to start lobbying the New Zealand Government next.

"You've got all the information, so get your [act] together," said Westbury. "...particularly given that they're now going to start charging people to enter the country—it's time they modernised the process."

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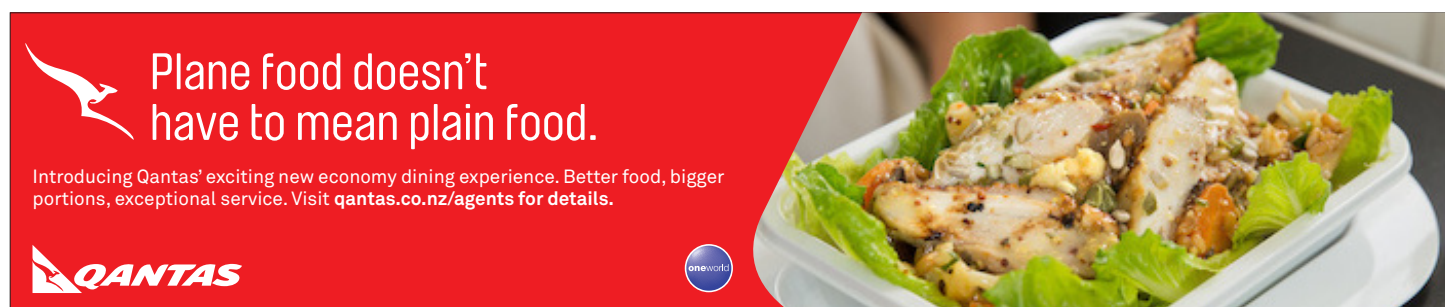
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Luxon Set For Take Off?

Two days after Christopher Luxon was named Deloitte New Zealand chief executive of the year—the Air New Zealand boss was touted as a front runner to turn around the ailing Woolworths Australia.

A speculative *Australian Financial Review* report says Luxon 'has been sounded out for the position' and credits the NZ boss for 'having done an amazing job at the airline and particularly with its culture'.

... Who Would Be Next

The article generated much discussion at the Helloworld Australia conference in Wellington at the weekend—particularly around just who would replace Luxon if he did move on.

After an extensive global search, Luxon was the successful internal candidate to replace former NZ boss Rob Fyfe. Given the huge gains made in the company's profitability and its organisation culture, some in the Australian travel industry are picking, if and when, that it's likely Luxon's replacement would be an internal candidate.

Closer Air NZ Ties?

There are signs Air New Zealand may look to renew closer ties with helloworld, as the latter talks up its plans for the Kiwi market.

It's no secret that the national carrier has taken a dim view of the stalled retail rebrand in the helloworld business. However, NZ is now making some very positive comments about helloworld's proposed merger with AOT—and the appointment of Simon McKearney to lead helloworld in New Zealand.

"We view the organisational changes at AOT/helloworld as a positive development in the market," NZ chief commercial officer Cam Wallace said at the helloworld conference in Wellington at the weekend. "An



important component of our growth strategy is having a broad set of strong distribution partners who we can work with to stimulate consumer spending on travel."

Wallace has welcomed the recent progress helloworld has made in terms of its retail business, after a period of uncertainty at the company. "It's pleasing to see that helloworld [retail] will launch in New Zealand early next year with fresh leadership and strong growth aspirations," said Wallace. "The team at NZ are very familiar with [McKearney] from his previous roles in the industry and we congratulate him on his new position and we expect to see plenty of him in the next few months."

Air France KLM Update

Air France KLM has updated its fare sheets for its structural market fares ex New Zealand, effective for sale and travel 01 Dec. BUE and HOU have been added with NZ to the AFKL market fare offers ex New Zealand. For AF fares, a surcharge paragraph has been added for THALYS train service between CDG and BRU and SVQ has been added to KLM business and leisure fares. See agentconnect.biz

QF's New On-line Mall

Qantas has launched an on-line mall for its Kiwi frequent flyers, giving them the chance to earn up to five points for every dollar they spend on brands featured on the site.

The move follows QF's recent steps to enhance its frequent flyer proposition here, including a minimum points guarantee when buying Jetstar domestic flights. It's also ahead of the launch of new American Airlines Auckland-Los Angeles flights, offering more chances for Kiwis to earn and burn their points.

There's 22 retailers on the mall, including ASOS, The Iconic, iTunes, Bloomingdale's, Kathmandu and Samsung, with more to come, and there's a double points offer available on all purchases to Christmas Eve. See qantaspoints.com/nzonlinemall

EK Accolades

Emirates has been picking up a slew of awards in the Middle East of late, including Airline of the Year at the Arabian Business Achievement Awards; Favourite Airline Premier Cabin Middle East at the Conde Nast Traveller Middle East Readers' Choice Awards; and Best Business Class and Best Airline Lounge in the inaugural Middle East Ultimate Luxury Travel Related Awards.

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45-day Cruise-tour With Flights



Voyages to Antiquity has a 45-day grand voyage from Singapore to Athens, with free flights ex New Zealand, advises Cruise Holidays.

Clients will be able to get a taste of many different cultures, visiting 20 ports over the 45 days, including the port of Malacca, once centre of the spice trade; the hill town of Kandy; as well as many sites in the Mediterranean, including Delos, Santorini and Ephesus, just to name a few. Highlights include a two-night pre-cruise hotel stay in Singapore; a one-night mid-cruise hotel stay in Luxor; a two-night post-cruise stay in Athens; and 23 included tours in 10 countries.

The cruise commences 21 Feb, and is priced from \$17,925pp. Clients who book an outside cabin can fly

free ex New Zealand and will also receive USD500 onboard credit and free internet and laundry. The offer is valid to 31 Jan. Cruise Holidays has full details.

Free Euro Hotel Stays

Clients booking select 2016 Windstar Cruises' Europe voyages can save up to 60% and add a free two-night hotel stay before or after to extend their holiday, advises Francis Travel Marketing. The offer is available to 11 Dec and prices start from \$2399pp. For further details, [CLICK HERE](#)

Freak Wave Hits Ship

Two passengers aboard MSC Divina were injured after a freak wave hit the side of the ship while it was sailing in the Caribbean last week. Reports say the injuries were minor, with one receiving minor abrasions while the other injured a finger while closing a balcony door. In terms of damage to the ship, only a small porthole cabin was damaged—and then repaired. The ship was able to continue on its scheduled itinerary.

Tahiti Cruise Savings

Island Escape Cruises reminds the trade that the new 2016 Tahitian Af-fair brochure, featuring seven- and 10-night cruises, is now available. Clients can secure savings of up to \$2000 when they book and pay in full by 16 Dec, it adds. The brochure can be downloaded from Stocklink or via info@islandescape.co.nz

BLC Cruise Extras

Blue Lagoon Cruises reminds agents of its Pack It all In offer, where clients can make the most of free nights at Sofitel Fiji Resort & Spa and free travel luggage, when booking a Fiji cruise. The offer is available for bookings to 15 Dec and travel before 31 Mar. Promo code PACK-BLC15 must be quoted at the time of booking.

Galapagos Super Deal

World Journeys reminds agents of its deal on remaining 2015 Galapagos Island cruises when booked by 10 Dec. Clients who travel with a companion can pay for just one person on a selection of departures this Nov and Dec. Select travel dates apply, for trips of three to seven nights aboard Yacht La Pinta, MV Santa Cruz II or Yacht Isabella II. The offer does not include international or Galapagos flights, entrance fees or an Ingala card. E-mail info@worldjourneys.co.nz for full details.

Tahiti & Society Islands

Clients hoping to cruise through Tahiti and the Society Islands next year can do just this with Paul Gaugin Cruises. There's 26 seven-night sailings in 2016 aboard the 332-guest m/s Paul Gaugin, with fares from USD2964pp all-inclusive.

P&O Specials

GO Holidays has a number of P&O Cruises itineraries on sale now. Highlights include a seven-night cruise, from \$989pp s/t with many inclusions. The offers are valid for sales to 31 Dec; and travel Jul-Oct 2016.

Explore Glacier Bay

Un-Cruise Adventures has been awarded 102 permit entries per year into Alaska's Glacier Bay National Park for a five-year period beginning Mar. Six of its small ships, carrying 22-84 guests, will explore the National Park on weeklong adventure cruises.

Itineraries spending one-day inside Glacier Bay National Park include Exploring Muir's Wilderness and Northern Passages & Glacier Bay; whilst Discoverers' Glacier Country spends two days inside the park. All the line's itineraries visiting Glacier Bay include a stop in Bartlett Cove and the park's visitor centre, whilst several hiking trails are available to explore. On cruises with two days inside the park, more time is spent searching for wildlife and viewing glaciers, guided skiff, hiking and kayaking excursions to explore additional areas of the park. Rates start from USD2295pp.

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Thai Security Upgrades

Thailand is introducing a new security procedure at six major international airports as part of on-going improvements to the country's security systems, the Tourism Authority of Thailand (TAT) has advised.

The Advance Passenger Processing System (APPS) will roll out at six main international airports from 01 Dec, with plans to roll out to 32 airports nationwide over the course of 2016. Bangkok's Suvarnabhumi and Don Mueang airports are among those in the initial stage.

The APPS allows immigration officials to run instant background checks on inbound travellers, based on their passport information. It's not expected to add to immigration queuing times, but the airports say some patience may be required during the first few weeks as officials learn the new system.

The APPS will be funded by adding THB35 (\$1.50) to the price of all tickets in and out of Thailand. While the system is in its early stages, Fast-Pass privileges will be suspended.

LATAM Ends Local GSA Representation

LATAM Airlines Group is ending its relationship with its local GSA and will instead manage its New Zealand operations from its Australasia office, based in Australia, the carrier announced today.

World Aviation Systems (WAS) will continue to represent LATAM in

New Zealand until 31 Mar, from which time LATAM's office will take over all sales and marketing, as well as trade and client relations.

The carrier is 'increasing internal operations to service the growing demand in this key market and to implement systems that generate further synergies with its Australasia divisional office based in Sydney', it says in a statement. It's also another step in the consolidation of LAN and TAM into LATAM—which saw the recent introduction of the 787-9 on Auckland-Santiago flights. LATAM managing director Asia Pacific Patricio Aylwin thanked WAS for helping drive 'many successes for the airline in the region' over the past eight years.

"LATAM Airlines Group has enjoyed a long and rewarding partnership with WAS, during which time the team has supported the significant growth on the route," he says. "WAS has played an overall integral role in our expansion and for that I would like to extend a warm and sincere thank you to the team in New Zealand."

NZ 48-Hr Aussie Sale

Air New Zealand has flights to Australia on sale to midnight Tue. One-way Seat + Bag fares start from \$189 to Sydney/Melbourne/Brisbane/Gold Coast/Sunshine Coast; \$279 to Cairns/Adelaide; and \$429 to Perth. Wholesale fares are also available, wholesalers have details.

Egypt Travel Advisory

The New Zealand Ministry of Foreign Affairs and Trade has reviewed its travel advice for Egypt, in order to update its information on the 31 Oct plane crash in North Sinai. There are no changes to its travel advisory risk levels. See safetravel.govt.nz/egypt for further details.

Cashing In On Disney

A Chinese hotel group has been fined for using Disney's name and branding on a number of its hotels and websites located near to the soon-to-be-opened Disney Shanghai theme park. Reports say Vienna Hotels Group was fined more than USD15,000 for violating Disney's trademark, with one of its hotels going as far as claiming it was a Disney branch. There are however plans for two official Disney resort hotels at the theme park, including one based on the Toy Story franchise.

Sydney Mardi Gras

The full festival programme for the Sydney Gay and Lesbian Mardi Gras (19 Feb-06 Mar) has been announced, says Tourism Australia. It includes Fair Day, The Sydney Gay and Lesbian Mardi Gras Parade, the MG Party supported by the Mardi Gras Film Festival, The Mardi Gras Disco Climb on the Sydney Harbour Bridge and more. Tickets are on sale from 02 Dec. See mardigras.org.au

BOC 737 Order

Boeing and leasing company BOC Aviation have announced an order for 22 737 airplanes to fulfill customer demand. The order consists of 11 Next-Generation 737-800s and 11 737 MAX 8 airplanes.

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AAT Competition

AAT Kings is giving agents and consumers the chance to win an Ultimate Wildlife Warriors Getaway to celebrate being named Corporate Partner of the Year 2015 at the recent Steve Irwin Gala Dinner in Brisbane.

Three winners will receive an exclusive behind the scenes tour of the Australia Zoo Wildlife Hospital, VIP entry to the Zoo and two nights at the Oaks Oasis Caloundra.

To enter and for full details of this competition visit aatkings.com/wildlife

Tahiti, Niue Wholesale

Air New Zealand has released new wholesale fares to Tahiti and Niue, for sales to 07 Dec. Wholesalers have details.



TEMPORARY FULL-TIME TICKET OFFICER

A full-time temporary position, effective 01 December 2015 until 31 August 2016, has become available in our Auckland Ticket Office.

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Applicants must have NZL permanent residence.

Written applications, with CV should be forwarded no later than Friday 04 December 2015.

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Singapore Airlines Ltd
PO Box 4290, Auckland 1010

Or by email to:
Michele_DeVries@singaporeair.com.sg

(only short listed candidates will be contacted)

Sabre Pacific Names New Boss

Sabre has appointed **Richard Morgan to the newly created role of regional director for Sabre Pacific, overseeing the Sabre business in New Zealand and Australia as well as the company's strategic joint venture in Indonesia.**

Morgan has been with Sabre for 10 years, most recently as managing director of global accounts, while his earlier career involved similar key account roles within the airline, telecommunications and FMCG in-



dustries. He will be based in Sydney.

"Richard's deep understanding of Sabre's unique capabilities and the different client-servicing models in the South Pacific make him the ideal candidate to grow our business and

partnerships and to inspire the regional team," says Roshan Mendis, senior vice president of Sabre Travel Network Asia Pacific. "In Richard we have a regional director who is knowledgeable about Sabre products globally and is uniquely capable of catering those products for the benefit of our partners in Australia, New Zealand and Indonesia."

Tasting Australia

Tasting Australia, an eight-day event of 'foodie fun', will be held in Adelaide 01-08 May and surrounds, says Tourism Australia. It includes long lunches, winemaking, and food grown from South Australia's 12 award-winning regions. See tastingaustralia.com.au

DL/VA Fuel Inclusive

Delta Air Lines has advised of two 'important changes' in conjunction with joint venture partner Virgin Australia. All published fares ex-New Zealand to North America are now fuel inclusive, with 'significant reductions' to long term published fares to the US/Canada and Mexico, says DL. Updated general market faresheets will be provided to all agency groups in due course. Refer to the GDS for further information.

... Number Change

From 01 Dec, Delta's daily SYD-LAX flight will be re-numbered DL40, with the reciprocal LAX-SYD service becoming DL41. DL40 will now arrive into LAX at the earlier time of 0610, providing better connections across the DL network, says the carrier. DL40 continues on with the same flight number to New York's JFK airport, offering a 1hr 20min connection in LAX.

Photo Ops Driving Travel

The chance to take great photos while travelling has become a key driver for Kiwis choosing their next holiday destination, says Expedia.co.nz.

According to its latest report, State of the Nation, this is due to the rise of visual social media platforms such as Instagram, as well as enhanced smartphone photo capabilities. It added that the trend is further mirrored by more than half (57%) of those surveyed for the report choosing digital cameras as a travel essential, aside from a smartphone, compared to other travelling features such as Wi-Fi (43% felt it was essential), travel apps (21%) and GPS devices and laptops (18%). And despite the initial hype, Kiwis are yet to embrace selfie-sticks with only 4% deeming them a travel essential.

NZ Upgrade Offer

Air New Zealand reminds agents of its \$99ow premium economy upgrade offer to select Aussie and Pacific Island destinations, for clients who booked before 25 Nov. The offer is available on 772, 773 and 789 services for travel between Auckland and Sydney, Melbourne, Brisbane, Rarotonga and Fiji, subject to A or O class availability. It is also valid for wholesale tickets. Select travel dates apply. The offer ends midnight 01 Dec.

Tahiti Temptations

GO Holidays has a number of Tahiti packages, including return economy class flights ex Auckland to Papeete flying Air New Zealand. Flights and five nights at Le Meridien Tahiti is from \$1799pp s/t; flights and five nights at Tahiti Pearl Beach is from \$1829pp s/t. Or a seven-night Moorea package staying five nights at Moorea Pearl Resort & Spa and two nights in Papeete is from \$2179pp s/t. A seven-night Bora Bora package staying five nights at Bora Bora Pearl Beach Resort & Spa and two nights in Papeete is from \$3259pp s/t. Add \$169pp for travel from any other NZ domestic point. The offers are for sales to 07 Dec and travel 20 Jan-29 Jun. Close-outs apply. GO has full details.

You can't beat
Wellington on
a good day.

But on the others,
go to Nelson.

Wellington ✈
Nelson

Subject to Government and Regulatory approval. Flights are operated by Eastern Australia Airlines for Jetstar Airways.

jetstar.com



Degas In Melbourne

Degas: A New Vision opens at NGV International 24 Jun-18 Sep as part of the Melbourne Winter Masterpieces. The exhibition brings together more than 200 works showcasing Degas' talents in painting, print, sculpture and photography. See ngv.vic.gov.au

**Industry
Diary**

DECEMBER

**VisitHOUSTON and Texas
Tourism Roadshow**

Auckland: Mon 14, Air NZ's Customer Innovation & Collaboration Centre, 0730-0845.

JANUARY 2016

**Rocky Mountaineer & Adventure
World Road Show Breakfasts**

Dunedin: Tue 26
Christchurch: Wed 27
Wellington: Thu 28
Location & times tbc.

FEBRUARY 2016

**Brand USA - Discover America
Events**

Christchurch: Mon 22, Rydges Latimar Hotel, 1700-2130.
Auckland: Tue 23, The Cloud, Queens Wharf, 1700-2130.

JAWS Roadshow

Dunedin: Mon 29.
Venues, times tba.

MARCH 2016

JAWS Roadshow

Christchurch: Tue 01.
Nelson: Wed 02.
Whangarei: Tue 08.
Napier: Mon 14.
Wellington: Tue 15.
Palmerston North: Wed 16.
New Plymouth: Thu 17.
Tauranga: Tue 22.
Hamilton: Wed 23.
Venues, times tba.



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**Service Key In A
Cluttered Market**

The traditional travel distribution is at risk from so-called disrupters such as airbnb and OTAs Andrew Burnes told the helloworld conference at the weekend.

"...as you look throughout the travel industry it is littered with those who seek to take and are taking the travel consumer away from your stores, away from your phones and away from your portals and onto their own and they have never been more active than they are today," said Burnes, as he talked up the need for the brand to further develop its service culture.

"But I believe within those challenges there are great opportunities for all of us and in particular I believe in the soundness of the retail distribution model," he said, adding that the retail travel distribution industry in Australia & New Zealand adds real value to customers 'and it will remain alive and well as long as it continues to do so'.

... Fierce Competition

Burnes acknowledged the group was up against 'a fierce competitor' (Flight Centre) in the retail space, which he says has taken ownership in consumers' minds of the lowest airfare guaranteed. "At the face of it, this is a compelling

Dengue On Hawaii Is.

The Hawaii Tourism Authority says it is monitoring confirmed cases of dengue fever on Hawaii Island and working to keep visitors informed of the situation.

The State Department of Health (DOH) DOH has information on its website with tips for visitors on how to protect themselves, and has launched a public awareness campaign called 'Fight the Bite'.

The HTA recommends visitors familiarise themselves with information on the website prior to arriving in the state. It says it will work to ensure visitors know that it's safe to travel to the Hawaiian Islands and what precautions should be taken if they're planning to visit areas where cases have been found. See health.hawaii.gov/docd/dengue-outbreak-2015



proposition because in many instances the airfare is the main economic focal point in people's minds when booking travel," says Burnes. "But what is in fact much more important is what comes after that and that is where you all excel. It's what comes after you land that makes up 99% of the experience and this is our strong point."

... Service Focus

Burnes says the helloworld service proposition is yet to be established in the minds of Aussie and Kiwi travellers. "...and therein lays a wonderful opportunity for helloworld as a brand to establish its fundamental service proposition and that is a service proposition built around the core competencies that helloworld agencies offer," he told those at the conference.

More details around plans to enhance the brand's service proposition will be announced in the new year, he added.

GO 'Top Wholesaler'

Incoming helloworld chief executive Andrew Burnes has singled out GO Holidays as what he calls 'the best wholesaler in New Zealand'. Granted, you'd expect nothing less from a chief executive designate talking up his in house wholesale division, but Burnes says it's more than that.

"We have had a joint venture with Air New Zealand [in the Kiwi market] and it's gone very well—but we fought tooth and nail, and I know GO is the strongest competitor we faced. I know how good they are and I have a healthy respect for the business."

Pragmatic Outlook

helloworld chief executive designate Andrew Burnes is aware of the company's past but is firmly focused on the future—including the growth of the brand in New Zealand

"...I don't believe there is any point in going over the past because right now we are at where we are at and the only thing we have in front of us is the future and that's where our efforts and energies need to be focused," he told those at the conference.

"I have a fundamental belief that the core strength of this business is its franchisee and buying group networks and there is no more important part of that than the branded and associate networks that you represent here today."

Burnes said it was the brand's job to send customers to the stores, whether they were walking through the door, calling on the phone or booking on-line.

"I strongly believe you should participate fully in commission earnings on air and land bookings in exactly the same way whether or not the booking has been made by a customer walking in your door, ringing you up or booking online," said Burnes. "Our job is to put cash in your tills and, as your master franchisor, I look forward to providing you with further details in the New Year about new initiatives to ensure this happens from all three channels to market."

Asia Pac Hotels

There are 2438 hotels totalling 564,481 rooms under contract in the Asia Pacific region, according to the Oct 2015 STR Global Construction Pipeline Report. This represents a 3% increase in rooms under contract compared with Oct 2014, but a 2.1% year-over-year decrease in rooms under construction. The region reported 257,416 rooms in 1037 hotels under construction for the month.



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*4 night cruise -1 night Sofitel Fiji Resort and Spa, 7 night cruise -2 nights. Sales to 15 Dec 2015. Travel to 31 Mar 2016.
2 x travel luggage per cabin (value \$250, not shown). Airfares not included, terms and conditions apply. See website for more details.

For info and bookings contact us or your preferred Travel Agent & quote 'PACK-BLC15'



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