

TABS ON

TRAVEL TODAY

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H1N1, The Local Travel Perspective

The rapidly rising rate of swine flu cases across the Tasman has caused a fresh bout of swine flu panic in the headlines—but at this stage the travel industry is relatively unplussed on the matter.

Some retail sources believe that as H1N1 has already been confirmed in New Zealand and because some travel insurers are still covering Kiwis heading to Australia that there will be no mass cancellation of Australia travel this week.

The real impact, they say, could be after this morning's advice from the Ministry of Health asking parents to keep children returning from Australia away from school for seven days, even if they don't show any flu symptoms.

"I think this certainly has the po-

tential to affect Australia bookings particularly with the school holidays coming up," says one retail chain head. "It also has the potential to affect the increase in bookings that traditionally occurs after the Jul school holidays for the Sep period." Airlines and hotels chains spoken to stress that they are complying with the H1N1 precautions and directives issued by health authorities—and added that they had not received any new advice overnight, despite the spike in Australian cases.

Insurer Travelsure says its Australia-bound policyholders are still covered for 'reasonable' additional hotel and transport expenses incurred as a result of contracting H1N1, however there is no provision for customers looking to cancel or defer Australia travel.

Meanwhile, travel agents contacted this morning say they have not been fielding calls about the Aussie swine flu outbreak despite the intense media coverage. Tourism Australia and Tourism Victoria have not issued new H1N1 statements today.

Meanwhile the government has implemented new regulations giving health authorities the legal power to quarantine people that may have contracted H1N1 as a precautionary step, says Health Minister Tony Ryall, who adds that to date most of the confirmed H1N1 cases in New Zealand stemmed from North America.

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Perth and Margaret River

HWT UK Not Related

The UK Harvey World Travel operation has reportedly gone into administration and sold some shops to a new company—but the move has no bearing on the brand's Kiwi business. "These (UK HWT) businesses were sold by Stella earlier in the year and have no financial dependence, support or relationship to the Stella Group," says local HWT head Adrian Turner. "The New Zealand franchised operation continues to be run and operated successfully by Stella in New Zealand."

TRENZ 2009

Tourism trade show TRENZ 2009 is on in Auckland on Thu, showcasing 270 of the country's leading operators to 260 international buyers and 30 international media, says the Tourism Industry Association. "More than ever, we need to keep our share of voice in international markets strong and TRENZ is critical in helping us to make this happen," says TIA boss Tim Cossar.

Walshe Wins Oman

The Walshe Group has been selected as Australasian representative of Oman's Ministry of Tourism, effective immediately. "We are extremely pleased at this appointment – the Sultanate of Oman is a fabulous destination, rich in history and culture and its variety of deserts, beaches and mountains make Oman unique amongst the Gulf nations," says Walshe Group managing director Jacqui Walshe. "There is great potential for growth in visitor numbers from Australia and New Zealand."

Ham-Vegas A Reality?

A proposed new hotel to be built in Hamilton will be the city's tallest tower, reports the *Waikato Times*. The \$200million 20-storey 120 on Victoria project would also be the first five-star hotel in Hamilton. Before an estimated two years of construction begins, two buildings need to be demolished.

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Hot Perth Package

Western Australia is the hot destination of the moment, says GO Holidays, which has a Perth and Margaret River package for sales to 21 Jun. The deal includes return flights to PER ex AKL/WLG/CHC and five nights at the Goodearth Hotel, from \$1399pp share twin for travel 25 Jul-14 Sep and 18 Oct-10 Dec. GO says the key package selling points include the convenient central location of the hotel, common-rated airfare from departure points and the huge range of upgrade and add-on options.

MH Asia Fare Sale

Malaysia Airlines has fares to Asia for sales to 30 Jun and travel to 10 Nov. Inclusive fares are from \$848 one way and \$1415 return, to KUL.

2020 Halt On Emissions

IATA says it aims for the international airline industry to halt the growth of carbon emissions by 2020. IATA head Giovanni Bisignani says the industry will achieve carbon-neutral growth by implementing a four-pillar strategy on climate change that will result in zero emissions growth even if airline activity increases. "We are united in focussing on improved technology, effective operations, efficient infrastructure and positive economic measures."

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Airlines Globally To Lose Billions

IATA has revised its 2009 airline financial forecast and announced yesterday that it expects airlines globally to lose USD9 billion—nearly double its Mar estimate (of -USD4.7 billion).

The airline body says the new figure reflects the aviation industry's rapidly deteriorating revenue environment. "There is no modern precedent for today's economic meltdown. The ground has shifted. Our industry has been shaken", said IATA boss Giovanni Bisignani. "This is the most difficult situation that the industry has faced. After September 11, revenues fell by 7%. It took three years to recover lost ground, even on the back of a strong economy. This time we face a 15% drop—a loss of revenues of US\$80 billion—in the middle of a global recession".

Growth For oneworld

Airline alliance oneworld reported growth of 10% year-on-year in inter-line bookings in 2008—to USD2.4 billion. The alliance says that over eight million passengers transferred between member airlines' flights. Overall sales activity rose 25% compared to 2007, to USD850 million. Now a decade old, oneworld says it is the only alliance whose member airlines have collectively achieved net profits since it launched—saying combined profits of its member carriers total USD8.3 billion for the past 10 years.

DJ Joins Enviro Group

The latest airlines to join the Climate Group are all the subsidiary carriers of the Virgin Blue Group. The Aviation Global Deal (AGD) Group is a collection of carriers that are working to develop a standardised plan to deal with reducing CO₂ emissions. "We believe there is a limit to what individual airlines can achieve and it makes sense to work together globally with like-minded organisations," says DJ boss Brett Godfrey.

In his State of the Industry address to 500 of the industry's top leaders in Kuala Lumpur, Bisignani said the airline industry's future depends on a drastic reshaping by partners, governments and industry. "We cannot bear the cost of government micro-regulation, crazy taxation and partners abusing their monopoly power," he said. "IATA's revised forecast sees revenues declining an unprecedented 15% (USD80 billion) from USD528 billion in 2008 to USD448 billion in 2009."

Global passenger demand is expected to fall by 8% to 2.06 billion travelers compared to 2.24 billion in 2008, with a forecast 7% fall in yields expected to further hit airlines.

DJ's Goodbye QF Sale

Today is the last day of Qantas' domestic New Zealand operations and Pacific Blue has launched a cheeky Goodbye QF, Good Buy DJ sale offering \$19 on-line one-way fares for 19 hours. DJ says the fares are celebrating the 19 months since DJ commenced New Zealand domestic services—and also farewelling Qantas. The fares are available for sales to midnight tonight and travel 09 Jun-25 Jun on DJ's direct domestic flights.

Auckland SKAL Offer

The Stamford Plaza in Auckland is offering SKAL a special winter special of \$125 per room per night. Included is a superior double/twin room, buffet breakfast for two and 40% off the total food bill at Knights on Albert. The offer is valid for SKAL members, family and friends, for travel to 31 Jul.

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New Caribbean Cruise

Windstar Cruises has launched a new seven-day St Martin itinerary in response to demand, says Francis Travel Marketing. Departing every week Dec-Mar, the 148-passenger Wind Spirit will visit St. Kitts, Tortola, Jost Van Dyke, Virgin Gorda and St. Barts. Cruise rates start at USD1999 per person, share twin. A seven-day roundtrip ex Bridgetown is from USD1859 and a special seven-day New Year's Eve cruise to Guadeloupe 27 Dec is from USD2449pp share twin.

Vanuatu Cruise Offer

Island Escape Cruises is offering clients who book a five-night Vanuatu cruise by 30 Jun up to \$1000pp toward their airfare, advises GSA Hogan and Associates. The deal is valid for departure dates 14 and 21 Jun, 05 Jul, 02 Aug, 06 and 27 Sep and 04 Oct. Cruises start at \$3295pp before the discount and include all meals, wine with dinners, all shore excursions, snorkelling equipment, kayaks and small boat exploration, fishing equipment and guides. Additionally, during Jul the company will be operating shorter three-night cruises, from \$1695pp (not eligible for discount).

Two For One Greenland



Clients can get a two-for-one on the Disko Bay Greenland Cruise departures 11 and 25 Jun, 02, 09, 16, 30 Jul and 10 and 17 Sep, says MyBentours. The offer is valid for all new bookings and quotes and existing quotes from 03 Jun, until sold out. The nine-day roundtrip ex Copenhagen includes cruising whale- and seal-filled waters, exploring Inuit towns and many other highlights, from AUD6990. An outside cabin is from AUD7990 per couple and a mini suite from AUD9530 for two. For details, e-mail enquiry@mybentours.com

French Connection

Azamara Cruises is offering a 14-night French Connection cruise from \$2595pp for an ocean view cabin, says Cruise Holidays. The cruise, departing Copenhagen 30 Aug, visits Amsterdam, Paris, Bordeaux, Gibraltar, Barcelona and more. Fare includes port taxes of \$1110.

On-line River Cruising

Scenic Tours has revamped its website so it is easier to use. "Scenic Tours new-look website provides the ability for agents and clients to take a virtual tour," says local manager Vaughan Kitchener. To view its ships including the new ms Scenic Ruby, see www.scenictours.com.au.

Crystal Cruises

Crystal Cruises has shipboard credit of USD2000 per couple on selected cruises, says Cruise Holidays. Delicacies of the Old World is 12 nights Barcelona to Venice 16 Jul, from \$12,920pp; a golf-themed 11-night roundtrip voyage ex London 23 Aug is from \$12,690pp; and cruise the Mediterranean from Venice to Istanbul, 12 nights from \$12,280pp, departing 02 Sep. For these cruises and more options, contact the wholesaler.

Industry Cruise Rates

P&O is offering industry rates on cruises ex Auckland aboard the Pacific Sun via World Interline Tours. Rates for a 10-night round trip cruise to Noumea are from \$930pp for departures in Jun and Jul; from \$745 for and eight night cruise to Brisbane via Noumea 04; Aug and from \$650 for a seven-night roundtrip ex Brisbane in Sep, Oct and Jan.



New Vessel For Port Douglas Dive Operator

Port Douglas dive operator Calypso Reef Charters recently launched its new high-speed dive catamaran Pure Dive (pictured). "There has been strong interest in this vessel from dive groups worldwide looking to visit our spectacular dive sites less than two hours cruising from Port Douglas," says managing director Graham Jones. "Leaving Port Douglas at 8.30am and returning at 4.30pm, we visit three sites for the day with lunch, morning and afternoon tea included." The day trip costs AUD330 for certified divers and AUD380 for introductory divers. www.calypsoreefcruises.com

2010 Asia Cruising

Royal Caribbean has released its range of Asia itineraries for spring and summer 2010 aboard Legend of the Seas, says Cruise Vacations. The programme includes 14 cruises of four to nine nights. The company says that season highlights include four itineraries out of Hong Kong to Okinawa, Taipei, Sanya and Danang. Rates start at \$595pp share twin for a four-night cruise ex Singapore to Port Kelang and Phuket, with departure dates 04 Jan-15 Jun.

AKL-LAX Dec Cruise

Regent Seven Seas Cruises has an 18-night cruise Auckland to Los Angeles with savings of up to 56%, now from USD5980pp share twin, says Cruise Holidays. The trip, departing 02 Dec, visits Rarotonga, Bora Bora, Moorea, Papeete and Taiohae and includes gratuities, drinks and shore excursions.

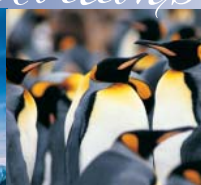
Sydney Sunday Cruisin'

Captain Cook Cruises is to launch a new breakfast cruise around Sydney Harbour for the summer season Sep-Apr. Departing Darling Harbour at 0900 and Circular Quay 0930 on Sun, the breakfast (from AUD49 for adults, AUD39 concession and AUD29 children) is a hot and cold buffet aboard the MV Sydney 2000.

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Luxury On-line

A new website has been launched showcasing over 70 of the world's 'finest hotels and resorts' says the Luxury Collection of Starwood Hotels and Resorts. The site says it is 'more than a hotel website; it is an international destination site'. To see resorts like Laguna Resort and Spa Nusa Dua Bali, pictured, visit www.luxurycollection.com

Flying Very High

An abandoned bag that arrived at Heathrow on a flight from Mexico is likely to go unclaimed, in UK reports. The suitcase, found alone on a luggage carousel last Fri, was found to contain 20kg of cocaine.



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**IATA Announces
Eagle Winners**

IATA has named its top 2009 air navigation service providers (ANSPs) and airports for outstanding performance in customer satisfaction, cost efficiency and continuous improvement.

The Eagle Awards were presented during the 65th IATA Annual General Meeting and World Air Transport Summit in Kuala Lumpur this week. The Civil Aviation Authority of Singapore took the Best ANSP title and Kuala Lumpur International Airport won the 2009 Best Airport. Most Improved ANSP went to the Vietnam Air Navigation Services Corporation and Most Improved Airport was awarded to Geneva International Airport. "All

four winners today have gone beyond the strict and challenging criteria of the Eagle Awards for high service standards and cost efficiency," said Giovanni Bisignani, IATA's Director General and CEO. "They have also responded effectively and innovatively to the needs of their airline customers at this time of unprecedented financial turmoil. They put the customer first and delivered value for money." Airways New Zealand won the Best ANSP title in 2008.

Guaranteed Europe Tours

Clients can now take advantage of guaranteed departures on a large range of Russia and Eastern Europe cruises, coach tours and independent itineraries, says Innovative Travel. Offers on special include the seven-day Imperial Capitals, 07 and 14 Jul departures; eight-day Baltic Highlights, 05, 12, 19 and 26 Jul; seven-, 11- and 14-day tours of Poland and six- and nine-day tours of Croatia, both with departures May-Sep; Moscow to St Petersburg cruise (10 days, May-Sep) and Istanbul to Kiev cruise (15 days, May-Aug).

Warts 'n All Travel Site

A US travel writer has launched a website revealing the real face of travel—including where the world's worst toilet is and which airline has the most uncomfortable seats. Titanicawards.com can be accessed by anyone who wishes to share travel experiences, especially the bad. Disgruntled travellers are invited to vent their rage, says the site's founder.

ITOC 100% Qualmark

The Inbound Tour Operators Council says that all 34 of its full members are now Qualmark-certified, in time for this week's TRENZ tourism trade show in Auckland. ITOC chief Paul Yeo says; "We allowed a full year for all our members to undergo the process and make any necessary changes to the way they operate." He said other inbound operators are currently undergoing assessment in the hope of being accepted to the ITOC. Qualmark boss Geoff Penrose says "It raises the standard and helps assure that ITOC members and the businesses they represent will deliver 100% Pure New Zealand."



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