

TABS ON TRAVEL TODAY

Incorporating Tabs on Travel

Tuesday 06 December 2016

Issue 3452

PEREGRINE

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Upskill On Alaska As Kiwis Return

Visit Anchorage is urging agents to upskill on the destination as it notes growing numbers of Kiwi travellers returning for a more in-depth exploration of Alaska, after getting a taste for the state on a cruise.

A delegation from Alaska is in New Zealand this week to meet with wholesalers, and also attended the Visit USA regional roadshow in Mt Maunganui last night.

Visit Anchorage tourism sales manager Tia Froehle says they were last night inundated by agents with a general cry of ‘we need more infor-

mation, we’re being asked all the time for our clients, where should we go, how long for?’.

She’s suggesting agents upskill by becoming Anchorage Wild Experts (look for the travel trade section at anchorage.net).

Agents should also expect to hear more from Visit Anchorage as it yesterday announced it has appointed Canuckiwi as its local representative. The tourism body decided to appoint representation in its top international markets after a change in state funding meant the Alaska Travel Industry Association had to discontinue some of its contracts.

The combined New Zealand and Australia market does battle with Germany for the destination’s top international source market, and anecdotally, visitor growth is continuing, says Froehle.

“I would say each year it’s been growing, but we’ve really noticed it the last five years,” she says.

Many Kiwis visit Alaska and Anchorage on a combined cruise and land package, but Froehle says they’ve noticed an increase in people who visited on a cruise and are now looking to return for land adventures.



SFO’s Therapy Pig

A spotted pig named Lilou has joined the famous Wag Brigade of therapy pets at San Francisco Airport. The brigade is otherwise made up of dogs, who wear ‘Pet Me’ vests and are trained to offer comfort to stressed travellers. There’s no set schedule for Lilou’s appearances, but she’s expected to show up at least once a month.

SAA: Have Your Docs

South African Airways says some passengers travelling with children haven’t been able to board their flight at Perth because they haven’t had the correct documents, ‘despite a comprehensive and ongoing’ trade education programme. South Africa and Botswana require documents including birth certificates and/or sworn affidavits, and SAA country manager Tim Clyde-Smith urges agents to check their clients have the documents well before they travel. See dha.gov.za

5 Pages This Issue

News	p1-3
Jetstar	p4
Adventure World	p5

Viral JQ ‘Complaint’

A passenger who took to social media to ‘complain’ about Jetstar, while actually paying the carrier a compliment, has had his Facebook post go viral. Acknowledging the trend to post negative experiences about airlines, particularly low-cost carriers, on Facebook, the man outlined the ‘exemplary’ service and attention he received from the flight manager. “This is not the behaviour one expects when travelling with a low-cost carrier and it must stop!”, the man posted in his tongue-in-cheek note.

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