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TRAVEL NEWS WEEKLY

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## Season's Greetings

TNW wishes all its readers a joyful festive season and a peaceful and prosperous 2014! Now Media's offices close on December 13 and reopen on January 6.

## Not so fast, PAK Africa

CHANA BOUCHER

**1** TIME Airline is back in the news. PAK Africa has now said it plans to launch domestic flights in South Africa, using the brand, by March next year, following PAK Africa's acquisition of a stake in Global Airways.

Global Airways is a local Johannesburg-based company that is a subsidiary of British Virgin Islands-based Global Aviation.

Its main business is aircraft leasing and maintenance operations but it also operates charter flights from its Johannesburg base.

In August, TNW reported that PAK Africa had offered R15 million for 1time Holdings, despite its subsidiaries 1time Airline and Jetworx being liquidated.

PAK Africa had also, around the same time, applied for an Air Services Licence (ASL).

**Tabassum Qadir**, chairperson of PAK African Aviation, says the company is still awaiting approval for the purchase of the holding company. "Our corporate advisers are working on it and we are expecting the results in January."

**Andries Ntjane**, deputy

director: licensing and permits for the Department of Transport, confirms that Global Airways is licensed to operate scheduled passenger flights but that if PAK Africa plans to operate the flights using this licence, it has to do so as Global Airways.

**"We want to use the 1time brand all over Africa. Once we've got approval from the JSE we will fly in the African skies with the 1time brand"**

He adds that if PAK Africa plans to use the 1time brand, it will need to apply to the Air Services Licensing Council for a name change, at which point the Council would have to analyse the ownership to ensure it complied with foreign ownership regulations. He says PAK Africa's own application for an ASL has expired.

Further, Andries says the council has not been notified of a change to the shareholding of Global Airways. But Tabassum says the deal has been finalised and that PAK

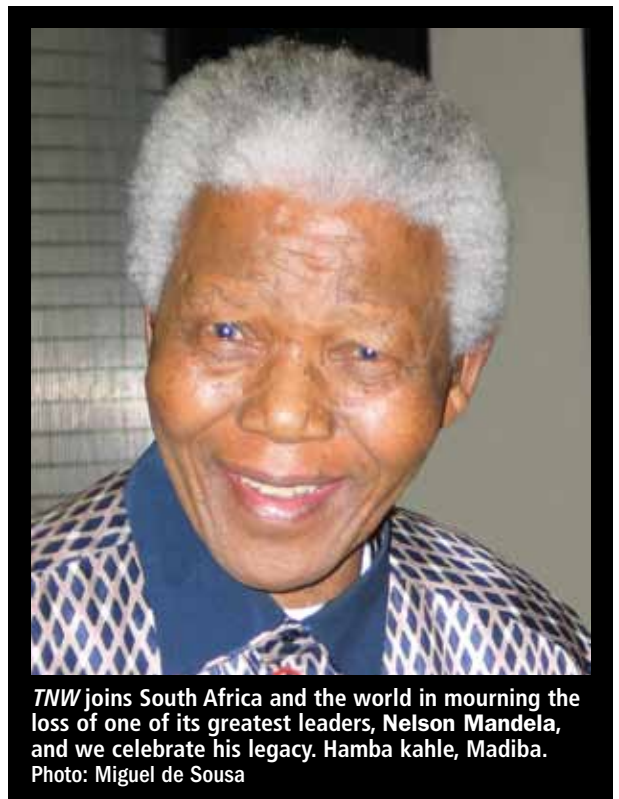
Africa is already a 62% shareholder in Global Airways. At the time of going to print, Global Airways' website was down stating it was being updated with "critical information".

*Business Day* recently reported that Global Aviation, of which Global Airways is a subsidiary, had purchased four new A320 aircraft, which will be used to operate the flights under the revived 1time brand.

PAK Africa also has plans to launch a regional carrier in Zimbabwe. "We want to use the 1time brand all over Africa. Once we've got approval from the JSE we will fly in the African skies with the 1time brand," Tabassum says.

"We always believed in the 1time brand. The acquisition of 1time Holdings is to revive the brand that is still in people's hearts deeply. We are getting warm wishes all over and people of Africa want to see 1time back in the sky."

A few months ago, Global Airways announced plans to resume commercial flights between Johannesburg and Miami via Cape Town in early 2014. It last serviced this route in 2004 (see TNW August 28). ■



TNW joins South Africa and the world in mourning the loss of one of its greatest leaders, Nelson Mandela, and we celebrate his legacy. Hamba kahle, Madiba. Photo: Miguel de Sousa

## Voyager clears up 'missing miles' issue

NATASHA TIPPEL

SAA Voyager has reached out to consultants through TNW to clear up travel agents' concerns around 'missing miles'.

TNW's sister publication, eTNW, recently published the "Letter to the editor: 'How honest is Voyager?'"

where an agent and others commenting on the article complained that they or their clients had not received Voyager miles owed to them months after travelling.

Voyager responded, providing steps on how agents can resolve the issue.

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The Travel Corporation brands – Trafalgar, Insight Vacations and Contiki – launched online travel quotes from December 17. Agents no longer need to phone the reservations call centre for quotes after this date.

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# Uganda scraps hotel VAT

TAMMY SUTHERNS

THE Uganda government is to exempt accommodation, such as hotels and lodges, from the 18% VAT in an effort to promote tourism. Hotels and lodges were originally exempt from VAT until July this year, when it was announced that accommodation venues would have to pay the 18% tax. The reinstatement of the exemption several months later has been welcomed by the industry.

Executive director of the Uganda Hotel

Owners' Association, **Samuel Balagadde**, says: "The exemption of VAT on accommodation for upcountry hotels and lodges was reinstated following the outcry from tour operators and hotel owners. I believe this is an incentive to support development of the facilities."

Director of Africa Stay, **Marian Sandu**, says Uganda is not a cheap destination and with the extra VAT charges, would have continued to lose market share to neighbouring Rwanda. "I think this is very positive news for the inbound

tourism in Uganda," he says. Tour operator, Travel Vision, has also welcomed the news. Sales and marketing manager, **Sarah Whiteside**, says: "We primarily book our gorilla wildlife encounters through Exodus, which is a UK-based adventure travel company. The rand has depreciated by approximately 20% over the last year making tours that are charged in GBP substantially more expensive for South African travellers. Any reduction in rates from any source is therefore greatly appreciated by South African passengers." ■

# Airlink extends Skukuza services

AIRLINK has added afternoon flights to its Johannesburg-Skukuza service, which is due to commence in June next year. The second Johannesburg-Skukuza flight, commencing August 1, 2014, is available for sale in the GDSs. Airlink will be offering two daily return flights on the route. From June, the airline will offer a daily return flight between Cape Town and

Skukuza and also expects to add a Durban-Skukuza service. The Johannesburg-Skukuza flights will depart Johannesburg at 10h00 and 13h20 and have been scheduled to connect with the morning international flights as well as other connecting domestic and regional flights. The Cape Town-Skukuza flight departs at 10h35, arriving Skukuza at 13h05. The expanded schedule will

provide tour operators and agents with additional flexibility when confirming their travellers' itineraries. Work on the Skukuza airport runway, in preparation for Airlink's scheduled jet services next year, was on track for the airport to reopen again on December 14. Once the facility is completed, the airport will be able to process 400 passengers and 20 aircraft movements each day. ■

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**SOUTH AFRICAN AIRWAYS**

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Greek goddesses



Travel industry peers in Durban gathered at a Trogs luncheon at the Hellenic Hall earlier this month to celebrate the year-end in Grecian style. It was a fun-filled afternoon with prizes ranging from gift hampers to weekend getaways. The Durban travel industry also joined forces to collect presents for the teenage girls and boys of Zulufadder, a project that assists children in the rural areas around Eshowe in Zululand, who have been marginalised by HIV and Aids. Pictured here, looking glamorous, are (from left): Noleen Hanson (TIC), Sue Waterworth (Budget Car Hire) and Juantia Swindon (TIC). Noleen won the prize for the best-dressed Greek Goddess. Photo: Dorine Reinstein

# Africa Travel Week announces partnership

SUE VAN WINSEN

**A**FRICA Travel Week has received the full backing and support of the Western Cape province and the City of Cape Town following a strategic partnership announced in Cape Town on December 3.

The province, the city and Reed Travel Exhibitions – through Thebe Reed Exhibitions – will co-fund the inaugural event to be held at the Cape Town Convention Centre from April 28 to May 3, comprising the Incentives, Business Travel and Meetings (IBTM) Africa event, the International Luxury Travel Market (ILTM) Africa and World Travel Market (WTM) Africa. Western Cape Finance, Economic Development and Tourism MEC, **Alan Winde**, confirmed that the province was finalising a financial contribution of R1m for the first year, while the City committed R8,67m over the next three years, according to its executive director of tourism, events and marketing, **Anton Groenewald**.

Speaking at the partnership announcement, CTICC ceo, **Rashid Toefy**, said Africa Travel Week's entry into a market, until now dominated by

SA Tourism's Indaba, was "going to really shake up the market".

However, WTM Africa exhibitions manager, **Polly Magraw**, said the intention was not "to rattle cages" but to provide competition and choice. She said Reed Travel Exhibitions had done its research and had identified a market niche. "We genuinely believe the time is right for Africa to take a greater presence on the international tourism stage." Reed Travel Exhibitions was investing in Africa for the long-term, she said, adding that the vision was for Africa Travel Week to be a catalyst for economic growth, to be a showcase for Africa, give its travel industry a voice and level the playing field.

She said Africa Travel Week would, for the first time, offer three Reed Travel Exhibition events in one week in one destination, combining leisure, luxury and corporate tourism, "which is an indication of how much the organisers believe in the destination," she added.

Some 500 vetted travel buyers will attend and 4 500 trade visitors, 200 global media representatives and 2 000 exhibiting personnel are expected. ■

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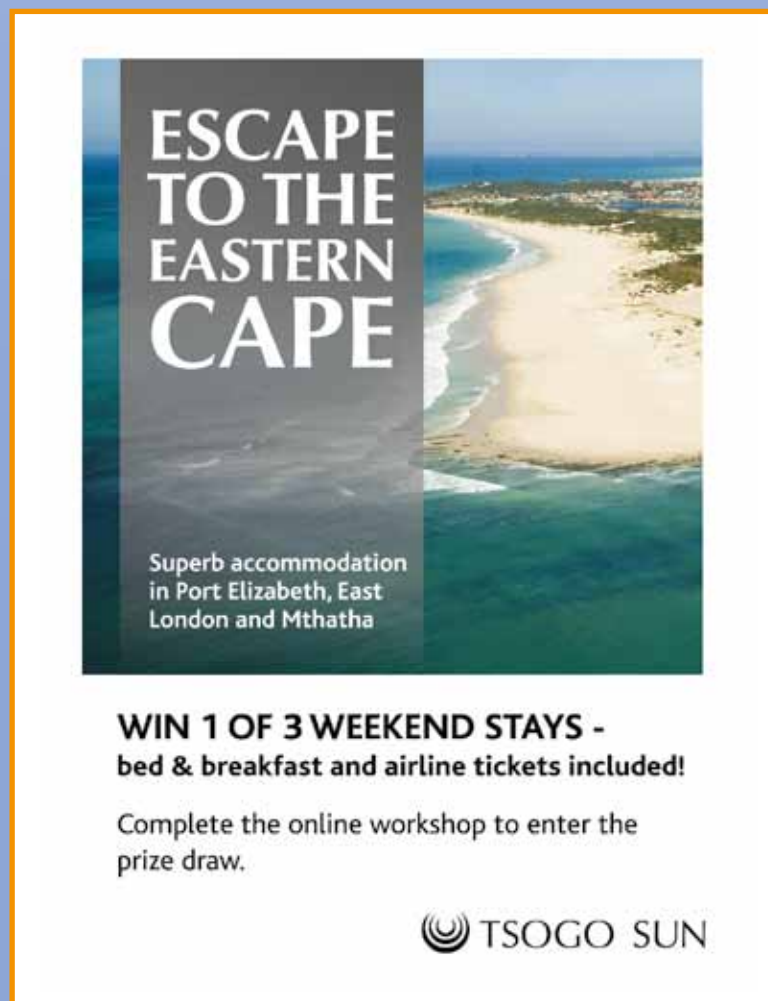
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**TSOGO SUN**







A brief look at this week's hotel news

## The Maslow launches new app

SUN International's The Maslow hotel has launched a new app for business and leisure travellers. The Maslow app gives users instant access to a range of information about the hotel, its restaurants and the surrounding area. It also features added functionality such as concierge services and a robust online booking engine. Features of the app include information on rooms, facilities, dining and local attractions, maps and directions, search function, contact details, a My Maslow function where users can create their own itinerary or directory, and Get Social, which allows guests to connect to The Maslow through social media. **Johan Scheepers**, gm at the hotel, says they developed the app in response to the growing trend among travellers who consult for prices and availability and purchase directly from their mobile devices. The Maslow app is available for iPhone and Android mobile devices and tablets and can be downloaded free from the iStore.

## Fancourt Hotel gets a facelift

FANCOURT Hotel on the Garden Route in George, Western Cape, has been refurbished and a new summer menu has been introduced at its three restaurants - Henry White's, La Cantina and Morning Glory. Thirty rooms were refurbished and the reception area now includes a fireplace and a centrepiece sofa. The rooms were repainted and given new curtains, carpets, upholstery and linen. The spa has introduced new pamper packages. The upgrades follow the recent overhaul of the Fancourt Sports and Leisure Centre, which features a high-tech gym, indoor and outdoor swimming pools, and a cinema.



## Fabulously festive!

Travelbags held its annual Christmas Party at Misty Hills Country Hotel in Magaliesburg, where the travel trade came together to enjoy a Christmas feast and cheer! Pictured here, getting festive, are (from left): **Rod Rutter** (XL Travel), **Cathrine du Toit** (XL Turners Travel) and **Ute Fullerton** (Lufthansa/SWISS). Photo: Tammy Sutherns.

## Hikes for Mozambique business visas

**S**OUTH African passport holders applying in Durban for a three-month multiple-entry business visa for Mozambique will now pay R765 instead of R285.

This puts the price in line with three-month multiple-entry business visa fees in Pretoria and Johannesburg.

Those applying for a six-month multiple-entry business

visa will now pay R1 900 instead of R565.

South African passport holders do not require a visa for a stay of up to 30 days for tourist or visiting purposes. ■

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## How's your swing?

Sun International Dreams is offering a range of golf packages at Sun City, including accommodation at The Palace, the Cascades or the Cabanas. Rates are from R2 848pps and include breakfast daily, a round of golf at both the Gary Player and the Lost City golf courses, a 25% discount voucher per golfer for a sports massage at the Gary Player Health Spa and a 20% dinner discount voucher. The offer is valid for a minimum two-night stay between January 5 and February 28. Pictured here, from left, are the Dream team: **Julius Mokowe** (area sales representative), **Menzi Gcanga** (FIT consultant), **Erica Barrett** (gm), **Annah Letsoalo** (FIT consultant), and **Zoe McKinley** (area sales representative). Photo: Shannon Van Zyl

# New Myanmar river cruises from AmaWaterways

**A**MAWATERWAYS will launch a new ship and new river cruise programme on Myanmar's Ayeyarwady (Irrawaddy) River in November 2014.

Two itineraries, the 10-night Golden Treasures of Myanmar and 14-night Hidden Wonders

of Myanmar, are outlined in the company's newly published River Cruises through Myanmar 2014-2016 brochure.

Highlights include Bagan, the Golden City of Mandalay, Mount Popa, Ancient Royal Cities and Yangon or the Garden City of the East.

AmaWaterways is now accepting bookings for the Myanmar cruises, which will run from November 2014 through to April 2016, as well as its 2015 cruises in Vietnam and Cambodia and in Europe. It is represented by Cruises International in South Africa. ■



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# AirHeads



A snapshot of the week's airline news

### SQ and ET expand codeshare

STAR Alliance partners, Singapore Airlines and Ethiopian Airlines, have expanded their codeshare agreement. It now includes ET-operated flights between Singapore and Addis Ababa, via Bangkok, and flights between Addis Ababa and Pointe Noire, Congo; Accra, Ghana; Entebbe, Uganda; and Kigali, Rwanda. In the coming months, SQ also plans to codeshare on ET-operated flights from Addis Ababa to Mombasa, Nairobi and Dar es Salaam. ET plans to codeshare on SQ-operated flights beyond Singapore to Adelaide, Brisbane, Melbourne, Perth and Sydney in Australia. These are subject to regulatory approvals.

### Extra EK holiday flights to DUR

DUE to high demand over the festive season, Emirates will operate an additional Durban flight on December 23 and January 7. The flights will be operated by a Boeing 777. On December 23, the flight leaves Dubai at 02h55 and arrives in Durban at 09h35. It then leaves Durban at 11h30 and arrives in Dubai at 22h10. On January 7, the flight leaves Dubai at 03h10 and arrives in Durban at 09h50. The flight leaves Durban at 11h30 and arrives in Dubai at 22h10.

### EY ups capacity between AUH and MEL

ETIHAD Airways has added more seats between Abu Dhabi and Melbourne by introducing a Boeing 777-300ER to the route. Etihad's daily flights between the two cities are now operated by the B777. The larger aircraft started operating on December 1 and offers 328 seats in a three-class configuration - 36 more than the Airbus A340-600 that previously serviced the route.





Send your cruising news to [tammys@nowmedia.co.za](mailto:tammys@nowmedia.co.za)

## Oceania announces 180-day World Odyssey

OCEANIA Cruises will launch a second 180-day journey on the newly refurbished *Insignia* for the 2015 season.

The 684-guest ship will embark on a 180-day World Odyssey, sailing round-trip from Miami on July 8, 2015.

Reservations for the second 180-day voyage opened on December 4. *Insignia* highlights include Canada, New England, Greenland, Iceland, the Mediterranean, Mumbai, Rangoon, Singapore, Hong Kong, Kenya, Cape Town and the Caribbean. Guests who reserve a suite or stateroom before March 31 will receive a luxury pre-cruise hotel, on-board medical service, prepaid gratuities, a visa package including entry visas, unlimited Internet and laundry service and round-trip transfers.

## Refurb for Silver Wind

SILVERSEA Cruises' *Silver Wind* has just completed a comprehensive refurbishment during a two-week dry dock in Palermo in time for its South African season.

Major enhancements include a complete makeover of the speciality restaurant, Le Champagne. The suites, public spaces and dining venues have also been renovated, with the installation of new carpets and upholstery.

Other highlights include new tiling and deck furniture in the pool area and a redesigned buffet area in the speciality restaurant, La Terrazza. *Silver Wind* will arrive in Cape Town on December 21 for an extended Southern African and Indian Ocean programme that includes six voyages around the South African coast, Namibia and Indian Ocean, before heading up the West Coast of Africa on February 27 on a 14-night voyage to Accra, before continuing to Las Palmas to position for the 2014 Mediterranean season.

## No single supplement for Boudicca

FRED. OLSEN'S *Boudicca* offers a 2014 cruise selection with no single supplement on selected cabin grades on sailings to the Amazon, Mediterranean and Adriatic, Baltic, Fjords, Canary Islands and Cape Verde. On the D1405 35-night Amazon River and Beaches of the Caribbean itinerary, from March 22, there is no single supplement on selected outside twin cabins with prices starting at R57 735 in E outside grade.

On the eight-night D1415 Fjords of Norway, from August 29, there is no single supplement on selected twin outside cabins with prices starting from R14 175 in E outside grade.

Fares are per person, cruise only and are subject to availability at the time of booking. The fares are capacity controlled and can change or be withdrawn at any time or without notice.

## Silversea reduces single supplements

SILVERSEA Cruises has reduced single supplements on a selection of 2014 voyages with some only 25% on certain sailings. "Solo guests are warmly welcomed on Silversea Cruises and we hope that these reduced supplements will be good news for our single clientele who are considering a voyage with us in 2014," says **Gaynor Neill**, gm of Silversea's local representative, Cruise Vacations. "Like all offers, these special supplements are capacity controlled so guests should consider booking early to get the best possible rate," she adds. Solo guests will also be invited to attend a welcoming champagne reception on all voyages and certain voyages are escorted by gentlemen hosts.

Examples of 2014 voyages include a nine-day voyage from Barcelona to Monte Carlo for US\$4 438 (R45 850) in a Vista suite or a seven-day Galapagos voyage for \$7 563 (R78 135) in an Explorer suite.

The reduced supplement is available on a wide selection of voyages across the fleet, including voyages in the Far East, Galapagos, Mediterranean, Caribbean, Central America, South America and Panama.

## E-tolls – what's your liability?

DORINE REINSTEIN

**T**HOUSANDS of South Africans are still fiercely protesting e-tolls, which went live on December 3. Some agents fear that scores of people, encouraged by the unrelenting OUTA protests, will resist paying their car rental e-tolling fees.

One agent, who prefers to be anonymous, says: "We have sent out information to our clients that there are no more car-rental bill-backs through our agency as there is too much liability. Agencies may find clients who say they are not going to pay e-toll fees, so we would rather the account goes straight back to them and then it is not our problem."

**Leon Smith** of Club Travel Ontdekkers, says e-tolls

will not affect bill-backs. He says clients will have to agree in advance that they are liable to pay for e-tolls. "At the point of rental, the client will agree to pay for the tolls. There will also be a provision that the tolls can be claimed at a later date, in case it was not correctly received and posted on the original invoice," he says.

"The e-toll fight has been lost. If clients use the roads, they will need to pay e-tolls," agrees **Allan Lunz**, md of BidTravel. He says when a client rents a car for less than a month, the most he can possibly pay on e-tolls is R450. This is often less than the fuel the client needs to pay on his car-rental bill, he says.

The only impact on bill-backs that **Julianne Barker**, national strategic client manager of BCD Travel

South Africa, foresees is a delay in invoicing. "Car-rental companies now have to wait for e-toll billing information. This could lead to delays and is very much dependent on how efficient Sanral is," she says.

**Jonathan Gerber**, director of TAG, says bill-backs have always been a risky business, regardless of e-tolling fees. "For the sake of a tiny fee, an agent must take full risk on a valuable item." Jonathan believes the main issue with e-tolls is that it is another revenue stream for car-rental companies, who are charging the published gantry fees to clients while only paying the discounted rates. "Yet again we, the travel agents, are the conduit to collecting the cash but get no financial reward for doing so." ■

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# No such thing as a 'free' ticket

DORINE REINSTEIN

IS A frequent flyer reward ticket really a reward when travellers are required to pay so much in fuel surcharges and taxes?

The excessive surcharges clients now pay for 'free' flights is having a serious impact on the value of airline loyalty programmes, SA travel industry authorities say, as customers find it cheaper to shop around for a fare instead of redeeming miles for flights.

**Sharon Schierhout**, Club Travel yield manager, says it can be tricky to explain to clients that they need to pay a substantial amount for a 'free' ticket. She recently redeemed a free Johannesburg-Cape Town flight for her client. The client needed to use 18 400 miles for his free ticket as well as pay R1 216 in taxes and surcharges. On another carrier, the fare on the same route, which included taxes, was R1 410.

**Albert Visser**, eTravel fare expert, says the effect of fuel surcharges on the loyalty of clients can't be underestimated. "Consumers are very price-conscious and frequent traveller programmes can't always deliver what the client wants."

Airlines have picked up on this negative trend and are looking for ways to retain their most valued customers.

SAA told *TNW* it was considering allowing travellers to pay miles, instead of cash, for fuel surcharges in the near future. SAA spokesperson, **Tlali Tlali**, said SAA Voyager was re-evaluating various aspects of the frequent flyer programme structure

as part of its Long-Term Turnaround Strategy. However, he added that he didn't foresee that the airline would waive the fuel surcharge entirely for Voyager redemptions as the charge formed an integral part of the ticket cost structure. "Airlines that currently don't levy fuel surcharges as cash payments for redemption or award tickets have calculated the difference as part of the required threshold of the redemption or award."

Hiding fuel surcharges in the number of frequent flyer points required is exactly what Virgin Atlantic wants to avoid, says **Jo Foster**, spokesperson for Virgin Atlantic Airways. "The increase in the cost of fuel has affected airlines and represents a large proportion of operating costs. Rather than hide the YQ costs by increasing the number of miles required for reward flights, we have chosen to be transparent and keep YQ charges."

Jo adds that Virgin Atlantic has reduced the YQ charge on its economy reward flights, as well as lowered the number of miles required for economy rewards on many routes in an attempt to keep Flying Club members happy.

British Airways and Comair have also taken measures to limit the amount of taxes and surcharges on redemption tickets for local and regional flights.

**Erik Venter**, ceo of Comair, says: "BA Executive Club has introduced a flat fee for redemption tickets, which caps the amount of taxes and surcharges on a redemption ticket. This limits the impact of fuel surcharges on the FFP redemptions." ■

# What the future holds...

After 45 years in the travel industry, Bert van der Linden, director of Comair, has retired. He shares with *TNW* readers some insight into the industry he leaves behind. Tammy Sutherns reports.

THE African aviation industry can expect to see more consolidation, with smaller carriers linking up to larger airlines through codeshares and partnerships. This is the only way to keep costs down and increase revenues.

This is the word from industry veteran, **Bert van der Linden**, after four and a half decades serving the industry.

It's happening already, he says, such as the acquisition of Air Malawi by Ethiopian Airlines earlier this year. "We can expect to see airline brands from certain countries disappearing over time as governments will no longer be able to fund national airlines," Bert predicts.

As for low-cost carriers, Bert believes this is the most difficult business to run profitably as costs are high and revenues low. Anyone entering this market has to have very deep pockets, he says.

Meanwhile, travel management companies will need to become more flexible regarding customers' demands, he warns, as corporates continue to insist on the lowest fares. "Travel consultants need to give the travelling public a more efficient, cost-effective and personalised service. Corporates, especially, will continue to make use of the services offered by TMCs for many years to come as they do not have the time or experienced



**Bert van der Linden**

staff to process bookings."

Bert entered the aviation industry in 1968. He was part of Comair's first safari company that complemented flights into the Kruger National Park. Letaba Safaris launched in 1975. He also managed the Commuter Handling Services for members of the Airlines Association of Southern Africa for 22 years, was responsible for expanding the airline's operations to various other destinations and saw the launch of Comair Citi-Jet in 1991.

While Bert has retired as a director of Comair, he is still actively involved in consulting for African airlines. ■

# Exclusive deals with MasterCard's Priceless Africa

MASTERCARD has launched its Priceless Africa campaign, offering MasterCard holders a collection of special discounts and rare experiences on attractions, sports, dining, shopping, entertainment and other travel activities.

Exclusive deals are available in South Africa, Kenya, Nigeria, Zambia, Mauritius, Seychelles and Tanzania. These include, for example, additional accommodation, rounds of golf, wine tasting and rafting experiences

at various locations in South Africa. In neighbouring Namibia, World and Platinum MasterCard cardholders can receive discounts on Skeleton Coast safaris and enjoy complimentary balloon safaris. MasterCard cardholders can also

receive discounts on adventures in Kenya with Ultimate Kenya Safari, or in Tanzania through Classical Safari Wonders.

Priceless Africa is part of MasterCard's global Priceless Cities programme. ■



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## Kenya Airways celebrates 50 years



The Kenya Airways team recently celebrated the airline's 50th birthday. Pictured here are (from left): reservations and ticketing officer, **Hasina Osman**; sales manager, **Helena Maxwell**; area manager for Southern Africa, **Rosemary Adogo**; sales executive, **Bathi Pendu**; reservations supervisor, **Edith Tabane**; reservations and ticketing officer, **Nancy Nganga**, and marketing manager for South Africa, **Tracey King**. Photo: SVZ

**Riaan van Staden** (middle) is the winner of the First Car Rental/MG Win a Car lucky draw, which ran from May to October. Riaan wins a brand-new MG-6 1.8 Turbo Fastback valued at R229 900, courtesy of MG and First Car Rental. Riaan is pictured here with gm of MG South Africa, **Derrick Bishop**, and executive head of strategy, development and marketing at First Car Rental, **Melissa Storey**.



## Appointments & resignations

■ **Kati Eksteen** has joined TIC as a sales manager for retail. Prior to joining TIC, Kati worked for SATC, Tourvest – American Express Travel, HRG Rennie's Travel and Specialised Personnel.

■ **Michael Kewley** has rejoined The Fairlawns Boutique Hotel & Spa as md. He has worked at the Hyde Park Tsogo Sun, Beverly Hills Hotel in Umhlanga, The Saxon Boutique Hotel in Sandton and the Palazzo Hotel in Johannesburg.



■ **Bruno De Leo**, md and one of the founding members of Wild Horizons in Victoria Falls, has resigned after almost 10 years of heading up the business. He will be spending more time with his family.

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### Res Consultant

Cape Town  
*JA Travel Personnel*  
R 10K + Comm.  
Email: [adolphe@netactive.co.za](mailto:adolphe@netactive.co.za)

### Amadeus Leisure Consultant

Cape Town  
*Club Travel*  
3 years leisure experience. Strong geography, destination & product knowledge. Fares/ticketing. Amadeus proficient. Sales focused & target driven. Excellent organisational skills. Team player.  
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### National Networking Consultant

Cape Town  
*Club Travel*  
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### eMarketing Manager

CPT  
*Quantex Recruitment Group*  
Highly experienced creative marketing manager who has focused on eMarketing required for leading tourism organisation. Degree/Diploma preferred but experience more essential.  
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### e-Commerce Financial Manager

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### Travel Expert

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*Flight Centre*  
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### Channel Marketing Co-ordinator

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*Equity Connections cc*  
Marketing Degree or equivalent needed. Sound understanding of all aspects of Digital and Direct Marketing including Channel Tracking, Financial, Marketing Strategy etc. Email: [equitycon@mweb.co.za](mailto:equitycon@mweb.co.za)

### Groups Consultant

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## Voyager 'missing miles'

**From page 1**

### How to claim missing miles

Missing miles can be claimed online, which is an effortless process as no original boarding passes are needed. All SAA and Star Alliance airline partner flights additions can be processed via the web. For all non-Star airline partners, missing miles should be claimed via the call centre channels.

Should your clients have outstanding flights on their statement, do not despair. They can add their SAA or Star Alliance missing flights online.

### Steps to claim missing miles online:

1. Log in on [www.flysaa.com](http://www.flysaa.com)
2. Enter the Voyager and pin number
3. Go to 'Missing Miles'
4. Click on 'Add Your Flights'
5. Add the flight details
6. Click 'Submit'

The details entered have to match the boarding pass.

### How to prevent miles from expiring in March 2014

1. Fly a minimum of 5 000 tier miles on SAA or 3 000 tier miles on SA Express in a calendar

year and the Miles due to expire will be carried over to the following year.

2. Issue an Award to avoid miles from expiring and use the Award within the validity period, i.e. six months for Air Awards and three months for Non-Air Awards.
3. Donate miles to charity, choose between Reach For A Dream Foundation or World Wildlife Fund.

### Contact us

Participate in SAA's daily conversations by following the official SAA social media platforms where you can share your experience directly with us.

Follow us on Twitter and/or like us on Facebook, upload your destination pictures and share the excitement with us.

Kindly urge your customers to update their details on [flysaa.com](http://flysaa.com) so that they can receive newsletters and any updates from SAA Voyager.

Any agents experiencing problems with Voyager can get in touch with the team by phoning the call centre:

+27 (0)11 978 1234 or  
+27 (0)83 900 2255/27. ■



## Happy holidays

The TNW team wish all our readers a very happy festive season and a wonderful 2014. May the holidays be joyful and the New Year prosperous and peaceful. Pictured here are: (back) key account executive, **Kathryn Garton**; journalist, **Tammy Sutherns**; senior designer, **Dirk Voorneveld**; and sales executive, **Yolanda Katsi**. Middle row: ad co-ordinator, **Courtney Canham**; features editor, **Michelle Colman**; and photographer, **Shannon Van Zyl**; and (front) production editor, **Ann Braun**; editor, **Natasha Toppel**; and publisher, **Kate Nathan**. Photo: Shannon Van Zyl

## New and improved Travelport Smartpoint launches

TAMMY SUTHERNS

TRAVELPORT has launched an enhanced version of its travel agency point-of-sale application, Travelport Smartpoint.

Enhancements include interactive graphical mapping capabilities and a range of new intuitive tools and functions designed to help travel agents. The tool features enhanced hotel shopping, intelligent fare rules and advanced seat maps that are capable of showcasing all features of a seat.

Also incorporating virtual account number (VAN) payment functionality from eNett, the new version offers

agents an additional secure and fully integrated payment solution within their desktop environment.

South African agents have expressed concerns that the new version of Smartpoint will require high-speed Internet lines, a challenge in South Africa where line speeds are slow and tedious.

Travelport has also tested the enhanced version of Smartpoint on a range of bandwidths such as mobile 3G and EDGE networks and has found that it runs efficiently. "We encourage any users with bandwidth issues to contact their local representative to assist with diagnosing and rectifying any

challenges," says Travelport head of regional marketing and communications for Africa, **Darryl Erasmus**.

He says one minor bug was identified by SA users, which has been escalated and is being rectified. For agents concerned about training, there will be modular training videos available under the 'help' section of Smartpoint, which outline the new features and functions, says Darryl. He adds that the core functionality has not changed, however, and all standard cryptic entries still apply. "The Travelport Southern Africa team are also engaging with users and providing additional training when requested." ■

## Revamp proposed for CT airport

TAMMY SUTHERNS

PASSENGERS will not be expected to fork out for Acsa's planned upgrades at Cape Town International Airport, as the work will not result in increased airport charges.

Acsa has begun the initial stages, which will see expansion and increased airport capacity. SRK Consulting has been commissioned to undertake scoping and environmental reporting (S&EIR) for the realignment of the primary runway as well as additional infrastructure.

**Deborah Francis**, Acsa's head of department for communications and brand management for CTIA, says: "In the event of the approval taking place, we will be able

to accommodate an A380 aircraft. Currently our runway can accommodate this aircraft but not our taxiways." She says more airlines will be able to arrive at CTIA, benefiting the airport, community, city and region at large. "Nothing has been approved, confirmed or will be implemented soon until due process has taken its course," Deborah says.

**Chris Zweigenthal**, ceo of Aasa, says: "As agreed between Acsa and the airline industry, construction of this new infrastructure will only take place where there is a demand for additional facilities." He says planning must continue to give the lead time required to reach construction and commissioning of the new infrastructure when it is

required, which is why the S&EIR has gone ahead for the realigned runway.

Chris adds that it is not anticipated that the developments will affect airport charges in the next five years. "The construction will commence only when Acsa and the airline industry agree that the appropriate trigger of capacity demand has been reached to commence the construction phase. We are pleased with the inclusive and constructive consultation process currently taking place."

Stakeholder engagement and feedback is part of the S&EIR. Interested parties can review the report, discuss it at the public meetings and provide opinion. For more information, go to [www.srk.co.za](http://www.srk.co.za) ■

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