

TNW

TRAVEL NEWS WEEKLY

DEVELOPMENT PROMOTIONS

Experience Norway with Hurtigruten and SAVE UP TO 25%

PRICES FROM R 10 850pp
6 day Voyage South
KIRKENES - BERGEN
On select dates in Apr, Aug, Oct, Nov and Dec 2014 T&Cs apply

HURTIGRUTEN

CALL 011 463 1170 OR VISIT WWW.DEVPROM.CO.ZA

INSIDE	NEWS BUDGET HOTEL BRANDS Africa needs more mid-range hotels Page 6	<i>Shap Shap!</i> New Kruger website Page 7	REPORT INDUSTRY OUTLOOK What's in the pipeline for 2014? Page 10
--------	---	---	---

Bargain basement deals should raise a red flag

DORINE REINSTEIN

ATL Tours has shut its doors, leaving customers stranded and out of pocket, and chairman, **Ahmed Talaat**, is nowhere to be found.

It appears to be a scam the industry has seen many times before – a new operator with a legitimate-looking website, claiming many years' experience, offering suspiciously low package fares, takes travel agents and travellers for a ride.

So, what are the red flags and how do you know you are dealing with a reputable operator?

“Cutting prices is a sign that a tour operator is in trouble as they're looking for cash flow and not profit margins.”

Sean Hough, ceo of Pentravel, says the general rule is “if it looks too good to be true, it is”. Those buying travel should not fall into the trap of making a decision based on price, he says. “Customers must look for the difference: What was the service like? How professional and knowledgeable was the travel adviser?”

Poor service levels are indeed a tell-tale sign of a 'dicey' tour operator, agrees **Terry Munro**, md of Beachcomber Tours, as this often means that salary costs are

kept to a minimum.

Another indication that travellers might be dealing with a suspicious tour operator, Terry says, is when tour operators cut prices while at the same time taking out expensive advertisements. “Cutting prices is a sign that a tour operator is in trouble as they're looking for cash flow and not profit margins,” he says.

Another warning sign may be that the content in advertisements and on the operator's website is riddled with inaccuracies. For example, ATL Tours promoted trips claiming to offer direct flights from SA to Phuket. The company also boasted that it would arrange visas to Thailand for South African travellers free of charge, even though South Africans don't require a visa to travel to Thailand.

Sean adds that travellers and travel agents should never be manipulated into paying on the same day and that they should avoid companies that insist on immediate payment. “Companies will use scarcity to create urgency – ‘it's the last room left’ type of thing. Don't be rushed into anything, shop around and compare and think about everything in your own time.” He adds that customers and travel agents should go with a company with financial transparency and a track record.

Word-of-mouth also remains an important source of information.

To page 12

Shop till you drop!



The annual Dubai Shopping Festival is now on! Until February 2, visitors to Dubai can benefit from big sales and discounts on shopping while enjoying daily raffles, nightly fireworks displays, in-mall fashion shows, musicians, street performers, children's entertainers and more. Pictured here, shopping up a storm, are director of Dubai Tourism Southern Africa, **Wendie White** (behind) and account manager, **Bailey Gorst**. Photo: Shannon Van Zyl

Acsa tariff hikes limited

TAMMY SUTHERNS

ACSA will again increase its Passenger Service Charge and Aviation Co-ordination Services (ACS) charge in April but airline authorities are satisfied the amount will be minimal.

Last year in September Acsa came under fire after it posted a profit of R991m for the financial year ended March 31, as a direct result of rapid increases in tariffs. Industry authorities hoped that tariffs,

which are already at a very high level, would be stabilised and that Acsa would forego another increase.

However, the Regulating Committee has authorised a 5,6% increase from April 1 in the Passenger Service Charge and landing and parking charges. ATNS has also increased its air traffic charges by 5,6% from the same day.

The new Passenger Service Charge will increase the cost of an

To page 12

Hear the ocean roar... Taste the fresh Atlantic air...
The Wild Atlantic Way is coming!
2500km of magnificent touring along Ireland's unspoilt rugged coastline

WILD ATLANTIC WAY

Call Tourism Ireland 011 463 1132 ireland.com



Intercontinental Hotels Group has announced the opening of a new hotel on Mauritius. The Holiday Inn Mauritius Airport is on the island's south-east coast, 700 metres from the new SSR International Airport. It features 140 rooms, an all-day dining restaurant and a bar lounge, as well as 450sqm of meeting space, including a boardroom and four meeting rooms with garden break-out access. Gym and spa facilities are also available.

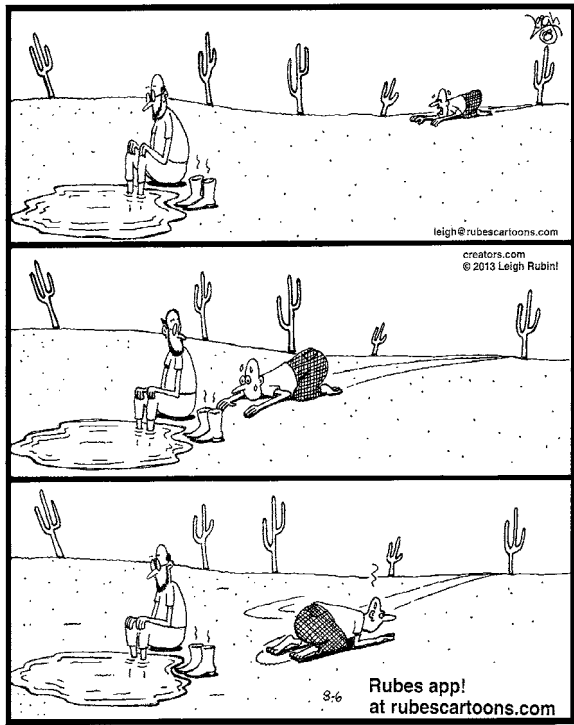
Quick Software
Tailor-made retail travel software solutions

- Professional vouchers with logo
- Voucher emailed in secure PDF format
- SMS voucher image links to traveller
- Track referral commission
- Import vouchers into invoicing
- Comprehensive registers with lookup
- Multi-level reporting

Tel +27 11 4519100 sales@quicksoftware.co.za
www.quicksoftware.co.za

TNW5121SD

Rubes® By Leigh Rubin



French, Italian visas get easier

COASTAL-based SA passport holders travelling to France or Italy can now apply for their visas in Durban and Cape Town. Capago Visa Centres are now accepting French and Italian visa applications

at their offices in the two cities from January 15. KwaZulu Natal residents can apply in person at Unit G002 Pencarrow Office Park, 8 Pencarrow Crescent, Armstrong Avenue, La Lucia.

Western, Eastern and Northern Cape residents, as well as residents of Saint Helena can apply in person at Ground Floor, Old Warehouse Building, Black River South, 2 First Street, Observatory, Cape Town. ■

Sentencing of Wilco van Eeden postponed

NATASHA TIPPEL

THE sentencing of **Wilco van Eeden**, owner of Club Travel Honeydew, who pleaded guilty to charges of fraud and theft to the amount of R3,1 million, has been postponed until June 2.

Sentencing was originally set to take place on November 18, 2013 but was rescheduled as the magistrate was ill. "It is anticipated that Wilco will make representation in terms of mitigation, which could be a probation officer's

report as well as a psychiatric report. We are expecting a full day in court," says **Charmaine van Niekerk**, Club Travel's hr and ops director. Guidelines for sentencing in the case of theft or fraud amounting to R500 000 is 15 years. ■

Hayley Cochran selects the top specials from Travelinfo

- **African Encounters.** Zanzibar fully inclusive specials. Seven-night packages are from R9 319 between January 14 and February 10 and from R9 550 from March 1 to June 14. Offer includes return flights on Mango, taxes, accommodation, all meals, selected drinks and transfers.
- **Jetstar Tours.** Mumbai Madness (land only) – rates are from R4 970pp sharing. Package includes five nights' accommodation at Vivanta by Taj President in a double room, daily breakfast and return airport transfers. Offer valid until March 31.
- **United Europe.** Prague, Budapest and Vienna – rates are from R5 620pp sharing. Offer includes three nights in Prague, three nights in Budapest and three nights in Vienna, daily breakfast throughout and second-class rail ticket between cities. Offer valid for February and March. More dates and prices available on Travelinfo.
- **Africa Stay.** Seychelles – special rates at the Coral Strand Hotel start from R19 619pp sharing. Package includes return flights ex-JNB, all taxes, transfers, seven nights' accommodation with all meals and limited drinks. Offer is valid from January 13 to February 15.



genda1 41570/TNW

NEW ROUTE - GEORGE

Breaking News! Mango has launched a NEW ROUTE, with flights between George and Joburg!

Plus, Mango is the ONLY domestic airline that allows you to book your flight now and pay for it later using your Edgars/Jet Thank U Account Card.

For really affordable fares book on flymango.com or call 086 100 1234.

Book NOW! Don't delay!
Flights between George and Joburg commence November 2013.

Terms and conditions apply

You can fly Mango now and pay later using your Edgars/Jet Thank U Account Card. Mango is the only airline in SA to offer this benefit!

flymango.com | Why not today? mango

TNW5831SD



TRAVEL NEWS WEEKLY
www.etnw.co.za

Published by
Travel & Trade Publishing (Pty) Ltd
Printed by Juka Printing (Pty) Ltd

Phone: (011) 327-4062
Fax: (011) 327-4094
E-mail: tnw@nowmedia.co.za
Web: www.nowmedia.co.za
Address: Now Media Centre,
32 Fricker Road, Illovo Boulevard,
Illovo, Johannesburg,
PO Box 55251, Northlands,
2116, South Africa.

Founding Editors:
John H Marsh (1914-1996) Leona Marsh (1923-2003)

EDITORIAL
Editor: Natasha Toppel natashat@nowmedia.co.za
Features Editor: Michelle Colman michellec@nowmedia.co.za
Contributors:
Tammy Sutherns
Hilka Birns Chana Boucher
Dorine Reinstein Rachael Penaluna
Photographer: Shannon Van Zyl
Production Editor: Ann Braun

PUBLISHER
Kate Nathan katen@nowmedia.co.za

GROUP PUBLISHER
David Marsh davem@nowmedia.co.za

ADVERTISING
Sales: katen@nowmedia.co.za
Advertising Co-ordinator:
Courtney Canham courtneyc@nowmedia.co.za

PRODUCTION
Design Head:
Dirk Voormeeld

SUBSCRIPTIONS
Subs tvsub@nowmedia.co.za
Annual Subscription:
RSA R560.00 SADC R620.00 Foreign R830.00
Domestic readers may receive up to 10 copies per
subscription to one address

flysaa.com

© 2007 South African Airways



SOUTH AFRICA, MEET SOUTH AFRICA.

Meet world-class without leaving the country. Meet a million different landscapes and every colour under the sun. Meet mountains. Meet mines. Meet some of the planet's finest wines. Finance, meet film. Meet fashion. Meet shopping. Meet shipping. Meet a nation on the move, and the airline that's flying it. Meet South Africa, with South African Airways. Go to flysaa.com, call +27 11 978 1111 or contact your local travel agent to book.

Bringing the world to Africa. Taking Africa to the world.



SOUTH AFRICAN AIRWAYS

A STAR ALLIANCE MEMBER 

Bidvest introduces online forex

BIDVEST Bank has launched an online foreign exchange ordering system that brings foreign banknotes or card-based foreign currency to clients' doorsteps.

To access the bank-to-home delivery option, Bidvest Bank clients can visit www.bidvestbank.co.za and click on the online forex icon where they can purchase foreign currency. Clients can choose whether to collect the currency from the nearest Bidvest branch or have the currency

delivered, for a fee. Forex will be available within 48 hours.

Clients can choose foreign banknotes, have a currency value loaded on to a Bidvest Bank World Currency Card or opt for a combination of card-based currency and cash.

In the initial phase of the new service, the only currencies for home delivery are US dollars, euros and British pounds.

Existing customers with an up-to-date FICA profile simply present their green

bar-coded ID documents on delivery or collection of the forex.

Those who are not yet clients of Bidvest Bank can also use the online service but first have to enter personal details on the system. FICA documentation has to be produced before the bank can hand over foreign banknotes or a loaded World Currency Card.

The service is aimed at individual travellers but will be developed and launched for corporates in the near future. ■

IHG launches loyalty programme in SA

INTERCONTINENTAL Hotels Group (IHG) has launched Business Club in South Africa, a rewards programme for corporate customers booking conferences, meetings or accommodation within the IHG stable.

Business Club members will receive points for bookings, which can be translated into discounted room rates or special offers for personal or corporate use. Points can be redeemed in a variety

of ways. Members can convert their Business Club points into IHG Rewards Club points, which enable them to redeem personal complimentary room nights at any hotel worldwide.

Business Club vouchers offer discounts on meeting room bookings, food and beverage or hotel stays at participating hotels; or 'Time for You' vouchers, which entitle members to discounts at numerous local retailers. ■

Travel Counsellors takes to the road

TRAVEL Counsellors is hitting the road this month, with a line-up of workshops across the country.

The road show is aimed at independent ITCs, senior travel consultants who are

thinking of starting their own businesses and owner managers who are thinking of eliminating their administrative overheads.

Workshops will take place in Cape Town on January 23, Durban

on January 26, Pretoria on January 28, Johannesburg on January 29 and Bloemfontein on January 30.

For more information, contact +27 (0)21 300 1836 or email connect@travelcounsellors.co.za. ■

Dream of Zanzibar changes hands

THE five-star Dream of Zanzibar resort will no longer be managed by Planhotel Group from May 1.

Dream of Zanzibar will now form part of the newly launched Emerald Collection

of luxury hotels and resorts and will be managed by the same operators as Hideaway of Nungwi Resort & Spa in Zanzibar. Nungwi

Resort & Spa is also part of the Emerald Collection. ■

Rewards
that'll light
up your
new year.

Make this new year the most rewarding one yet, with Club Red. Every time one of your Avis bookings is confirmed, you'll earn Avis Club Red roses, which can be converted to eBucks and used in any way you please. For more information or to register, visit clubred.co.za
Avis. We Try Harder.

clubred.co.za

AVIS





**world
travel
market**

2 - 3 May 2014
Cape Town

Africa

WTM AFRICA

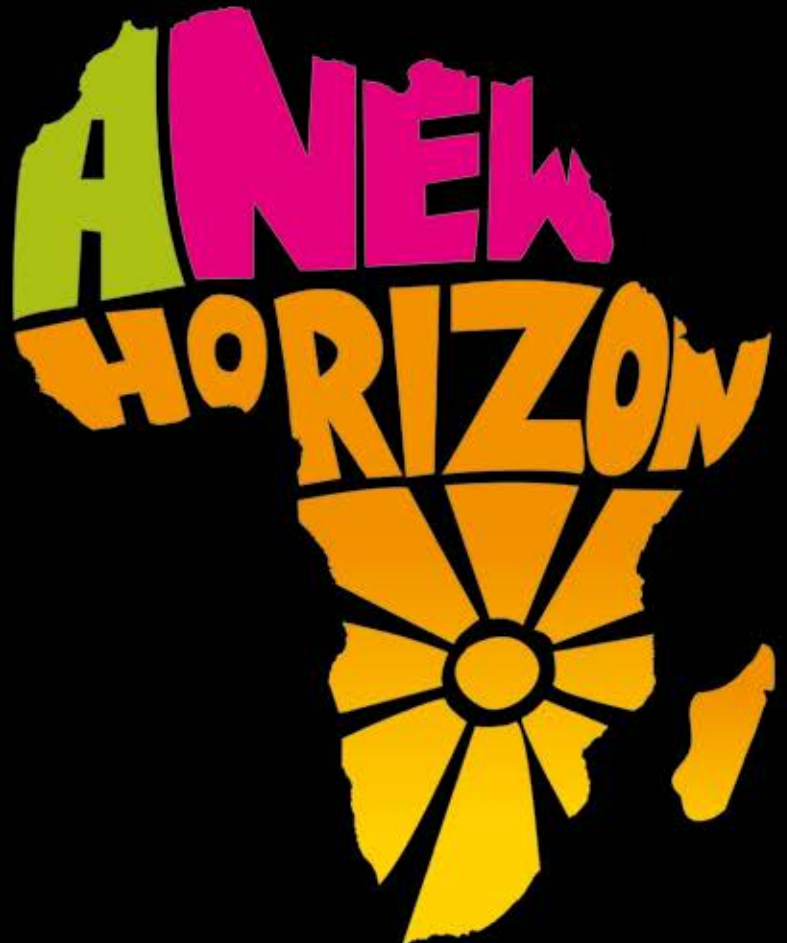
2-3 MAY 2014
CAPE TOWN INTERNATIONAL
CONVENTION CENTRE



means business

**THE NEW LEADING GLOBAL
EVENT FOR THE AFRICAN
TRAVEL INDUSTRY**

If you work with the African travel
industry you can't afford to miss
WTM Africa!



REGISTER YOUR INTEREST

WTMAFRICA.COM

WTMAFRICA-SALES@REEDEXPO.CO.UK

PART OF **AFRICA** | TRAVEL | WEEK™



Africa needs budget hotel brands

TAMMY SUTHERNS

THERE is a shortage of budget accommodation in Africa, creating a gap in the market for mid-range hotel chains, industry authorities say. However, these developments are hampered by having to operate in a challenging environment.

The reason, says **Andrew McLachlan**, Carlson Rezidor Hotel Group's vp of business development in Africa and the Indian Ocean, is because budget and midscale hotels do well in mature markets where the product offering is scaled down because facilities, such as restaurants, bars, laundromats, etc., are readily available down the road.

"Regrettably, in Africa, the local infrastructure is so poor that a midscale hotel still needs to construct all facilities that it would normally outsource. The end result is that the cost of the midscale hotel is too expensive," he says, and adds that budget and mid-market hotels will grow once countries develop their own domestic business tourism and city infrastructure.

Clifford Ross, ceo of City Lodge Hotels, says it is not always feasible to build a mid-range hotel in the majority of African countries as the rates hotels can charge don't allow for a proper return on capital or investment.

He adds that more budget hotels will be introduced to the African market when owners and landlords start tempering their expectations on land prices, buildings costs, infrastructure development as well as providing tax incentives for developers of hotels, as this will make them more attractive for potential investors.

"This is a growth market and will become more so once regional and eventually local travel within the region takes off. Local and regional travellers will not be able to afford the five-star hotel rates that are currently being asked and will be looking to more affordable accommodation," Clifford explains.

Danny Bryer, director of sales, marketing and revenue for the Protea Hospitality Group, says that while more hotels are gearing towards Africa's emerging classes,

hotels also have to guard against mushrooming three-star hotels that charge mid-range prices but offer sub-standard service.

"This will damage the industry as a whole. It would be wise for a hotel owner to select and appoint a reputable, experienced hospitality group that has strong brand equity in the market that delivers and maintains high brand standards across its whole portfolio," he says.

Danny adds that many Protea hotels currently being developed in Africa are geared towards Africa's emerging middle classes and there is a wide gap in the market. With millions of consumers expected to be lifted into the mid-income category in the near future due to the sharp growth trajectory for many African countries, he explains that improvement will come with growth of the industry and growth in consumer discernment.

"The only way is up. The hospitality industry in Africa is extremely underdeveloped in most countries and there is room for growth as economies grow," he says. ■

SAA extends Mango codeshare agreement

SAA has expanded its existing codeshare with Mango to include further coastal cities and Bloemfontein. The airlines already have a codeshare agreement for flights between Cape Town and Durban as well as between Lanseria International Airport and Cape Town. The existing codeshare has now been extended to include flights from Johannesburg to Cape Town, Durban, Port Elizabeth and George. Other routes are Cape Town-Bloemfontein and Cape Town-Port Elizabeth.

EY boosts flights to India

ETIHAD Airways has added a second daily service and introduced wide-bodied Airbus aircraft on its Mumbai and New Delhi routes. The new mid-afternoon services on both routes are operated with 136-seat single-aisle Airbus A320s and the existing late evening departures have been upgraded to larger aircraft. On the Abu Dhabi-Mumbai route, the evening flight is now operated with an A340-600, with 12 passengers in first class, 32 in business class and 248 in economy. This is the first Indian route on which Etihad has offered first class. The A340-600 will add 2 044 seats per week, up from 952 to 2 996 seats each way. On the New Delhi route, the evening service has been upgraded to an A330-200, with 18 seats in business class and 236 in economy. This will add 1 778 seats per week each way, increasing from 952 seats to 2 730 in each direction. Etihad's new flights will also be marketed by Jet Airways as an extension of the airlines' existing codeshare partnership.

AF launches Tokyo-Haneda flights

AIR France will offer a new service to Tokyo-Haneda from March 30 bringing frequencies to two daily flights to Tokyo-Haneda and one daily flight to Tokyo-Narita. The Tokyo-Haneda day flight will be operated by a B777-200, with 35 seats in the business cabin, 24 in premium economy and 250 in economy. The night flight will be operated by a B777-300, with eight seats in La Première, 67 in business, 24 in premium economy and 200 in economy.

SQ adds third Tokyo flight

SINGAPORE Airlines will add a third daily flight to Tokyo's Haneda Airport in March. An A330-300 will operate the route, adding nearly 2 000 seats per week. SQ479 from Johannesburg arrives in Singapore at 06h10 and connects on to SQ632 to HND, departing at 08h00, arriving in HND at 16h00. The return flight, SQ633 departs HND at 17h05, arriving in SIN at 23h05. SQ478 to Johannesburg departs at 01h30 on Tuesdays, Wednesdays, Fridays and Sundays and at 02h10 on Wednesdays, Thursdays and Saturdays.

Bombardier focuses on Africa

HILKA BIRNS

BOMBARDIER is upbeat about the growth of commercial and business aviation in Africa and plans to expand its African support structure. It also has intentions to bid for SA Express's fleet renewal programme.

SAX's Request for Proposals for new jet and turbo-prop aircraft was published on November 4, sparking media criticism in light of its financial and management woes. The airline has not commented on media speculation that government has told it to withdraw its RFPs.

Bombardier's vp sales for the Middle East and Africa, **Raphael Haddad**, says the manufacturer is currently involved in several sales campaigns across Africa. "With the economic boom in Africa and the Maghreb region, the prospects in this region are very good and that's why we are so focused on it," says Raphael. Bombardier expects significant growth

in Africa and the Middle East with projected sales of 970 new aircraft in the next 20 years (Africa 550 aircraft), the majority (62%) being 100- to 149-seat aircraft. It recently announced aircraft deals worth US\$423m (R4,5bn) for its short-haul Q400 NextGen turbo-props, including four to be leased by Ethiopian Airlines from purchaser, Palma Holdings; and two (with two more on option) being acquired by Air Côte d'Ivoire.

African governments, says Raphael, increasingly realise that regional aircraft are a "tremendous tool" to achieve greater connectivity and economic growth on a continent where distances are great and often only major centres are connected by air. Regional liberalisation of air transport and growing investment in secondary and tertiary airports are also driving aircraft sales.

He says sales of pre-owned and new aircraft go hand-in-hand. "The sale

of re-owned aircraft helps us to establish a foothold but, as the African economies grow, a big turnaround is happening in how governments are handling their affairs and more opportunities emerge to sell new aircraft."

Bombardier is also expanding its support infrastructure for its commercial aircraft customers in Africa. Ethiopian Airlines recently became an authorised service facility for maintenance work on Q400 and Q400 NextGen turboprops. Bombardier already has a full-service regional support office and parts depot at Lanseria International Airport in Johannesburg operated in conjunction with ExecuJet. SA Express is an authorised service facility for CRJ and Q-Series aircraft and runs a Bombardier flight simulator for pilot training. Bombardier also operates a manufacturing facility in Casablanca, Morocco. ■



Valid from 1st of December 2013 to 31st January 2014, excluding End of the Year Season (from 28th December 2013 to 3rd January 2014)

ONLY 200USD B&B SGL per night
225 USD B&B DBL per night

On Standard Rooms in Polana Mar Building & Studio/Deluxe in Main Building
Offer is valid for a minimum of two night stay
Book now through: reservations@serena.co.za

POLANA SERENA
HOTEL

SERENA HOTELS
ESTABLISHED 1982
Polana Serena Hotel, Av. Julius Nyerere 1380, P.O.Box 1151, Maputo, Mozambique.
Tel.: +258 21 241700/800. Cell.: +258 82 3210450/+258 84 2417000.
Fax.: +258 21 491480. Email: Reservations@serena.co.mz
Johannesburg Reservations: Grayston Ridge Office Park, Block C, Ground Floor,
144 Katherine Street, Sandton, South Africa. Tel.: +27 (011) 021 2607/2608/2609.
Email: reservations@serenahotels.co.za. www.serenahotels.com

Sha'p Sha'p!

Local is lekker! TNW and SA Travel Centre bring you the latest news in domestic tourism

SOUTH AFRICAN
TRAVEL CENTRE

Sha'p-sha'p: (Sharp-sharp) (a)
A South African term used to express
our good health and well being.

Eastern Cape declares four new reserves

EASTERN Cape Economic Development, Environmental Affairs and Tourism MEC, **Mcebisi Jonas**, has approved the declaration of four new reserves and one protected area in the Eastern Cape.

They are the Lambasi Nature Reserve in the Mhlontlo Local Municipality; the 442ha Kromme Riviers Hoogtenature Reserve in Uniondale; the Baviaanskloof Hartland Nature Reserve in the Willowmore district; and 17 hectares of the Royalston development by Nelson Mandela Bay. The protected

area is situated in the Jansenville region and will be known as the Noorsveld Protected Environment.

The Lambasi Reserve will include the Tsitsa, Tina River Valley and Mzoboshe Horseshoe, which are special features of the Tsitsa Falls Valley.

Mcebisi says the E Cape is a predominantly rural province with a relatively low level of economic activity, and that environmental management is the "catalyst" that can provide empowerment opportunities that will in turn "propel economic development".

Military helicopter boosts anti-poaching efforts

SANPARKS has taken possession of a military helicopter that will be added to its current anti-poaching fleet.

The Gazelle was donated by the Ichikowitz Family Foundation in association with Paramount, an African aerospace and defence group.

It has been configured by Paramount's Advanced Technology Division and will increase areas that can be traversed.

David Mabunda, SANParks ceo, said: "The Ichikowitz

Family Foundation understands our needs. The Gazelle and Seeker plane are just part of their greater involvement, which has included provision of fuel, pilots, specialised training and operational capacity."

The donation is part of an on-going capacity-building partnership announced almost a year ago. The foundation has previously donated a Seeker MKII Surveillance aeroplane, which has been operating in the KNP since December 2012.

Indaba & We Are Africa join forces

INDABA and We Are Africa have entered into a collaborative partnership and launched a new concept: 'Two Shows One Africa'.

The new strategic alliance will see both shows collaborating to offer mutual exhibitors exposure to the combined hosted buyer pool. Indaba will also have a We Are Africa senior representative on its advisory board and, reciprocally, an SA Tourism representative will sit on the We Are Africa advisory board. SA Tourism will be the title sponsor of We Are Africa.

"The concept of Two Shows One Africa is one of the most significant developments in African tourism ever," says SAT ceo, **Thulani Nzima**. "It's underpinned by our mutual commitment to add value to all exhibitors and to the entire travel and tourism ecosystem on the continent. It will ensure that select international buyers who come to do business



Thulani Nzima



Serge Dive

at either trade show, get maximum return from both."

Serge Dive, ceo and founder of Beyond Luxury Media Ltd, organiser of We Are Africa, says both shows are united in their determination to drive tourist arrivals growth to Africa.

"We are effectively combining We Are Africa's exclusivity with Indaba's scale as a premier

mass market trade show that attracts local and international buyers," Serge says. "We will keep each trade show distinct in its proposition, significantly increasing the value for chosen hosted buyers who attend both shows, and effectively doubling the exposure of mutual exhibitors to premier international buyers."

New website to promote Kruger Lowveld

KRUGER Lowveld Tourism has launched a new destination website to promote the region to the domestic and international markets.

It gives visitors access to information on accommodation, tours and

activities as well as advice on how to plan their trip, what to see and do and information on towns and villages.

Lisa Sheard, chairperson of Kruger Lowveld Tourism, says the website aims to attract visitors to the region, look

after them during their stay and keep in touch with them once they have left.

It was launched in association with Flow Communications, the company behind South African Tourism's website and social media. ■

LET YOUR BUSINESS TAKE OFF

No matter whether you're a team of one or of twenty, making us a part of your team will take you to that next level.

Our Centralised Ticketing Service provides you with:

- Round the clock ticketing capability
- 24/7 support
- Refund processing
- ADM / ACM advice
- Accessibility from any geographic location
- Preferred supplier rates
- Multiple GDS platforms

We'll negotiate the best deals available on your behalf, whilst you enjoy one of the most favourable incentive pay-out structures. If you want the assistance of a travel consortium that is going places, call South African Travel Centre now, and let us tell you how we can help your business take off.

cfu@satc.co.za www.sattravelcentre.com 011 616 7956

TNW6808



SOUTH AFRICAN
TRAVEL CENTRE
Taking you further. Bringing you closer.

Bear Grylls Survival Academy comes to Africa

BRITISH adventurer and television presenter, **Bear Grylls**, is launching his first-ever Bear Grylls Survival Academy in Africa in partnership with Mantis.

The first academy will take place at the Stanley & Livingstone Private Game Reserve in the Victoria Falls area, Zimbabwe, from this month. The course will offer outdoor enthusiasts the opportunity to learn extreme survival techniques in the reserve, which is home to Africa's Big Five.

The course comprises a combination of remote land/water survival and adventure tasks and will culminate in a wilderness expedition designed to put the enrollees' new-found skills to the ultimate test. Techniques include fire lighting, emergency shelter building, knife skills, foraging for grubs and rodents, and remote medical trauma. Participants will also learn a range of activities including scrambling, extreme weather survival, river crossings, and white-river rafting, while the course includes Bear's famous

Gross Eat challenge.

"So many people have asked me over the years where they can learn extreme, practical survival – the type that requires spirit, determination and the skills to self-rescue against the odds, in some of the harshest terrain around," said Bear. "So it is with great pride that we can now finally launch the Bear Grylls Survival Academy in Africa to be able to share some of these skills and what it really means to be able to look after yourself when the chips are down." He added: "Oh, and it may hurt a little."

"Nature, conservation and education are really important to us and we are so excited to continue working with Bear and his team as the Survival Academy launches in Africa," said **Paul Gardiner**, Mantis marketing director. "Our aim is to inspire people to reconnect with the natural world and the course will give people a really raw but fulfilling experience, hopefully leaving people feeling challenged but with big smiles on their faces." ■

PillowTalk

A brief look at this week's hotel news



New MannaBay hotel opens in Cape Town

THE new MannaBay hotel has opened at the top of Oranjezicht in Cape Town. The hotel is a kilometre from the old MannaBay hotel and closer to Table Mountain, with its back gate opening directly into Table Mountain National Park. The hotel has eight uniquely decorated rooms and facilities include a white marble swimming pool, a gym, steam room, library, wine cellar, outdoor bar and a fire pit. Services include a 24-hour butler service, a laundry service, complimentary WiFi, and complimentary airport transfers and dinner transfers within the city. In-room spa treatments can be booked.

Protea Hotel Hatfield adds conference venues

PROTEA Hotel Hatfield has recently completed work on a new guest lounge and two new conference venues to service the demand for meeting spaces in Pretoria. The conference venues and lounge are on the hotel's first floor. Each conference venue can accommodate 15 delegates and is equipped with state-of-the-art data projectors and screens, note boards and unlimited complimentary WiFi. "Protea Hotel Hatfield's new offerings will bring even greater numbers of conference delegates and guests through its doors, servicing the demand for quality accommodation and meeting space in Pretoria," said **Danny Bryer**, director of sales, marketing and revenue for the Protea Hospitality Group. This brings to three the number of conferencing venues offered at the hotel.

DoubleTree by Hilton opens in Seychelles

HILTON Worldwide has announced the official opening of the 30-room DoubleTree by Hilton Seychelles-Allamanda Resort & Spa. The new hotel is situated on Mahé and features complimentary WiFi access from the Internet lounge, a techno-gym, restaurant and a separate bar. **John Greenleaf**, global head of DoubleTree by Hilton says: "DoubleTree by Hilton Seychelles-Allamanda Resort & Spa is an inspired addition to our global portfolio and we are confident the hotel's paradise setting along with the offer of ultimate seclusion, comfort and overall well-being will prove a tantalising combination for travellers."





STOP OVER IN SINGAPORE
FOR AN AMAZING GETAWAY
FROM
ZAR490*



Experience Singapore from ZAR490* for hotel accommodation. The package also includes return airport transfers, unlimited rides on the SIA Hop-on Bus, admission to attractions and other benefits worth up to ZAR2,600. What's more, you can enjoy additional Boarding Pass Privileges when you present your boarding pass within one month of your travel date at participating hotels, tourist attractions, restaurants and more. Book at singaporeair.com or contact the Singapore Airlines office in Johannesburg at (011) 880 8560 or Cape Town at (021) 674 0601.

At Singapore Changi Airport, we offer the 'Changi Experience' that promises a diverse range of facilities and services to meet the needs of today's travellers – including acclaimed lush gardens, comfortable rest areas and comprehensive entertainment systems. It's no wonder people say that at Changi Airport, The Feeling Is First Class. To find out more, visit changiairport.com

*Price excludes airfare and surcharges. Bookings must be made from 1 October 2013 to 29 March 2014. Valid for travel from 1 October 2013 to 31 March 2014. Terms and conditions apply.



DreamBoats

Send your cruising news to mandyw@nowmedia.co.za



From Louis the Lawyer – POPI

MSC offers cruise specials

MSC CRUISES is offering cruise deals during January and February. These include savings of R2 500 on an inside cabin, R2 800 on outside cabins, R3 600 on balcony rooms and R1 800 per cabin in suites. When bookings are made, the promo code 'MSCSALE' must be used.

Norwegian introduces Bath Butler menu

NORWEGIAN Cruise Line has added a Bath Butler menu to its offerings, giving guests the opportunity to have a bath drawn by the suite guest's dedicated butler. The butler baths are listed on an in-suite menu and available in all suites fleetwide, including those in the Haven by Norwegian, the line's ship-within-a-ship suite complex. The Bath Butler Menu features seven different luxury bath packages, each with a snack and beverage selection. Many of the suite bath tubs have views of the ocean. Packages start at US\$99 (R1 056) for adult guests and \$49 (R523) for children.

Cruise extension offer from Uniworld

UNIWORLD is offering guests a chance to extend holidays after cruising. On the Burgundy & Provence, A Portrait of Majestic France or the Grand France cruises that begin or end in Avignon, guests can opt to spend three days in Aix en Provence before or after their cruise. The extension is priced from R10 400 and includes two nights' four-star hotel accommodation with breakfast daily, a walking tour of the region with an English-speaking expert, all transfers, service charges, taxes and portage. Uniworld also offers a land extension in Prague for cruises that begin or end in Vienna, Nuremburg and Passau. Priced from R11 000 per person, the four-day extension includes five-star hotel accommodation with breakfast daily, a Prague city tour, an English-speaking expert, all transfers, service charges, taxes and portage. Guests on the Imperial Waterways of Russia cruise can opt for a six-night Baltic extension in Estonia, Latvia and Lithuania, priced from R27 400 per person sharing.

In the next article in his series on the Protection of Personal Information Act, Advocate Louis Nel writes about Further Processing Limitation

THIS section is an extension of the process limitation provisions contained in principle two. It is complicated by the fact that POPI does not define the concepts/words 'further processing' or 'compatible'.

It states that 'further processing' must be 'compatible' with the purpose for which the PI (personal information) was collected in terms of principle 3 – it is not clear what was intended i.e. was the intention additional 'processing' as defined but within the parameters of the 'specific and explicit purpose' or 'processing' beyond/different from it?

Nevertheless it details the factors that will/are to be considered in order to determine whether such 'further processing' is 'compatible':

- The relationship between purpose with the intended further processing and the original collection of the PI;
- The nature of the PI;
- The consequences of the intended further processing;
- The manner in which the PI has been collected;

- The contractual rights and obligations between the parties
- It also details when such 'further processing' is in fact 'compatible':
- The DS (data subject) has consented to further processing;
- The PI is available in public records or has been made public by the DS;
- Same as 11.2 (d) i.e. It is in order to enforce a law, collection in terms of SARS Act, a court order or in 'interests of national security';
- It is necessary 'to prevent or mitigate a serious and imminent threat to public health or safety or the health of the DS or another individual';
- Same as 14.2 (d) i.e. It is for 'historical, statistical or research purposes' but RP (responsible person) must ensure it is only used for that purpose and is not published;
- If authorised by the IPR i.t.o. section 34 i.e. it is in the public interest or 'involves a clear benefit for the DS or a third party' to such an extent that the latter nullifies the rights to privacy provided for in the PPI. ■

WE ARE
IMPERIAL

Join the millions of people that
have already clicked us



With the best car rental deals around the world
there's no wonder that millions of people
book & drive more with us

For further details and reservations

call 0860 100 565 | or your local travel agent | www.chb.co.za

CHB
car hire brokers

What's in store for the travel trade in 2014? *TNW's* Natasha Tippel spoke to industry players from key segments in the industry to hear their views on what to expect in the year ahead...

Domestic airline competition – hot topic of 2014

LAST year was an interesting one for airlines, particularly in the domestic market, as the public and travel trade eagerly anticipated the launch of at least one new local carrier and more competitive fares – which they're still waiting for.

However, industry authorities are confident that at least one market entrant will take to the skies this year. The consequence will be greater competition in a market where passenger numbers and growth have remained finite or negative, says **Nico Bezuidenhout**, ceo of Mango. "New entrants will dilute the current stagnant market, squeezing margins."

With the rand-dollar uncertainty and continued high oil prices, new competitors will need to charge similar rates to those currently in the market to remain sustainable, says **Iain Meaker**, Comair's commercial distribution executive. This will make it tough for them to establish themselves, especially when following a low-risk rather than a low-cost model, he says.



Nico Bezuidenhout

Chris Zweigenthal, ceo of Aasa, predicts that domestic passenger numbers will grow by around 2% in 2014. "New LCCs will enter the market and create a competitive environment, which will further stimulate growth. It is hoped that there will be a renewed focus on domestic tourism, with additional services and increased competition on the traditional business secondary routes." He predicts travel into

Africa will continue to grow at over 6%.

Nico agrees: "The aviation sector will see a focus on regional expansion as saturation of the domestic market approaches rapidly, particularly when taking into account substantial investment by SA business across the continent."

SAA is seeing the growth opportunities with its 'African Expansion Strategy', where it aims to increase frequencies on routes with higher passenger volumes. "There is more interest in travelling to African states, mostly in the corporate sector," says **Kendy Phohleli**, acting gm of commercial. "African routes are being developed and more capacity deployed on existing routes as demand grows."

Africa is one of the fastest growing regions but airlines aren't making money, says **Iain Meaker**. "This limits their ability to invest in their product." The outlook for African airlines is unchanged from September with a US\$100m (R1,06bn) loss in

2013 switching to a \$100m profit in 2014. "The region's carriers face stiff competition on intercontinental routes, while intra-African connectivity is underdeveloped as a result of market access restrictions. High operating costs, heavy taxation and infrastructure deficiencies also hamper the region's airlines. Improving safety remains the top priority for the region. Governments have agreed, through the Abuja declaration, to aim for world-class safety by 2015."

On the international front, **Iain Meaker** recently announced an upward revision to its industry financial outlook. For 2013 airlines are expected to return a global net profit of \$12,9bn (R137bn), improving to a net profit of \$19,7bn (R210bn) in 2014. The upward revision reflects slightly lower jet fuel prices over the forecast period as well as improvements to the industry's structure and efficiency already visible in quarterly results in 2013.

However, operating costs will remain high and with increased competition, the focus of

airlines will be to increase efficiencies and productivity to reduce unit costs and improve profitability margins, says **Chris Zweigenthal**.

For Mango, innovation is key, says Nico. "Factors that influence purchase decision ultimately drill down to price, product, innovation, network, brand strength and distribution strategy. The easier it is to do business with a product, the more likely consumers are to spend with you."

Iain Meaker agrees: "The hot topic in 2014 will be 're-invention', as traditional distribution systems and channels continue to fragment. The industry will continue to grapple with the creation of value and professionalism to ensure it can continue to be relevant and purposeful. More than ever the industry needs to work collectively towards a common purpose, be proud of what value it can add and ensure that it charges rates for these services that allow it to continue to re-invest in being more meaningful, more efficient and adding value."

Car rental struggles against e-tolls and slim margins

IT'S A big year for car rental as e-tolls went live late last year and industry experts expect the impact on the industry to be massive.

"E-tolls are a big challenge for car-rental companies, particularly with regard to administration and billing processes," says **Keith Rankin**, ceo of Avis. We expect huge pressure from corporate clients to reconcile payments. It's a massive administration burden on both the car-rental companies and TMCs and we will have to see how things play out over the next six months."

However, the biggest challenge in 2014 will be to increase margins as rates in the industry remain flat, **Keith** says. "The exchange rate affects the cost of vehicles, while car hire rates remain below inflation. Pressure from corporate travel will continue to squeeze margins, as companies are still price conscious and tightening budgets."



Dawn Nathan-Jones

Another challenge is the lack of competition in the domestic airline sector. "Price increases have put significant pressure on people travelling for leisure and volumes are down. We need more affordable airfares to encourage domestic travel over the weekends, to boost our fleet utilisation."

Keith believes that volumes will be slightly up or flat

and that special projects and government business, particularly with the upcoming elections, will help boost bookings in 2014.

He adds that car-rental companies are coming up with new initiatives and ideas on how to add value to the customer and capture market share, as they can't do so on price.

Dawn Nathan-Jones, ceo of Europcar, agrees, saying South African travellers will place an emphasis on value to stretch their rands, balancing service and price but not compromising on the safety and quality.

"The growth of online interaction will continue and gain more momentum, with the phenomenon of mobile connectivity leapfrogging the use of desktop. Customers now, more than ever, will be making use of social media and other technology-based applications. In turn, this will drive consumer demand for flexibility in terms of service and value combined with efficiency," she says.

More MICE please!

LAST year saw unprecedented growth in the meetings, incentives, conferences, and events sector, and there will be no slowing down in 2014.

The biggest areas of growth and change, predicts **Jim McIntosh**, Tourvest Destination Management's gm of business development and marketing, will be:

- 1) Tighter budgets. "The economic climate has seen procurement become ever more involved in the decision-making process for all MICE business. This means that everything is about the bottom-line. It is important to demonstrate, and prove, the value that MICE professionals offer."
- 2) Technology. "Mobile applications are becoming more widespread and are rapidly changing the way in which delegates, exhibitors and even speakers interact with one another, with real time connectivity and live updates."
- 3) Greening. "Organisations such as the Event Greening

Forum and the Wilderness Foundation are going some way to 'green' the MICE industry but in South Africa we are a long way behind our counterparts in Europe and North America. Green audits of conferences, events and incentive trips should become a normal part of the service offering but are a prohibitively expensive exercise in the current price-sensitive climate in which we operate."

4) The 'wow' factor. In the Incentive sector, the weak rand presents a challenge, **Jim** says. "Clients are looking to reward staff with an amazing, unforgettable experience. There is one, fixed budget. The further the destination, the more limited the programme becomes. Striking a balance between programme content and destination 'wow' factor is going to become more challenging in 2014."

• For more views on what to expect in the year ahead, see next week's issue of *TNW*. ■

Births, deaths, marriages, promotions – we want to know! Please fax or e-mail TNW's Mandy Watson, at mandyw@nowmedia.co.za or (011) 327 4094.

Island hopping



Club Travel hosted a group of consultants in Bali recently where they were treated to Indonesian cuisine and tour and hotel inspections. Qatar Airways, Grand Mirage, Centra Taum Seminyak, Oasis Lagoon Sanur, Grayline Tours and Zurich made the trip possible. Pictured here soaking up the sun are (back from left): Adele Geel, Heinrich Gersbach, Mandy McEvoy, local guide, Nazlie Jossie, Rochelle Rubino, Tracey Visscher and Rene Ramsamy. In the front row (from left) are Leigh Mitchell, Alistair Fortuin, BJ Klein and Deborah Magrath.

Appointments & resignations

■ Kaliq Essop

has been appointed the new general manager of Tsogo Sun's Southern Sun Hyde Park Sandton hotel.



■ **Desmond O'Connor**, gm of Three Cities Mandela Rhodes Place Hotel & Spa, has bid farewell to his team as he moves on to new adventures.

Kenya Airways, the pride of Africa, have the following positions available in their Morningside office.

- **Personal Assistant to Area Manager**
HR support
Good communicator
Strong administration skills
- **e-Sales Executive**
Promote online sales
Initiatives using online platforms
Increase website traffic
- **Sales Support**
Strong administration skills
Strong computer skills
Airline experience preferable

Please forward your CV to tracey.king@kenya-airways.com by Friday 17 January.

TNW6979

Due to an expanding client portfolio, Africa's leading airline GSA company has the following vacancies

SALES MANAGER
with good communication / administration skills, suitable airline sales / marketing experience & commensurate academic background.

SALES EXECUTIVES
Minimum 2 to 3 years' experience.

AIRLINE TICKETING / RESERVATION CONSULTANTS

Attractive packages for the right candidates.

Send CV to Sharnay Ferreira s.ferreira@holidayholdings.co.za
Phone: 011 289 8162 or 011 289 8100

Only short listed applicants will be contacted.

TNW6980

To advertise on this page email courtneyc@nowmedia.co.za

Did you know that the Zambezi Sun is only a 5 minute walk from the edge of the Victoria Falls?

TNW6966

Top jobs in Gauteng this week:

Sales Exec
Combination of new business & servicing of existing corporates. Highly professional, well est TMC will reward your top track record. Dynamic team! Competitive offer.

Bookkeeper
Ideal for the figures fund! Manage books to T/B flaunting your Accpac skills. Progressive operator. To R20 000 ctc.

East Africa Specialist
If you thrive on designing tailor-made FIT's & have excellent product knowledge, this is the chance you've been waiting for! Energetic team. Highly neg offer.

Ticketing Cons
Expanding agent req a ticketing expert to handle all aspects of QC, fares, ADM's & refunds. Galileo / Amadeus. To R13 000 ctc.

Tel: Tracey 011 452-0204, 076 993 7945 traceyc@nowjobs.co.za

apb WEBER TNW6977

Pick of the week

brought to you by



Senior Meetings / Incentives Consultant – Gauteng – Randburg – Wholesale
Wendy's Travel Personnel
An opportunity to work closer to home utilising your indepth Inbound Meetings & Incentives experience!!
Email: wtp@icon.co.za

Inbound Groups Consultant – Gauteng – Sandton – Wholesale
Wendy's Travel Personnel
Minimum of 3 years Southern African Groups experience required to join Leading Inbound Operator!!
Email: wtp@icon.co.za

Product Administrative Assistant – Cape Town
Club Travel
Support the product division, research and develop the Cruise product, load product on Club Travel's website. Webinars, AD applications and reporting for Corporate.
Email: careers@clubtravel.co.za

Operational Systems Administrator – Cape Town
Club Travel
Requires an understanding of the processes Club Travel follows. Includes operations, accounting, ticketing, online, scheduling, basic GDS proficiency, Excel and problem solving.
Email: careers@clubtravel.co.za

Incentive Manager – Cape Town
Lee Botti & Associates
Magical MICE fundi to lead pax of 5, required for leading inbound operator.
Salary R20 000.
Email: malikam@nowjobs.co.za

Junior KAM – KwaZulu Natal
Lee Botti & Associates
Join the masters in corporate travel in retaining and increasing existing business.
R11 000 neg!
Email: ashneem@nowjobs.co.za

Top Senior Consultant – Johannesburg
Infusion Consulting
Full-function Corporate Travel Consulting. Galileo/Amadeus. Salary highly neg. Avail ASAP.
Email: belinda@infusion.co.za

Intermediate Online Consultant – Johannesburg
Infusion Consulting
Full-function Corporate Travel Consulting – (Online Division). Galileo/Amadeus. Salary neg. Avail ASAP.
Email: belinda@infusion.co.za

Senior Groups Consultant – Sandton
Equity Connections cc
Must have sound understanding of the Incentives/Groups market at Senior level. Ability to design creative itineraries for South/Southern Africa essential.
Email: equitycon@mweb.co.za

Retail Consultants – Johannesburg
Equity Connections cc
Intermediate/Senior positions for Corporate and Leisure experts. Amadeus or Galileo needed plus ticketing, fares knowledge and Retail Travel experience.
Email: equitycon@mweb.co.za

Product Manager - CPT CBD
Professional Career Services
Set targets. Meet profit margins. Implement strategies. Min 7 years experience with qualifications. Product Development, Negotiation, Analytical, Communication and Management Skills.
Salary: R 15 – 20 000 neg.
Email: candicecv@pcs-sa.co.za

Inbound Pricing and Proposals Consultant – KwaZulu Natal - Durban
Professional Career Services
Compile and provide itineraries to wholesale customers. Propose on Southern & South Africa for Groups/FIT's. Matric and tertiary qualifications.
Salary: R8500 – R12500 ctc.
Email: jeancv@pcs-sa.co.za

TNW6978

These adverts were selected from the vacancy section of www.travelinfo.co.za
For more details contact jobs@travelinfo.co.za

Bargain basement deals should raise a red flag

From page 1

John Ridler, spokesperson of Cullinan Outbound Tourism, says that when in doubt, friends' recommendations of operators that have given good service in the past can be valuable. He adds that checking whether a tour operator is a member of a trade organisation such as Asata can also provide some guarantees.

Default insurance can bring relief if travellers or travel agents have been scammed by a fraudulent operator. "It is important to advise travellers to include default cover in their travel insurance or to ask credit card providers if they offer default insurance," says John.

Mladen Lukic, gm of Travel Counsellors, agrees and says its Financial Protection Plan means that the company guarantees safety of its clients'

moneys in case of supplier default. "As such, we vet every supplier to make sure that we can make good on that promise. This way we protect both our Travel Counsellors and their clients."

Several tour operators have come forward saying they are happy to assist travellers who have been affected by the closure of ATL Tours. Ceo of Cullinan Outbound Tourism, **Joanne Adolphe**, said in December last year that Thompsons Holidays would take over the bookings and offer trips at cost price to travellers who had already booked and paid for trips through ATL Tours.

An SAPS spokesperson told TNW in December that 41 people had come forward to open cases of fraud against ATL Tours and that Ahmed was a suspect, however no arrests have been made. ■

Less market share, more competition in 2014

Pressure on costs and margins, shrinking market share, a weak rand – these are some of the challenges that retail travel agents face this year. Industry authorities predict what to expect in 2014. Natasha Tippel reports.

IT WOULD be great to be able to say that the retail travel industry has turned a corner and that the economy has strengthened, but industry authorities predict that this year will hold many of the same challenges as 2013.

Agency owners say the market, which is already fiercely competitive, will continue to shrink, putting pressure on those operating in the retail travel space.

"This means further pressure on costs and ultimately margins," says **Claude Vankeirsbilck**, chief sales and marketing officer of Tourvest Travel Services. "TMCs will continue to battle it out as the market share shrinks. Excluded from this is the public sector, which will continue to grow, although with more scrutiny on wasteful expenditure."

This shrinkage will put pressure on suppliers, with airlines continuing to battle out their fair market share, Claude says. "Suppliers will be forced to implement firmer credit controls as pressure mounts on those TMCs that continue unabated to offer unsustainable credit terms in the market."

Tighter corporate budgets, tighter lending policies by the banks and the fact that SA is holding national and provincial elections this year, mean 2014 will be a challenging year for the travel industry, says **Mladen Lukic**, gm of Travel Counsellors. "Nimble, more focused organisations with a well-defined value proposition will succeed. It will require a big effort and it will require a business model that has the client at the centre of it."

Andrew Stark, gm of Flight Centre, agrees: "Retailers will need to specialise, and do this well, in order to grow market share. The economy is depressed and with the thought of interest rates increasing soon, there will be a lot less disposable income for family holidays. We will find that holidays will become less frequent and closer to home. People will continue to look for value in their holidays," says Andrew.

"Retailers will need to specialise, and do this well, in order to grow market share."

Sean Hough, ceo of Pentravel, says the group has noticed a massive interest in fully inclusive holidays and affordable destinations. "With the rand so weak, it's easy to convince customers of the value of all-inclusive." The value of an organised package, guided holidays or cruising, is also apparent, Sean says.

Also a continuing trend but one that is expected to gain momentum, is the shift online. "Online is still underutilised in SA but demand is growing. Last year the BidTravel group's total of online transactions was 15%. This year we are moving towards 20-25%. This is a huge growth area for us. We have consolidated our bricks-and-mortar agencies and find ourselves playing more in the digital space," says md, **Allan Lunz**.

Claude agrees: "The biggest growth in 2014 will be in online booking tool adoption and general introduction of new travel management

technologies. New entrants in this space are developing technology that finally meets the needs of the local market nuances and there will be a significant shift to these."

Stephan Ekbergh, ceo of Travelstart, expects to see more professional online competition. "The days of travel portals are over. I foresee there will be strong outside competition to the GDSs from companies creating lightweight, ticketless booking systems coupled with airline direct ticketing and payment."

Another challenge is travel agency owners' ability to find and recruit enough of the right people, Sean says. "We rely on finding well-travelled, resourceful people who can think like entrepreneurs and deal with customers from all walks of life. We recognise that our ability to grow as a business depends on this one thing."

Lee Botti of Lee Botti & Associates agrees: "There is a great demand for experienced consultants with little inclination from companies to train staff. I would love to see more companies providing further training for juniors. There is a great skills shortage in the industry, yet there are many graduates unable to find employment."

On the upside, there may be some relief for SA travellers in 2014 applying for "the dreaded" Schengen visa, says Sean. "Schengen states are granting longer periods for travel – three and even five years. If this is becoming a trend, it will bode very well for greater repeat travel to Europe. UK is the only destination with travel down," he says. ■


brought to you by

impulse poll
eTNW and TRAVELINFO

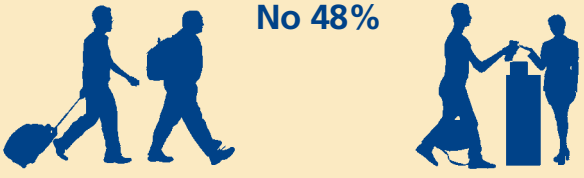
TNW

Passport control woes
Have any of your clients expressed frustration with OR Tambo passport control delays?

Yes 52%



No 48%



To sponsor this poll
contact Kate on 011 214 7334
or e-mail katen@nowmedia.co.za

Acsa tariff hikes limited

From page 1

airline ticket by R7 for a domestic flight and by R18 for international flights.

Comair's executive manager for commercial distribution, **Iain Meaker**, says this is an agreed and regulated increase to what they believe to be an existing high charge. "We would prefer that any increases are kept to an absolute minimum, given the current state

of the economy and dwindling passenger demand, especially in light of the healthy profits Acsa declared in its last financial results. As an industry we would prefer to see the revenue made up in additional passenger volume."

Mango spokesperson, **Hein Kaiser**, says: "An increase in the cost of air travel, whether oil prices, exchange rate fluctuation

or any other increase, will affect accessibility to air travel in terms of price sensitivity."

He adds that, conversely, South Africa has good airport infrastructure with flagship ports across the country, enabling greater or more efficient movement of people and goods. "Ultimately good infrastructure has a positive economic impact," he says. ■