

# TNW



**More Comfort.**

www.citylodge.co.za

0861 563 437

TRAVEL NEWS WEEKLY

INSIDE	<p><b>NEWS</b></p> <p><b>GROUP BOOKINGS</b></p> <p>Kulula gives agents control</p> <p style="text-align: right;">Page 2</p>	<p><b>REPORT</b></p> <p><b>TRAVELPORT E-VOLVE SUMMIT</b></p> <p>Next generation of travel commerce</p> <p style="text-align: right;">Page 8</p>	<p><b>FEATURE</b></p> <p><b>SELL MORE... THAILAND</b></p> <p>The Naked Agent – It's a tie!</p> <p style="text-align: right;">Page 10</p>
--------	---	---	--

## SAA rethinks incentives

NATASHA SCHMIDT

SAA will restructure its override commission agreements with South African retail travel agencies, come April 1. This is likely to have a fundamental impact on many agencies and consortiums that rely heavily on these incentives to contribute to their bottom lines.

"As the margins in travel are extremely tight it is often the override that takes a traditional travel agency from a loss to a profit. With SAA international override deals counting for anything from 25% to 40% of total overrides received, a big reduction in pay-outs from SAA will have a dramatic impact on the bottom line," says **Garth Wolff**, ceo of eTravel.

Although retail agents are still unclear about exactly what changes will be made as they wait to engage with SAA on new commercial agreements, it's believed that the airline plans to move from a volume-based to growth incentive model, whereby consortiums

will be rewarded on their growth percentages. SAA has in the past had many constraints placed on it by the Competitions Commission as a result of its dominant position in the domestic market and it was unable to reward retail agents based on growth. "We surmise that on the international side, where SAA is not dominant, the playing fields will be levelled with its competitors and it will be allowed to move to growth-based incentives, which will probably be less lucrative than the volume-based model," says **Wally Gaynor**, md of Club Travel.

The travel trade has been a strong supporter of SAA, reputedly contributing around 80% to the airline's international sales. This could change things in favour of airlines, such as Emirates, that offer the trade attractive override incentives.

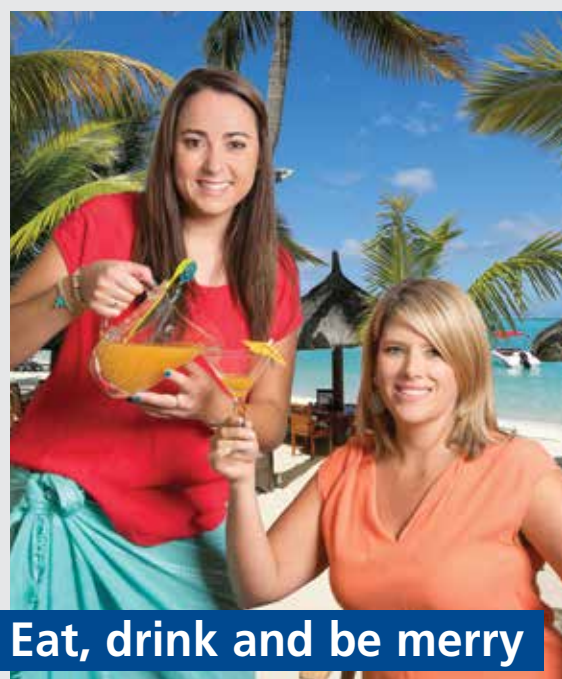
"With the market being highly competitive, other carriers are playing aggressively in the same international space as SAA. Needless to say, the Middle Eastern carriers are

not going to relinquish market share easily and they will be courting the big hitters to maintain their growth," says **Rod Rutter**, coo of XL Travel.

"Holding a significant portion of the international market, SAA must wish, and need, to grow its market share, so growth targets have to be treated cautiously. Growth is an integral part of SAA's plan to return to profitability and we wish them well in achieving their objective. It is important that they do not fail to engage positively with the trade," he says.

"From an eTravel perspective, the fixed costs pertaining to the average ITC are significantly lower than a traditional bricks-and-mortar outlet, hence the monthly impact may not be detrimental. However, the annual bonus or override pay-out has become heavily relied on by ITCs within the eTravel group to cover costs incurred in the build-up to the Christmas period," says Garth. "What will invariably take place is that the ITCs' focus will shift from supporting

**To page 20**



### Eat, drink and be merry

Beachcomber Tours sales executives, **Kirsten Johnston** (left) and **Gina Standford**, celebrate Beachcomber's new top-up lunch and drinks package, now available at Trou aux Biches, Paradis and Dinarobin resorts in Mauritius. The Escape Lunch and Drinks package, which is available from April 27 to September 30, includes a light buffet lunch at designated restaurants and an unlimited selection of drinks at all available bars from 10h00 to 23h30. The rate is R675 per adult per night and for children between the ages of six and 17 years the rate is R340 each per night. Children under the age of six are free. Photo: Shannon Van Zyl

## Mauritius resort closes for renovations and rebranding

LE TOUESSROK resort in Mauritius will close for renovations on April 15, before being reflagged and launched as a Shangri-La property on November 1.

Shangri-La signed a management contract for Le Touessrok in June last year and announced it would reflag and launch the hotel as Shangri-La's Le

Touessrok Resort and Spa Mauritius. Reservations will open on March 30 for stays starting from November 1. Shangri-La is in the process of negotiating contracts with

various SA tour operators. Shangri-La's Le Touessrok Resort and Spa will be the second property in the brand's growing portfolio of five-star resorts, joining

Shangri-La's Villingili Resort & Spa – Maldives. It will be followed by the opening of Shangri-La's Hambantota Resort & Spa – Sri Lanka in 2016. ■

It's international service standards, delivered with South African spirit. A little further goes a long way.

0861 131 000 europcar.co.za EuropcarSA f t

moving your way



**Don't waste any more time doing manual recons!**

BSP Billing Extractor creates a file which is imported into QuickTrav to produce a "differences only" report / reconciliation at the touch of a button.

**BSP Billing Import**

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

TNW6154SD

# Kulula gives agents 'control' of group bookings

TRAVEL agents are now able to make their own kulula.com group bookings on any GDS system, instead of booking through the kulula groups department. Agents can also add traveller names, process invoices and reserve their own Free Tour Leader bookings without having to contact the airline.

"The kulula groups department receives a very high number of group booking requests per month, so this new project will ease the pressure on the department and also give travel agents full control of their own bookings, thus resulting in quicker processing of bookings once the reservation is made,"

says **Brian Kitchin**, Comair's executive manager of sales. Agents will still be allowed to process two free name changes per group; group check-in for a maximum of 20 passengers; and book pre-paid seating and extra bag purchases via kulula.com up to 24 hours prior to flight departure. ■

**Rubes®** By Leigh Rubin

© 2014 Leigh Rubin

# Flyafrica faces further delays

FLYAFRICA.COM has further delayed the launch date of its flights between Johannesburg and Namibia. The inaugural flight, which was scheduled for March 2, was initially postponed for two weeks pending Civil Aviation Authority final approval to operate on the route. At the time, the airline did not wish to confirm whether this was the Namibian or South African authority due to the sensitivity of the issue. This

would have pushed the new launch date to March 16. However, the airline has now announced that it is still awaiting final government approval and will therefore delay flights until the end of April. **Adrian Hamilton-Manns**, Flyafrica ceo, says the airline's report has been given the nod and that they are simply waiting for the official piece of paper. "Final approval could come through today or tomorrow

but we need to give people certainty, which is why we've decided to halt operations for six weeks," he says. The airline had also planned to launch flights between Johannesburg and Lusaka, using fifth freedom rights between South Africa and Namibia. These flights have also been delayed. Affected passengers will be offered refunds irrespective of when they are travelling. ■

# UAE offers multiple-entry visas

THE Dubai Visa Processing Centre (DVPC) has introduced two new visa categories at all its application centres, namely

the short-term visit multiple-entry tourist visa (valid for 30 days) and the long-term visit multiple-entry tourist visa

(valid for 90 days). Both visas are applicable for business and leisure travellers. ■

**TNW** TRAVEL NEWS WEEKLY  
www.etnw.co.za

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

**EDITORIAL**  
Group Editor: Natasha Schmidt      natashas@nowmedia.co.za  
Contributors:  
Debbie Badham      Max Marx  
Hilka Birns      Caro Malherbe  
Dorine Reinstein      Darise Foster  
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      courtney@nowmedia.co.za


**PRODUCTION**  
Design Head:  
Dirk Voorneveld

**SUBSCRIPTIONS**  
Circulation      tvsub@nowmedia.co.za

**NOW Media**      **abc**

**Sharmaine Scott selects the top specials from Travelinfo**

- **Hilton Durban.** Rates are from R999 per room per night in a king or twin guest room. Rate includes breakfast at the Rainbow Terrace – maximum two adults. Minimum two-night stay applies. Rate is bookable online until March 31. Special is available for stays until December 31.
- **Azure Travel.** Packages to Italy are from R10 985 (three star) and R14 795 (four star) per person sharing. Add R5 295 for approximate airline levies. Packages include return flights from JNB, three nights in Rome, two nights in Florence, two nights in Venice, rail tickets – second class Rome-Florence and Florence-Venice. Value add: tour of the major monuments of historic Rome. Offer is valid during May.
- **Flame of Africa.** Botswana – special rates at Mowana Safari Lodge. Rates are from R6 342pp sharing. Offer includes return BBK airport transfers, three nights' accommodation with breakfast, two Chobe game drives, two Chobe River cruises plus park fees. Rate excludes flights. Rate is valid until June 30.
- **African Sun.** Victoria Falls Summer Promo – stay for three nights, pay for two. Rates are from US\$83pp (R973) at Hwange Safari Lodge and \$110pp (R1 289) at Elephant Hills Resort and The Kingdom at Victoria Falls. Rate includes breakfast for two nights. Complimentary night is on a room-only basis. Special expires April 30.



there's a new square on the block

a trendy hotel that ticks all the boxes, every time

Mill Street, Gardens, Cape Town, 8001  
tsogosun.com



TNW6797SD



[flysaa.com](http://flysaa.com)

# JOBURG —————> ABU DHABI

Flying 7 times a week, with more connections to the Middle East, India and Asia – BOOK NOW



With a direct flight between Johannesburg and Abu Dhabi you'll be enjoying shimmering turquoise waters, a thriving business hub and some of the world's greatest landmarks in no time. Starting 29 March 2015, travel from Johannesburg to Abu Dhabi and connect to an extended network including the Middle East, India and Asia.

Book now and earn double Voyager Miles when travelling beyond Abu Dhabi on Etihad Airways operated flights for the period 15 April – 31 May 2015

Go to [flysaa.com](http://flysaa.com), call +27 11 978 1111, or contact your nearest travel agent to book.

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



**SOUTH AFRICAN AIRWAYS**

A STAR ALLIANCE MEMBER 



# Carlson Rezidor expands African portfolio

**C**ARLSON Rezidor will open the Radisson Blu Hotel du 2 Février in Lomé – its first property in Togo – in the fourth quarter of this year. The former Hotel du 2 Février is the tallest building in Lomé and the tallest hotel in West Africa at 102m (36 floors).

The five-star Radisson Blu will offer 320 rooms and apartments; five food and drink outlets; 3 600 sqm of meeting space that includes

two auditoriums; an outdoor swimming pool and terrace; a business centre; a business-class lounge, a 375 sqm gym and spa area; tennis courts and a casino. It will be just 7km from the international airport.

The hotel is currently undergoing a full renovation.

“The emerging market of Africa is one of our most important growth areas and we aim to establish Radisson Blu as the leading upper-

upscale brand in the region, present in capital cities and financial hubs,” said **Elie Younes**, executive vp and chief development officer of Rezidor.

“Africa offers excellent opportunities due to its huge natural resources and workforces, improved infrastructure, and a growing middle class. We want to grow further on the continent,” said **Andrew McLachlan**, vp business development at Rezidor. ■

# New Pietermaritzburg property on the way

THE City Lodge Hotel Group will start development of the 90-room Road Lodge Pietermaritzburg this month. It is scheduled to open for business in November and will become the 22nd Road Lodge in the country and

the 56th hotel in the City Lodge Hotel Group.

It will be situated on the corner of New England Road and Hesketh Drive in Hayfields, Pietermaritzburg, and will employ a staff of 15.

The budget one-star brand within the four-brand City Lodge Hotel Group, which targets both business and leisure travellers, will allow up to three guests to share a room for the single room rate. ■

# SAACI launches new interactive website

THE Southern Africa Association for the Conference Industry (SAACI) has launched a new interactive website, [www.saaci.org](http://www.saaci.org), in conjunction with YourMembership. It went live on March 1.

The new website features a members' profile module, whereby each company has its own dedicated profile with its representative profiles linked to the company profile.

Furthermore, the website serves as a fully integrated membership and financial management system as it is able to interface with Pastel online software and a website with log in functions to get access to

the association's knowledge base.

YourMembership is an American-owned company and powered by One Zone in South Africa.

“Our partnership with YourMembership will not only allow us to reach more members across the Southern African region but also assist our members to grow their business through better member-to-member connectivity,” said **Adriaan Liebetrau**, ceo of SAACI.

“By next year we believe the website will form an integral part of our members' day-to-day business operation.”

Over the next few months, SAACI will launch numerous additions to the website. ■

## To the point



Travellers can now make bookings online for tickets to the Taj Mahal in Agra and Humayun's Tomb in Delhi. The booking facility also lets visitors choose their time to visit the monuments. The 'Heritage Monuments of India' online booking service will gradually be extended to other World Heritage Sites in India, according to director of India Tourism in South Africa, **Manas Ranjan Pattanaik**.



With eTravel, you're never just a number; you're part of our family. We communicate. We're transparent. We're people. We even pop by for tea to see how you are. And we'll go above and beyond to make you happy.

Because, like a happy family, that's what we do. Care.

**Big enough to matter. Small enough to care.**

**WE'RE HERE for the long run.**

To get started call Tammy on 0861 eTravel or email [info@etravel.co.za](mailto:info@etravel.co.za)  
Or visit [etravel.co.za](http://etravel.co.za) for further information.  
Venture into new territory. A wealth of opportunity awaits.



Work for yourself. Not by yourself.





**BRITISH AIRWAYS**  
Operated by Comair

Johannesburg to Victoria Falls  
from R3 476\* return, all inclusive

Johannesburg to Livingstone  
from R3 476\* return, all inclusive

With daily flights from Johannesburg to Victoria Falls and Livingstone at convenient flight times and with the personal service synonymous to British Airways, connecting people within southern Africa is our pleasure.



\* Terms and conditions apply. Flight prices are based on per person return fares in Traveller (economy) Cabin. Fares valid until 30 June 2015. Limited seats available. Flight prices may fluctuate due to the Rand/ Dollar exchange rate at the time of booking.



# Need to earn BEE points?

WITH the May 1 deadline for the implementation of new BEE codes fast approaching, corporates and travel companies will be seeking ways to ensure their scorecards are up to scratch.

The Tourism Enterprise Partnership (TEP) has developed a new database of tourism suppliers with a view to enabling corporates to comply easily with the amended B-BBEE codes.

TEP ceo, **Dr Salifou Siddo**, told *TNW* that TEP would offer companies enterprise and supplier development (ESD) services that would help these businesses comply with the requirement to invest in the development of suppliers from which they procured goods and services. "We are looking to position

TEP as the one-stop shop for enterprise and supply development in the tourism industry."

Salifou explains that, under the new codes, businesses will be required to invest 2% of their nett profit after tax into developing an SMME from which they procure goods and services. This is in addition to investing 1% on enterprise development. The requirement is also punitive and companies can drop a level on their B-BBEE if they do not comply. ESD will account for 40 points on the new B-BBEE scorecard.

To help corporates meet this challenge, Salifou says, TEP has developed a database of tourism suppliers, or indirect tourism businesses. Ten categories of tourism suppliers have

been identified by TEP for this database, including linen providers, fruit and vegetable suppliers, garden services and dairy products.

TEP will provide solutions that enable businesses to procure from the SMMEs and to also invest in the development of these SMMEs. TEP will use this investment to develop these SMMEs through a mentorship programme as well as the provision of skills development and business support.

"Businesses will have access at every point to find out exactly how much of their budget has been spent and to what effect," says Salifou. He adds that TEP will provide companies with detailed reports that are externally audited. ■

# African leaders renew commitment to open skies

DORINE REINSTEIN

AFRICA could see open skies as early as 2017.

Heads of the member states of the African Union (AU) met in Addis Ababa recently and reaffirmed their commitment to establish a single air transport market in Africa. They also agreed to develop regulatory frameworks to expedite the implementation of the single air transport market and engage all specialised institutions in the aviation sector to support member states in this process. The 11 countries implicated currently in the open skies discussions are: Benin, Cape Verde, Congo Republic, Côte d'Ivoire, Egypt, Ethiopia, Kenya, Nigeria, Rwanda, South Africa and Zimbabwe.

African ministers have been talking about the possibility of open skies for decades, with first the Yamoussoukro Declaration in 1988 followed by the Yamoussoukro Decision in 1999. Twenty seven years after the first mention of open skies, nothing much has changed.

The AU now seems to recognise the benefit of liberalisation and seems ready to drive things forward, says **Linden Birns**, md of Plane Talking. He says lata recently submitted a report to the AU that clearly outlines the benefits of the implementation of the Yamoussoukro Decision.

The report shows that the additional services generated by intra-African liberalisation between just 12 key markets would provide an extra 155 000 jobs and US\$1,3bn (R15bn) in annual GDP. The 12 nations in the report are: Algeria, Angola, Egypt, Ethiopia, Ghana, Kenya, Namibia, Nigeria, Senegal, South Africa, Tunisia and Uganda.

For **Raphael Kuuchi**, lata's vp for Africa, the fact that the AU has recognised the value of open skies and has reaffirmed its commitment to pursuing the Yamoussoukro agenda is extremely heartening. "We welcome the urgency the African Union is now bringing to this long-delayed objective."

But whether this can

be achieved by 2017 is highly ambitious. If all the stakeholders agree and are ready to take action, it is possible to achieve open skies by 2017 but it will be a massive challenge, says **Chris Zweigenthal**, ceo of Aasa. "We can't hold liberalisation off any longer." However, Chris also points out that, in a lot of countries, legislation will still need to be implemented and adjusted to allow for open skies.

**Rodger Foster**, ceo and md of Airlinck, says: "A single market implies open skies without any political boundaries where any African domiciled airline has access to any domestic or inter-state intra-Africa market. This would imply a central aeronautical authority and a central jurisdiction for aircraft domicile, registration and issuance of Air Operating Certificates."

Rodger warns that impediments still lie in many African countries whose aim is the protection of their national carrier rather than looking after the interests of the travelling public at large. ■

## To the point

The Department of Home Affairs introduced new office hours from March 23. Opening hours for serving clients will be from 08h00 to 16h00 on weekdays and 08h30 to 12h30 on Saturdays.



Fall under the Spell of the Falls



### Zambezi Sun

Experience true Zambian hospitality

Pay for 2, Stay for 3

from R 6 580 pps

Excludes airport tax of approx. R 3 545 pp.

Valid 1 Mar 2015 - 30 Jun 2015



Inclusive of

- Return flights between Johannesburg and Livingstone
- Return airport transfers to the Zambezi Sun
- 3 nights accommodation
- Breakfast daily
- Buffet dinner daily
- Travel Insurance
- Dreams Travel Bag
- Free and unlimited access to the Falls
- Park Fees
- Zambian government tax

Dreams

TAILORED TRAVEL PACKAGES



TERMS & CONDITIONS: Valid for SA passport holders only. Valid for travel between 1 Mar 2015 and 30 Jun 2015. Minimum of 3 nights required. Subject to change due to availability, hotel occupancy levels and rate of exchange fluctuations. Not valid for groups. Accommodation rates are based on 2 people sharing in a standard twin or standard double room [rates for other room types are available upon request]. Flights are based on BA economy class airfares between Johannesburg and Livingstone [approximate add on fares are: ex CPT from R 1040 + approx. tax of R 2200 pp, ex DUR from R 470 + approx. tax of R 1968 pp, ex PLZ from R 825 + approx. tax of R 2200 pp. Airport taxes are not included as stipulated and are subject to change at all times. All services are subject to availability. Standard terms and conditions apply. E&OE.



# For those who want more the new Lufthansa Premium Economy Class

Lufthansa passengers on long-haul flights will soon become familiar with a new travel experience – Premium Economy Class. It will offer them significantly more comfort than economy class and numerous extras on the ground and in the air. With its persuasive price, Premium Economy Class will

be an attractive option for private and business travellers. It can already be booked; with the first flights taking off in December 2014, with the seats set to be available on all long-haul routes from around August 2015.

## Up to 50% more personal space

Passengers will be especially comfortable in this seat – depending on the aircraft type it will be up to 3 cm wider than the Economy Class seat, the backrest will recline farther and the seat pitch will be bigger. More privacy is provided by a separate, wide armrest at each seat and a central console between the seats. Altogether passengers will enjoy up to 50% more space.

Adjustable footrests from the second row of seats and leg-rests with integrated footrests in the front row offer additional comfort. The seat headrest has adjustable wings and will offer comfortable support while the passenger sleeps. Practical

details such as a bottle holder, power outlet and plenty of storage space for personal items will also contribute to a relaxing journey.

The emphasis placed on comfort and high-quality materials in the new cabin design has been proven even before the first flight has departed – this year Lufthansa's Premium Economy Class seat won a prestigious Red Dot Award in the product design category.



More member status.

On board, Premium Economy passengers will be greeted with a welcome drink and at their seat they will find their own bottle of water and a kit containing useful travel accessories. They will also be able to look forward to more pleasurable mealtimes: meals will be chosen from a menu and served on china tableware that has been designed especially for Premium Economy Class.

Extensive in-flight entertainment is available on individual 11- or 12- inch touchscreen monitors which allows for playing of video games. A wide selection of newspapers and magazines also adds to the entertainment offering.

HON Circle Members, Senators and Frequent Travellers can of course enjoy the benefits that their status usually brings in Premium Economy Class as well. For example, HON Circle Members and Senators can take three items of baggage free of charge in Premium Economy Class. In addition, Miles & More members have the option of redeeming their miles or eVoucher for an upgrade from Economy Class to Premium Economy Class, or from Premium Economy Class to Business Class.

## More extras and services on the ground and in the air

Anyone who loves to go shopping at their destination or who travels with sports equipment will quickly come to appreciate Premium Economy Class: with another item of baggage weighing up to 23 kg, each passenger will enjoy double the free baggage allowance of Economy Class. Passengers also

have the option, for a fee, of enjoying the facilities in almost all the Lufthansa Business Lounges before their departure, or in Frankfurt they can relax in the Lufthansa Welcome Lounge after landing. For HON Circle Members, Senators and Frequent Travellers, the rules on lounge access correspond to Miles &

## Retrofitting the long-haul fleet

With the introduction of Premium Economy Class, Lufthansa will be able to satisfy the wishes of numerous passengers. The new class will be fitted between Business and Economy, visually separated from both and will have between 21 and 52 seats, depending on the aircraft type.

From the end of April 2015, the A380 fleet will begin flying between Frankfurt and Delhi, Houston, Johannesburg, Miami, New York, San Francisco, Shanghai and Singapore.

Premium Economy Class can be booked now, with attractive launch offers available.



Travelport's 2015 e-olve summit included an interactive, attendee-driven agenda, with travel industry peers gathering from around Africa in Cape Town to share their thoughts on trends and travel commerce. Natasha Schmidt reports.

## The next generation of travel commerce

ONE thing is certain; there is a need for more information and discussion around travel commerce in the ever-changing landscape of the African travel industry.

Attendance at this year's Travelport e-olve summit, which was held at the African Pride Crystal Towers Hotel & Spa in Cape Town from March 10-11, far surpassed previous events, with over 200 delegates – around 40% of

whom were African delegates.

Travelport has a strong focus on Africa because that is where the growth potential is, says **Rabih Saab**, Travelport vp and md for the AFMESA region. "We're putting our money where our mouth is and increasing our investment in Africa; in people, products and solutions. In particular, this means a greater focus on Travelport Smartpoint, which enables agents to sell rich content – the same content

they would find on an airline's website – with more ancillaries and more options in the same workflow."

Travelport's successful IPO on the New York Stock Exchange has enabled it to raise capital and reduce its debt, freeing up cash flow to invest in new products and technology. "We're spending twice as much on development in the distribution space as our competitors," says Rabih.



Socialising with a view (from left): **Rian Bornman** (Flightsite.com); **Otto de Vries** (Asata); **Dinesh Naidoo** (Serendipity Worldwide Group); and **Gary Mulder** (Club Travel).

Revised B-BBEE Framework effective May

It's raining ESD points in travel



For more information on TEP's Enterprise & Supplier Development Solutions and how to earn full points, contact Fathima Haffejee on (010) 612 0261 / (011) 880-3790 or email [esds@tep.co.za](mailto:esds@tep.co.za)

[www.tep.co.za](http://www.tep.co.za)

TNW7303



From left: **Mira Bid-Shah** (Muthaiga Travel, Nairobi); **Rod Rutter** (XL Travel); **Modebola Olotu** (Dees Travel, Lagos); and **Ken Banda** (Bon Voyage Tours, Malawi).

## Redefining air commerce

To date, over 90 carriers have signed up to use Travelport's rich content and branding solution, including four African carriers: SAA, Air Mauritius, Comair/kulula.com and Jambojet.

There is a big focus on technology and demand from agents to access the broadest range of travel content, so they can get closer to the customer and what he or she wants and upsell airline product.

Today's traveller expects more options, and the agency that can offer them a personalised service and take advantage of these new revenue streams will be around tomorrow. Ancillary sales have grown seven-fold in the United States, says **George Harb**, Travelport regional director for Southern

Africa. According to research undertaken by Travelport, two-thirds of travellers indicated that they were interested in adding extras to their trip, yet only 21% of agencies are booking ancillaries – and only a third of those booked via the GDS. "This has cost implications – agents who break away from their workflow to book through the airline's website or via a call centre are wasting time, and time is money," he said.

Travellers also expect fare and product parity; they expect agents to know their preferences; they want a hyper-personalised digital experience, with new forms of payment options and virtual cards, and the next-generation travel agent will have to be one step ahead of them, George said.



Travelport host and vp and md for the AFMESA region, **Rabih Saab** (left), with md of Charleston/FCM in Kenya, **Mohamed Wanyoike**. Photos: Natasha Schmidt

Travelport's **Stella Otteskov** (left) with **Nadia Keza** of International Tours and Travel Agency, Rwanda.



## Beyond air

There are also new revenue opportunities when it comes to selling accommodation and car rental. Travelport is investing heavily in its 'Beyond Air' products. The group has acquired Hotelzon, which distributes corporate hotels, enabling agents to book hotels where corporates have specific deals.

The group also recently

acquired a stake in Australian company, Locomote – a mobile-enabled corporate solution that empowers corporations in the seamless management of their travel, authorisation and procurement processes, including corporate traveller profile management, pre-trip approvals and duty-of-care capabilities. ■





## Cruising India

Uniworld and Just Cruising hosted their top clients at Cinema Nouveau in Rosebank, Johannesburg, for an exclusive premier of *The Second Best Exotic Marigold Hotel*, to introduce guests to Uniworld's newest destination – India – to be launched in 2016. The 13-day tour will begin in Delhi, visit the Taj Mahal in Agra, cruise along the River Ganges to Mother Theresa's tomb in Kolkata. Pictured at the event are: Les Riesnik (left) and Raymond Leibman of Just Cruising, with Jolene Campbell of Uniworld.

# Is new personalisation technology a threat to the TMC?

DORINE REINSTEIN

**P**ERSONALISATION is at the forefront of emerging technology in the travel industry. These technologies target the customer directly and could be seen as a threat to travel agents but industry players say it could also be an opportunity.

Amadeus has introduced Altéa Corporate Recognition, a tool that allows airlines to identify corporate customers and automatically offer them packages of tailored ancillary services. Lufthansa has become the first airline to deploy the patent-pending tool, which will be available in the booking tools used by travel agents and also in Amadeus's self-booking tool.

**Rob Sinclair-Barnes**, Amadeus's strategic marketing director for Airline IT, says the new tool should not be seen as "cutting out the TMC". On the contrary, he says, the TMC is an important player when using the new tool. "The majority of managed corporate travel bookings are done via the travel agent distribution segment. Through the process of design and development of the solution, we shared information and gathered feedback from TMCs."

Tools like Amadeus Corporate Recognition aim to help with personalising the travel experience for the final customer but also maximise revenue and yield opportunities for all the different players of the travel industry, says Rob. TMCs should expect more of these kinds of tools to enter the market. Last year, Amadeus unveiled its vision for a traveller-centric global

travel ecosystem that will meet the demands of a complex and evolving travel shopping environment and unlock more than US\$130bn (R1,59trn) in additional airline revenue annually by 2020. "This is what the Global Travel Ecosystem, announced in October 2014, is all about. There are solutions in the pipeline around this vision. The first wave will be launched by the end of 2015."

**"The tool integrates with the GDS so it does not cut out the agent."**

**Jim Weighell**, GBTA director of operations for Southern Africa, adds: "There appears to be an outdated perception that all new systems are just booking applications that have the potential to bypass TMCs. My view on this particular system is that its intent is to allow airlines to better manage customer data in a number of fields. The tool integrates with the GDS so it does not cut out the agent."

Jim says airlines have been working hard to better use data to focus rewards and benefits on those consumers who warrant them. "This is no different to banks and major retail chains, which are using data and technology to tailor individual offerings to a mass market," he says, adding that any technology that enhances the customer experience or improves the efficiency of a service provider must be regarded as a positive development.

"Is the TMC's role to prevent the introduction of new technology or to be proactively

included in the ever-advancing distribution chain?" says Jim.

"The TMC occupies a unique position in that its relationship encompasses all the elements of the managed corporate travel business, whereas suppliers have a far narrower focus in terms of their relationship with the client. A key point here is that the TMC has the opportunity for regular real-time interpersonal interface; suppliers have far less opportunity in this area and are thus more dependent on technology for CRM activity."

The exponential growth of mobile technology will result in a huge increase in travel-related data. It will enable suppliers to take over the role of the TMC and personalise their offerings to suit the client, says **Andreas Wellauer**, ceo of Galian Consulting, a travel management consulting company in Europe. But it is that same data richness that may be the key to success, he says.

Andreas believes there isn't anyone who can offer the corporate traveller full data consolidation – so managing all different data flows from all corners, and consolidating this for the corporate client, will be key to TMCs' success.

He warns that TMC data systems are currently not equipped to do full data consolidation. "These were never intended to handle data other than booking-related data. While some offer add-on services, TMCs acknowledge that they are not making any money in this field. TMCs will need to re-imagine themselves. Taking a reservation will not be the future business of the TMC; data consolidation will be." ■

INSPIRATIONS ITT TRAVEL YOUR WAY

HURTIGRUTEN

*Land of the Midnight Sun*  
EXPERIENCE AUTHENTIC NORWAY  
See Norway in an entirely different light

Summer Departures  
2015 from \*GBP 1174 - pps | 2016 from \*GBP 1272 - pps  
6 night voyage Bergen - Kirkenes on full board basis

travel@itt.co.za | 031 266 0030  
\*Rate rates subject to change based on availability. ITT Terms & Conditions apply.

TNW6915SD



Great rates and rewards that aren't hard to find.

This Easter, book your customers' getaway with Avis' great weekend rates and we'll reward your hard work with Avis Roses that can be exchanged online for vouchers, or converted into eBucks for you to indulge in. It's just another way we try harder to not only give our Club Red members more this April, but all year round too.

clubred.co.za

Terms and conditions apply.

AVIS

TNW6915SD



# Thailand



## The Naked Agent

### It's a tie!

Scenario: A family of four planning to going to Thailand in July, are looking for a safe, friendly destination outside Bangkok and Phuket. Budget, including flights and accommodation, is R60 000.

#### 3 tips for selling Thailand

- 1) Take the initiative. Do your own research. "I noticed that Thailand was a top seller at STA and so I studied up on the destination," says Cilliers.
- 2) Encourage the client to go out and explore the destination, offering examples of activities. There's so much to do in Thailand; for example, The Phuket Fantasea Show.
- 3) It's easy to convince a client who is looking for value for money that Thailand is the best destination.

#### Take note!

The purpose of the Naked Agent in this series of 'Sell more...' features is to assess the experience from only a sales skills perspective and not the effectiveness of the travel agency. TNW believes that sales skills are increasingly important to travel agents and, in many cases, improvement in selling skills is the easiest way to increase the prosperity of the agency and its consultants. The Naked Agent is designed to raise awareness of the opportunity and build awareness of the need.

Discover the Highlights of Vietnam

It's Insider moments like... rolling up your sleeves and joining farmers in the vegetable fields surrounding Tra Que village, then sampling local delicacies at home with the Tuan family before indulging in a relaxing traditional foot massage.

**GREAT COMMISSION ON THE WHOLE TRIP**

**MOST GLOBALLY AWARDED TRAVEL COMPANY**

"The trip to Vietnam was everything I expected and more" Anonymous - Feefo Review

visit [www.trafalgar.com](http://www.trafalgar.com) **TRAFALGAR**

#### Flight Centre, Rosebank Mall

An agent gave me a warm welcome as soon as I entered the agency. She took down my details and immediately suggested Ko Samui as an alternative to the busier Thai destinations, advising that Dubai would be the most likely route for flights. She looked up ticket prices for flights in



the first couple of weeks in July, coming in over the suggested budget but saying her suppliers may have a possible special on flights and that she would get back to me. The agent was not sure of weather conditions in the area during July and didn't consult the Internet, or any other source, to

obtain the information. She enthusiastically punted the range of activities a family could enjoy on the island but she didn't have enough knowledge to give examples of what was available, nor did she offer any pamphlets regarding accommodation options. There was one follow-up call two days later.

#### STA Travel, Rosebank Mall

This shop has an appealing, informal layout, with agents working on laptops on plain desks. **Cilliers Marais** welcomed me to his station the moment I entered and displayed the best general knowledge of Thailand out of all the agents visited for this story (a poster above his head proclaimed STA Travel to be 'Thailand Experts'). Noting that I would be travelling with children, he



had to withdraw a couple of his suggestions – Krabi and Ko Tao – as they required an extra flight and ferry ride to access. The agent explored the possibility of flights via Phuket (with a stopover in Doha) and Bangkok and came up with a quote for flights that was slightly over budget. He proposed compensating for that by staying in a reasonably priced self-catering unit

rather than a resort. He quickly sourced a list of such venues, which he emailed to me and then followed up with a call. He also provided a thick brochure listing the resorts in Ko Samui as well as the rest of Thailand, and displayed excellent knowledge of the region's weather in July. \*Cilliers has since left STA Travel to pursue his studies in Communication Science.

#### XL International Travel, 149 Jan Smuts Avenue, Parkwood

Despite being caught off-guard by walk-in traffic, which is not common in this residential area, **Nancy Fritz** was warm, friendly and professional in the way she dealt with my query. She noted all my details on a card and then made suggestions for avoiding the tourist hotspots, mentioning Ko Samui and, oddly, Bali. She was non-specific about security in Thailand after 2014's riots



in Bangkok and elsewhere, and didn't seem to know very much about the country other than Phuket and surrounds. However, when it came to structuring a package, Nancy came into her own, efficiently factoring in the children's school holiday dates, the validity of their passports, visa requirements, the need to carry an unabridged birth certificate when travelling with minors and

more. She also sourced accommodation via the agency's in-house system, saying that avoiding operators would help keep the price down. She followed up the next day with a call. Her first emailed quote was well over budget, so she discussed new dates and managed to book all the flights and accommodation for around 15% less than expected.



## How to sell Thailand

DORINE REINSTEIN

**T**HAILAND is, in many ways, the perfect destination for South African travellers. It boasts activities and attractions that speak to a wide range of demographics: from the family traveller to the adventure traveller to the shopping fanatic. It is also a visa-free and value-for-money destination – an incentive for cash-strapped SA travellers.

Most travellers are aware of this appeal, which means travel agents will need to work twice as hard to wow clients with 'new' facts about the destination.

### What does your client want?

First on the agenda is to identify who your client is and what kind of experience they are looking for.

"Do they want an intimate experience or would they prefer more action and nightlife? What is their budget? If it's a family holiday, find out

what activities hold appeal," says **Karen Camm**, Holiday Tours product manager for the Far East.

It's not enough to know that the client wants to, for example, visit Bangkok; the agent needs to find out exactly why the client wants to visit the Thai capital, she says. Agents should not simply assume that clients requesting Bangkok are looking for a shopping experience; perhaps they are more interested in the city's rich culture and temples. "Then offer them a Bangkok City tour, which includes a visit to The Grand Palace and The Emerald Buddha or even a day trip to the ancient city of Ayutthaya or a visit to Damnoen Saduak Floating Market."

The same goes for Phuket, says **Stav Hadar**, travel consultant at Pentravel Direct in Westville, KZN. Stav says there are two very distinct areas in Phuket, and each appeals to a very different traveller. Patong is the hip-and-

happening part of the island with a booming nightlife, which is ideal for younger travellers. However, for families and couples, Karon is the better choice as it is quieter and offers a great beach – perfect for relaxing, she says.

**William Robertson**, Tourvest Travel Services leisure manager of operations, says he would recommend Phuket for first-time travellers to Thailand. "I believe that travellers should experience as much of the destination as possible. Phuket offers great Thai nightlife but also, nearby, are the Phi Phi and 'James Bond' islands, which can be reached by ferry and make for exceptional day trips," he says.

William also highly recommends Koh Samui. "This is a much smaller island and generally would not be my first choice for first-time travellers unless the client specifically asks to go to Thailand for one of the New, Half or Full Moon parties," he says.



**Theresa Szejwallo**

### Repeat visitors

Most SA travellers have either been to Thailand, know someone who has been there or have done their research on it, says William. That is why agents can't just sell the destination as a typical 'flop-and-drop' island holiday, says William. "Generally I would always include Bangkok as a stopover to expose the client to the fast-paced cosmopolitan vibe of Bangkok and, of course, for the fantastic shopping."

"For return visitors, I would suggest including a short stay in Bangkok or Chiang Mai followed by a few days at an island resort," agrees

**John Ridler**, spokesperson for Cullinan Outbound Tourism.

There is an obvious trend forming where SA holidaymakers are returning to Thailand and looking for other beaches and different experiences. Knowledge of the destination is therefore key if travel agents want to spark the interest of the repeat visitor, says **Lesley Simpson**, spokesperson for the Tourism Authority of Thailand (TAT) in South Africa.

Lesley's recommendation is Elephant Hills, a destination where travellers can feed and bath elephants. From there, visitors can travel two hours to Cheow Larn Lake, in the centre of Khao Sok National Park. "Accommodation is in floating 'habi tents' on the turquoise water. Activities include kayaking, looking for gibbons and jungle trekking. Included in the package is pick-up and drop-off and a further stop at either Phuket or Krabi, so travellers could depart from

**To page 12**



### Bangkok & Hua Hin Combo Package

from **R11 222** pps for 7 nights

Includes:  
Return flights from Johannesburg to Phuket.  
Return airport hotel transfers.  
2 Nights' accommodation at Bangkok Cha-Da Hotel, Bangkok.  
5 Nights' accommodation at Ibis Hua Hin Hotel, Hua Hin.  
Breakfast daily.  
Includes all pre-payable airport taxes and fuel levies.  
(approx. taxes of R3 582)

Valid: 1 May – 31 October 2015

### Phuket & Khao Lak Combo Package

from **R11 851** pps for 7 nights

Includes:  
Return flights from Johannesburg to Phuket.  
Return airport hotel transfers.  
4 Nights' accommodation at Eastin Easy Patong, Phuket.  
3 Nights' accommodation at Khao Lak Bhandari Resort & Spa, Khao Lak.  
Breakfast daily.  
Includes all pre-payable airport taxes and fuel levies.  
(approx. taxes of R3 582)

Valid: 1 May – 31 October 2015

### Krabi, Phi Phi & Phuket Combo Package

from **R12 168** pps for 10 nights

Includes:  
Return flights from Johannesburg to Phuket.  
Return airport to resort transfers.  
Return Ferry transfers to Phi Phi Island.  
3 Nights' accommodation at Krabi Cha-Da Resort, Krabi.  
2 Nights' accommodation at Phi Phi Bay View Resort, Phi Phi.  
5 Nights' accommodation at Sea Sun & Sand Resort & Spa, Phuket.  
Breakfast daily.  
Includes all pre-payable airport taxes and fuel levies.  
(approx. taxes of R3 582)

Valid from 1 May – 31 October 2015



**Thompsons Holidays**

**PHUKET FOR LESS!**

**3\* SUNSET BEACH RESORT, PHUKET**  
 Fly-in ex JNB from **R8 985pp**  
 INCLUDES: Flights • Airline levy • Transfers  
 • 8 Nights stay • Breakfast daily  
 Valid 01 Apr - 31 Oct'15 • Ref: 532908  
**VALUE R 900**  
**BONUS** Transfer from hotel to Bangla Road every 30 minutes + Phuket tour

**4\* PHUKET ORCHID RESORT & SPA**  
 Fly-in ex JNB from **R9 225pp**  
 INCLUDES: Flights • Airline levy • Transfers  
 • 7 Nights stay • Breakfast daily  
 Valid 01 May - 31 Jul'15 • Ref: 476011  
**VALUE R1 200**  
**BONUS** Phuket tour + 1 Cooking class for 2

**4\* KATA PALM RESORT & SPA, PHUKET**  
 Fly-in ex JNB from **R10 149pp**  
 INCLUDES: Flights • Airline levy • Transfers  
 • 7 Nights stay • Breakfast daily  
 Valid 01 May - 31 Oct'15 • Ref: 462039  
**VALUE R1 600** Phuket Tour + Upgrade to Deluxe Pool View Room + 2 Hour Thai traditional massage (Adults only) + 1 Thai set dinner + Discount on food at all hotel restaurants + Spa discount

Contact **Thompsons Holidays**  
 JNB 011 770 7700  
 DUR 031 275 3500  
 CPT 021 408 9500  
 www.thompsons.co.za

Enquire for flights ex CPT/DUR. An airline supplement applies 22 Jun - 13 Jul'15 & over weekends. Thompsons standard terms and conditions apply. E&OE

37 YEARS OF TRUSTED TRAVEL EXPERIENCE

TNW6954SD

To receive *TNW* contact Gladys on gladysn@nowmedia.co.za

## From page 11

one place and be dropped off at another, combining both.”

Karen's suggestions for side trips for travellers already familiar with Thailand include combining the hustle and bustle of Phuket with a less frenetic destination like Khao Lak. “It is smaller and perfect for relaxing and great sunsets. If Khao Lak sounds too quiet then suggest combining it with Krabi, which is more laid back than Phuket. In Krabi, traffic is not as hectic and it is much safer to ride a motorbike, bicycle or car to explore the island.”

An organised tour is another great way to see a different side of the country.

**Theresa Szejwallo**, md of Trafalgar, describes the type of experience offered on a guided tour. During WW2 a number of prisoners were forced by the invading Imperial Japanese army to build the infamous bridge over the River Kwai. “We take our guests to Kanchanaburi for a visit to the Thailand-Burma Railway Museum; a facility dedicated to presenting the history of the famous railway line. They also visit the War Cemetery, the final resting place of over 6 000 Allied prisoners, before reaching the world-famous bridge over the River Kwai. After lunch at a local restaurant, they board the local train for a thrilling ride across wooden viaducts, offering fantastic scenery along the Kwai River.”

## How to upsell!

A DESTINATION such as Thailand offers numerous opportunities for travel agents to earn extra bucks by upselling on existing packages. **Karen Camm** emphasises that if travel agents want to upsell, it is important to direct the client's attention to value and not price.

Travel agents can easily convince their clients to upgrade from three-star to four- or even five-star, especially in low season when most hotels offer very attractive free-night promotions. If the client is not keen on a hotel upgrade, travel agents could also suggest upgrading to a higher room category. “Find out if a hotel has an executive floor

that offers benefits such as lounge access, separate check-in, free cocktails and snacks or butler service,” says **Lesley Simpson**. She says agents can ‘take the risk’ to upsell, with the knowledge that the overall standards in Thailand are high. “There are loads of magnificent hotels and some very good deals on offer. A four-star hotel quite often compares with the standards of a five-star hotel in South African terms.”

Thailand also gives agents opportunities to upsell on excursions. “Offer the client a list of day trips and ask if you can pre-book these, or suggest a private excursion instead of joining a group,” suggests Karen.

## Unique selling points

### Holiday Tours

- Agents have the choice of either using Holiday Tours' online travel portal to make a booking or to phone a consultant. The variety of booking options also allows ITC consultants to make bookings after hours. The online travel portal offers live availability and instant confirmations.
- Holiday Tours offers a variety of excursions that are bookable in advance.
- The tour operator offers customers more than just standard packages. There are complimentary value-adds such as WiFi, dinners, massages, excursions and upgrades.

### Travel Vision

- Travel Vision has a solid and long-standing relationship with its suppliers in Thailand with insider knowledge. Due to this excellent

relationship, Travel Vision's suppliers go out of their way to cater for customer requests.

### Trafalgar Tours

- Trafalgar's Thailand takes you deeper into its ancient cultures and fascinating traditions with the exclusive Insider Experiences.
- Internal domestic air and all travel arrangements are included in the trip.
- All trips are planned. Guests are accompanied by a bilingual travel director.

### Thompsons Holidays

- Thompsons has over 37 years of experience selling Thailand.
- The company has a wide range of hotels at good prices in its portfolio.
- The tour operator offers a variety of value-for-money day excursions.

amazing THAILAND  
 2015  
 Discover Thainess

Discover Thainess...  
 the magnet of the traditional Thai way of life

South African representative office for Tourism Authority of Thailand  
 Tel: 011 463 8195 | Fax: 011 463 8196 | Email: Lesley@lscpr.co.za Twitter @thailandsa | www.facebook.com/Amazingthailandinsouthafrica

TNW7323



## What's the best way to get there?

LAST year Thai Airways announced it was pulling its direct service to South Africa. The travel industry feared package prices would soar (see *TNW* October 22, 2014). But two months after the airline operated its last flight to Johannesburg on January 14, package prices have remained largely unchanged, however arranging flights has become trickier.

**Stav Hadar** says it has become more

expensive and complicated to combine Phuket and Bangkok in one holiday, an option that was conveniently offered by Thai.

"It might take slightly longer to get to your destination in Thailand but there are enough alternative airlines that offer competitive fares and daily flights from Johannesburg, and with some departures from Cape Town," agrees **Karen Camm**.

### Singapore Airlines

Tour operators say Singapore Airlines has some of the best connections for flights to Phuket and Bangkok. Fares from Johannesburg to Bangkok are available from R9 911 (including taxes).

Between Singapore Airlines and its regional wing, SilkAir, the airline offers the following flights to Thailand:

BKK – 37 flights a week (SQ)

HKT – 35 flights a week (MI)  
CNX – five flights a week (MI)  
USM – seven flights a week (MI)

Flying times, including a transit stop in Singapore, are:

BKK – 13h50  
HKT – 14h50  
CNX – 14h15  
USM – 14h10

### Cathay Pacific

Tour operators add that Cathay Pacific currently offers the best fares to various destinations in Thailand from South Africa. Flights from Johannesburg to Bangkok start from R9 567, including taxes and surcharges.

However, flying times are considerably longer.

BKK – 17h10  
HKT – 18h05  
CNX – 16h35  
USM – 17h40

### Etihad Airways

Etihad offers good fares and relatively short connection times from SA to Thailand, with tactical fares of R7 167 (incl. taxes) to Bangkok. Flying times are:

BKK – 15h55  
HKT – 16h30  
CNX – 19h20  
USM – 18h20

### Emirates Airline

Emirates offers fares from Johannesburg to Bangkok from R7 956 (including taxes, although taxes are subject to currency fluctuations. Additional fuel surcharge will be added to the applicable fare for travel.)

Emirates only offers connections to Bangkok and Phuket. If passengers want a connecting flight, they need to go local but can't book through Emirates.

BKK – 15h20  
HKT – 18h35

### Qatar Airways

Qatar has regular flights to Bangkok, Phuket and Chiang Mai. Fares start from R7 611, including taxes, for flights from Johannesburg to Bangkok.

Flying times are:

BKK – 15h05  
HKT – 15h55  
CNX – 18h35



## Find your adventure...

**4\* Andaman Seaview Resort, Phuket – 8 Nights**  
**Special offer! – Pay 4 nights & get 4 nights FREE!**

**Price: from R9429 per person sharing**  
**Valid: 1 April – 31 October 2015**

**Includes:** Return airfare ex Johannesburg / Taxes / 7 Nights accommodation with breakfast / Return airport transfers.

Enjoy a complimentary Thai dinner / get 10% discount on food & drinks at the hotel / THB200 Samunprai Spa voucher.

Standard Travel Vision terms & conditions apply.



Tel: 011 408 8000

Email: [info@travelvision.co.za](mailto:info@travelvision.co.za)

Website: [www.travelvision.co.za](http://www.travelvision.co.za)

TNW7316

To receive *TNW* contact Gladys on [gladysn@nowmedia.co.za](mailto:gladysn@nowmedia.co.za)



## Discover Centara and share

Centara's Thai-inspired hospitality can be found in six tropical countries with choices in the city, on the beach, or at island destinations. Guests can find accommodation that suit them, from deluxe and suite to luxury villas. Enjoy leisure activities including water parks, slides and lazy rivers.

THAILAND • BALI • MALDIVES • SRI LANKA • VIETNAM

**CENTARA**  
HOTELS & RESORTS

**DISCOVER MORE** [www.chr.co.th](http://www.chr.co.th) T: 021 556 9984 E: [rsoza@chr.co.th](mailto:rsoza@chr.co.th)



# GET A S\$40 (ZAR360\*)

## CHANGI DOLLAR VOUCHER

for fabulous shopping and dining or  
exclusive access to the Ambassador Transit Lounge

Present your Singapore Airlines or SilkAir e-ticket and  
boarding pass at the iShop Online Booth (Terminal 2 or 3)  
when you transit in Singapore's Changi Airport  
by 31 March 2016.

[singaporeair.com/za](http://singaporeair.com/za)

\*Subject to currency fluctuation.  
While stocks last. Other terms and conditions apply.

# Thailand



Bangkok by night.

## Don't miss the TAT roadshow!

THE Tourism Authority of Thailand is organising a countrywide roadshow for the South African market in May this year.

"Thailand has so much to offer but, like any holiday destination, I think it is about understanding what each region has to offer potential travellers. It comes back to education, training and FAM trips, which is where TAT South Africa can assist," says spokesperson, **Lesley Simpson**.

Chada Hotels will be returning again this year to take part in the roadshow, along with a delegation of approximately 30 representatives from the private sector.

### Dates and times:

May 18 and 19, Johannesburg – The Maslow;  
May 20, Durban – Tsogo Sun Elangeni Maharani Hotel;  
May 21, Cape Town – The Radisson Blu Waterfront Hotel.

## Transit in style

SINGAPORE Airlines has extended its 'Changi Dollar Voucher' (CDV) promotion for another year, until March 31, 2016. Transit passengers who have purchased air tickets on Singapore Airlines or SilkAir and who are travelling up until this date are entitled to SGD40 (R360) CDV.

Issued while stocks last, the CDV can only be claimed once

for each ticket. Passengers have to produce the e-ticket and the arrival boarding pass at the Changi Transit Programme Voucher Redemption Counters located in the iShop Online Booth, situated near the transit GST Refund counters at Terminals 2 and 3. CDV can be claimed or redeemed on any leg of the journey (outgoing or return).

## Book it!

Thompsons Holidays is offering a seven-night special for R9 958pps at the three-star Sunset Beach Resort in Phuket. This special is valid for travel between April 1 and October 31 and includes return flights from Johannesburg to Phuket, return airport transfers, seven nights' accommodation, daily breakfast and all taxes, fees and levies.

## Build a package

AGENTS can combine and package destinations for their clients through Centara Hotels & Resorts, which offers a wide array of establishments in all the major tourist destinations in Thailand.

Many of these destinations can be sold together. For example, agents can combine Phuket and

Khao Lak; Phuket and Krabi; Bangkok and Hua Hin/Pattaya or Koh Chang.

Travellers can take advantage of an exclusive 'hotel-within-the-hotel' stay with the group's Club benefits. Club members have access to enhanced luxury Club rooms as well as the Club Lounge. ■





# East Africa

South Africans looking for an alternative to the popular safari destinations in their own country have started to look toward East Africa for their holidays. Kate Els reports.



Photos: Kate Els

## Tanzania opens up to SA travellers

**L**AUDED as one of the world's most authentic safari destinations, Tanzania has always held an appeal for European and American travellers. In recent years though, the country has opened up to South Africans looking to experience its unique wildlife experiences, bustling cities and the idyllic beach resorts of Zanzibar.

Launched in October 2013, fastjet's flight between Johannesburg and Dar es Salaam opened up a route that was previously monopolised by SAA. The viability of a low-cost carrier on this route has been proved since then, with the steady increase in popularity of the airline and, naturally, increased ticket sales, says **Richard Bodin**, fastjet's chief commercial officer.

Richard says Tanzania is becoming known as a holiday destination for South Africans and fastjet is certainly playing its role to stimulate this demand: "The low-cost airline business is not about taking market share from current operators on a route but rather about offering a cheaper fare to expand the market, making air travel more accessible for consumers."

### Favourable rates

Lodges have recognised the potential of promoting their accommodation to the South African market and, as a result, have adopted pricing structures for SADC residents that offer favourable rates for South Africans who want to experience a luxury getaway in Tanzania.

**"Lodges have adopted pricing structures for SADC residents that offer favourable rates for South Africans who want to experience a luxury getaway."**

Asilia Africa is one such hospitality company looking to attract South African travellers in this way, says **Mercedes Bailey**, group branding and communications manager. "We believe that now, with fastjet's low-cost flights and our competitive rates for South Africans, travelling to Tanzania is a viable option for South Africans."

Mercedes adds that, while safari holidays can seem expensive at the onset, perhaps deterring people from

booking them, it's important to stress that there are often many inclusions, which means there are very few costs while on the trip itself. Game drives, meals and house drinks are usually included in the upfront cost, reducing any "sneaky extras" during the stay.

### Competing with Kruger

A stumbling block for persuading South Africans to visit Tanzania could be the simple question: "Why head on safari there, when I could just go here?" The reality is that the style of safari offered in Tanzania, along with a much larger wildlife population, is unique to East Africa, says Mercedes.

"I think it is definitely important to compare and contrast the two. In East Africa, the sheer number of animals you see on a game drive is mind-boggling. And though you may have to work harder for your sightings, they are always rewarding," Mercedes says.

There is also an opportunity to experience the culture and heritage of another African country, says **Gerd Beurich**, gm of Gibb's Farm, a coffee plantation not far from the Ngorongoro Crater. "We have

had a few South African guests in recent months and they always welcome the change from safari to staying on our working coffee farm."

### Business or pleasure?

The 50/50 split between business and leisure travellers on the Johannesburg-Dar es Salaam route is showing how important each of these cities is within the fastjet network, says Richard. "Both cities are hubs of commerce in their regions, and both offer access to appealing tourist destinations, either within their city limits or within easy access, using third-party

service providers."

Richard says there has been a rise in the number of business travellers flying with fastjet in recent months, particularly for contract workers headed to Tanzania's mining sites.

"We've also noticed an increase in the number of Tanzanian residents in South Africa using fastjet flights to go home and visit their family and friends. While these passengers may not be who are traditionally seen as business passengers, they are coming back to South Africa to work after they have visited home," he says.

## Need to know...

TNW brings you a few tips to pass on to your clients when they choose to visit Tanzania on their next holiday:

- Tanzania is a malarial area and travellers should consult a travel clinic before departure. Tsetse flies are also prevalent in the national parks; travellers should avoid wearing blue and

black items of clothing as these attract these pests.

- US dollars are widely accepted but South African rands are not. Currency exchange facilities are available at Julius Nyerere International Airport in Dar es Salaam but rates can be unpredictable. Advise clients to exchange currency ahead of their departure.

**Bidvest**  
Insurance

**TRAVEL INSURANCE**

**BIDVEST INSURANCE PROVIDES COVER FOR ADVENTURE AND SPORT ACTIVITIES UP TO THE AGE OF 81 YEARS. BIDVEST TRAVEL INSURANCE, MAKING TRAVEL INSURANCE EASY.**



Enquire today and find out how Bidvest Travel Insurance will assist you.  
Contact us on **0861 777 001** or send us an email with your enquiry at [travelinsurance@bidvestinsurance.co.za](mailto:travelinsurance@bidvestinsurance.co.za)

Terms and Conditions Apply.  
Underwritten by Bidvest Insurance Ltd.

**ASATA**

TNW6937SD



## Tanzania declares new tourist site

SONGEA town in the Tanzanian Highlands has been declared a new tourist site by Tanzania's Ministry of Tourism. The town is famous as the place where the first African resistance against

German colonisation took place over a century ago. A national museum has been built, while other attractions for travellers include the Matongo Forest Reserve and German Castle.



**AfricaStay**  
Best online Holidays

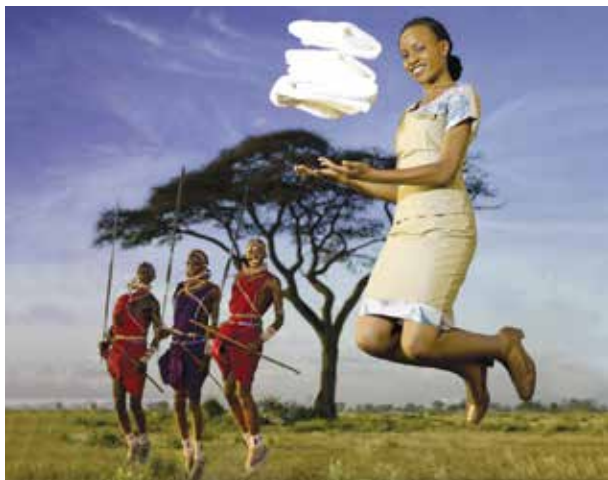
## ZANZIBAR

SAVE R 4000 per couple

Our packages include:  
FREE transfers. FREE excursions.  
Spice Tour. Stone Town. Prison Island.  
Terms & conditions apply.

VISIT [africastay.com](http://africastay.com) CALL 011 592 9000

TNW6953SD



**A REAL AFRICAN EXPERIENCE.  
PROVIDED BY REAL HAPPY PEOPLE!**

The feeling you get when culture and nature, beauty and excellence, comfort and service combine? Its catching!  
Kenya | Tanzania | Zanzibar | Uganda | Rwanda | Mozambique

For reservations and more information Call: +27 011 021 2607/8/9,  
Email: [cro@serena.co.ke](mailto:cro@serena.co.ke) or visit [www.serenahotels.com](http://www.serenahotels.com)

SERENA HOTELS  
SAFARI LODGES AND CAMPS  
HOTELS & RESORTS

TNW7331

## Emerald adds some spice



The Dreams of Zanzibar Resort (pictured) closed in May last year for maintenance and refurbishment. "The resort looks spick and span, still offering five-star quality service," says Porsche Dumagude, Emerald Collection sales and marketing manager for South Africa. Dreams of Zanzibar offers travel trade rates starting from US\$99 (R1 217). See Travelinfo for more details. In other news, Hideaway of Nungwi Resort and Spa in Zanzibar, also part of the Emerald Collection, has opened up a Sun Tours office on the property for guests who want to explore what the Spice Island has to offer. Photo: Emerald Collection, CR Patti

## Lake Manyara opens boardwalk

SITUATED in Tanzania's northern safari circuit, Lake Manyara National Park now boasts a wooden boardwalk to encourage visitors to

spend a longer period in the park. The boardwalk extends over 300 metres and trails through hot springs and the lakeshore around a marsh

and finally on to the lake. The facility is free for visitors to the park and the route is punctuated with engaging, informative signage.



Narita Airport, Terminal 1. Photo: Flickr, Kentaro Iemoto

## Ethiopian announces new routes

ETHIOPIAN Airlines has finalised preparations to start new services to Tokyo's Narita International

Airport on April 21, following a codeshare partnership with fellow Star Alliance member, All

Nippon Airways. The airline also plans to launch flights to Dublin and Los Angeles on June 19.



**PRIVATE APE & GORILLA TRACKING TOURS**  
[www.PrimateEncounters.co.za](http://www.PrimateEncounters.co.za)

**PRIMATE ENCOUNTERS**  
SAFARI LODGES AND CAMPS  
HOTELS & RESORTS

Join the Professionals.  
Over 14000 successful summit attempts since 1994!  
Climbing **KILIMANJARO**  
[www.ClimbingKilimanjaro.co.za](http://www.ClimbingKilimanjaro.co.za)

**TANZANIA WILDLIFE SAFARIS**  
[www.TanzaniaWildlifeSafaris.co.za](http://www.TanzaniaWildlifeSafaris.co.za)

**PRIVATE GAME VIEWING TOURS & SAFARIS**  
[www.TanzaniaWildlifeSafaris.co.za](http://www.TanzaniaWildlifeSafaris.co.za)





The Dar es Salaam Serena Hotel. Photo: Serena Hotels

## Doing business in Dar

TNW's Tessa Reed was recently invited to join the trade in experiencing Serena Hotels' Dar es Salaam offering.

A SHORT drive from Dar es Salaam International Airport and within walking distance of the city centre and beach, the Dar es Salaam Serena Hotel is well positioned for corporate travellers.

**Karin Sieberhagen**, sales and marketing manager of Serena Hotels, says the hotel regularly hosts conferences and events.

The 230-room property offers free WiFi throughout, 24-hour room service as well as secretarial services.

Dar es Salaam Serena Hotel's conference and event facilities can host about 600 guests. The hotel can provide audio-visual equipment, delegate support and event planning and extensive secure parking is also available.

Conference venues at the hotel include the Kivukoni Ballroom, the Ruvu, Rufiji, and Ruvuma meeting rooms and the Garden Marquee. The Kivukoni Ballroom can accommodate up to 440 guests in a theatre configuration and can also be

split into three smaller venues accommodating up to 130 guests each, while a fourth ballroom can accommodate up to 100 guests. The Ruvu, Rufiji, and Ruvuma meeting rooms accommodate up to 35, 30 and 15 guests respectively, while the Garden Marquee can accommodate up to 600 guests.

### Conference add-ons

Adjacent to the hotel, the Gymkhana Club has an 18-hole golf course and club house. Hotel guests can play 18 holes for US\$20 (R245). Tennis and squash are also available at the club.

The Makumbusho Cultural Centre is a village museum with traditional houses from 22 different Tanzanian tribes. Guided tours take guests to each of the houses, explaining the different beliefs and customs of each tribe. The centre is open every day from 09h30 to 18h00.

"I found the Serena Hotel to be a well-situated business-type of hotel with really great

service, which stems from great management – that is obvious," said **Richard Daneel** of Sure Stellenbosch Travel.

"I do know that they expend a tremendous amount of energy on training and this is very obvious when dealing with their staff. I thought the rooms were extremely well appointed and wonder why they find it necessary to revamp the rooms! I am glad that the adjacent Gymkhana golf course will be revamped soon so that I can refer my corporate golfing guests to the Serena in Dar es Salaam."

Facilities at the hotel include a gym, sauna, heated swimming pool and a gift shop. There are numerous dining options including Jahazi, a Mediterranean seafood restaurant in a modern setting, and the Serengeti Restaurant, which offers breakfast, lunch and dinner buffets. Freshly baked pastries, cakes, and baguettes are also available at Baker's Basket, the hotel's coffee shop.

## New lounge at Addis Ababa

ETHIOPIAN Airlines has entered phase two of its exclusive Cloud Nine lounge at its main hub at Addis Ababa Bole International Airport.

"When fully completed, the new Cloud Nine lounge will be three times bigger than the existing one," the airline said. It features a quiet corner

with sleeping cots and individual reading lamps, massage chairs, an Internet corner with fixed stations as well as free and fast WiFi connection.

## Asilia Africa launches SADC website

DEDICATED purely to attract SADC residents to Tanzania, the Asilia Africa residents' website

highlights affordable special offers and getaways across its various properties.

Fly four times weekly  
From April 2015

Book, pay and Check-in online  
[www.ethiopianairlines.com](http://www.ethiopianairlines.com)

**Ethiopian**  
የኢትዮጵያ  
THE NEW SPIRIT OF AFRICA

TNW6941SD

Treat your family to paradise

Fly Zanzibar via Dar es Salaam  
from Johannesburg

ONLY  
**R2,137\***  
Per person

\*Inclusive of taxes. One way

Click [fastjet.com](http://fastjet.com) \ Call 011 289 8090 \ Email [customer.southafrica@fastjet.com](mailto:customer.southafrica@fastjet.com)

In partnership with  
**Coastal Aviation**  
The Flying Safari Company

smart travel **fastjet**

TNW6949SD





The overcrowded Serengeti Hippo Pool is one of the best attractions for visitors to the Serengeti National Park. Photo: Kate Els

## Raising awareness...

IN A push to enhance awareness of Tanzania as a tourism destination to a wider global audience, the roll-out of a US\$1,5m (R18,4m) campaign has been announced by **Lazaro Nyalandu**, Tanzania's Natural Resources and Tourism Minister. "The

Re-branding Destination Tanzania project is expected to result in an increase in the number of tourists entering the country, with a goal of attracting at least 2,5m tourists a year in the next five years," he said.

The campaign will see the release of new television

adverts to be broadcast on major networks, including the BBC and CNN. A production crew are currently filming tourist attractions in Zanzibar, the Serengeti National Park, Mount Kilimanjaro and the Ngorongoro Crater ahead of the launch date in April.

## Fastjet launches Kilimanjaro-Mwanza route

A NEW fastjet domestic route will be launched on March 30 between Mwanza and Kilimanjaro. The route will be serviced

by four flights weekly on Mondays, Wednesdays, Fridays and Sundays and will be operated by an Airbus A319.

## New facilities at JKIA

THE dedicated Kenya Airways Terminal 1A at Nairobi's Jomo Kenyatta International Airport has 30 check-in counters and is now open to all KQ passengers.

The Simba and Pride lounges are new, spacious lounges at the terminal. Following the 2013 fire at the airport, which destroyed the arrival terminal, renovations, maintenance

and a narrower focus on the customer experience have seen the Nairobi hub grow as the entry point for East Africa, says **Rosemary Adogo**, Kenya Airways area manager for Southern Africa and the Indian Ocean Islands. "Kenya Airways has exclusive use of Terminal 1A in Nairobi, which is brand new with world-standard facilities."

## New route for KQ

KENYA Airways will launch three weekly flights to Hanoi, Vietnam, on March 30 from its hub in Nairobi. Launch fares

are from R9 068 (all inclusive) for sales between March 24 and 31, for travel from March 30 to June 30. ■



The very name 'Zanzibar' compels visions of an authentic African experience. With exotic spice markets, magical dhow cruises in the turquoise waters of the Indian Ocean and getting lost in the alley ways of Stone Town, you'll find the true essence of East Africa.



Hideaway of Nungwi Resort & Spa  
5 Star Deluxe

Dream of Zanzibar  
5 Star - All Inclusive

For Reservations contact: [info@hideawaynungwi.com](mailto:info@hideawaynungwi.com) (Hideaway of Nungwi Resort & Spa) • [booking.dream@emerald-collection.com](mailto:booking.dream@emerald-collection.com) (Dream of Zanzibar)  
For Sales & Marketing contact: [porsche@emerald-collection.com](mailto:porsche@emerald-collection.com)



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

**Air France KLM**  
has the following vacancy:

## Sales Executive, Johannesburg

Relevant sales experience  
and a proven  
track record essential

Send CV to  
Claudia.May@klm.com  
no later than  
31 March 2015

TNW7328

## TRAVELINFO SALES EXECUTIVE

**Full Day on target  
earnings  
R30k – R35k  
(includes basic + comm.)**

Do you want to sell  
advertising on SA's premier  
travel trade online reference  
directory?

KPA's include  
researching new  
business, understanding  
travel suppliers  
marketing needs and  
concluding new advertising  
contracts as well as  
renewals on this well  
established product.

### Requirements:

- Solid sales track record in the travel industry
- Ability to communicate with top executives
- Good understanding of marketing and advertising
- Own car

### CV to:

**careers@nowmedia.co.za.**  
Only successful candidates  
will be contacted.



Visit: [www.travelinfo.co.za](http://www.travelinfo.co.za)

TNW7332

For a FREE subscription  
to TNW contact  
Gladys on  
[gladysn@nowmedia.co.za](mailto:gladysn@nowmedia.co.za)



## Senior Corporate Sales Executive

### Key Accountabilities

- Work with sales management team and pricing to ensure the appropriate Cathay Pacific corporate fares are available in the South African market.
- Become the corporate sales supremo and proactively assist other sales team members in formulating corporate sales calls.
- Ensure an aligned Corporate Sales Value Proposition deployment to secure corporate deals.
- Plan and document sales correspondence in conjunction with the Assistant Sales Manager utilizing the Sales Force Automation tool. (SFA)
- Consistently enhancing the Quarterly Corporate analysis to provide detailed and informative feedback
- Maintain and monitor the corporate revenue for South Africa and surrounding countries.
- Strengthen existing relationships by way

of frequent visits, acknowledgement of special events, increase in revenue

- Prospect new corporate and develop pipeline management mechanism.
- Cold Calling and prospecting new Corporate via the travel agent channel to widen support and revenue

### Requirements

- Excellent communication and interpersonal skills,
- Excellent spoken and written English.
- Resilient personality; capable of handling pressure and defending company policy
- Flexible team player with initiative
- Sound problem solving and reasoning skills
- Excellent planning, organising, control and follow-up skills
- Excellent Analytical Skills
- Computer literate with proficiency in maintaining admin systems

Interested parties can submit a CV by email to [jnbrecruitment@cathaypacific.com](mailto:jnbrecruitment@cathaypacific.com) no later than 02 April 2015.

TNW7330

**011 789 3337**

<p><b>NEW BUSINESS DEVELOPMENT - JHB</b> Travel agency exp. Tender exp. an advantage. Salary: R15 000 - R22 000 p/m ctc. <b>Jean</b></p>	<p><b>BOOKKEEPER/PA - Sandton</b> Trial Balance, Pastel. Salary: R15 000 - R16 000 p/m ctc. <b>Nono</b></p>
<p><b>SENIOR TRAVEL CONSULTANT - JHB North</b> Exp. with travel clients. Amadeus/Galileo. Shift work. Salary: R18 000 - R22 000 p/m ctc. <b>Jean</b></p>	<p><b>SENIOR TRAVEL CONSULTANT - Randburg</b> Corporate. Galileo/Quicktrav. Salary: R18 000 - R25 000 p/m ctc. <b>Nono</b></p>
<p><b>INBOUND TOUR CONSULTANT - JHB North</b> Tourplan. Exp. in itineraries from start to finish. Salary: R16 000 - R22 000 p/m ctc. <b>Jean</b></p>	<p><b>WHOLESALE CONSULTANTS - JHB North</b> Outbound, USA, UK and Europe knowledge. Salary: R8 000 - R11 000 p/m ctc. <b>Nono</b></p>

E mail: [jeancv@pcs-sa.co.za](mailto:jeancv@pcs-sa.co.za) | [nonocv@pcs-sa.co.za](mailto:nonocv@pcs-sa.co.za)  
Web: [www.pcs-sa.co.za](http://www.pcs-sa.co.za)

APSO MEMBER

TNW7318

**38** years of service excellence

### Top jobs in Durban this week:

**SNR CONSULTANT**  
CBD. Min 5 yrs exp at snr level handling complex int'l bookings.  
Galileo + Quicktrav. World class group.  
Sal highly neg.

**JNR CONSULTANT**  
Ballito - Min 2 yrs exp in retail travel + Galileo. Lovely, small office environ.  
Sal to R8000.

**TRAVEL SUPERSTAR**  
Westville. Must have travelled internationally. Min 2 yrs exp & tert qual req. Sal neg.

Jill / Erica Tel: (031) 265 8474  
[durban@nowjobs.co.za](mailto:durban@nowjobs.co.za)

TNW7334

To advertise on this page email  
[courtneyc@nowmedia.co.za](mailto:courtneyc@nowmedia.co.za)

## Pick of the week

brought to you by



### Intermediate Leisure Consultant – Windhoek, Namibia

*Just Holidays*  
Looking for a leisure consultant with the ability to confidently create tailor made itineraries and conclude accurate multi-sector and around the world itineraries.  
Email: [suska@justholidays.com.na](mailto:suska@justholidays.com.na)

### Incentives Consultant - Pretoria

*Quantex Recruitment Group*  
3+ years' experience within an incentives travel consultant role. Travel qualification & tour leader qualification essential. Proficiency in Galileo & MS Office essential.  
Email: [lee@quantex.co.za](mailto:lee@quantex.co.za)

### Incentive Consultant - Gauteng

*Professional Career Services*  
Galileo. Min. 7 years' experience. Travel agency incentive experience essential. Positions in Braamfontein and Pretoria. R15-R18000 incl. medical aid & provident fund.  
Email: [jeancv@pcs-sa.co.za](mailto:jeancv@pcs-sa.co.za)

### Senior Corp Consultants – Johannesburg

*Lee Botti & Associates*  
Various areas. Excellent GDS knowledge coupled with min 6 years relevant working exp. Salary negotiable.  
Email: [corneliavz@nowjobs.co.za](mailto:corneliavz@nowjobs.co.za)

### Senior Groups/FIT Consultant - North

*Equity Connections cc*  
Must have in-depth knowledge of East/Southern/South Africa plus sound Groups/FIT experience. Manage all aspects of bookings.  
Email: [equitycon@mweb.co.za](mailto:equitycon@mweb.co.za)

### Training Facilitator - Rivonia

*Tourvest Travel Services*  
Flair for public speaking and a passion for sharing and teaching! Responsibilities: staff training/technical/soft skills/learnership/projects/training & development. Compliance with CATHSSETA and NQF legislations. Email: [Nomsa.mathebula@travel.co.za](mailto:Nomsa.mathebula@travel.co.za)

### Business Development Manager

*Flight Centre Travel Group*  
Minimum 3 years solid, proven sales experience in a travel environment. Strong business acumen with ability to work towards targets and goals. Email: [lauren.grobbelaar@flightcentre.co.za](mailto:lauren.grobbelaar@flightcentre.co.za)

### BSP Refunds Clerk – Cape Town CBD

*Club Travel*  
Assist with refunds and provide administrative support to the division. High level of accuracy, work in a team, be proficient in at least one GDS. Minimum 1-3 years BSP experience.  
Email: [careers@clubtravel.co.za](mailto:careers@clubtravel.co.za)

### New Business Sales Executive – PE/JHB

*Quantex Recruitment Group*  
TMC looking for an experienced and successful candidate to join their passionate team! Proven track record and contactable references essential!  
Email: [lee@quantex.co.za](mailto:lee@quantex.co.za)

### Senior Consultant - JHB North

*Professional Career Services*  
Amadeus/Galileo. Min. 6 years' experience. Handle up to complex bookings. Sound geographical knowledge. R18-R26000 incl. medical aid & provident fund.  
Email [veroshacv@pcs-sa.co.za](mailto:veroshacv@pcs-sa.co.za)

### HR Manager - Cape Town

*Lee Botti & Associates*  
Labour expert with strong training & development background required for international T/O. Qualification essential! Sal R 30 000.  
Email: [malikam@nowjobs.co.za](mailto:malikam@nowjobs.co.za)

### Senior Wholesale In-Bound Consultant – Sandton

*Equity Connections cc*  
Design exceptional tailor-made FIT itineraries, handle full functions of reservations. Computer literacy, Tourplan or similar, Africa knowledge essential.  
Email: [equitycon@mweb.co.za](mailto:equitycon@mweb.co.za)

### Leisure Team Leader - Rivonia

*Tourvest Travel Services*  
Meet individual and team targets. Excellent understanding of related systems. Sell local, regional and international packages. Understand fares and re-issues. Matric/leadership. 5 years exp. Email: [Nomsa.mathebula@travel.co.za](mailto:Nomsa.mathebula@travel.co.za)

### Account Manager

*Flight Centre Travel Group*  
3 years' experience in a corporate consulting role. Experience working on Galileo, proven track record with consistent sales and a large client base. Email: [lauren.grobbelaar@flightcentre.co.za](mailto:lauren.grobbelaar@flightcentre.co.za)

### Senior Inbound Consultant - Randburg

*Wendy's Travel Personnel*  
Minimum of 8 years Inbound experience and good knowledge of South Africa, Botswana, Zambia, Zimbabwe, Mozambique, Namibia and East Africa essential!!  
E-mail: [wtpositions@icon.co.za](mailto:wtpositions@icon.co.za)

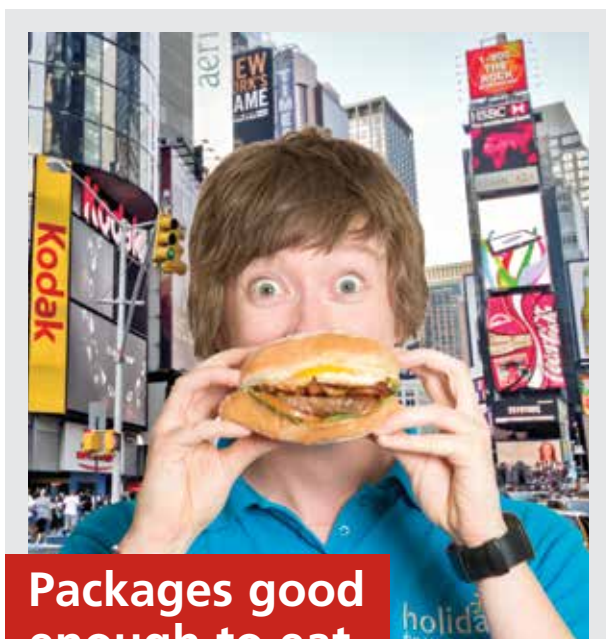
### Intermediate Ticketing Consultant – Cape Town CBD

*Club Travel*  
Must have Amadeus, Galileo, Worldspan or Sabre. Excellent knowledge on international fares, manual fare builds, re-calculations and reissues.  
Email: [careers@clubtravel.co.za](mailto:careers@clubtravel.co.za)

TNW7333

These adverts were selected from the vacancy section of [www.travelinfo.co.za](http://www.travelinfo.co.za)  
For more details contact [jobs@travelinfo.co.za](mailto:jobs@travelinfo.co.za)





## Packages good enough to eat

Holiday Tours is offering 'Delicious USA' packages. Travellers can choose between Miami, Los Angeles, San Francisco, or New York – and eat their way through the city. Rates are from R7 249 including four nights' accommodation, hotel transfers, and food tours. The different packages are valid for selected dates in June and July. See Travelinfo for more details. **Megan D'Arcy**, product manager of Holiday Tours grabs a bite in New York. Photo: Shannon Van Zyl

# Comair to pioneer flights to new destination

DARISE FOSTER

COMAIR has been selected as the preferred bidder in the process to provide a scheduled air service to the island of St Helena, off the west coast of Africa.

This follows the 2011 announcement by the St Helena government that it had entered into a R2,7 billion contract with South African

construction group, Basil Read, to build the island's first airport. It is expected to open early next year.

"Comair is proposing a weekly flight between Johannesburg and St Helena, using a Boeing 737-800 aircraft," the St Helena government said in a statement. "Through Comair's partnerships with numerous international airlines, the St Helena air service will offer

connections to international route networks, via Johannesburg, to destinations such as London, Amsterdam, Paris, Sydney and Hong Kong."

The government of St Helena said it would hold detailed discussions with Comair over the next few weeks and make a formal, more detailed announcement once these had been concluded. ■

## Centara Mauritius management contracts axed

CENTARA Hotels & Resorts will no longer manage and operates its three Mauritian properties, effective immediately.

The group announced that the owners of Centara Grand Azuri Resort & Spa Mauritius, Centara Grand Azuri Residence & Suites Mauritius

and Centara Poste Lafayette Resort & Spa Mauritius unilaterally terminated their management agreements with Centara on March 8.

Centara is working with the owners with regard to de-flagging and other termination procedures.

The hotel group was

unable to provide further comment on why the three management contracts had been terminated. However, it did say the matter was under investigation.

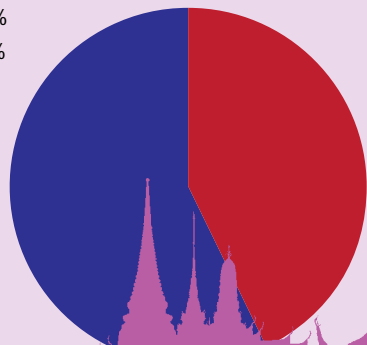
Centara said in a statement that the group hoped to develop other hotel opportunities in Mauritius. ■

*pulse poll*  
brought to you by eTNW and TRAVELINFO

### Thailand takes a dip

Have you seen a drop in demand for Thailand since Thai Airways announced it was pulling flights to SA?

- Yes 43%
- No 57%



eTravel is the ITC market leader in South Africa and assists senior Travel Consultants and Travel business owners to realise their dreams. If you have ever dreamt of owning your own travel business or would like to cut costs by doing away with your IATA license and improve your current business efficiencies then you should call eTravel. We run the back office for over 200 Independent Travel Companies and specialise in making your travel business a success by offering the best commissions, overrides & a comprehensive support structure. If you have a client base, 5 years travel consultant experience or already own your own business but want to make more, then contact us! You'll be amazed at how easy it is!

Contact Tammy on 0861eTravel1 or info@etravel.co.za



Work for Yourself Not by Yourself  
www.etravel.co.za

## SA Express introduces new route

SAX will introduce three weekly flights between OR Tambo International Airport and Pilesberg International Airport from April 1. It will also be introducing two flights between Pilesberg and Cape Town International Airport.

The CRJ 200, a 50-seat

passenger jet, will be deployed for the service.

Flight SA1261 will depart Johannesburg at 09h30 and arrive at Pilesberg at 10h20 on Mondays, Wednesdays and Fridays. Flight SA1264 will depart Pilesberg at 10h55 and arrive in Johannesburg at 11h45 on Wednesdays,

while SA1268 will depart at 16h20 to arrive in Johannesburg at 17h20 on Mondays and Fridays.

SA1255 will depart Cape Town at 13h50, arriving in Pilesberg at 16h00. The return flight SA1254 will depart Pilesberg at 11h00, arriving in Cape Town at 13h20. ■

## New Chinese visa application centre opens

THE Chinese Visa Application Service Centre (CVASC) opened its Johannesburg premises on March 18.

South African passport holders wishing to visit mainland China can apply at the centre on the 14th floor of the Sandton City Office Tower. Applications can be

submitted from 09h00-15h00 from Monday to Friday and express applications should be submitted before 11h30.

Collections and payments will take place between 09h00 and 16h00 daily.

After the opening of the CVASC, diplomatic or service passport holders,

applicants qualifying for the Chinese diplomatic, courtesy and service visas, and those applying for the Hong Kong or Macao Special Administrative Region visas/entry permits can still submit their applications directly to the Chinese Embassy and Consulate General. ■

## SAA rethinks incentives

From page 1

SAA to other international carriers.

"I think SAA is making a big mistake should they go this route as the South African travel trade is still their sales force and SAA should rather be focusing on cutting costs internally than affecting their sales," says Garth.

For some agencies, a growth incentive is more fitting. "We

haven't seen the new deal yet but Pentravel is no longer part of a large consortium and a growth incentive should suit us better," says Pentravel ceo, **Sean Hough**.

SAA has made it clear over the past few months that it is looking closely at its contractual agreements. In a statement last month on the progress of SAA's 90-Day Action Plan, the airline said it

had completed approximately 40% of identified contract renegotiations, which formed part of a strengthening of governance controls within the procurement area and a re-focus on cost compression.

The airline did not respond to requests for comment on its plans to restructure its override agreements with the South African travel trade by the time of going to press. ■