



CORPORATE PAYMENT SOLUTIONS



TNW

TRAVEL NEWS WEEKLY

American Express® BTA Powerlink™

Reconcile your clients' travel invoices and transactions with American Express BTA Powerlink.

For more information, please contact the American Express Card Team on 0860 102 191.



American Express® Cards is operated under license in South Africa by Nedbank Limited Reg. No. 1951/000009/06. An authorized financial services and registered credit provider (NCRCPFS).

TNW6867SD

INSIDE

**NEWS
FAREWELL**

Johann Strydom leaves WLH

Page 2

FEATURE

Valentine's getaways

Think out of the box!

Page 6

FEATURE

TRAVEL TECHNOLOGY

How good is your data?

Page 10

Rand in freefall – don't panic!

DORINE REINSTEIN

THE rand reached a new record low of R17,91 to the dollar, on January 11, resulting in a new wave of alarm from travellers.

"We must not panic. We will just need to work harder to find the right deal at the right price," maintains **Sean Hough**, ceo of Pentravel.

Although clients are clearly concerned, agrees **Wally Gaynor**, md of Club Travel, it's important that travel agents don't feed into the negativity but put a positive spin on the situation and that they learn to think outside of the box and consider options such as Airbnb, coach tours and cruises.

He says the reality is that the US, the UK, Europe and Australia have become extremely expensive for South Africans. However, travel agents could see this as an opportunity to open their clients' minds to new destinations, such as India and Asia as well as countries in South America, such as Brazil, Guatemala and Nicaragua. "You may pay more to get there but prices at the destination are low," he says.

"South-east Asia has long provided South Africans with value for money and will continue to do so. Thailand, Myanmar and Cambodia are firmly on the radar of South African travellers," adds Travelstart's direct sales manager, **Jonty Medcalf**. "There are still plenty of good deals to be found if you look hard enough and are prepared to travel last minute," he maintains.

Agents should also urge their clients to pay for their holidays upfront and

in full to lock in the final price at today's exchange rate, advises Jonty. "Considering the current volatility this can save you a lot of money."

"This is where the travel agents can offer great advice by recommending that clients book their holidays through tour operators that offer guaranteed prices," agrees Beachcomber's national sales and marketing manager, **Joanne Visagie**. She says Beachcomber doesn't hedge against the rand but sends payments received from clients to suppliers to avoid getting caught out.

In line with this, Trafalgar's prices are not hedged locally, says **Theresa Szejwallo**, md of Trafalgar. "We are absorbing the cost of this globally as we don't want SA travellers to lose confidence in 'yo-yo' pricing," she says.

Fully inclusive holidays, while always popular, have also started to gain momentum after the rand freefall, according to Theresa. She says Trafalgar has now even introduced the option of paying the travel director and drivers upfront.

"Clients have much less to be concerned about when the price of every included service has been fixed. Apart from the obvious inclusions such as hotel accommodation and transportation, think about how much this is saving our guests on their meals, sightseeing and even tipping," she says.

Agents warn, however, that not all 'all-inclusive' holidays offer equal benefits. **Franz Von Wielligh**, gm of Flight Specials, says some resorts or hotels may market all-inclusive packages but tend to exclude a lot of items. ■



Ready to tee off!

Time is running out to secure a spot at Beachcomber Tours' upcoming Paradis Golf Challenge in Le Morne, Mauritius – and with over 60% repeat guests, it sells out fast! It takes place from July 4-9 and August 29-September 13, and attendees who invite three full-paying golfers to join will even get free accommodation! Additionally, the winner of the golf challenge will receive free accommodation and flights to defend their title the following year. Pictured here (from left) ready for a round of golf are Beachcomber sales executives **Nicola Hards, Kirsten Johnston and Gina Stanford**. Photo: Megan Fischer

Iata launches DIP in Southern Africa

DORINE REINSTEIN

IATA has officially launched the Default Insurance Programme (DIP) in Southern Africa, offering travel agents an alternative to the recently adjusted minimal financial guarantee.

The association told TNW it was in the process of communicating the programme's details to all

travel agents in Southern Africa, including South Africa, Botswana, Lesotho, Namibia and Swaziland. The DIP provider appointed by Iata is Lloyd's of London through its local representative, Jack & Seach Insurance Brokers, which is a licensed financial service provider.

Iata's new Local Financial Criteria (LFC) had agents up in arms with

To page 16

The fastest way to get a tan this summer.

Book a Fiat 500 cabriolet in Cape Town this holiday.

0861 131 000 europcar.co.za EuropcarSA

Europcar
moving your way

Top web stories



- Industry mourns major loss
- Major appointment for Reynolds Travel Centre
- Payment fraud – new prevention tool coming
- TNW pick: 'British press lying about UBC stats' – DHA
- Will SAA run out of cash?

Quick Software
Software. Solutions. Support.

- Professional vouchers with logos
- Voucher emailed in secure PDF format
- Import vouchers into invoicing
- Manage voucher ranges efficiently
- Comprehensive registers with lookup
- Multi-level reporting

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

TNW6002SD

Rubes® By Leigh Rubin

creators.com
© 2015 Leigh Rubin!
leigh@rubescartoons.com

10 - 27

"Another false alarm. ... Curse those vain convertible-driving bald dudes and their cheap toupees!"

TRAVEL NEWS WEEKLY

www.etnw.co.za

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: Debbie Badham debbieb@nowmedia.co.za
Journalists:
Dorise Foster Dorine Reinstein
Carina Borralho Taryn Nightingale
Photographers:
Shannon Van Zyl
Megan Fischer

Production Editor: Ann Braun

GROUP PUBLISHER
David Marsh davem@nowmedia.co.za

DEPUTY PUBLISHER
Natasha Schmidt natashas@nowmedia.co.za

SALES
Sales Director: Kate Nathan katen@nowmedia.co.za
Advertising Co-ordinator:
Anthea Lucas antheal@nowmedia.co.za

PRODUCTION
Design Head: Dirk Voorneveld

SUBSCRIPTIONS
Circulation tvlsubs@nowmedia.co.za

Johann Strydom exits WLH



Johann Strydom

AFTER seven-and-a-half years as md of World Leisure Holidays, **Johann Strydom** has announced his resignation. WLH will continue to operate under the direction of holding company, Sun Limited and day-to-day operations will be overseen by **Ramesh Jeenarain**, who has been an executive with the company for the past five years.

“We respect Johann’s decision to resign and thank him for serving World Leisure Holidays professionally throughout his time with the company,” Sun Limited said in a statement.

World Leisure Holidays offers packages to Mauritius, Seychelles, Réunion, Maldives, Zanzibar, Mozambique and the UAE. It exclusively represents Sun Resorts properties in Mauritius and the Maldives. ■

Treasury to ‘assist’ SAA

DORINE REINSTEIN

TREASURY has said it will “assist” SAA in maintaining liquidity after Citibank cancelled a R250m loan facility to the airline, although it is not clear in what way this assistance will take place.

Treasury spokeswoman, **Phumza Macanda**, told *TNW* that Treasury was working closely with SAA on ensuring that there’s sufficient liquidity at the airline but would not confirm whether this was in the form of a guarantee. SAA currently has an application for a guarantee under consideration, which predates the Citibank cancellation of its loan facility.

The cancellation by Citibank of the loan facility could have dire consequences for the airline and could stand in the way of SAA re-establishing its going concern, according to economists.

Before the cancellation of the facility, SAA was already in a tight financial spot. In November last year, SAA’s head of Legal, Risk and Compliance,

Ursula Fikelepi, pointed out that SAA was financially distressed and trading under insolvent circumstances.

Aviation consultant, **Joachim Vermooten**, says SAA will need to replace the funding from Citibank by turning to another bank. To be able to do this, the airline will need a state guarantee. Another option would be for the government to extend a direct loan to the airline.

“However, if the government decides to assist the airline further by extending another guarantee, SAA will have no incentive to turn around and move away from the reckless trading it is engaging at the moment,” says Joachim.

Extending another guarantee would also allow SAA to compete unfairly in the market space. Joachim says that in Europe state guarantees usually go hand in hand with a curtailment of the airline’s services to make space for the private sector and mitigate any possible distortion the guarantee has created.

However, if the government should choose

to refuse another guarantee to SAA, the airline is not necessarily forced to close its doors, says Joachim.

He says there are other options available, such as business rescue.

Ursula had already suggested the option of business rescue when she submitted her legal advice to the airline in November last year.

“The decision by the board to pass a resolution for business rescue needs to be done urgently to enable a business rescue practitioner to take control for the purposes of having a business rescue plan approved and thereafter implemented.

If the board decides that there is no prospect for business rescue, the directors are obliged to file for liquidation on an urgent basis,” she said.

Joachim says it is unclear why SAA has not applied for business rescue yet, as the directors have an obligation to apply for it when they find the company is trading under insolvent circumstances. If they fail to do so, they could be held personally liable for the acquired losses. ■

Ethiopian adds direct flights to CPT

TARYN NIGHTINGALE

ETHIOPIAN Airlines is launching two direct flights between Cape Town and Addis Ababa, effective February 3.

This expansion on the Cape Town service complements the seven existing non-direct flights operating between the two cities.

The direct flights will operate on Wednesdays and Fridays, departing Cape Town at 14h55 and arriving in Addis Ababa at 22h10. The return flight will also operate on Wednesdays and Fridays, departing Addis Ababa at 08h30 and arriving in Cape Town at 13h55.

“This increases the amount of flights between the cities

from seven to nine. Four of these flights depart Cape Town with a stop in Gaborone, the remaining three depart Cape Town with a stop in Johannesburg,” said **Abel Alemu**, regional manager of Ethiopian Airlines, Southern Africa.

The new service will be operated using a Boeing 787 Dreamliner. ■

flysaa.com

NOW FLYING FROM JOHANNESBURG TO ABUJA 3 TIMES A WEEK. BOOK NOW



SAA proudly announces an exciting new business travel option – from 26 January 2016 you can fly between Johannesburg and Abuja, Nigeria. The new route creates a new world of business opportunities, waiting to stimulate economic growth between Nigeria, South Africa and beyond.

Go to 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



Pictured here at the launch (from left) are Mike Mabuyakhulu (KZN MEC Economic Development, Tourism and Environmental Affairs), Akbar Al Baker, Edward Senzo Mchunu and Councillor James Nxumalo (mayor of Durban). Photo: Dorine Reinstein

Qatar tightens links with SA

DORINE REINSTEIN

LAST month Qatar Airways expanded its reach in South Africa with the official launch of a four times a week Durban-Doha service. The airline already flies daily from Cape Town and double daily from Johannesburg.

Akbar Al Baker, Qatar Airways ceo, said he expected high load factors on the route to Durban, both in terms of leisure tourism and corporate travel. He said the development of the Dube Trade Port in Durban offered "tremendous opportunities" for further growth in Durban and South Africa.

"Qatar is one of South Africa's largest trading partners in the Middle East and adding Durban to our existing South African routes will further strengthen the bond between the two countries, especially in

the tourism sector."

Akbar said it was high time that Qatar Airways and the other Gulf carriers expanded in Africa to bring more competition to the aviation sector on the continent. He said African carriers were currently undercapitalised and neglected by their governments. "African governments should subsidise their national carriers in order to let them stand on their own feet. Once that happens, and people have confidence that the airline is safe, there is huge potential.

"Africa is an underserved continent with the largest potential for growth. The continent has been starved of proper air services for a long time. On the few air services available, I think the airlines have really taken the African people to the cleaners. It is obvious that airlines like us and our

Gulf colleagues need to operate to Africa in order to give the African people connectivity, good value for money, a high standard product and respect as passengers," he added.

Qatar Airways flies to Durban on Mondays, Tuesdays, Thursdays and Saturdays, using a Boeing 787. The flight, which makes a stop in Johannesburg, leaves Doha at 07h45 to arrive in Durban at 17h35. The return flight departs Durban at 18h45 to arrive in Doha at 06h20 the next day.

Premier of KZN, **Edward Senzo Mchunu**, commented that direct long-haul air services from Durban were the lifeblood of the province's economy. "We want to believe that connectivity between KZN and Qatar is going to grow leisure tourism and trade in leaps and bounds." ■

Centara changes its name

CENTARA Hotels & Resorts has been renamed Central Hospitality International (CHI) but the hotel brands, products and services remain unchanged.

The introduction of CHI serves is to differentiate the corporate brand and its member hotel brands.

"Our objective is to strategically grow the business and build international brand awareness and recognition

through acquiring and managing hotels in global cities and resorts," says **Thirayuth Chirathivat**, ceo of Central Hospitality International.

The group currently comprises Centara Grand Hotels & Resorts, Centara Hotels & Resorts, Centara Residences & Suites, Centara Boutique Collection, Centra Hotels & Resorts and COSI Hotels. ■

CAA halts Lubumbashi flights

COMPAGNIE Africaine d'Aviation (CAA) has ceased flights between Johannesburg and Lubumbashi in the Democratic Republic of the Congo.

"CAA will not resume JNB-FBM flights due to being unable to obtain the necessary approvals in the DRC," said

Rod Murphy, commercial projects manager for CAA.

South African Airways is now the only airline flying to Lubumbashi from South Africa.

Rod said CAA would continue to operate domestic flights in the DRC that could be booked through the GDS and ticketed through BSP. ■

Fairmont expands into North Africa

FAIRMONT Hotels & Resorts is to develop Fairmont La Marina Rabat-Salé, a new luxury hotel in Morocco.

The 200-room hotel, set to open in 2019, will be located in La Marina Morocco, a coastal mixed-use development between Rabat and the ancient city of Salé. The property will feature ample meeting space and a range

of restaurants, including an all-day dining concept, lobby lounge and bar. A speciality restaurant and pool bar and grill will also be available, as well as spa and fitness facilities.

The hotel will be situated at the mouth of the Bouregreg River and close to key heritage sites in Rabat such as Kasbat Oudayas and Tour Hassan. ■

Cruising for foodies!

DEBBIE BADHAM

OCEANIA will launch its newest vessel, *Sirena*, in April. The ship takes a maximum of 684 guests and will have 400 staff members, says **George Argypoulos**, md of Cruises International.

He says, even with the weakening rand, over 10 000 passengers were booked on Oceania last year and attributes this performance to the kind of value for money offered by the brand.

The cruise line has a number of unique selling points that agents can use to sell to clients.

Oceania vessels are mid-size, 'elegant' ships, meaning they are able to dock in smaller ports, says **Riet Goetschalckx**, sales director for mainland Europe, Middle East and Africa. Cruises offered by the brand have port-intensive itineraries as Oceania is all about discovery, and they are



Riet was recently in South Africa to speak to media about Oceania's product offering. She is pictured here at the event with George. Photo: Debbie Badham

geared towards guests who want to relax. "Silence and space are key," says Riet. She also notes that the more often travellers cruise, the more likely they are to book smaller ships and longer itineraries

A key attraction for most repeat customers is the 'foodie' experience on offer. "We invest a lot in food,"

comments Riet, adding that guests do not pay extra for speciality restaurants on Oceania. Travellers are spoilt for choice, with everything from Asian fusion to high French dining experiences available. The brand also offers the Culinary Center, which is the first hands-on cooking experience at sea. ■

Marriott partners with SAA

MARRIOTT Rewards has announced a partnership with SAA Voyager. Rewards members can now earn Voyager miles during stays at selected Marriott hotels and can also redeem Rewards points for Voyager miles.

Members who designate Voyager as their earning preference can receive

miles for US dollars spent at qualifying hotel charges and room rates. Members should inquire at which Marriott hotel brands these benefits will apply.

Marriott Rewards members can also convert their Marriott Rewards points into SAA Voyager miles at the following exchange rates. ■

Marriott Rewards Points	SAA Voyager Miles
10 000	1 500
20 000	3 500
30 000	7 000
70 000	17 500
140 000	35 000

Fly Blue Crane extends CPT-Kimberley flights

DUE TO the success of its seasonal Cape Town-Kimberley service, Fly Blue Crane plans to make the route permanent. The service, which was launched on December 1, was originally intended to stop on January 17.

"While our initial plan was to offer this service until mid-January, there has been such an overwhelming response

from our customers that we are now extending it beyond the festive season, with a plan to make the flights permanent," Fly Blue Crane chief commercial officer, **Theunis Potgieter**, said in a statement.

Tickets were already on sale beyond January 17, he added.

Meanwhile, the airline confirmed it would discontinue

flights from Nelspruit to OR Tambo International Airport due to capacity constraints.

"We will reconsider the route in future as our fleet grows and when we are able to offer at least three flights a day to Kruger Mpumalanga International Airport," Theunis said. "Passengers booked for flights after January 8 will be refunded." ■

Nikita Tavlet selects the top specials from Travelinfo

- **South African Airways.** Inaugural fares between Johannesburg and Abuja, Nigeria, extended for all sales until January 29. Johannesburg to Abuja from R2 500 return, excluding taxes. Abuja to Johannesburg from US\$250 (R4 160) return excluding taxes. Valid for travel from January 26 to May 31.
- **Kulula holidays.** Seven nights at Chanalai Garden Resort, Phuket from R12 324pp sharing. Offer includes return flights from Johannesburg to Phuket on Qatar Airways, all pre-payable airport taxes and fuel levies, return airport-resort transfers and accommodation in a superior garden view room with breakfast daily. Valid for travel from January 16 to March 31.
- **Top Deck.** Get 7,5% off all Europe trips. R1 000 deposit secures booking to be paid before February 29. Full payment by March 31. Valid for departures between April and October.
- **Edusport.** J&B Met special from R3 500pp. Offer includes entry ticket, VIP luxury lounge, meals and more. Valid until January 30.



For the record

In the January 6/13 issue of *TNW*, it was incorrectly stated that the cost of Austria Connection's Valentine's Day ball package in Vienna was R5 597pp (converted from €373). Due to the drastic weakening of the rand since the story was first written, the package, in fact, costs around R6 850pp. *TNW* apologises for the error.

CHOOSE RED FOR THE JOURNEY AHEAD.

UNLOCK THE WORLD

At Avis, we want to make 2016 your best year yet. That's why every time you make a discretionary booking this year, you'll earn Club Red Roses to spend as you wish. After all, showing you how valued you truly are, is just one more way that We Try Harder.

Avis. We Try Harder.

Visit clubred.co.za

Terms and conditions apply.

AVIS

Valentine's getaways

Agents should sell Valentine's getaways as experiences rather than holidays. Carina Borralho finds out more.

Think out of the box!

AGENTS will need to think out of the box this Valentine's Day to impress potential clients.

Valentine's Day – much like other occasions in the year – has been over-commercialised and has lost its unique appeal, says **Alexis Bekker**, head of sales and marketing for LUX* Resorts & Hotels. She says these holidays should be consulted on more and packaged as something special to clients.

"Agents should pay more attention to these occasions. It's about selling the couple an experience rather than just a holiday over Valentine's and this comes with knowing your product offering," says Alexis, adding that it should not only be about the price, and agents should take a holistic approach by looking deeper into what particular resorts offer and



Alexis Bekker

the experience that can be delivered.

Unconventional activities are popular romantic choices for this year, says Club Travel product manager, **Lucinda Tyler**. These include zip lining, balloon safari, game drives, cruises, romantic movies, private

spa treatments and even cooking lessons. "Some couples enjoy adventure and being active, while other couples would prefer relaxation and beach or bush getaways."

The LUX* Reasons to Go product offers extras like star gazing with an astronomer (Starry Starry Night), movies screened on the beach (Cinema Paradiso), and a range of other unique activities.

Agents can offer travellers more than what comes standard in Valentine's getaways by considering romantic value-adds that are often overlooked. Lucinda says these include turn-down facilities, rose petals, champagne, a fruit basket, chocolate and strawberries, meal vouchers, room upgrades and private dinners arranged in dining areas.

However, when tailoring



Cathie Bester

a Valentine's Day package, agents should consider what that particular couple enjoy and research their special interests, advises Lucinda.

Agents should ask the right questions to find out whether couples are looking for good food and wine, history or art, agrees

Trafalgar md, **Theresa Szejwallo**. "Agents will go a long way to craft a more personalised romantic break by finding out about the client."

Theresa adds that applying a one-size-fits-all approach won't work. "Our experience has been that couples looking to book a romantic getaway vary as much as individual travellers in what they're looking for and it is up to the agent to provide them with a choice of interesting options to choose from."

World Leisure Holidays (WLH) national sales manager, **Cathie Bester**, says agents need to understand their clients' likes and dislikes and their preferences in terms of whether they are adventurous adrenalin junkies or prefer to relax in a resort and enjoy whatever is on offer.



...stress-free holidays

Our travel specialists create hand-crafted itineraries for stress-free guided holidays filled with richer experiences.

THE TRAFALGAR ESSENTIALS

- ✓ All accommodation
- ✓ All hotel tips, charges & local taxes
- ✓ Must-see sightseeing with VIP entry
- ✓ Daily breakfast & up to 50% of evening meals
- ✓ An expert Travel Director
- ✓ A luxury air-conditioned coach with free WiFi, or alternative transport
- ✓ All portage and restaurant tips

Plus Handpicked Insider Experiences

Call 011 280 8400 or visit www.trafalgar.com

Simply the best
TRAFALGAR



Couples can walk up Le Morne mountain and enjoy some of the best views of Mauritius.

Selling something extra special

A LESS conventional destination for a Valentine's Day getaway suited to the more adventurous couple, is Réunion Island, says LUX*'s **Alexis Bekker**. "The island offers a variety of exclusive activities, including a walk on an active volcano, helicopter flights over the entire island, walks up scenic routes with picnics and romantic meals at the mountain's edge, as well as sunset cruises that seasonally include dolphin and whale sightings," she says.

The LUX* product range focuses on islands and offers guided tours to

Réunion. "Réunion is becoming increasingly popular with couples," says Alexis. "It is a self-drive destination but with the option of guided tours. The tours offer bucket list experiences, including an aquatic walk – river rafting with your body – and jumping through waterfalls."

Trafalgar has unique couple getaways as part of its Hidden Journeys product offering. "This style of travel takes guests to the less-visited off-the-beaten-track destinations around the world, and comprises smaller groups of no more

than 26 guests," says **Theresa Szejwallo**.

Although Mauritius is considered a conventional destination, there is much more to do and explore on the island than the conventional packaged offerings, according to Alexis. "The LUX* Le Morne is situated in the southwest of the island with Le Morne mountain (a Unesco World Heritage Site) directly behind. Couples can also take a walk up the mountain and enjoy a picnic while enjoying some of the best views available in Mauritius," she notes.

Find romance in guided tours!

MANY couples shy away from guided tours because they expect not to have enough privacy and romance on their trip when travelling in a group. However, Club Travel's **Lucinda Tyler** says guided tours can still be romantic, depending on what value-adds are offered. "Some guided tours offer breakaways at the end of each day, as well as romantic dinners and breakfasts to keep the

experience intimate and special," she says. Other romantic ideas to include in packaged getaways are open-air concerts, sundowner cruises and cocktails on the beach.

Trafalgar's **Theresa Szejwallo** says, in her experience, couples want to spend hassle-free quality time together and they enjoy being treated like VIPs with a few surprises along the

way. "Trafalgar's At Leisure travel style is the perfect way for couples to spend some quality time together. Whether they are honeymooners, long-standing couples, or couples intent on celebrating a special anniversary, these holidays will tick all the right boxes." She says they offer late starts each morning, longer stays at each destination and more flexibility to explore in their own time.

Great romantic deals

1 Club Travel is offering a romantic four-night getaway to Prince Island and a Hamman in Istanbul. The package starts at R18 050pps and includes return flights to Istanbul, airport taxes, return transfers, four nights'

accommodation at the Dossi Dossi Hotel Old City, breakfast daily, two lunches and two dinners, a Turkish show, an Istanbul city tour, tour to Prince Island, a Hamman experience and a guide. Valid for travel until March 24.

2 Trafalgar's seven-day Secrets of Italy is a Hidden Journey package that enables couples to enjoy the scenery and gastronomy of the Piedmont region. Couples will enjoy Insider Moments like a trip to the Barale Fratelli winery to learn about the region's wines, and enjoy local treats such as biscotti and 'bicerin' hot chocolate in Turin. Priced

from R24 750pps, the package includes six nights' accommodation with hot buffet breakfast daily, a Be My Guest lunch, two dinners, featured sightseeing, Insider Moments, transport and transfers. Bookings made and paid for March 25 will save up to 7,5%. This offer is valid for travel on April 2 and April 16, July 9 and July 23, and August 6 and August 20.



A four-day getaway to Vienna for the ball at Kursalon Wien.

3 Club Travel is also offering the more romantic couple a four-day getaway to Vienna for the ball at Kursalon Wien, with dinner and a midnight show, from R13 750pps. This offer includes return

flights to Vienna, airport taxes, return airport-hotel transfers, three nights' accommodation in Vienna, breakfast daily and an entrance ticket to the ball. The offer is valid for set departure on February 11.

4 LUX* is also offering the 'Love Again' package at Tamassa in Mauritius, where the couple are treated to an exclusive evening in the spa that includes a 60-minute massage; chilled champagne; a Jacuzzi with delectable canapés at the water's edge; a choice of old-time romantic movies to

watch while being served dinner; a four-poster day bed with a seven-course meal served while watching a movie on a big screen, and the full use of the spa and the relaxation pool. This package is valid for travel between January 23 and March 18.

To page 8

Can you feel the love?

JOIN US

www.clubtravel.co.za | franchise@clubtravel.co.za

WP | Jo - 082 889 0773 GP | Lorraine - 084 602 4072 KZN | Marina - 082 793 5448 EC | Alistair - 076 509 3877

VALENTINE'S GETAWAYS

From page 7



The Maldives offers a truly relaxing holiday.

5 Avoca Travels is offering Valentine's specials that are valid until March 15. Couples can stay for eight days in the Maldives and Abu Dhabi from R17 597pps, or visit

Benota and Sri Lanka from R18 597pps. Both packages include return flights from Johannesburg, airport taxes and shared twin accommodation with breakfast daily.



Trafalgar's At Leisure holiday takes in Prague (pictured), Vienna and Budapest.

6 Trafalgar is offering a 10-day 'At Leisure' guided holiday through Prague, Vienna and Budapest. The offer includes three nights in each city; Insider Experiences, including visiting Vienna's Museum of Fine Arts, and

an exclusive private visit to admire works by the Old Masters without any crowds. This package offers later starts each day and free time for couples to explore on their own. Priced from R20 200pps, it includes accommodation

with a daily hot buffet breakfast, three dinners, featured sightseeing, Insider Experiences, transport and transfers. If booked and paid before March 25, clients can save up to 7,5%. This offer is valid for travel until April 7.

7 For couples who enjoy nature, and specifically bird watching, Club Travel is offering a 'Something for the Birds' package to Botswana for R14 530pps. The package includes return

flights to Kasane; airport taxes; return airport and river transfers; three nights on board the *Pangolin Voyager* houseboat; all meals, including soft drinks, local beers, wines and

spirits; daily birding and photographic activities; walks on Impallala Island; cultural visits to local communities; and fishing equipment and licence. The package is valid for travel until February 29.

8 World Leisure Holidays is offering Valentine's Day packages to Mauritius between February 1 and 29 in conjunction with the launch of a new movie, *Vir Altyd*, which was filmed in Mauritius. Couples can enjoy seven nights' accommodation at the five-star Long Beach Golf and Spa Resort in a standard

garden-view room on a half-board basis from R15 620pps. The offer includes a bottle of sparkling wine and a fruit platter in the room on arrival. Guests will also receive unlimited green fees for Ile Aux Cerfs golf course, including a golf cart and transfers to the golf course. Practice balls

and equipment hire are excluded. Also included is a choice of either a romantic picnic on the estate or a 30-minute massage taken any time between 09h00 and 14h00. A free night and 10% early booking discount are included for a limited time only. This offer is valid for travel until the end of February.

9 LUX* is offering Réunion Island specials that include four nights' accommodation on a bed and breakfast basis, return flights

departing Johannesburg on Air Austral, including taxes, and return airport transfers. The package, with accommodation at the Hotel Le Recif, starts at

R13 880pps. Guests can also stay at the Saint Gilles for R17 210pps. These packages are valid for travel between February 1 and May 6.

10 Couples can experience unique natural beauty – including indigenous plant and wildlife such as lemurs, baobabs, rainforests, and deserts – trekking and diving as part of Club

Travel's unique romantic experience in Madagascar. From R17 940pps, couples will receive return flights to Antananarivo, return airport-hotel transfers, two nights' accommodation

at La Ribaudière Hotel in Antananarivo, road transfers, five nights' accommodation at La Pirogue Hotel in Mahambo, and breakfast and dinner daily. This offer is valid until June 30.

Thompsons
Holidays
Happy
VALENTINE'S
Day

Fly-in packages Include: Flights • Taxes • Transfers/Car rental

5* THE OYSTER BOX, UMHLANGA ROCKS (3 NTS)

Self-drive from R5 025pp
Fly-in ex JNB from R6 899pp
ex CPT from R7 499pp
ex PLZ from R8 789pp

- Breakfast in bed
- Macarons and sparkling wine in room
- Spa credit of R500pp
- A crayfish/lango dinner in The Grill Room
- An evening indulgence in The Palm Court
- Wi-Fi
- Scheduled transfers to and from The Gateway Theatre of Shopping

Valid 07 Jan - 30 Apr '16 Ref: 925644

3* CORAL AZUR BEACH RESORT, MAURITIUS (7 NTS)

ex JNB from R12 985pp

- Breakfast and dinner daily
- A Mignon sparkling wine on arrival
- A candle light dinner in the garden with a view of the sea

Valid 12 - 19 Feb '16 Ref: 910526

PARIS AND VENICE COMBO, EUROPE (6 NTS)

ex JNB from R17 735pp

- Breakfast daily
- 3 Nights stay at a 3* Hotel in Paris
- Hop on Hop off 1 Day L'Opentour
- Paris City Tour and Cruise - By Coach
- Internal flight from Paris to Venice
- 3 Nights stay at a 3* hotel in Venice
- The Romantic Waterways of Venice Tour
- Magic Art of Glassblowing Tour

Valid 12 - 20 Feb '16 Ref: 943121

SA package is valid for SA Residents only. Standard Thompsons T's & C's apply. E&OE

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

VALENTINE VENUES...
TOP DESTINATIONS. BEST SERVICE. UNBEATABLE PRICES.
We create tailor-made holidays and personalized travel solutions worldwide.

www.avocatravels.com

8 DAYS IN MALDIVES & ABU DHABI OR 6 DAYS BENTOTA SRI LANKA

Maldives & Abu Dhabi
FROM **R17 597** pps

OR

Bentota - Sri Lanka
FROM **R18 597** pps

Includes return air fare from Johannesburg with taxes share twin accommodation with breakfast 8 days Maldives & Abu Dhabi with Ferrari World & Yas Island tickets or 6 days Bentota Sri Lanka

excludes transfers | visas | insurance | tips | personal items

www.avocatravels.com 082 786 4271
book@avocatravels.com 031 202 0370

all packages are valid from 15Jan - 15Mar16. *prices are per person ex JNB & include estimated airport taxes, seasonal surcharges, terms & conditions apply.

VALENTINE'S GETAWAYS

11 Thompsons Holidays: Couples can save R285 this Valentine's Day by staying at the African Pride Mount Grace Country House and Spa in Magaliesburg, Gauteng, before March 31. On a self-drive basis, the offer will cost just R1 965pp for a two-night stay and daily breakfast. Those

flying in from Cape Town will be charged R3 770pp and from Durban, R3 780pp. This also includes two days' car rental and airline levies.

12 Avoca Travels is offering a special package for couples looking to visit Thailand for a Valentine's getaway. Spend nine days exploring Thailand with five days in Phuket and three days on Phi Phi island from just R12 160pp. The price includes

airfares (incl. taxes) from Johannesburg, breakfast daily, airport transfers and a free city tour of Phuket. The offer is valid until March 31.

13 Kulula holidays is offering couples the opportunity to explore the Greek Islands from R13 175pps. The package includes hotel accommodation and guided tours, three nights in Athens, two nights in Paros, two nights in Santorini (pictured right), nine breakfasts, two dinners and transfers between the ports, hotels and ferries between the islands. The offer is valid for specific set departures from May 19 to June 9.



14 Thompsons Holidays has an array of specials to celebrate the month of love. Couples can take a self-drive trip to the Free State and stay at the four-star Protea Hotel Clarens from R1 345pp. The offer includes two nights' stay with breakfast daily and is valid until March 31 for midweek stays only. A supplement of

R255 per person per night applies for weekend stays. The hotel is close to the Golden Gate National Park and is surrounded by the Maluti Mountains.

15 Lovebirds can visit Mauritius or the Seychelles on Valentine's Day with South African Airways' latest promotional fare. It is valid for travel on/before March 18, on/after April 5 and on/before April 30. Travellers

departing Johannesburg or Durban can travel to Mauritius for R2 050 return! The rate excludes taxes.



Relax at the Arniston Spa Hotel.

16 Travellers can spend Valentine's Day in the Western Cape with Thompsons Holidays' special rate of R1 595pp (self-drive) at the four-star Arniston Spa Hotel. Valid until March 28, this special includes two nights' accommodation and breakfast daily. Those wishing to fly-in from Johannesburg or Durban can enjoy the package, including two days' car rental, for just R3 465pp, including airline levies.

17 A different Valentine's package from LUX* includes six nights' accommodation, with dinner and breakfast, in Mauritius; return flights departing Johannesburg on Air Mauritius (incl. taxes); and return island hotel transfers. Prices start at R29 765pps at the LUX* Belle Mare or the LUX* Le Morne; R21 320pps at the LUX* Grand Gaube; R21 585pps at the Tamassa; and R17 005pps at the Merville Beach. These packages are valid for travel between January 23 and March 18.

18 Travellers can spend Valentine's Day in Cape Town's Century City and save R207! Thompsons Holidays is offering a special package for couples staying at the African Pride Crystal Towers Hotel and Spa. Valid until March 31, those driving themselves can pay just R2 055pp for a two-night stay and breakfast daily. Passengers departing from Johannesburg or Durban will be charged R4 375pp. This rate includes airline levies and two days' car rental. ■

Make this Valentines last *Vir Altyd*

Long Beach Golf & Spa Resort



Standard Garden View
Half Board

01 Feb - 29 Feb 2016

7 nights from **R 15 620** - Ex JNB
7 nights from **R 16 290** - Ex DUR
7 nights from **R 16 760** - Ex CPT

Standard Ocean View
Half Board

01 Feb - 29 Feb 2016

7 nights from **R 16 290** - Ex JNB
7 nights from **R 16 960** - Ex DUR
7 nights from **R 17 430** - Ex CPT

FREE night and 10% early booking discount included. Limited time only: Book now!!!

ON BOOKING:

- ★ A complimentary bottle of sparkling wine and seasonal fruit platter in the room on arrival.
 - ★ Unlimited green fees at Ile Aux Cerf Golf course including FREE golf cart and FREE transfers to the golf course. Excludes practice balls and equipment hire.
- PLUS** choose either a romantic picnic on the estate or a 30 minute massage taken anytime between 09h00 – 14h00, once during the stay. Reservations essential.

Package includes: Return direct flights to Mauritius on Air Mauritius. Return coach transfers. Breakfast & dinner daily. All land and non motorised water sports as per brochure. Daily Entertainment. Upgrade to an all inclusive package including breakfast, lunch, dinner and selected drinks for R 4 350 per adult. **Package excludes:** Passport + visa costs (if applicable). Travel insurance. Items of a personal nature. Approximate taxes, levies and surcharges R 3 560 ex JNB / R 4 120 ex DUR / R 4 690 ex CPT. All rates quoted are per adult sharing and subject to availability at time of making the reservation. Airfares & taxes are subject to change within the specified seasons and are carrier specific, which could impact on the rate quoted. Rates are subject to currency fluctuations which are subject to change without prior notification. Standard T's and C's apply.



Please call your nearest travel professional or World Leisure Holidays on 0860 954 954 / www.wlh.co.za /



Travel technology

Is your data proposition compelling enough to attract clients? Dorine Reinstein speaks to industry players about how TMCs need to enhance their offering.



Data – effective interpretation is essential

WHILE data collection is not new to TMCs, it is becoming increasingly evident that TMCs may need to up their game in terms of how they collect and interpret their clients' data.

A major challenge currently facing travel managers when entering supplier negotiations is the successful consolidation of data. Travel managers turn to their TMC to provide them with the right tools and the right data for these negotiations but unfortunately the TMC is often found lacking in this respect.

Travel managers want TMCs to focus on data analysis and reporting in the next five years, according to a recent GBTA study, *TMCs Today and Tomorrow, A Survey of Business Travellers and Corporate Travel Managers*. In the US, more than half of the travel managers surveyed mentioned data analysis, performance measurement and reporting as the top three priority areas where they want their primary TMC to improve. Moreover, when it comes to TMC services,



Kim Parker

US-based travel managers are currently least often satisfied with reporting, big data, data aggregation and insights, and global data consolidation, according to the study.

"Many TMCs struggle to consolidate data holistically, because they are obliged to use non-GDS carriers to transport clients to remote locations. This is a manual process and not as transparent as TMCs would like. This situation sometimes frustrates TMCs when gathering data to evolve and improve their travel programmes,"

says **Kim Parker**, head of business development corporate, Sub-Saharan Africa for Wings Travel Management.

What's more, many TMCs fall flat when it comes to service delivery in Africa, according to Kim, because they operate from franchised outlets and are not wholly owned entities with a single database. She says it is important to have a unified platform so that any client from anywhere in the world can phone any office and get information from the centralised database.

"If two clients are in Angola and one flew in from London and the other from Rio de Janeiro, the service they receive should be identical," she says, adding that this is essential from a security and safety point of view. "Companies need to know where their employees are at all times, and employees need to be able to call for any emergency service at any given time, no matter the constraints in terms of road infrastructure, telecommunications infrastructure, or availability of fuel."

Consolidating data in stages

TMCs should take the lead in consolidating the client's travel data in stages, says **Scott Gillespie**, co-founder of TClara. In the first stage, the TMC needs to produce good data from the back office and ensure it is free from errors, missing values and poor logic such as trip breaks. In the second stage, the TMC needs to add context to the data, which could include peer group benchmarks. Lastly, the TMC will need to educate the client on how to use the data. "Don't assume that the TMC's job is done upon delivery of a report," he says.

Ben Langner, md of Carlson Wagonlit Travel, agrees and adds that travel managers want access to near real-time data, along with benchmarking, insights and recommendations, so that they can manage their entire travel programme end-to-end. "It's up to

companies like CWT to provide that support to travellers on the road, while taking our clients from a world of facts, figures and reports, to a world of connections, insights and possibilities," he says.

It is important not to look at data reporting in isolation, adds **Mladen Lukic**, gm of Travel Counsellors in South Africa. He says the demand for effective data reporting stems from a requirement for complete transparency. "Customers want to be totally aware of their supplier's business and pricing models; they don't want to be just a passive recipient of that reporting. They want to be an active participant in the pricing model.

"To be able to do that, you need to have a truly personalised offer, adjusting the offering as they consult with the client."

THE FASTEST CARD IN BUSINESS TRAVEL

Switch to a **Corporate Show&Go account** and checkout your hire car in under a minute.

No branch, no queues, no paperwork - Just Show&Go!

Apply for a Show&Go corporate account today at www.firstcarrental.co.za

Show&Go Mobile checkout facilities are available at these International Airports:
OR Tambo - Cape Town - George - King Shaka - Port Elizabeth



Cost savings reliant on accuracy

The main focus for travel managers continues to be cost savings. "Accurate travel data is the key ingredient to providing the main areas in which cost reduction can take place, as well as traveller behaviour improvements. It is up to the TMC to ensure that the client understands the data and how to act on the provided data," says Wings' **Kim Parker**. To realise cost-saving objectives, harnessing big data is important for the TMC and the client, she adds. "We use the data to learn more about the behaviour of our travellers and to measure supplier effectiveness, which lets us put plans in place to address future needs with increasing efficiency. TMCs that do not use deeper dives into big data to unlock cost-saving opportunities for their clients will become



Jannine Adams

irrelevant. The value that a TMC can unlock for its clients will determine whether it keeps them or not."

"Having access and being able to interpret and apply relevant intelligence

about your customer and staff's travel habits (with their consent) could make a massive difference to your business," says **Jannine Adams**, senior manager marketing at Amadeus Southern Africa.

"At the moment we are more comfortable with the concept of typical Business Intelligence which is structured for easy consumption," says Amadeus Travel Intelligence coo, **Nicolas Borel**. He says in future this will look more like a data lake, a hub of unlimited amounts of data of any format and type that is relatively inexpensive and massively scalable.

Relevance is key

Although lots of information is helpful, the key will be the relevance for the consumer, says Nicolas. For example, he explains, as a corporate procurement manager or TMC, you might need to reduce the number of flight changes made by your travellers to bookings done through your corporate booking tool. By collecting Travel Intelligence

and interpreting it, you would be able to determine who are the 'prima donnas' (those who change their flights regularly) or the 'sheep' (those who stick with their plans).

"Your business could choose to take necessary actions to reduce flight changes by knowing the extent of the problem and changing the behaviour of those causing it,"

continues Nicolas. "Take it a step further, overlay salesforce as a data source so you can see if the serial offender is someone from whom flight changes are entirely acceptable. You're hardly going to stop your top sales person from making loads of flight changes if their behaviour actually contributes to your company's success."

Increasingly complex algorithms

As technology improves, TMCs will use increasingly complex algorithms to address clients' needs, leading to increased automation of services, comments Kim. "Traditionally, the model for servicing the energy industry is a high-touch model. This involves the traditional offline model of the client e-mailing the consultants and using their skills sets and knowledge about a particular industry in terms of offshore fares, geographical knowledge and the best ways to get in and out of a country. With the evolving technology, much of that knowledge can be transferred into online booking tools to empower the booker to reach the destination in the

optimum manner."

Kim warns that TMCs that have not already migrated from a manual to an electronic platform will find it hard to remain competitive. The online procurement space, with integrated end-to-end, total cost-of-ownership solutions is the way of the future for TMCs. "These systems, such as corporate reporting, take a lot of time to overhaul in favour of new technology, and corporate clients do not have the time to wait for their TMC to catch up with technology. They want to save money now."

However, TClara's **Scott Gillespie** argues that supercomputers are not needed for the collection and

analysis of relevant travel data. "All you need is good old fashioned data collection and integration efforts, with a strong dose of analytical smarts thrown in."

"The good news is that we're all in the same place when it comes to the journey of mastering travel intelligence and that happens to be right at the start," says Nicolas.

He says the TMC's first step must be to start collecting data so that when he is ready to interpret it, he will have some history against which to compare current travel intelligence. "As overwhelming as the sound of a data lake may be, you have to start somewhere and there's no time like the present."

Welcome to a future where the latest technology no longer competes for your business, but rather works for you.

productivity

plumaccommodation
Work less, do more.

Click here!

Make sure you're up to date with POPI

ALTHOUGH the Protection of Personal Information Act (POPI) has not been implemented yet (a date is yet to be set), it will likely have a significant impact on the travel industry when it comes to use of big data. The POPI Act guarantees consumers control of their own data. If the consumer requests an update or deletion of personal information when the data is no longer relevant, the company has to comply with this wish.

The time when TMCs could make do with an informal approach to information security, governance and compliance is long gone, says **Pine Nel**, senior manager integrated solutions for Carlson Wagonlit. "It is important to realise that, at its foundation, information assurance starts with a security framework such as ISO 27001. Awareness, training and ongoing review provides the live support and

sustainability," he says.

At its heart, POPI calls on TMCs to respect the personal information of its clients. It asks for transparency, duty of care and professionalism, says Pine. He says if these values are already among the core of your business, POPI's impact is largely administrative.

TMCs that hold a lot of very sensitive information will not only have to invest in the best possible security systems and processes, they also need to ensure that the IT staff members they employ have the necessary skills sets to work with these systems, says Wings' **Kim Parker**. "TMCs should note that the POPI Act makes a distinction between personal information and special personal information."

The latter includes more sensitive information such as race, religion, criminal records, and medical history. These are subject to higher security standards. TMCs therefore

need to ensure that different tiers of data are subject to different tiers of security.

With hackers keen to get to this information, TMCs have to prove that the firewalls of their databases employ the latest technology, she says. "If a breach occurs and it emerges that outdated technology was the root cause, it could lead to massive reputational damage as well as legal proceedings from the affected parties."

The nature of data management will likely undergo substantial changes, due to POPI, says Kim. "Although the aspects of the Act that apply to companies are not yet in effect, the envisaged 12-month period between enactment and compliance is relatively short, and TMCs should have started their journeys towards compliance as early as possible. While the Act will give consumers peace of mind, the obligations on business are quite weighty."



Useful business intelligence for agents

Agents can access the same data set used by airlines, thanks to Discover the World's Airline Metrics platform. The cloud-based Business Intelligence platform has been designed to provide travel agents with ticket issues, BSP Hot File, airline metrics data management and client access details. The data is sourced directly from Iata and is ready to use with no data management. Pictured here (from left) are **Yvonne Skerritt**, sales director of Discover the World SA and **Sabrina Allcock**, director of Discover the World SA. Photo: Shannon Van Zyl

Travelport
Redefining travel commerce

Travelport Smartpoint



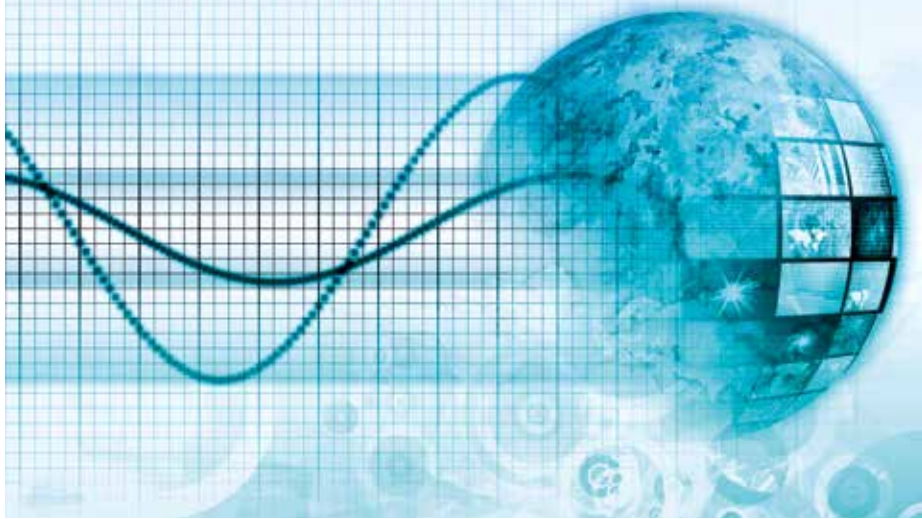
Introducing
Travelport Smartpoint 6.5
Enhancing your selling experience

Be the agent who enjoys an enhanced selling experience. We've been listening to what you value and have improved usability and developed new features to help make significant steps forward to your overall selling experience.

Improvements to system usability through functionality and performance enhancements include:

1. Improved seat maps
2. The ability to customise the itinerary you send to your customers
3. Pre population of the Form of Payment on ancillary screens and pre-bookable seat maps
4. Powerful new features to help increase both air and hotel bookings with the integration of SeatGuru reviews and chargeable seats are now visible earlier in the booking flow
5. NEW enhanced hotel search capabilities to find properties within the vicinity of a full or partial street address

Travelport Smartpoint 6.5 is on your desktop today
So why not visit www.travelportsmartpoint.com to discover more



Six new technologies in the travel space

1 Websites with automated sales tools

Plum Accommodation has launched a new website incorporating automated sales tools to make travel agents' lives easier.

"Passengers can book anything online, so travel agents need to up the service game if they want to keep impressing their customers," says **Brian Van Tonder**, solutionist at Plum Accommodation. "This is why our website now includes automated after-sales tools. They are email-based communications that are scheduled when making a booking on the Plum Accommodation website and include a

10-day weather forecast, sent to the passenger one day before first check in; a list of the top restaurants at the passenger's destination; some places of interest at the destination; a courtesy check-in message – making sure the passenger is warm and cosy – and, finally, a courtesy thank you and check-out message.

"Our website also makes it very easy for travel agents to create branded quotes on multiple hotel, transfer and tour options and once such items are booked, the travel vouchers issued are also branded with the agency's logo. Our website

and in-house services are designed to utilise the latest technology to save the travel agent time, while at the same time assisting agents in providing the all-important personal touch."

Brian says these after-sales tools allow travel agents to add a personal touch and since they are all scheduled by the agent to be automatically sent to the passengers at the appropriate times, the travel agent schedules them once and forgets about them. If the passenger does reply to any of these emails, they will actually email the travel agent.

2 New reporting tools

Wings has recently launched a new reporting tool, goData, which helps clients identify areas for improvement in their travel programmes. "It drills down into individual booking behaviours and fare choices and the impact of costs associated with travel choice. This type of detail helps travel managers educate travellers for future trips and ensures a savings trend," says **Kim Parker**.

GoData is an intuitive, self-service and mobile-enabled business intelligence tool that helps travel managers and TMCs measure and improve the performance of their travel programme. By providing direct access to data, travel managers



Graphic: goData

can perform comprehensive analytics, transforming their data into valuable insights for more informed, confident decision making. GoData helps travel managers identify factors that impact their programme, including highlighting traveller behaviour that could affect cost and safety – key elements of corporate travel management.



For quick access to accommodation, excursions and transfers 24/7, go to:

www.travelvisiononline.co.za



Email us at info@travelvision.co.za to register.



- ◆ **Easy to use**
- ◆ **Access to more than 20 online suppliers' products worldwide**
- ◆ **More than one million rooms on sale every day**
- ◆ **Pay in ZAR**



amadeus

Out of the office. In control.

"I can be out of the office, away from my desk and I can still assist my customers at anytime, literally at the push of a couple of buttons."

Lilanie Kruger,
Executor Travel

Amadeus Selling Platform Connect

With you, to make your life easier

amadeus.co.za

TNW7396SD

TNW7394SD



3 Mobile selling platforms

Amadeus will migrate all consultants over the next two years to Amadeus's selling platform connect. "It's an online selling

platform that allows travel agents, whether ITC or TMC, to use Amadeus on any device," **Jannine Adams** explains.

4 Productivity tracking

Amadeus will roll out its new 'productivity tracker' in the South African market in the next year, according to Jannine. This tool, she says, tracks the activity of the entire agency, giving the agency owner valuable information on the productivity in the office.

Travel agencies will be able to analyse their operations using real-time, 24/7 Amadeus reservation data. They'll have easy access to a wide range of daily performance measures with numerous reports related to bookings,

PNRs, segments, tickets, etc, organised according to individual consultant, account or corporation. They'll be able to identify and correct inefficiencies in key processes and get on top of the situation with powerful dashboards, visualisations and reports.

5 Travel intelligence suites

Amadeus recently launched a travel intelligence suite for agents worldwide to help them connect to a vast source of data that could help them with business growth and strategic decision-making.

Amadeus Agency Insight will help agents, both online and offline, leverage big data technologies by transforming market and traveller data into unique and actionable insights around, for example, new

routes and markets to address, travellers' search behaviour, and performance against competitors.

Agents can access Search Analysis as well as Booking Analysis. Search Analysis gives agencies instant insight into their customers' travel intentions by analysing search data. This allows agencies to identify the most popular destinations, travel dates, and trip duration, in turn helping

them tailor offers based on expected demand. Booking Analysis enables agencies to benchmark their market position and evaluate the competition, and also reveals trends on growing routes and airlines, which are invaluable insights when planning entry into new markets. Agencies can use the data to enhance sales monitoring, inform marketing strategies and improve supplier management.

6 Duty-of-care apps

In this age when terrorism remains a constant threat, duty of care should be a top priority for all travel managers and TMCs says Jannine. Amadeus Mobile Messenger provides

professional assistance for handling disruptive events such as weather events, political unrest or natural disasters, and allows two-way communication with

travellers at any time. This ensures the agent/travel manager is always in complete control of the situation and provides peace of mind for travellers. ■



For "Best Buy" holidays, explore our new website:

www.travelvision.co.za

*Tango in Buenos Aires –
samba in Rio;
Island hopping in Greece;
Bargain shop in Beijing;
Bask in Bali;
...and so much more!*

*The magical world of Walt Disney
awaits you, in Orlando!*



Improving 3rd-party systems integration



Tel +27 11 4519100

info@quicksoftware.co.za

www.quicksoftware.co.za

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

Obituary

TRADEWINDS founder **Tony O'Brien** passed away suddenly on December 28. The former Zambia Airways employee was 78 years old.

Tony started his career in the travel industry with Aer Lingus in Dublin. Then, in his early 20s he took up a job with Zambia Airways and moved to Zambia, where his career progressed to open the airline's office in Botswana. He finally moved with his family to open the Johannesburg office in the early '80s.

After 27 years with Zambia Airways he started his own business – Tradewinds – doing tours to Ireland and golf tours to



Tony O'Brien

South Africa, and was also involved with Pathfinders, a retail travel agency.

He passed away suddenly after suffering a

heart attack on December 28 after spending a Christmas holiday with his family in Plettenberg Bay. He leaves his wife Doreen, to whom he was married for 52 years, as well as his three daughters and seven grandchildren.

Former Thompsons employee **Moira Smith** had the following to say about Tony.

"RIP Tony O'Brien. You were one of a kind. A great man and mentor, you were the one who helped me in starting my travel career. You were all that is great about the Irish."

The memorial service for Tony was held on Friday, January 15, at the Catholic Church in Bryanston.

Appointments

■ Bernie Hilario

has been appointed new gm of the Garden Court Hatfield. She was previously deputy gm of the Southern Sun Hyde Park.



■ The Holiday Factory has appointed Kathy Basson

as its new Groups and Incentives sales manager. Kathy will be responsible for developing MICE business for The Holiday Factory's destination portfolio. She previously worked as the sales manager for Mauritius Incentive Connection and as public relations manager for Lu Dowell Representations.



■ **Andrew Latimer** has been appointed head of Market for Avios in South Africa, where he will oversee the development of the Avios Travel Rewards Programme both locally and in Southern Africa.

■ **John Sadie** has been appointed new executive chef of Meropa. He comes with over 20 years' experience in the hospitality industry, having worked at a variety of destinations, from the luxury game reserve, Shamwari, in the Eastern Cape to the fast paced Five Flies restaurant in Cape Town.



A tough run!

The 42nd RAC City Lodge 32km Tough One Road Race took place on Sunday, November 22, with thousands of runners negotiating their way through the streets of northern Johannesburg to the finish at Old Parktonians sports club. Luckily for the runners, there was a cool start to the morning, and despite a bit of wind, conditions were great for road-running. Pictured here is runner **Ryan Ruthven**, the City Lodge Hotel Group's IT manager, with some young race supporters.

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

For a FREE subscription to TNW contact Gladys on gladysn@nowmedia.co.za

One of Africa's leading airlines has a vacancy for a

Country Manager

Good airline sales, administration, airport operations, negotiating and people management skills required.

Send C.V. to the Personnel Manager, s.ferreira@holidayholdings.co.za
Tel: 011 289 8162

Only short listed applicants will be contacted for interview

TNW7519

Pick of the week

brought to you by



Marketing Administrator – N/Suburbs, CPT

Quantex Recruitment Group
A dream come true for marketing graduates! We're looking for your marketing degree/diploma & your experience in content writing.
Email: bridget@quantex.co.za

Senior Leisure Consultant – Rosebank

Lee Botti & Associates
Reputable travel agent seeks min 7 years' leisure experience. Galileo essential. Expand your horizons and apply now! Salary R16 000.
Email: catherinep@nowjobs.co.za

Senior Corporate Travel Consultant – Bloemfontein

Flight Centre Business Travel
2 years' working on GDS. A minimum of 2 years' in a corporate travel environment. Email: grobbellaar@flightcentre.co.za

Senior Consultant – CPT

Tourvest Travel Services
Effectively action travel booking process at all levels. Knowledge of Amadeus. Issue full domestic and international reservations and refunds. Email: Yolande.malebo@travel.co.za

Intermediate/Senior Corporate Consultant – Lyndhurst

Wendy's Travel Personnel
Great opportunity to work closer to home for excellent, secure travel agency! Galileo essential – Negotiable salary plus extra earning potential!
Email: wtp@icon.co.za

Intermediate Consultant – Midrand

Infusion Consulting
International Aviation Co. seeks a TOP intermediate to handle travel operational bookings for their flight crew. 8 hour shift work – 08H00-17H00/16H00-24H00. Amadeus.
Email: belinda@infusion.co.za

Sales/Key Accounts Manager – CPT

Quantex Recruitment Group
High profile travel leaders are looking for your proven ability in sales and key account management. Be rewarded for your capabilities!
Email: bridget@quantex.co.za

French Consultant – Rivonia

Lee Botti & Associates
Bonjour? Ça va? Are you passionate about travel! French consultant urgently needed. Computer literate. Boost your career! Salary R5 000. Email: catherinep@nowjobs.co.za

Senior Corporate Travel Consultant – Nelspruit

Flight Centre Business Travel
2 years' working on GDS. A minimum of 2 years' in a corporate travel environment. Email: lauren.grobbellaar@flightcentre.co.za

Team Leader – CPT

Tourvest Travel Services
Responsible for ensuring effectiveness and efficient management of the team. Team alignment to SOP/SLAs. Exceed customer service levels. Multi-tasking within roles. Amadeus/Galileo. Email: yolande.malebo@travel.co.za

Remuneration Specialist/ Payroll Manager – Sandton

Infusion Consulting
6 years' experience handling payroll of up to 1000 employees. Assist with job grading and classification, payroll and legislation. VIP Payroll essential. Email: belinda@infusion.co.za

TNW7520

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



Promote your product in our



Contact: dianac@nowmedia.co.za
or 011 214 7356

TNW7476

New md for BCD Travel

BCD Travel has appointed **Monique Hilton** as its new managing director for South Africa.

Monique, who previously served as the regional travel director (Principal) for MEA at Barclays Africa Group, is not new to the BidTravel Group. She has held various roles in travel operations and account management within HRG Rennies Travel and HRG UK.

"Monique is well known in the travel industry and I have absolute confidence in her ability to lead BCD into the future. Monique has vast



Monique Hilton

experience, both within the industry as well as from a corporate perspective," **Allan Lunn**, md of BidTravel said in a statement.

"I am thrilled to be given the responsibility

of leading BCD South Africa, especially in a climate in which our customers are looking to us to present the right solutions that fit their travel programme," commented Monique.

"With the support of the BCD Group, we are in a position to shape the next generation of business travel," she added. ■



Hitting the road!

World Leisure Holidays will be hosting a roadshow to introduce the trade to the new properties it has added to its portfolio. It will be held at 54 on Bath, Johannesburg, on February 16, before heading to Leriba Lodge, Centurion, the following day. On February 18 the workshop will be held in the Beverly Hills Hotel in Umhlanga, before ending at the One&Only in Cape Town. Pictured here preparing for the roadshow is World Leisure Holidays sales manager, **Cathie Bester**. Photo: Shannon van Zyl

Iata launches DIP in Southern Africa

From page 1

some even fearing they might have to close their doors as they would not be able to afford the steep guarantees.

The LFC include a minimum financial guarantee of R160 000 for weekly remittance, R250 000 for fortnightly and R500 000 for monthly remittance. For agents who had previously defaulted in the preceding 12 months from the date of review, the security amounts could be even higher.

Iata's Default Insurance could bring relief for agencies unable to afford the guarantee. A

spokesperson for Iata told TNW that the DIP offered travel agents a "favourable and cost-effective premium per ticket". In a nutshell, the DIP involves the insurance provider taking out an insurance against the agency, explains **Lidia Folti**, cfo of Tourvest Travel Services.

She explains that whether or not an agency opts for the DIP will depend on its financial position. "If they don't have sufficient reserves on hand, they may consider the expense of a charge against cash tickets."

Industry players have

warned, however, that travel agents wanting to opt for the DIP will still be required to have the Iata guarantees in place for the first 12 months. "Only thereafter would they not require a guarantee," says **Colin Mitchley**, group financial director for BidTravel.

Lidia says this is because the insurance provider needs to collect sufficient funds during the first year should something happen and they are hit with a big claim. "The intent is that they now want to build the funds, at which point the guarantee will fall away," she says.

Travel Pulse Poll

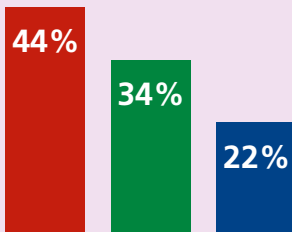
brought to you by eTNW and TRAVELINFO



Solutions needed to prevent fraud

Have you sufficient measures in place to protect yourself against payment fraud?

- No, I feel vulnerable and need to find a solution
- Yes, I feel I am sufficiently protected – I have the appropriate technologies in place
- No, payment fraud is not a concern for me



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

New fraud detection tool

Iata is also co-operating with Ypsilon Net AG to make Iata Argus Fraud Manager (Iata Argus) available to travel agents and airlines worldwide.

Iata Argus is an automated payment fraud detection and management solution used to prevent payment fraud in the air travel industry.

By accessing information available in global distribution systems, Iata Argus is able to detect suspect transactions from as early as the booking request stage and flag

them or even cancel them when necessary.

"It can notify the agent or airline of a suspicious booking, and automatically take action to void, suspend or cancel a ticket, as well as integrate systems including Iata Perseuss and Ethoca that provide information to enhance fraud scoring," Iata said in a statement.

Large travel agencies can access Iata Argus in full by providing Ypsilon with access to their GDS office ID (OID) or PCC. Smaller agencies should contact

Iata for a tailored solution.

Payment fraud cost the industry an estimated \$858 million (R14,15bn) annually, approximately \$639 million (R10,53bn) of which is borne by airlines and the remainder by other participants in the travel value chain, including travel agents, said the statement.

"Thus you cannot segregate fraud occurring on airline direct channels from fraud generated through a travel agency or online travel agency channels," said **Hans-Joachim Klentz**, ceo of Ypsilon Net AG. ■

For the record

In the January 6/13 issue of TNW, in the article entitled 'Major appointment for Reynolds Travel Centre', it was incorrectly reported that Wendy Wu had rescinded its contract with Royal African Discoveries. The contract was not rescinded, but ended by mutual consent. **Johan Groenewald**, md of Royal African Discoveries, explained to TNW that both companies had reached a stage where they each had different priorities, focus and requirements. "The Wendy Wu product is great for the scheduled tours market and there is a market for it. I would not have chosen to represent the product for so long if we didn't believe in the quality and standard of the product. We have, however, reached a stage where our tailor-made business has taken priority and this is where we want to spend our focus and expertise." TNW apologises for the error.