

TNW

TRAVEL NEWS WEEKLY



INSIDE

NEWS FINANCIAL GUARANTEES

Iata offers alternative option

Page 2

NEWS CLUB TRAVEL

New corporate management solution

Page 4

FEATURE RETAIL TRAVEL BRANDS

How good is your crisis support?

Page 10

New integration allows visa booking on GDS

TESSA REED

VISA assistance company, SVS, has integrated its services with Travelport Smartpoint, allowing travel agents to process clients' visas directly in Smartpoint using a new app. This is the first time agents in South Africa can book visas directly on the GDS.

SVS offers business and tourist visa assistance, visa consulting and online visa application assistance services in South Africa.

The app needs to be downloaded from My Marketplace within the Travelport platform.

Once the app is downloaded, agents can process visas by signing into Travelport Smartpoint and creating a PNR. Once the

PNR has been created, the information from the PNR is populated into the SVS app. The agent simply clicks on the icon and, from there inputs nationality, destination and the province of residence and then clicks 'search'. The different visa options and rates are then given, allowing the agent to select the visa required. There is also a tab to input notes for the SVS team, for example if the client is leaving in 10 days.

Once the visa application has been made within the app, SVS will dispatch a courier to collect the passport. The reference number for the application can be found on the notepad. There is also an agent dashboard that gives a record of the agents' visa applications along with the

status of each.

Agents have an option to work with SVS as their client, or SVS can manage the client on the agent's behalf, in which case commission is paid to the agent.

Travelport gm for Southern Africa, **Robyn Christie**, says she is delighted with the integration. "The application essentially simplifies the processes and keeps the agent in the travel commerce platform, simplifying the workflow."

The integration was made possible after Dinoosys Technologies, became an accredited Travelport developer. **Sadiq Anwar**, global resources adviser at Dinoosys Technologies, says the accreditation allows for the development of further tools in future. ■

Hello summer!



The Club Med Summer18 (S18) sale opens on September 26 and for the first three days of the sale there is a guaranteed 15% off bookings made for travel between May and November 2018. Club Med destinations include Cefalu, Sicily; Cancún, Yucatán, Mexico; and Bintan Island, Indonesia. Pictured here is **Olivier Hannaert, md, Club Med Southern Africa**. Photo Shannon Van Zyl

Spate of ADMs trigger call for agent 'union'

SARAH ROBERTSON

AGENTS have called for intervention in order to achieve a fair ADM resolution process this month. The outcry for stronger

representation has followed a surge in ADMs for large amounts being distributed to individual agents.

Over 50 respondents voted yes to a poll introduced by **Gail Allan Lutz**, owner of

Destinations Perfect, on Facebook group Open Jaw last month to gauge interest in the introduction of a trade union in the industry. Gail advised that, while

To page 24

SAA begins route rationalisation

WHILE SAA has yet to reveal which routes it plans to cut, the carrier last month confirmed that it would introduce network changes on the domestic and regional segments of its route network.

The airline said the changes would see the introduction of its airline partners to ensure

that no SAA customers would have their flight services interrupted. The changes related to the replacement of SAA's own metal service on certain routes and not total withdrawal, the carrier said in a statement.

TNW understands that Airlink

To page 2

TAKE YOUR
BUSINESS TO A
NEW PLANE WITH:

TWO PENALTY-FREE FLIGHT CHANGES.

Visit flysafair.co.za/agent
Or find us on your GDS under FA or H1.
Email agents@flysafair.co.za

FlySafair

Top web stories **etnw**

- SAA to reduce Eastern Cape flights
- Houston airports closed, thousands of flights cancelled
- Extra day in Mauritius for Cape Town pax
- Sanity on e-tolls prevailing at last
- ET increases CPT service to daily



Quick Software

Software. Solutions. Support.

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




Tel +27 11 4519100

sales@quicksoftware.co.za
www.quicksoftware.co.za

TNW6003SD

Rubes® By Leigh Rubin

creators.com
© 2017 Leigh Rubin!



YOU MEAN TO TELL ME THAT AFTER YEARS OF DEDICATED SERVICE, YOU'RE SHIPPING MY JOB OVERSEAS?!

YES, WELL, IT'S NOT AS IF WE CAN JUST WAVE A MAGIC WAND TO INCREASE COMPANY PROFITS. IN ORDER TO MEET THE BOTTOM LINE, WE NEEDED TO RELY ON OUT-SORCERY. NOW, WOULD YOU MIND TURNING ME BACK?

leighb@rubescartoons.com



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

EDITORIAL
Editor: Tessa Reed tessar@nowmedia.co.za
Features Editor: Michelle Colman michellec@nowmedia.co.za
Publisher: Anton Marsh antonm@nowmedia.co.za
Deputy Publisher: Natasha Schmidt natashas@nowmedia.co.za
Journalists:
Dorine Reinstein Candice May
Sarah Robertson Hilka Birns
Photographer: Shannon Van Zyl
Production Editor: Ann Braun

GROUP PUBLISHER
David Marsh davem@nowmedia.co.za

SALES
Sales Director: Kate Nathan katen@nowmedia.co.za
Ad Co-ordinator: Anthea Harris antheah@nowmedia.co.za

PRODUCTION
Design Head: Dirk Voormevel

SUBSCRIPTIONS
Circulation: tvsubs@nowmedia.co.za



abc

Audit Bureau of Circulations
of South Africa
Registration No. 100 100 000

Financial guarantees – lata offers new option

SARAH ROBERTSON

ATA has introduced another alternative to posting a financial guarantee. The new Global Default Insurance (GDI) programme is part of the NewGen ISS programme and aims to offer agents greater flexibility and choice when providing financial security. The Global Default Insurance (GDI) is a form of voluntary financial security recognised under lata resolution 850p, which lata will accept from a travel agent as part of the lata accreditation process. With the roll-out of GDI, South African agents have three alternatives to provide financial security: putting up a guarantee with lata; taking out the local Default Insurance Programme (DIP), which is based on a flat per-ticket fee and was introduced in February 2016; or signing up to the new global

default option. The new GDI programme will be brokered jointly by Marsh and Aon to Euler Hermes, a global credit insurance provider and subsidiary of the Allianz Group. The product is supported locally by Marsh and globally by Aon and Marsh. **Perry Flint**, head of corporate communications, the Americas, of lata, said the new GDI policy was not intended to replace or exclude other security types, including local default insurance programmes. Perry advised that the aim of the policy was rather to provide a cost-effective and flexible alternative to bank guarantees and other types of security. It will also allow agents to amend their insured amounts in a relatively quick time frame, thereby raising their capacity for cash sales. Should an agent choose to go ahead with the GDI option, Perry explained that the provider would calculate the cost of coverage for the guarantee amount required by lata. Once the agent and provider had agreed on the costs and coverage value, lata would then invoice and collect the amount due from the agent on behalf of Marsh. Ongoing payment for the GDI policy would be collected by lata together with the annual agency fees. According to **Charmaine Brogden**, DIP administrator SA of Jack and Seach Insurance Brokers, which currently offers the local default insurance programme, 33% of lata-accredited agents in Southern Africa are insured under the programme. At the time of publication no response had been received from Marsh regarding the cost of an average agency GDI premium. ■

Etihad office swaps face to face for 24/7 support

ETIHAD announced at the end of July that any ticket bookings or updates would be dealt with through its website or call centre, as the airline's Johannesburg ticketing and reservation office would no longer handle passengers. A spokesperson for Etihad Airways said the move would allow the airline to increase its service delivery by switching to a 24/7 support operation. "The change reflects growing demand where guests required 24/7 access and the use of digital platforms to book and amend

their travel requirements when flying with Etihad Airways." However, some agents have expressed concern over what they view as a trend that has seen airlines neglecting face-to-face relations with their clients and with the trade. **Inge Beadle**, co-owner Corporate Travel Services, says: "This example illustrates a tendency by airlines to shut out the agent and the public from a personal visit or query." **Monica Horn**, product manager of Harvey World Travel, also points out that most centralised call centres are a challenge in terms of the language barrier and knowledge of the local market. For **Dinesh Naidoo**, group operations director of SWG, however, closing a walk-in office is not necessarily a bad thing for an airline. "Most airlines in the South African market have a strong sales force with reps that visit travel agents regularly. As travel agents, we do need support from airlines, but this is handled through a good relationship with the airlines' sales reps." ■

Route rationalisation

From page 1 is in talks with SAA to take over some of the services. "Airlink has applied for the rights to fly several routes that SAA will most likely no longer be operating," Airlink md and ceo, **Rodger Foster**, said. Johannesburg-Brazzaville route is one such route. "In

all probability, Airlink will be providing the services to Brazzaville in the near future," said Rodger. "There are several other destinations – particularly in central and West Africa – that Airlink could operate in terms of our franchise relationship with SAA," Rodger confirmed. SAA will also reduce its Eastern Cape flights, with Mango to step in. Mango gm commercial, **Pumla Luhabe**, said: "Mango is a subsidiary of SAA and has been approached to step in and fill the gap when SAA curtails capacity." No implementation date has been confirmed. ■

For the record

Last week, TNW referred to Disneyland US. The correct name is Walt Disney World. TNW apologises for the error.

WE TAKE YOUR CHILD TO THE HOLIDAY WHEN YOU CAN'T.



UNACCOMPANIED MINORS SERVICE


If your child is between 5 and 11 years old, get them on board SAA, it's the next best thing when you cannot be there yourself. Our Unaccompanied Minors Service will ensure that your child is in the best care under the sky from the time you check them in to when you pick them up once they have landed.

Reservations for Unaccompanied Minors can only be made through our call centre on 0861 606 606. Unaccompanied Minor quotas are limited per flight.

Terms and conditions apply.
The South African Immigration Act is applicable to international travel only.



SOUTH AFRICAN AIRWAYS

A STAR ALLIANCE MEMBER 



Club Travel snaps up travel management solution

SARAH ROBERTSON

CLUB Travel has acquired corporate travel and expense management solution, Travellinck.

The system allows TMCs to control travel expenditure from requisition to reconciliation, enabling cost savings, easy travel policy enforcement, streamlined processes and accurate reporting. It also allows real-time booking of flights, accommodation and

“We needed a strong technology platform to develop and integrate features not currently in the market in order to give us a competitive edge.”

car hire with a payment platform that enables direct settlement to suppliers and automatic reconciliation of card statements.

Wally Gaynor, md of Club Travel, said Travellinck would remain a standalone entity continuing with its TMC agnostic approach while also benefiting from the backing of the Club/Thebe Group.

Commenting on the acquisition, he said: “We needed a strong technology platform to develop and integrate features not currently in the market in order to give us a competitive edge.”

The well-established system offers a number of benefits to corporates, suppliers, agencies and banks. Agent processes are simplified through an integrated GDS and non-GDS simultaneous search accessing both public and private fares. Reports can be drawn on a traveller, cost centre, business unit, travel booker and travel approver level.

Under Club Travel ownership, Travellinck will continue to aim squarely at the corporate market with some new features and functions added to the already well-established platform.

“We have other solutions for the SMME and leisure markets and there is no integration between systems, such as GetThere and Travellinck,” explained Wally. “We recognised long ago that the one-size-fits-all corporate booking tool does not exist. We evaluate each client’s needs and offer the system that fits them. This makes us unique in comparison with other TMCs that generally offer only one product.” ■



Victoria Falls Island Lodge is 10km from the Falls.

New lodge opens on island in the Zambezi

ZAMBEZI Crescent Collection has opened its new lodge, the Victoria Falls Island Lodge, on Kandahar Island, Zimbabwe, 10km from the Victoria Falls.

Accommodation consists of three treehouse suites constructed of wood and glass, all on raised decks. Each suite has a sitting area and private deck with plunge pool overlooking the Zambezi. Communal facilities include an elevated bar area, and lounge and dining areas with complimentary WiFi. The rooms are connected to the central area by elevated walkways among the trees.

Two guests can be accommodated per room, and children aged 16 and above are welcome.

A personal butler service is provided, with one butler for four guests. Activities include morning and evening guided game drives or river cruises.

The lodge is only accessible by boat and transfers from Victoria Falls Airport are included in the lodge rates. Other transfers from Livingstone or Kasane can be arranged through the lodge for the appropriate extra costs.

Rates are US\$800pps per night (R10 361), and \$1 000 (R12 951) for a single. There are no SADC rates at the moment.

Karen Taylor, operations manager of Zambezi Crescent Collection, says: “The combination of luxurious accommodation in an exclusive island treehouse, fine dining, warm hospitality, memorable activity options and the discreet attention of a personal butler – combined with one of the seven natural wonders of the world and all that the historic town of Victoria Falls has to offer – assures guests of an unforgettable stay.” ■

BUDGET AND GO BECAUSE...

THESE PRIZES WON'T WIN THEMSELVES

Book with Budget until the **15th of September 2017**, and you stand a chance of winning great gadgets, including iPhone watches, Samsung Galaxy tablets and phones.

For more information, visit clubred.co.za

Terms and conditions apply.







**TURKISH
AIRLINES**

BEST PART OF THE JOURNEY

STOPOVER

IN ISTANBUL



1 NIGHT IN A 4 STAR HOTEL
FOR ECONOMY CLASS

**FREE HOTEL
& EASY VISA**

2 NIGHTS IN A 5 STAR HOTEL
FOR BUSINESS CLASS

ORIGINATING FLIGHTS FROM SOUTH AFRICA
FOR ASIA-FAR EAST, USA, CANADA, SOUTH AMERICA, UNITED KINGDOM,
IRELAND, MOROCCO, TUNISIA, IRAN, SAUDI ARABIA (INCLUDING HAJJ & UMRAH) AND EUROPE

FREEHOTELSOUTHAFRICA@THY.COM | 00 27 21 936 34 48 | WWW.TURKISHAIRLINES.COM

A STAR ALLIANCE MEMBER



20
YEARS

Call for SA hotel industry to consolidate

HILKA BIRNS

BON hotels ceo, **Guy Stehlik**, has called on South Africa's overtraded and marginally successful home-grown hotel industry to put its egos aside and to consolidate in the face of increased competition from big international brands.

"There is not enough space for all of us. If you are a small/medium-size local operator there is a good chance that you are going to become a whole lot less relevant in the next couple of years," he told the Tourism, Hotel Investment & Networking Conference (THINC) Africa

2017 in Cape Town. "It's going to get a lot tougher if you are a regional player, as international hotel groups with considerable resources and their multi-brand approach enter the mid-market hotel segment and start to consolidate their positions here," he warned.

He said SA's hotel industry comprised 78 hotel groups and 984 hotels and lodges, more than half of which were operated by City Lodge, Marriott/Protea, Tsogo, Legacy and Sun International. "The rest of us are affectionately known as 'the rats and mice' who are all fending each other off, struggling along, all doing more or less the same

stuff, with no game breakers, very little differentiation; and all achieving only marginal financial success. "

He said the answer lay in consolidation, which would bring increased buying power with corporates and intermediaries, improved commission structures, greater opportunity to develop direct relationships with guests through loyalty and reward programmes, greater negotiating power with car-rental companies, airlines and travel procurement professionals, and BEE status and transformation credibility. "Let's put our egos aside and seriously consider this!" ■

To the point

Lufthansa will launch seven new destinations from Munich and Frankfurt from the end of October. The Frankfurt-Pamplona flights start on November 6 and operate four times a week. The Frankfurt-Genoa and Frankfurt-Bari flights will be thrice weekly and the Frankfurt-Catania flights will be twice a week, starting from October 29. The Munich-Glasgow flights will operate four times a week, Munich-Nantes flights will be daily and the Munich-Santiago de Compostela flights will operate on Sundays, all starting on October 29.



New Globus US tours

Globus has launched its America 2018 product, including 'Exploring America's Great Parks', a 15-day tour of America's national parks, including Grand Canyon National Park, Monument Valley, Arches National Park and Custer State Park, with visits to Mount Rushmore and Crazy Horse, Yellowstone National Park, Grand Teton National Park and Bryce Canyon National Park. Pictured here is Justine Choveaux, sales executive. Photo: Shannon Van Zyl

OVER R200 000 WORTH OF PRIZES TO BE WON!

Plus another R40 000 cash!

Check out the revamped Travelinfo Workshops, the new 365/24 classroom.
Complete a workshop to be entered into the prize draws.

Visit www.travelinfo.co.za for details

A snapshot of the week's airline news

RwandAir to operate from new hub

RWANDAIR officially launched its new hub in Cotonou, Benin, on August 1. The airline was granted seventh freedom rights by the government of Benin, which allows it to carry cargo and passengers between two foreign countries without continuing any services on to its own country. The new hub will be serviced by two Boeing 737s. Benin and Rwanda have also signed a memorandum of understanding to establish a joint airline, which will be owned by both countries and based in Cotonou.

Etihaad ups frequencies to Egypt and Nigeria

ETIHAD Airways will add year-round flights between its Abu Dhabi hub and Cairo and Lagos later this year. On October 1, a fifth daily scheduled service will be introduced on the Cairo route, taking the frequency from 28 to 35 flights a week. From December 2, an additional Saturday flight will be added to the Lagos route, increasing frequency from four to five services each week. Etihad has also introduced the B787 Dreamliner to its daily flights from Abu Dhabi to Beirut and Seoul, offering an additional 125 seats per flight. Four additional weekly frequencies are operating from August 2 to September 10.

ET increases CPT service to daily

ETHIOPIAN Airlines has increased its current once a week flight on its Cape Town-Addis Ababa route to a daily operation from September 12. The daily flights depart CPT at 14h55 to arrive in ADD at 22h20 and continue to be operated by either the Boeing 787 Dreamliner or Boeing 777, depending on the load.

European airline taken to task over no-show rules

THE Belgian consumer protection organisation Test Aankoop is taking legal action against Brussels Airlines for its no-show rules. The organisation says it is unfair to penalise travellers for missing one leg of their journey by refusing them boarding for the rest of the trip.

Test Aankoop cites an example where one client had a ticket Brussels-Malta-Munich-Berlin-Brussels. He missed the flight from Munich to Berlin as a result of a strike, and decided to take the train instead. However, the airline refused to let him board the last leg of his trip from Berlin to Brussels.

Patrycja Gautier, Enforcement Officer at BEUC, the European Consumer Organisation explains: "For years we have been pushing for a ban of no-show clauses in airline contracts. It is high

time that the European Union took action to protect consumers from these unfair and unjustified contract terms."

"It is high time that the European Union took action to protect consumers from these unfair and unjustified contract terms."

The European ban of such clauses was already (partially) proposed by the European Commission as part of a proposal to revise the Air Passenger Rights Regulation (EU Regulation no 261/2014) but the proposal was blocked by EU member states.

Several EU member state courts have already partially prohibited the use of the no-show clauses. For example, German (highest

court), Austrian (highest court), Spanish and Italian courts have ruled (partially) that those clauses are unfair contract terms.

They have based their reasoning on the following points:

- The loss of the entire ticket as a result of the choice not to use part of it is disproportionate and lacks plausible justification;
- Such clauses create a significant imbalance between the consumer and the airline in that the consumer does not receive any proportionate or additional benefit for the curtailment of their right to not travel;
- Such clauses constitute an impermissible 'surprise' for consumers, since no justification for denied boarding would exist. However, for the time being, no policy or legislative solution is in sight. ■



Heading to Harare?

ZIMBABWE

Harare

Johannesburg

SOUTH AFRICA

We fly up to **4 times daily** between Joburg and Harare.

Choose convenience and affordability. **Choose fastjet.**

Book via **GDS**

for everyone **fastjet**

Onerous consequences for non-compliance with POPI Act

DANIELLA POTTER

THE consequences of a breach of compliance with the Protection of Personal Information (POPI) Act, due to be implemented next year, will be ‘wide and onerous’.

This is according to Hogan Lovells partner, **Leishen Pillay**, who addressed the Global Business Travel Association workshop at the FNB Conference Centre recently.

Leishen said they were some of the most onerous consequences to be found in any piece of legislation in South Africa.

There are three categories of consequences for non-compliance that would run parallel to one another.

The first, said Leishen, was

an administrative fine levied by the information regulator for up to R10m.

The second is criminal consequences, which include a period of imprisonment. “Depending on the type of offence, you could be imprisoned for anywhere up to 12 months if you don’t comply with POPI, or up to 10 years in certain other instances.”

The third is a civil claim. “The final one is by far the most lethal in terms of a legal consequence.” In terms of chapter three, basically all the principles in the very heart of POPI, any breach of those principles could attract a civil claim by a data subject, he said. “It could be any data subject, and that’s your individuals and your companies that you

deal with, and that indicates they can claim from you what they can prove.”

Leishen explained that a general court case defended on a civil basis provided a certain degree of latitude to the defendant, yet, in terms of POPI, there was strict liability. This is the highest form of liability in law and means that it does not matter whether one intended to comply or not. He said the stronger defences that went with intention and negligence were removed. “In terms of POPI, it doesn’t matter whether you intend to comply or not. It doesn’t matter whether you took the best of steps and you didn’t comply.”

The Act applies to anyone processing personal information. ■

Congestion eases at OR Tambo

OR TAMBO International Airport has taken steps to reduce congestion for international passengers departing through its main Terminal A and international passengers who are in transit airtside.

A new passenger link has increased passenger processing capacity from 200 to 700 people per hour.

Space for the link was made by moving the existing transit security screening area to the upper level. This enabled Orta to create an additional security point, as well as address various compliance-related

issues with traffic to and from the transit hotel.

Passengers checking in at Terminal A will experience shorter queues at the terminal security and emigration processing points, where congestion has been caused by growth in international passengers.

After checking in, passengers can either turn left to the old security checkpoint or right to the new modernised and enlarged facility that has been upgraded to handle more than double its previous capacity of 300 an hour.

Queueing times for both options will be added in the near future.

Airport spokesperson, **Leigh Gunkel-Keuler** says the passenger link is one of the elements of the airport’s Ambience Programme, which aims to enhance travellers’ experience.

Another addition to be implemented at Terminal A is the use of ‘Smart Security’, with a pilot test last year. This will also help to ease congestion and is less intrusive as no human contact is made during the process. ■

These airlines are on time... generally

FLIGHTSTATS, a company that collects and collates commercial aviation data, has revealed a list of the world’s most punctual airlines in 2016.

The company looks at whether airlines depart and arrive within 15 minutes of scheduled departure and arrival times. The information is gathered

from global sources such as civil aviation authorities, airlines, airports, and major airline reservation systems.

Although KLM does not have the best departure punctuality, it tops the list for arrival punctuality. The table shows arrival details of some long-haul airlines that fly to South Africa. ■

Who is most punctual?	
Airline	Arrival punctuaity (%)
KLM	88,53
Iberia	88,18
Qatar Airways	86,34
Singapore Airlines	85,45
Delta Air Lines	85,17
Qantas Airways	84,30
Lufthansa	83,77
South African Airways	83,25
Turkish Airlines	82,62
Air France	77,89
Ethiopian Airlines	71,05
Cathay Pacific	74,62
Kenya Airways	66,69

*Not a comprehensive table of the airlines that fly into and out of South Africa.

The Namibia Roadshow 2017

When & Where:

Cape Town: 18 October 2017 Wednesday Atlantic Imbizo Conference V&A Waterfront	Durban: 19 October 2017 Thursday AHA Gateway Hotel Umhlanga	Johannesburg: 20 October 2017 Friday St. Andrew's Hotel & Spa Bedfordview
---	--	--

Time: 08:00 - 14:00 Dont forget your business cards.

Suppliers:
Active Venture Marketing | Blue Crane Safaris | Finesse | Gondwana Collection Namibia
O & L Leisure | Namibia Wildlife Resorts | Taleni Africa | Air Namibia | Omuhimba Safaris
Naturefriend Safaris | Zambezi Queen Collection

In partnership with:

RSVP:
naminfo@saol.com
021 422 3298

In subject line type the City attending

Revolutionizing the hotel industry

Introducing the new Handy.Travel phone available in all rooms

Explore your city using your new travel buddy

- Unlimited local and international calls
- Latest travel finds & city guide
- Speed dial to hotel services
- Exclusive brand promotions
- Internet access

www.signatureluxhotels.com
info@signatureluxhotels.com
135 West Street, Sandton | 011 085 9500



3 DAY SALE
26, 27 AND 28
SEPT '17

15% OFF
GUARANTEED

DON'T WAIT! PRE-REGISTER YOUR CLIENTS TODAY
AND BE FIRST IN LINE FOR THEIR MAY-NOVEMBER '18 TRAVEL

5Ψ



Cefalù, ITALY

New mediterranean luxury resort

5Ψ



LA PLANTATION D'ALBION, MAURITIUS

Kids stay free*

4Ψ



CANCÚN YUCATAN, MEXICO

Discover mysteries of the Mayans

4Ψ



BINTAN ISLAND, INDONESIA

World renowned golf courses

NEW



GRAND MASSIF, FRANCE

Discovery, nature and fresh air

MUST TRY EXPERIENCES



ESCAPADES, CLUB MED

Unique trips before and after your stay

PRE-REGISTER TODAY | VISIT WWW.CLUBMEDAGENTS.CO.ZA

Non-Stop Rest. All day-dining. All-inclusive.



RETAIL TRAVEL BRANDS



Crisis support is the critical yardstick

Times of crisis – when a large ADM lands on your desk, a fraud has taken you to the cleaners or a natural disaster has hit the country your clients are visiting – are perhaps the acid test of your franchisor or consortium's support. Michelle Colman reports.

HOW does everyone come to the party when crisis management is called for? *TNW* spoke to a selection of retail brands to find out.

"It is in times like this that we shine!" said a confident **Michelle Bullmore**, marketing manager and recruitment – South Africa of Travel Counsellors. To start with, travel counsellors do not have to fear ADMS. "Our fares team check tickets before they are issued. Therefore, if there is an ADM, it is not passed on to the agent unless it is for something like churning – a GDS abuse – which would be out of our control."

Secondly, the likelihood of travellers meeting with trouble is lessened through the thoroughness of Travel Counsellors' duty-of-care

efforts, where everything from bombs to volcanoes to bad weather is monitored. Says Michelle: "Because all our travel counsellors work on the same system around the world, we know exactly where our customers are. The minute there is a problem, our duty-of-care team will pull a report and all counsellors will be emailed, followed by regular updates. A team will work around the clock to rebook customers."

Further, the consortium has a fraud team in place to monitor its systems and processes, ensuring no loopholes.

Travel counsellors work to a framework with checkpoints that identify possible fraud, which is then investigated by the fraud team. Counsellors

deal only with approved suppliers to gain the benefit of a financial protection plan that insures clients against supplier insolvency or default.

When red flags go up, Club Travel makes good use of travel alerts to members on various communication platforms, says **Jo Fraser**, Club Travel's franchise director.

The group has various support teams looking after its members – teams for franchise, ticketing, ADM and fares support, and a Supplier Relationship manager to deal with airlines and land suppliers. Disputes are investigated and managed on agents' behalf, says Jo, and they are afforded training to increase their awareness of fraudulent activities.



"Because all our travel counsellors work on the same system around the world, we know exactly where our customers are."
Michelle Bullmore

"We have a quality control division double checking tickets once they have been issued by our ticketing department to minimise ADMS. We are also part of an international agency network, Globalstar, which supports and assists our clients worldwide," says Jo.

HWT provides mandatory insurance to mitigate risks within each branch. "Head office is available to all franchisees in terms of support and advice at all times, especially in times of need," says **Bronwyn Humphries**, marketing co-ordinator of Harvey World Travel franchise support team.

She points out that HWT, as part of the BidTravel Group, enjoys substantial buying power, so much

To page 14



(GREAT THINGS NEVER COME FROM COMFORT ZONES)

Join the XL Flight Specials group

Centralised ticketing available for non-IATA's and fantastic supplier deals and incentives

XL FLIGHT SPECIALS
BEYOND THE ORDINARY
AN ASSOCIATE MEMBER OF THE XL TRAVEL GROUP

☎ Franz: +27 82 703 0504 / ✉ franzvw@flightspecials.co.za
🌐 www.flightspecials.co.za

TNW8323SD

Brand positioning leads the way in a complex market

With a long experience in travel gained in multiple industry sectors, **Robyn Christie**, Country Manager of Travelport South Africa, offers educated, interesting observations on retail travel branding and its evolution.

Be cognisant of brand value and positioning

A thorough understanding and clear vision of one's brand positioning is crucial in a market as complex as travel. Using visuals with palm trees on a beach won't necessarily work for the corporate market.

Too many travel business are dependent on a shrinking slice of the 'exclusive' pie. A wider target market is possible in a country such as ours, which has a growing middle class there for the taking. If you are targeting the South African traveller, pay attention to the demographics, and ensure your messages and images will speak to the target market.

Global travel is an aspiration, particularly in the leisure market, that reaches across all social divides. Its shape, however, must be adapted to fit. Some

markets may not want to see churches, some markets are not Eurocentric; they may prefer to visit aspirational retail brands and shopping festivals.

Being cognisant of a brand at all times, however, does not mean being inflexible, and taking stock on a regular basis with a view to adaptation of the brand, is a tactic successful businesses have followed.

Certain travel brands have arisen in the last two decades – brands with large chains of bricks and mortar shops – that must be appreciated for making travel more accessible and widening a once rather exclusive market. These brands have benefited the industry as a whole and their contribution should not be underestimated.

See your own worth

The consolidation of the South African retail travel industry in recent years has seen the successful integration of consortia into the sector. There is, however, a tendency to be all things to all customers; some travel groups offer multiple sales streams, including stores, TMCs, ITCs and online travel outlets.

It does become a bit of a blur for the clients, and there is a danger of self-cannibalisation, as retail chains may find themselves competing against themselves.

The trade tends to fear global online travel agencies like Expedia and Google Travel, and are so preoccupied with the threat that they shoot themselves in the foot by spending too much time obsessing about the threat, rather than moving on with their own businesses.

Worldwide industry leaders repeatedly warn the retail trade to gird its loins against the imminent influence of Google Travel, for example, yet the search engine's travel products have yet to impact on the local market in the manner predicted.

I recall how, over the years, suppliers who chose to distribute product through loyalty programmes and other less traditional channels, were initially scorned. On reflection, while at the time they were seen as disruptors, it is evident today that in some way they have added to an enlarging of the market.

There's space for all, and the trade would do better to realise its own worth than waste time on unnecessary panic.

Maximise the chance to shine

Consumers, in particular the public sector corporates, tend to erode industry brands through their tenders. Requests for proposals (RFPs) are formulaic, forcing all bidders into the same suit, no matter how poor the fit. Unfortunately, we're not going to change this.

However, site inspections undertaken by these entities as part of the bidding process give agencies the chance to place their brand centre stage. This is where you can shine and have an

opportunity to showcase your brand appropriately to the audience. The accent here should be on relevance – does the prospective client want to see pretty posters and pictures, or a well-functioning, business-like office?

RFPs can also be good indicators of your staff's view of the brand's performance. When completing an RFP, ask yourself how your employees would likely respond to the questions. If you answer with honesty, it's an acid test of how your staff translate your brand.

Travelport tools track brand performance

In the last five years, Travelport has undergone its own brand change. In 2012 when the trade knew it as Galileo, its acquisition by Travelport signalled a new era.

Along with the new ownership came an increased product choice and a reinvigorated team.

Travelport's expanded product selection now includes tools that offer trade customers a means of gauging the success of their brand and market positioning, using data analytics.

The first, Travelport Competitive Insights, assists the user in understanding the extent of market share, offering information on a business's passengers, partners and competitors. Its analytics help in shaping the future direction of a business, reveal its competitive advantages, and give insights on customers, market preferences and opportunities for expansion in the current market.

The second, Travelport Business Insights, delivers internal business and external customers near real-time access to actionable intelligence insights from a vast

range of data sources. It offers an undiluted profile base of customers with great benefit to marketing campaigns, gives a view of forward bookings and enables the business to take action to counter slow periods. These are opportunities to refine and optimise operations and demarcate the go-to-market approaches.



TNW7821



Want new capabilities that accelerate success?

The power of the platform

Driving travel performance



travelport.com/platform

What's *your*

You deserve hard-hitting services from your host company. Services that give you the support you need and the rewards you work so hard for. But there's some conflicting messaging out there. Do you go for a full-support model that costs up to 20% more in commissions, or choose eTravel's comprehensive hosting service? Here's our unbiased take on the debate:

ADMIN COSTS

It's no fairytale – admin is expensive. Especially when you have to do it yourself. Think about the time it takes you to process paperwork, follow up on commissions and reconcile creditors, debtors and cash books. That's a job on its own!

As an ITC, there's nothing more valuable than your time. So 'cheaper' offerings that leave you doing the admin yourself can end up costing you more; a blind spot you can't afford when running your own business. eTravel's admin support prevents this in two ways:

1. *Saved time:*

We save you **hours** every day by managing everything from invoicing to supplier payments, ADMs, ticketing, commission tracking, reconciliations, refunds and more. And with a specialised fares department, BSP, a business development team, preferred partners, preferential rates, quality control, and online facilities, your day is open to spend on work that pays.

2. *Resources:*

Cabinets, filing apparatus, stationery, shelving space, and fancy equipment... none of this is necessary when your back-office is managed by eTravel. With no admin costs, you can **save up to 35%** on your existing office structure.

TECHNOLOGY

Cleverly marketed technology can make anything look advanced. After all, you want to keep up with a changing industry, right? But not all technologies guarantee success – especially if they cost you an extra 20% of your income.

As the industry leaders and the ITC pioneers in Africa, eTravel has repeatedly proven that we have what you need to build a high-functioning business that delivers returns. Our proven strategies, industry experience, expert team, and tested technologies are what work.

THE COSTS

Marketing, web design and fancy technologies are even more appealing when they're offered as 'free'. But look closely at what you're really paying for those 'free' services: how much of your **monthly commission** are you giving away to get them? And, if it's something that can

work worth?

add real value, what would it cost to pay for it if you went to a specialist instead?

Choosing eTravel may seem like it'll cost more initially (which is, in fairness, the only claim some of our competitors can make about us), but with an **additional 20% of your hard-earned money in your account every month**, eTravel still saves you thousands in the long run.

PLUS, YOU ALSO SAVE MONEY BY DOING AWAY WITH:

- IATA licensing and the resources for managing it
- BSP staffing costs
- High salary bills
- Franchise fees
- Compulsory branding
- Low payouts (Keep up to 85% on all fees / commissions and up to 80% on all overrides.)

AND BEYOND

They say the whole is greater than the sum of its parts, and that's really the case at eTravel. Because with us, you don't just pay less, save time, get an army of professionals that support your business 24 hours a day, and harness the full back-office support you need to run a first-class ITC; you join a family. Over 200 ITCs have chosen eTravel, **and they're all family.**

Like a family, we're known for honesty, transparency and keeping our promises. We have a reputation for being flexible, making decisions based on merit, and treating each member as an individual. We pride ourselves on support, understanding, mutual motivation, and long-term partnerships. **And we stick together, through thick and thin.**

WHAT'S MORE, IN THIS FAMILY YOU ALSO GET:

- All of the freedom of an individual, not an employee. You keep your brand, your logo, your clients, and the decision-making power for your business.
- No tricky sales targets
- Up to 85% payouts on all fees and commissions generated, paid to you the month immediately following the invoice (not only after the client has travelled)

What's your hard work worth? We say: **A lot.** Because that's what being an ITC is about. Flexibility, freedom, personalised service, and success.

ETRAVEL. FOR MEASURABLE, MARKET-LEADING VALUE YOU WON'T FIND ANYWHERE ELSE.

To get started call Tammy on 0861eTrav1 or email info@etravel.co.za or visit etravel.co.za for further information.

Venture into new territory. A wealth of opportunity awaits.



Work for yourself. Not by yourself.

RETAIL TRAVEL BRANDS

From page 10

so that suppliers prove willing to assist in emergencies.

Serendipity Worldwide Group's (SWG) support extends to paying ADMs on behalf of members. The ADMs are then debited to members who can pay off the fine over a couple of months if they have cash flow issues.

eTravel "takes the good with the bad and certainly does all possible to support ITCs through difficult times," says **Tammy Hunt**, operations director. "We have a number of cases where eTravel has stepped in to help, whether it be carrying the cost or part of the cost of an error, or bad debt. There are other instances where ITCs have been liable for very large ADMs due to an honest mistake and eTravel has contributed toward the cost of the ADM to assist the ITC, rather than hurting them in the long run."

With strong store set by fair business, XL Travel analyses every



"eTravel takes the good with the bad and does all possible to support ITCs through difficult times."
Tammy Hunt

request for help that comes to head office and will go all out to help members it believes have been unfairly treated.

"An example would be receiving an ADM for 'churning'," says XL Travel ceo, **Marco Ciocchetti**. "I feel very strongly that 'churning', whilst an expense for the airlines, should not be a reason for airlines to raise ADMs."

'Churning' occurs when customers cancel and rebook flights to avoid booking expiry limits and keep their travel options open as they make up their minds on travel dates. If the original agent refuses to rebook the flight for fear of receiving an ADM, the

client may go to another agency to book the exact same flights and obtain the additional time.

Comments Marco: "Customers can 'churn' by going from one agency to another, but cannot do so with one agency alone. For as long as there is no technology to prevent 'churning', it is unfair to ADM agents."



When things go wrong

Crisis 1: Fraudulent agent

eTravel has been hit by fraud a couple of times in its 18-year history, and on one occasion by an ITC with an axe to grind. eTravel ensured that the affected clients went on to travel as booked, and rather than burning bridges, gave the ITC a second chance. A payment plan was set up with the ITC to ensure the recovery of funds.

Crisis 2: Explosion abroad

In January 2016, when an explosion occurred near Sultanahmet Square in Istanbul, Travel Counsellors' UK-based duty office sent an email out to 1 500 travel counsellors worldwide. **Lynde Opperman**, a travel counsellor who had a client in the city at the time, immediately sent a message to check that she was all right. Lynde's message was the first the client knew of the blast.

Lynde later received a call from Travel Counsellors' duty office team in Manchester, checking if she was aware of the situation. Lynde was able to tell the office that she had spoken to her client and all was well. The client was, of course, impressed with the concern shown for her welfare and lauded her consultant and Travel Counsellors on her Facebook page.

Crisis 3: Supplier absconds

Some of eTravel's ITCs got caught in the Gateway fraud trap in mid-2015 and were liable for over R100 000 in travel bookings paid over to Gateway's management, who absconded with the funds.

eTravel head office saved the day by picking up 50% of the cost for every ITC. ITCs were allowed to pay the balance off over a period of time that was sustainable to their business.

FLIGHT CENTRE

BIG dreams have to start somewhere.

Build your career with us at Flight Centre

If you are interested in a career with Flight Centre visit flightcentrecareers.co.za or call **011 778 1760**

VOTED THE BEST COMPANY TO WORK FOR

Platinum seal of achievement

This seal recognises the positive sentiment among our people. Rewarding our commitment to working towards making our organisation a great place to be part of.



OUR MEMBERS



OUR ASSOCIATES



How consortiums are adding value for members

WHEN it comes to servicing their members, franchisees and ITCs, upping the ante is a continuous process for retail travel brands.

Club Travel's **Jo Fraser** says the consortium has a number of new developments in this vein. It is working on systems that will enable ITCs to issue their own tickets, improving turnaround time.

In addition to an enhanced front-, mid- and back-office system simplifying reporting and month-end accounting, Club Travel is rolling out a corporate and leisure self-booking tool.

An advanced intranet is also in the offing, affording members one platform for communication and interaction. It will contain supplier contracts, yield reports per agency, travel and product alerts, product builder, member profiles, query management, supplier database, the live-chat function, event management tool, discussion forum, calendar tool, user assessment, the marketing library and user intelligence reports. The product will be available on all mobile platforms.

For Harvey World Travel branches, boosted marketing assistance is a service enhancement.



"Club Travel is working on systems that will enable ITCs to issue their own tickets, improving turnaround time."
Jo Fraser

Says **Bronwyn Humphries**: "Branches have access not only to the national marketing efforts of head office, but marketing is also developed for each individual branch. This makes it affordable and effective to reach new customers, whether the branch is corporate- or leisure-based."

Once a quarter, HWT's marketing support and head office franchise support teams facilitate a Franchise Advisory Council meeting. Here it is ascertained which areas of franchisee service need attention, be it technology, training, supplier support or additional marketing.

SWG is also at work on improving its member offering. Says group operations director, **Dinesh Naidoo**: "We are currently working on our own software to launch a booking and accounting tool that will come at a minimal cost to members, but at the same time enhance our relationship and the value that we can add to their businesses."

XL Travel is concentrating on technology as a means of augmenting value to its members. **Marco Ciocchetti** says the group is constantly adapting to a vastly changed travel market by increasingly accepting new technologies, becoming more customer-centric and focusing on services that meet customer priorities.

"Our members are increasingly embracing new technologies and providing a personalised experience for the traveller



"We are working on our own software to launch a booking and accounting tool that will come at a minimal cost to members."
Dinesh Naidoo

using these technologies, rather than responding defensively to online and mobile technologies. They are increasingly using technology to market their services via social media as well as to access detailed product and destination information," says Marco. Travel Counsellors offers a basket of tools that add

value to their ITCs, not least technology, which includes the Phenix packaging system that enables tailored bookings and increases commission.

"We make sure that our TCs have access to the best laptops – when they get slow and need to be replaced we do this immediately. All systems are backed up, so they never lose data or important information." If Travel Counsellors' IT team can't fix a laptop remotely and suggest a new machine is in order, delivery takes place the next day, fully loaded with all systems and programmes," says **Michelle Bullmore**.

She says the quality of the consortium's commercial deals, supplier relationships, financial protection plan, marketing and training, place their ITCs on the top of their game.

A new e-learning programme, Coach, is now available 24/7 and the monthly TC on Tour sees head office staff travelling countrywide to undertake face-to-face training. In addition, counsellors have access to a business development executive who consults with them on a one-on-one basis.

WHY NOT ADD SWG TO YOUR BRAND

Free Membership

Free GDS

Free SWG App

Earn Full Commission Upfront

24/7 Ticketing Service

Affordable Ticketing Costs

Lifestyle Loyalty Programme Included

Access To Training Sessions

Access To Wholesale Partners Local & International

Mobile: 073 147 2237

Email: donovan@serendipitytours.co.za

IATA AGENTS NOW WELCOME

Anew Hotels launches latest property

RECENTLY established Anew Hotels has launched its newest property, the three-star Anew Hotel Hluhluwe & Safaris. The hotel, formerly the Protea Hotel Hluhluwe, is on the outskirts of Hluhluwe in Zululand.

Several soft refurbishments have been completed and further developments include

an additional conference room, two four-bed self-catering rondavels and a signature five-star, self-catering thatched safari lodge for six guests.

The lodge will be set among fever trees and indigenous vegetation and will be aimed at families and groups looking for a true bush experience. The lodge will come online from October 1.

Contiki adds India itinerary

RESPONDING to millennial travellers' need for an experience that is immersive and unique, Contiki has launched the new 'Southern Spice' trip in its 2018 Asia programme. High demand for 'Eternal India', which was launched in 2016, contributed to the development of an

additional India itinerary. Contiki has also refined existing trips in the Asia programme to meet the requirements of millennials.

The Asia product offers central hotels, beachside resorts and Special Stays such as jungle tree houses and floating raft bungalows.



Run your own
travel business
in a way that
suits you...



With the full support of the global leader in travel homeworking



SENIOR CONSULTANT

Is the pressure of the high targets, working weekends, ADM's and restrictive company policies stealing your love of travel? We will give you everything you need to build a client base and set up a successful business.



EXISTING ITC

Is your host company helping your business grow or are they competing with you? We provide the technology, 24/7 support and the tools to grow your business, and we don't own bricks and mortar stores or call centres – so we don't earn a cent unless you do.



OWNER MANAGERS

Are high overhead costs, IATA bonding, ADM's and staff issues giving you a headache? Start your own home-based travel business as a Travel Counsellor and we'll remove the risks and hassle of owning or managing an agency.

Meet us in person at our next regional road shows. To register, visit www.travelcounsellors.co.za/events

travel counsellors



YOUR WORLD. BETTER

10
years
IN SOUTH AFRICA
2007-2017

Find out how we can change your world
Call: 021 300 1810

Visit: www.travelcounsellors.co.za/careers

Member of IATA | Member of ASATA | BEE Accredited.

Why we switched to another franchise

An independent travel consultant business recounts what lay behind its decision to switch to another consortium. (Names have been kept anonymous.)

"MOST consortiums apply a one-size-fits-all approach to their members and, unfortunately, when the nature of your business is boutique and tailor-made, that philosophy doesn't work. "As a 'smaller' ITC, it has happened that suppliers have tried to pull the wool over our eyes or conducted themselves unethically. With

when dealing with suppliers – this, in turn, enables us to do better for our customers.

"Changing consortiums is never easy, especially when it requires a change in GDS. After we had undertaken research and located the tailored ITC model we were looking for, we sent a resignation letter through to our former group. We used the notice period to contact suppliers, such as the new GDS, to have new contracts drawn up. If planned meticulously – and with the use of a million lists – you can save yourself a lot of stress. It's important to communicate with suppliers, as information such as airline agreements needs to be loaded on to the GDS.

"There isn't really a good time to make a switch. We picked a month that historically was one of our quieter months, to give us a little breathing room should any issues arise. As long as you are patient, but firm when it comes to the new consortium and suppliers, the switch can be seamless.

"Be vocal, but don't be unreasonable – if you are unhappy with a contract term, say so, but be reasonable with your requests and expectations."

our previous consortium's philosophy we had no 'big guns' behind us.

"The move to a new consortium was the best thing for us. The new chain believes in transparency and has given us a voice, enabling us to raise concerns and share information. We now receive the support we need



"Is the grass really greener on the other side? Not always – it's vital you take your time, do your research and ensure you have done due diligence. It's our belief that as far as product goes, most consortiums offer exactly the same supplier agreements and contracts. Switching thus comes down to a question of ITC/franchise support, and it is here that the offering varies.

"For many, the run-of-the-mill ITC model works perfectly, but if you are offering an extraordinary service or product and require a level of support that isn't standard, then it's very important to ask the right questions. If

the fit doesn't feel right, carry on looking. For us, the move wasn't without hiccups, but the ability to chat to the powers that be, and be heard, makes all the difference."

Guidelines for making the change

- Don't rush into anything! Ask for contact details of other consortium members and don't be shy to ask them questions.
- Do your research – the wrong consortium can impact negatively on your business, for example, if they don't have the right deals in place.
- Be honest with both the new consortium and the

old. If the problem at hand is a contractual or service issue, give the existing consortium an opportunity to assist before jumping ship. If they are unable to help, you won't feel guilty about moving. Be upfront with the new consortium on your requirements – from airline contracts to service standards. Make sure they are prepared to commit to these in your new contract – if not, walk away.

- Be vocal, but don't be unreasonable – if you are unhappy with a contract term, say so, but be reasonable with your requests and expectations.
- Don't burn any bridges!

We'd love to welcome you aboard.

Why become a Harvey?

- Benefit from our size and influence for great rates and deals.
- Access to our hands-on Franchise support team.
- Tailor-made business models to suit your Franchise needs.
- Access to the latest travel technology.

Ready to join our network?
Call Carol-Ann on 011 234 2233 for more info.

H HARVEY
world travel
Where to next?

Duma Travel acquires SBS Conferences

CANDICE MAY

DUMA Travel has acquired 100% of SBS Conferences, allowing the TMC to create a one-stop shop for all elements of travel for associates.

SBS Conferences is a 100% black-owned, 50% women-owned organiser of conferences and events for associations. It has over 30 years in the industry, and can organise events for specialised associations, such as medical and pharmaceutical.

Themba Mthombeni, ceo of Duma Travel, says the acquisition of SBS Conferences is yet another step in transforming the future of the travel group. "An association strategy can only work when two friends get together. I have known **Peter Aspinall**, md of SBS Conferences, for 15 years.

We have been in contact and seen one another's businesses progress for all these years, so I know there will be excellent synergy between Duma Travel and SBS Conferences."

In contrast, Peter says teaming up with Duma Travel is part of his succession plan. He expects the TMC to sustain the success of SBS Conferences by opening new doors. "Duma Travel will provide new opportunities, creative freedom and far bigger resources. That said, SBS Conferences' existing clients should not expect anything to change – these relationships will simply be transferred," he explains.

All of Duma Travel's affiliated agents and travel buyers are able to make use of this new service, which is already open for booking.

Supplier-retailer relationships show shifts

SUPPLIERS believe there are subtle shifts in the all-important supplier-retailer relationship, although they see these changes in different spheres.

For **Richard Addey**, Sabre's country director, South Africa, changes are being wrought by consumers' ever-growing demand for more bespoke experiences and personalisation. Airlines and other travel suppliers are answering this demand with increasingly complex distribution and merchandising strategies.

On the retail side, this means that travel agents are having to master personalisation and position themselves as expert advisers who deliver tangible benefits to their customers.

"While this increases the pressure on individual agents and the need for powerful technology, this market dynamic towards more personalised experiences presents



"Changes are being wrought by consumers' ever-growing demand for more bespoke experiences and personalisation."
Richard Addey

significant revenue opportunities for all players in the tourism

ecosystem," says Richard.

In the hospitality sector, **Christine Swanepoel**, sales manager for the Signature Lux hotel chain, says the procurement process of travel agencies has changed. The supplier-agent relationship used to be based on retailers booking packages from a brochure but now there are strict vendor specifications and often a lengthy process to be listed as a supplier. "Retail is focusing more on building custom packages for individual clients. This is opening space for a large number of different suppliers to have a share of the business. Retail chains also now have bulk buying power."

Despite the constantly evolving dynamics in the relationship between supplier and retailer, it remains interdependent, says **Robyn Christie**, CEO of Travelport SA. "Each party is reliant on the other to achieve its

ultimate goals and whilst we all like to lay claim as to who owns the customer, the reality is that in today's market neither can claim ownership. At the end of the day, whether we are operating in junk status or not, very often these relationships succeed because they are solid."

Solid supplier-retailer relationships are what characterise the Mauritius segment of the trade. The most successful Beachcomber Tours has stuck by its policy of eschewing direct bookings, in an age where most suppliers encourage multiple distribution channels, as Richard indicates above. "The retail industry trusts us and has given us their full support. We are still sitting in a win-win situation," says gm, **Terry Munro**. "We have therefore not seen a drop in our very high market share of travel from South Africa

to Mauritius."

Wouter Nel, sales and marketing manager: Southern Africa of Air Mauritius, agrees. "We have an excellent relationship with the retail trade and strive to always deliver the very best service, product and value propositions for the retail trade to comfortably sell Air Mauritius with pride." The airline offers various incentives during the year to encourage the support of the retail brands; its 'agent and companion' discounted, year-round special is designed to enable as many consultants as possible to experience the island first-hand.

Some stakeholders caution that there is a point where the retail trade can become too dependent on suppliers and the remuneration earned from them, tending to forget that the customer should remain the primary revenue source.



Tons of fish in the sea

But we want to catch the BEST!



Make that leap, join the fastest growing brand in the travel industry.

If you are interested in a career with Cruiseabout visit
flightcentrecareers.co.za or call **011 778 1760**

VOTED THE BEST COMPANY TO WORK FOR
Platinum seal of achievement
This seal recognises the positive sentiment among our people. Rewarding our commitment to working towards making our organisation a great place to be part of.




Flight Centre eyes DMCs in bid to own customer experience

IT IS eight years since the global Flight Centre Travel Group (FCTG) started reaping the benefits of supplying its own product, through Flight Centre Holidays.

The advantages include increased control on margins, rates and allocations and, most importantly, improved in-destination experience for FCTG's customers, according to **Sue Garret**, gm product and marketing.

Now, the focus of the group's Global Travel Experience Network team is to seek out opportunities to acquire or start up destination management companies (DMCs), as FCTG aims for further control



Sue Garret

and enhancement of the customer travel experience.

Sue told *TNW*: "FCTG

recognised that through its global buying power it could create a product database that would allow for all its businesses across the globe to combine room-night requirements in key destinations to allow for best rate, availability, allocation and total margin ownership.

"This also allows FCTG to manage and own customer data to ensure delivery of the best travel experience, from time of enquiry to the customer's return home."

The group's Global Product Network has a base in a number of cities, including Johannesburg, and contracts for South Africa as well as the

Indian Ocean Islands, Europe, the USA, Asia, Australia, New Zealand, the South Pacific, Mexico and the Caribbean.

Currently FCTG's leisure brands buy approximately 70% of land options through Flight Centre Holidays, which accesses rates from the Global Product Network. Through requests for quotes and pricing, FCTG identifies trends, which are then fed to the Global Product Network team, influencing its contracting for the South African market.

"Currently, there are several new destinations that FCTG is looking to contract," says Sue.

While the group is amassing product, it

nevertheless believes there are niche and specialist travel products and services that are best sourced from experts.

In South Africa, FCTG product is currently only available to its allied retail outlets, but there are countries in which it has been made available to travel agents outside the group. "It is certainly an opportunity that we will look to explore in time," says Sue.

As FCTG makes inroads toward a destination management network, it already owns a DMC in Asia and recently bought a company in Mexico. It has also acquired the hotel management rights of 18 hotels in Asia.

BEACHCOMBER TOURS

"The Beachcomber Choice, The Right Choice"

Delight your customers by offering them an unforgettable Beachcomber experience, and keep them as clients for life

- Pioneers of tourism in Mauritius
- 65 years' experience of perfecting island holidays
- The biggest South African tour operator to Mauritius
- Award-winning resorts and service
- Genuine travel agent partner, not competition and no direct selling
- Eight hotels and over 2 000 rooms
- Happy clients are repeat clients
- Many free water sports including water-skiing
- Excellent trade-focused service and cutting-edge reservations technology
- Top-of-mind brand in South Africa
- West is best: avoid easterly trade winds and enjoy the sunsets
- Unique, stunning resort locations on prime beachfront sites

Perfecting Island Holidays for 65 Years
Free Call 0800 500 800
gen@beachcomber.co.za www.beachcomber.co.za



Sabre's updated Red Workspace platform.

Enhancing supplier value

SUPPLIERS are constantly seeking ways to enrich value to the retail trade:

- Signature Lux now gives agents the option of opening their own accounts at hotel properties and signing corporate clients directly. This allows agents from many different branches to book at a specific property at a fixed rate, without having to claim commission at a property, relying instead on management fees, says **Christine Swanepoel**.

Agents are also saved the long process of registering each corporate account as a vendor, working instead with a central, agency-held account. The channel is open for agents to book and bill back directly.

- Sabre's updated Red Workspace is a platform built around the core GDS infrastructure to provide more services and faster value to customers.

"It is a content-rich marketplace, but with new decision support tools, predictive data insights and merchandising capabilities that bring agents and suppliers together to create personalised experiences for travellers," says **Richard Addey**. Insights can also be extracted from the data to pass on to customers.

The Decision Support Bar gives consultants access to market data for fare trends, travel seasonality, fare ranges, alternative dates and airports. This data, based on Sabre's marketplace intelligence and delivered by Sabre APIs, provides instant access to information without having to invoke additional commands. "The end result is a journey that is created for the traveller based on a wide range of individual preferences and variables – not just on price," says Richard.

The pitfalls of expanding outside South Africa

TESSA REED

WITH a global network comes the opportunity to grow a TMC's client base, but expanding into Africa and beyond comes with its own set of challenges.

Themba Mthombeni, ceo of Duma Travel, points out that each market in Africa is unique, coming with its own challenges. Duma recently entered into a partnership with Uniglobe, giving Duma the rights of the brand in sub-Saharan Africa.

Themba explains that the landscape in Africa is characterised by markets at different stages of development and, similarly, each market's travel sector is at a different stage of maturity. For example, he says, Angola and the DRC are not on the BSP. Another challenge is that in some markets it is difficult to take money out of the market once you have invested into it. Themba says this makes it difficult for a company to see the return on its investment.

Duma will be leveraging the Uniglobe brand to expand its network into Africa. Themba says in Africa there is a strong affinity with brands and therefore the affiliation with Uniglobe is a market advantage.

But before a TMC can think about expanding, it needs to have established itself locally, be financially sound and have an appetite for growth, says **Marco Cristofoli**, md of Harvey World Travel. "You have to have a track record, be a well-



Themba Mthombeni

established brand in South Africa, and have the right financial backing," he says.

HWT used to be an Australian-owned franchise but decided three years to go it on its own and now focuses on pan-African growth. "We decided that the brand was strong enough to go alone in South Africa and Pan Africa. "We see South Africa as fairly saturated and will keep making strategic acquisitions."

Marco emphasises the need for the right partners before expanding. Like Themba, he points out that Africa is a difficult market to enter. "It is always easier to enter into a joint venture with an African partner," he says, adding that this is the company's future strategy. He adds that the company is eyeing growth from Mauritius all the way into North Africa. Marco isn't eyeing global growth for now, but points out that under the BidTravel umbrella, there are a number of brands with

a global presence. "We win a lot of South African accounts through a global network," he says.

Andrew Stark, md of Flight Centre Travel Group Africa, says it's time for a TMC to go global when they are in a position to win a multinational account. He also emphasises that, before making the leap, the TMC must be financially sound and have a network. "If you are a small mom and pop travel agency in South Africa, the chance of your



Marco Cristofoli

being successful in terms of return on investment is pretty slim these days. You do need the global reach and connectivity." He adds that any TMC going global will need local and international expertise.

The benefit of leveraging a global network to secure multinationals can be business changing. Says Andrew: "Over the last year we won a flagship corporate customer, Anglo American and, size wise, the company doubled the size of FGM overnight."

LAUNCHING
OCTOBER 2017



50
yrs
AIR MAURITIUS

Air Mauritius cutting edge Airbus A350-900 will
take to South African skies October 2017!

Sporting state of the art seats, premium on-board
entertainment and wifi accessibility, it is sure to meet
the expectations of our most discerning passengers.

*Available on selected departures ex JNB only

www.airmauritius.com
jnbres@airmauritius.com | 011 601 3900



TNW8337SD



ARE YOU THE TRAVEL GLADIATOR
IN YOUR OFFICE?

BUILD YOUR OWN EMPIRE
BECOME A CLUB TRAVEL ITC

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

Western Cape | Mario Baccani – 082 923 3983
Gauteng | Mandy Rautenbach – 082 771 4943
Kwa-Zulu Natal | Marina Shaw – 082 793 5448



TNW8345SD

QUICK READ FOR BUSIEST PEOPLE

Wednesday September 13 2017 ■ 21



Club Travel Corporate gets Level 1 B-BBEE

Through growth in black and black women ownership, Club Travel Corporate is now verified as a Level 1 contributor, according to the Tourism Sector QSE B-BBEE Code. Club Travel Corporate, md, Wally Gaynor, says the group's skills development, enterprise and supplier development and socio-economic development are primarily what have elevated the company to achieve this goal. All Club Travel Corporate's socio-economic development and corporate social investment initiatives are managed and delivered through Club Cares, a dedicated CSI vehicle. All staff contribute monthly to Club Cares, the company matches the staff contribution, and this money is then added to its total socio-economic development investment. The programme is managed by a committee of staff members, who take responsibility for delivering on the strategy, actively engaging with beneficiaries and reporting back into the business. Pictured here, Wally and the Club Travel Corporate team celebrate their achievement.

SWG unveils new website for members

SERENDIPITY Worldwide Group will launch a new website, askswg.com, which is dedicated to its members.

Dinesh Naidoo, group operations director at SWG, revealed as much at the group's annual conference last month.

The new website will be updated with supplier news, updates and specials. Dinesh explained that suppliers will have access to the website to upload their content.

SWG has also uploaded information on accreditation,

the POPI Act, and Asata certificates. These are available as downloadable documents.

Agents will be able to do their invoicing within the site and book from the site using a new booking system that SWG will be launching.

RETAIL TRAVEL BRANDS

Carlson Rezidor expands in Africa

HILKA BIRNS

CARLSON Rezidor has launched 'Destination 2022', a five-year expansion drive to grow its current portfolio from 78 to 120 hotels in Africa by the end of 2022.

Andrew McLachlan, senior vp of Business Development Africa & Indian Ocean, says the group will also introduce a new brand into Africa early next year. He did not elaborate, except to say the brand would be pitched between the group's Radisson Blu and Park Inn products.

Meanwhile the group opened its first alternative-style Radisson Red property at the V&A Waterfront Silo Precinct on September 12. It plans to open 10 Radisson Red hotels in Africa over the next five years, including in Johannesburg, Durban, Maputo, Nairobi, Addis Ababa, Luanda and Lagos.

In addition, three luxury Quorvus Collection hotels are under construction in Lagos, Abuja and Kampala. Ten Quorvus Collection properties are planned for Africa, including one in Johannesburg, to be announced in the next six months.

Andrew says Carlson Rezidor's accelerated growth strategy in Africa has seen the group sign a new deal every 37 days and open a hotel every 60 days over the past two years. This has accelerated to a new hotel opening every 45 days this year. All Carlson Rezidor's 78 hotels and 16 500 rooms

in Africa operate under management contracts. In general, 13% more hotels have been built in Africa over the past 12 months, totalling 417 properties under development at present, he says, 84% of which are under management contracts.

Andrew says 77% of Carlson Rezidor's Africa portfolio consists of the market leader Radisson Blu brand and it will remain the largest, followed by Park Inn, with Radisson Red and Quorvus making up 15% of the mix. The plan is to have Park Inns in at least eight of the nine provincial capitals in South Africa, as well as multiple Park Inns in numerous locations in Angola, Mozambique, Tanzania, Kenya, Ethiopia, Nigeria, Ghana and Ivory Coast.

Positioned as a 'lifestyle select hotel aimed at Millennial thinkers', the new Radisson Red in Cape Town will be an entry-level four-star hotel with a difference.

"The brand is all about music, art, fashion and being tech-savvy," explains Andrew. "The reception is an art gallery with art rotated from the neighbouring Zeitz Museum of Contemporary Art Africa and the focus will be on showcasing South African music and design talent."

"There will be no reception desk as guests self-check-in with an app on their cellphones or tablet. They also use the app for keyless entry into their room, to watch movies, or order room service," he says. ■

Do you really use this powerful capability to its full extent?

THE POWER OF PERSONALIZATION

Download now

www.sabre.com/page/personalization

TNW8350SD

DUMA

MASTERS OF CORPORATE TRAVEL AND EVENTS

YOUR PARTNER IN OPPORTUNITY

call Nadine Clarke on 087 942 2667 for an appointment

TNW8286SD

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

Living it up in Mauritius



In July, Beachcomber sent nine Pentravel agents to Mauritius, where they swam with dolphins and were treated to rum tastings. "This week in Mauritius will forever be seen as one of my best! I mean, swimming with the dolphins!" said **Chloe Schilder** from Pentravel Canal Walk. Pictured (from left): **Chloe; Kailee Engelbrecht; Stefan Horner; Chanel Pallent; Thea de Groot; Jolene Drewett, and Melissa Zaeimdar**, all Pentravel agents; **Lauren Blaine**, sales executive, Beachcomber Tours; **Marni Erasmus and Lize Grobler** from Pentravel; and **Vladi Wessels** sales executive, Beachcomber Tours.



Air France KLM celebrates spring

Air France KLM welcomed spring on September 1, with staff encouraged to dress up to celebrate. Back row: **Marc Tooth**, Air France KLM, sales manager. Middle (from left): **Patricia Maphike**, sales and service centre agent; **Sabine Owen**, sales and service centre manager; **Daniella Ferreria**; business support co-ordinator; and sales and service centre agents, **Mpile Sibisi and Tsholo Lebati**. Front (from left): **Kholofelo Rantho**, sales and service centre agent and **Nicola Scott**, HR assistant.

Appointments

■ Cathay Pacific has appointed **Ashish Kapur** as country manager for SA and the Indian Ocean regions, taking over from **Rakesh Raicar**. He will be responsible for all aspects of the business, at commercial and operational level. Ashish joined Cathay Pacific as a manager on duty in 2001, and was appointed regional manager of cargo in 2010, overseeing South Asia, the Middle East and Africa. In 2014, he was promoted to country manager for the UAE and Oman. He has a BCom from Delhi University, and is based in Johannesburg.

lee botti & associates

specialists in logistics and travel recruitment

40 years
celebrating
of service excellence

WHY USE THE EXPERTS?

National offices

Industry experienced candidates

Abide by APSO ethics

Specialists in YOUR field

Thorough reference checks

Credit & criminal checks

Founders of iThuba initiative

www.leebotti.co.za

enquiries@leebotti.co.za

TNW7719

Pick of the week

brought to you by



General Manager (Concierge Division) – Jnb
Professional Career Services
Responsible for strategies, goals, achievements, relationships, standards, budgets etc. Staff management within travel industry in leisure/concierge/wholesale essential. Email: jeancv@pcs-sa.co.za

Customer Relations & Operations Executive – Dur
Lee Botti & Associates
Senior manager required as 2IC to CEO. Minimum 10 years' experience in tourism at management level. Email: ericaks@leebotti.co.za

Business Development Executive – Jnb
Quantex Recruitment Group
3+ years' sales experience within travel + previous corporate experience essential. Tender/RFP experience & ability to lead a team essential. Email: lee@quantex.co.za

Travel Consultant – Shelly Beach
Flight Centre Travel Group
Sell travel experiences to your customers. From adventures to Thailand to city breaks in London. Provide outstanding customer service. Email: jobs@fctg.co.za

ICT Office Administrator – Jnb
Equity Connections cc
Position encompasses all functions related to ICT administration/management. Take responsibility for smooth running of IT matters. Sound IT knowledge/experience essential. Email: equitycon@mweb.co.za

Intermediate Leisure Consultant – Rosebank
Wendy's Travel Personnel
Join market leader with your minimum 4 years' selling holiday packages in retail leisure travel environment. Amadeus and Quicktrav experience preferable. Email: wtp@icon.co.za

Senior Leisure Consultant – Cpt, CBD
Club Travel
Provide advice and international booking services directly to clients. Offer the best deals and packages. Minimum 5 years' senior leisure consulting experience. GDS - Amadeus. Email: careers@clubtravel.co.za

Call Centre Agent – Cpt, Tygervalley
Flightsite
We are recruiting for a call centre agent with a minimum of 2 years' leisure consulting experience. Must be proficient in Amadeus. Email: careers@clubtravel.co.za

Intermediate Consultant – Cpt CBD
Professional Career Services
Min 3 years' consulting in corporate and leisure. Domestic to international bookings. On call afterwards. Sabre/Amadeus/ Galileo & Quicktrav. Email: nonocv@pcs-sa.co.za

Accounts Administrator – Dur
Lee Botti & Associates
Leading conferencing company require books to trial balance and experience with budgets and expense reporting. Salary negotiable plus benefits. Email: ericaks@leebotti.co.za

Trainer – Cpt
Quantex Recruitment Group
Excellent understanding of tour operations needed in order to train new & existing clients on fantastic booking management software. 5+ years' tour consulting experience required. Email: lee@quantex.co.za

Experienced consultant – Jnb & Cpt
Flight Centre Travel Group
Provide a dedicated travel management service for your portfolio of clients through customer service for our corporate clients. Email: jobs@fctg.co.za

Tours Consultant – Jnb
Equity Connections cc
Intermediate/senior Africa expert needed. Book FIT/Group tours from inception to completion. Liaise with agents and direct travellers. In-depth Africa knowledge needed. Email: equitycon@mweb.co.za

Junior Ticketing Agent – Cpt, CBD
Club Travel
Assist with reissues, exchanges and manual fare builds in Galileo. At least 1 year minimum ticketing experience required. Email: careers@clubtravel.co.za

Technical Support – Cpt, Tygervalley
Flightsite
Support online queries, website testing, error logging and tracking for our online division. Minimum 1 year GDS experience (preferably Amadeus), strong geography and product knowledge. Email: careers@clubtravel.co.za

TNW7822

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

A South African favourite that always delivers...

CAPE TOWN to SOUTHAMPTON

23 April - 10 May 2018

Whitestar Cruise & Travel
www.whitestar.co.za 011 463 3293

UP TO

\$6,820

ON BOARD SPEND

TNW8300SD



Jumping for joy!

The Kenya Tourism Board, together with Kenya Airways and Thompsons Holidays, has put together packages ranging from three to five nights with return flights out of Johannesburg, Durban and Cape Town. Packages start from R16 253. Pictured here is Fatma Bashir, ag regional marketing manager for the rest of Africa and GCC, Kenya Tourism Board. Photo: Shannon Van Zyl

Tour ops unveil St Helena packages

CANDICE MAY

THREE tour operators – African Ample Assistance (AAA), New Frontier Tours and Gallivanter Holidays – have put together packages to St Helena for the South African market.

The St Helena Government recently announced that SA Airlink had been chosen as the preferred bidder to provide a scheduled commercial air service to the island.

Airlink's inaugural flight to St Helena, which will operate from OR Tambo International Airport, with a refuelling stop in Windhoek in both directions, will take place on October 14 and then operate on a weekly basis every Saturday.

AAA has put together four week-long packages – family, hiking, historical and combo packages. "We are marketing [St Helena] as a family-friendly, hiking, diving, historical and photographic destination," says marketing manager Sone Kuhn. She adds that more budget-

friendly packages with the option of either a home-stay, self-catering or B&B accommodation are on the horizon.

For now, New Frontier Tours has one set week-long itinerary. "We have a dedicated guide, dive and boat operator on the island, which gives us access to

"St Helena is untouched and therefore a wonderful destination for clients who enjoy nature, hikes, bird-watching, stargazing, scuba diving and golf."

coastal and inland areas that are less explored for hiking and swimming. This also allows us to set up signature moments such as sundowners in historic buildings and picnics next to secluded rock pools," explains md, Craig Smith. "There is certainly now scope for more affordable itineraries for St Helena. We are working

hard with suppliers on the island to adjust rates to reflect a more consistent and reliable tourism market and volumes to which they haven't been accustomed."

Gallivanter Holidays has packaged two week-long tours – the St Helena Island Historic Tour and the St Helena Island Walking Tour. The Historic Tour visits Napoleon Bonaparte's Longwood House, his tomb in the Sane Valley and The Briars Pavilion. "St Helena is untouched and therefore a wonderful destination for clients who enjoy nature, hikes, bird-watching, stargazing, scuba diving and golf," says Gisela Oliveira, travel expert of Gallivanter Holidays. She says the tour operator will launch more packages to St Helena in the near future.

Karin Murray, marketing and sales manager of Airlink, is very upbeat about the new packages and expects more tour operators to start putting together packages as the island gains more exposure. ■

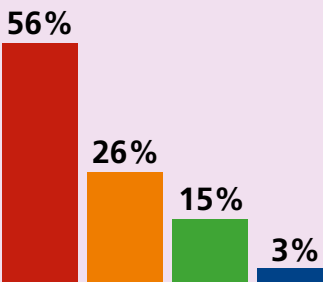
pulse poll
brought to you by eTNW and TRAVELINFO



Réunion shows slow growth

Are you seeing an increase in sales to Réunion?

- No, customers are not interested
- No, but lots of customers enquire
- Yes, a substantial increase
- Yes, but only slightly



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

Spate of ADMs

From page 1 she currently worked for herself as an ITC, the three recurring industry issues that consultants complained about were ADM billing, lack of overtime pay and maternity benefits. However, when TNW contacted responding agents for comment, the key issues that were highlighted related more to a revision in airline ADM dispute policies rather than to violations of labour law requiring trade union intervention.

Tracey Braithwaite Kojetin, owner of TTS Travel, and Karen Adams, owner of Easy Access Travel, agreed that agents were left exposed due to ADM billings. Both felt that a form of representation was needed in the industry that would stand up to airlines about these policies, although they were unsure whether a trade union would be the best channel to address these specific concerns.

Tracey highlighted the airline practice of sending out ADMs and then immediately debiting funds

from an agent's next BSP billing, suggesting instead that agents should have 30 days to dispute the ADM before the debit. "Often airlines do not even bother to reply to our emails and agents are left out of pocket, regardless of whether they were at fault or not," she said. "What happened to the premise of innocent until proven guilty?"

"A form of representation is needed in the industry that will stand up to airlines about these policies."

Otto de Vries, ceo of Asata, felt that the call for a trade union in the industry was possibly a knee-jerk reaction from agents to the current increase in ADMs that employers were holding them personally responsible for. "Asata has already raised concerns with lata over the matter of ADMs, as we feel that the current enforcement of the resolutions pertaining to ADMs puts agents on the

back foot. Revised wording for these resolutions has already been proposed to lata and will be discussed in Geneva next week."

Regarding consultants being held personally liable by their employers for ADMs, Otto advised that a good place to start would be for consultants to first review the employment contracts they had signed and to discuss terms that they were unhappy with directly with their employers.

Likewise, ITCs should first refer back to the terms of the ticketing contracts they had agreed to.

Not all agents are convinced a union is necessary. "I work for a great company that really looks after me," said Roxanne Botha from Pentravel. "It has been years since I last received an ADM and, in the event that one does come through, I know that Pentravel will do all possible to dispute it on my behalf. Based on my experience I can't say that a trade union is necessary in our industry." ■