

# TNW

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TRAVEL NEWS WEEKLY

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# Body blow for agent left holding the can

**CANDICE MAY**

**A**N AGENT who is running the risk of losing her business licence and ticketing authority has highlighted the danger of processing payments on behalf of another party in the supply chain.

Club Travel ITC, **Anelle Behr**, processed a card payment from a tour operator's client to the tour operator (Trip and Travel) as a favour to that tour operator, for a hotel booking in Zanzibar worth over R60 000. According to Anelle, the operator then failed to pay the funds over to the hotel and then remained unreachable by her and by the client when the date of travel approached.

Anelle made many bookings with tour operator, **Anton Olivier**, of Sikukuu Travel (formerly Trip and Travel) while he worked at a reputable Zanzibar tour operator. In November last year, Anton left the company to start his own tour operator business, also specialising in Zanzibar, but struggled to obtain the necessary licences for his new venture. Based on Anelle's established relationship, she felt comfortable stepping in to process payments for bookings on Anton's behalf. In this particular instance, Anelle swiped the credit card of one of Anton's clients in December last year for the sum of R60 410 for a hotel booking at Gold Zanzibar for October 20. Anelle says Anton asked her to forward the funds to his personal banking account as he did not yet have a business account, which she flatly refused. As a result, Anton promptly opened a business account and Anelle completed the transaction.

Two weeks ago, Anelle got a surprise call from the client, with whom she had never been in direct contact. "The client had found the name of my company on their receipt from when they made the payment and found my details online. They wanted to know why Gold Zanzibar was still asking for payment," she explains. Anelle immediately contacted Anton, who told her that the hotel had been paid. To-ing and fro-ing went on but nothing was resolved.

By the end of last week, Anelle could no longer get hold of Anton on his phone numbers, email or via Facebook. Gold Zanzibar said it was still awaiting payment and offered to give the client one last extension, to October 10 at 17h00. The client proceeded to send an email to both Anton and Anelle threatening to report the payment as fraudulent, meaning that their bank would reverse the payment and Anelle, being the merchant, would have the funds come out of her account.

On the Saturday, Anelle was advised by Anton's mother that, as he had been hospitalised, she would ensure the payment was made. By October the payment still had not been made to Gold Zanzibar. At the time of publishing, Anelle was in talks with Gold Zanzibar and the client. "It looks like the only way to avoid a case of fraud against myself and losing my business licence and ticketing authority is to pay the hotel out of my own pocket," she says. "This has brought me to my knees both emotionally and financially."

On September 2, Trip and Travel's Facebook page had the following post: "Due to circumstances out of my control and some uphill battles I have had to make the very important decision of changing my company name. We will still be selling the same name. We will still be selling the same name."

**To page 2**

## Comair wins the war

COMAIR has won a case against the Air Services Licensing Council (ASLC) after the ASLC wanted to revoke the airline's domestic licence over a foreign ownership dispute in May last year.

TNW reported last year ('Comair wins battle, but what about the war?' – TNW May 25, 2016) that the airline had rushed to court to obtain an urgent interdict to prevent it from being grounded.

This came after the ASLC found Comair to be non-compliant with the Licensing Act in terms of foreign ownership, which stipulates that no more than 25% of the voting rights in a domestic airline may be held by foreigners. The airline's largest shareholder, Bidvest, was a particular point of contention.

However, on September 21, the North Gauteng High Court found in favour of Comair against the ASLC and has slammed ASLC with punitive cost orders. The court found that Comair "demonstrated

**To page 20**



**Cheers!**

Members of the trade enjoyed wine and networking at Thirsty Thursday in Durban earlier this month. Pictured, from left, are: **Sifiso Sokhela**, duty manager of aha Gateway Hotel; **Erika Swanlund** and **Karen Donkin** of iGo Travel; and **Tanya Nothnagel** and **Lydia Harper** of Pentravel. Photo: Natasha Schmidt



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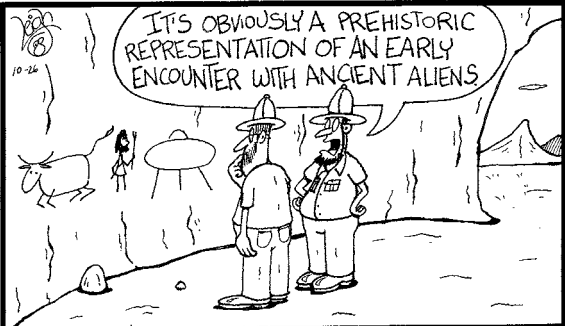



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# Cruise line to protect comm on hurricane bookings

**CANDICE MAY**

**R**OYAL Caribbean will protect the full value of travel agents' commissions on new confirmed bookings that have to be changed in the event of a hurricane.

In its announcement, the cruise line wrote to agents: "You – our valued travel partners – continue to remain a top priority." It continued: "Your hard work and loyalty is a virtue that cannot be matched and we recognise and thank you for your time in originally securing your clients' cruise vacations."

"Like us, the cruise line does not undermine the time and effort put in by the travel agent to close the sale," says **Thaybz Khan**, Cruises International contemporary brand manager. "Protecting the commission of our agents is affirmation of just that. The cruise line will not and cannot penalise agents for something that is not within their control, such as a natural disaster."

All bookings with the future cruise credit between now and December 31, 2017 with a sail date until December 31, 2018 will automatically be credited to the original travel agent with commission, even if the traveller does the rebooking on their own. Travellers booked on Royal Caribbean cruises that have been cancelled due to hurricanes have been given refunds and future cruise credits by the cruise line. ■

# Body blow for agent left holding the can

**From page 1**

packages and holidays to the same destinations but it will now be under our new company Sikukuu Travel ..."

At the time of going to print, Anton contacted TNW and said on the night of October 10 he had contacted the agent and the client and that things were "sorted out" and payment would be made this week. His explanation was that he was sick and in a clinic. Anton added that the hotel had agreed to wait for payment until the client arrived. Anelle confirmed that she received the email, which stated payment would be made before the guests were checked in.

"We always recommend that retail members of Asata work with partner and wholesale members of Asata," says Asata ceo, **Otto de Vries**, adding that these companies have illustrated a commitment to following ethical business practices, ensuring the entire channel is safeguarded. "We would highly recommend that travel agents do not process payments on anyone's behalf or facilitate card transactions on behalf of other travel providers. It is not allowed in terms of your merchant agreement with your acquiring bank and if there is a dispute you will be held liable. If the customer had paid the supplier directly using their credit card, they would have had some recourse." ■

# Gina Richter selects the top specials from Travelinfo

- **Topdeck.** Euro Hopper tour, Amsterdam to Rome from R11 790pp. Offer includes three nights' hostel accommodation, four nights in bungalows at European campsites, seven breakfasts, one lunch, three dinners, guided tours of all major cities and trip leader, driver and onsite chefs. A few tour activities are a walking tour of Amsterdam, Munich, Venice and Rome, a canal dinner cruise in Amsterdam and lots more. Valid for selected departures from April-September 2018.
- **Faircity Hotels and Apartments.** (Sandton) Springtime city escape at Falstaff Hotel from R1 419 per double room per night. Single room rate from R1 299 per night. Offer includes one night's accommodation with breakfast. Valid until October 31.
- **Tripistery B2B Travel.** Argentina offer from R13 608pps. Offer includes return transfers, three nights' accommodation in Buenos Aires, three nights' accommodation in El Calafate, three nights in Puerto Iguazu, breakfast daily and a half-day city tour. Offer excludes flights. Valid until November 30.
- **Air Mauritius.** Return flights to Perth departing Johannesburg, Cape Town and Durban from R3 200. Rate excludes taxes. Book by October 31. Valid until February 28, 2018.
- **World Leisure Holidays.** Sun Honeymoon offer in Mauritius from R19 350pp sharing. Offer includes return flights departing Johannesburg, return transfers, seven nights' accommodation with breakfast and dinner daily, daily entertainment and all land and non-motorised water sports as per brochure plus honeymoon extras. Offer excludes taxes of approximately R3 750pp. Valid for travel between January 17 and March 22.





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## A snapshot of the week's airline news

### Eurowings adds routes, increases capacity

EUROWINGS is expanding its long-haul product in the coming winter schedules, adding further services from both Cologne/Bonn and Düsseldorf airports. The LCC plans to further accelerate the growth of its long-haul operations in the 2018 summer schedule, increasing its fleet to ten aircraft. The destinations served will include popular points in the US, and also the Caribbean and the Far East. Lufthansa's Berlin-New York and Düsseldorf-Miami routes will also be transferred to Eurowings in summer 2018, adding Berlin's Tegel Airport to Eurowings' long-haul operations.

### LH increases long-haul services

FROM November 8, Lufthansa will fly non-stop from Berlin to New York five times a week and from Düsseldorf to Miami three times a week. The Berlin-New York flights will operate on Mondays, Tuesdays, Wednesdays, Thursdays and Saturdays. The flight will depart Berlin at 17h35 and arrive in JFK at 21h35. The return flight leaves New York at 23h20 and lands in Tegel Airport at 12h15 the next day. The Düsseldorf-Miami flights will operate on Mondays, Wednesdays and Fridays. The flight will depart Düsseldorf at 12h05 and arrive in Miami at 18h50. The return flight will depart Miami at 19h30 and arrive in Düsseldorf at 09h30 the next day.



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# Thompsons taps into pink travel

CANDICE MAY

THOMPSONS Holidays has introduced a new option for LGBTQ travellers at SIS (Stay in Style) Kata Resort in Phuket. The resort is LGBTQ-friendly and offers a safe and welcoming environment for these travellers.

SIS Kata Resort, which is exclusive to Thompsons Holidays, is a newly built four-star-plus property. Rather than a large resort, it is a family-focused hotel. **Candice Perry**, marketing, media relations and social media co-ordinator of Thompsons Holidays, says:

"SIS Kata Resort is upper class and sophisticated in every way. The rooms are well designed with guests' comfort in mind, but at

**"SIS Kata Resort is upper class and sophisticated in every way. The rooms are well designed with guests' comfort in mind, but at the same time luxurious."**

the same time luxurious. The resort arguably has the best sunsets on the island, especially from the pool bar in the pool, the

food and beverages are unforgettable, and the staff are extremely friendly."

Candice says the resort is a 10-minute taxi or tuk-tuk ride from bustling Bangla Road in Patong and is also within walking distance of top bars and restaurants in Kata itself. "As everyone knows, Bangla Road is chaos, but at least worth one visit. If travellers want something calmer, the bars and restaurants in Kata are literally 100m away. In other words, the property has the peace and quiet if needed, but is also very accessible to the chaos." ■



Briefing Johannesburg agents on what's hip and happening in Washington are (from left): Duane Ferreirinho, communications specialist of SAA; Letizia, and Carl Schultz, airline business development director, Dulles International. Photo: Sarah Robertson

## What's new in Washington?

SAA, in partnership with Destination DC and Dulles International Airport, recently updated agents on new and upcoming attractions in Washington.

**Letizia Sirtori**, associate director, tourism sales for Destination DC, said the tourism board hoped

to attract more groups and stressed that 17 of Washington's wide array of museums were free of charge and could easily be tied in to educational programmes. The new National Museum of African American History and Culture receives

over 300 000 visitors a year and the Museum of the Bible is due to open soon.

Many of the museums are within walking distance and offer interactive experiences, such as the National Air and Space Museum. ■

## Will Direct Booking Indaba cut out trade?

KYLIE GRANAT

DIRECT Booking Africa, powered by Guerilla Marketing, will host a Direct Booking Indaba in Cape Town on October 25 at the Protea Hotel Fire & Ice! Industry stakeholders

who will speak at the event include South African Tourism, Cape Town Tourism, and the Department of Tourism.

The Federated Hospitality Association of Southern Africa, a Direct Africa Bookings partner, will

also attend.

The Direct Booking Indaba 2017 is the first event of its kind in SA and seeks to enable hoteliers to increase their direct bookings via their websites and, in the process, lower distribution costs. ■



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# TNW's Thirsty's

TRAVEL trade members braved the rainy conditions and gathered at the aha Gateway Hotel for the Durban leg of TNW's Thirsty's. After guests warmed up with some Cape wines, the evening of networking got

into full swing. If you missed the occasion, make sure you are invited to the next at the Peermont Metcourt Hotel at Emperors Palace on October 26! For more information, email [tnwthirstys@nowmedia.co.za](mailto:tnwthirstys@nowmedia.co.za). ■



▲ (From left): Robyn Stander, Sherlena Ramphal, Nick Xaba, Gaynor Abrahams and Meenal Lakhani.



▲ (From left): Tracey Holtzhausen of Cathay Pacific, Lydia Harper of Pentravel and Helen Busse of Dynamic Holidays enjoy a glass of chilled wine.



▼ All smiles. Jane Ramcharan (left) of First Car Rental and Erika Swanlund of iGO Travel.



▲ The Thompsons Travel trio (from left): Jayson Schultz, Tazlin Stavrinou and Shelley Fourie.



▲ (From left): Lal Jayamaha of Serendipity Tours and Natasha Schmidt, Candice May and Dorine Reinstein of TNW.



▲ Looking glam! Fortunate Ngidi (left) of Sure Non-Stop Travel and Nonto Mlungwana of Anew Hotels.



▲ Cheers! Jeanette Bigby of Holidays Unlimited (left) and Robyn Stander of Emirates.



▲ All the Kims! (From left): Kim van den Berg of Serendipity Tours, Kim Pillay of Corporate Traveller, Kim Groot of Carlson Wagonlit Travel and Kim Morrison of Corporate Traveller. Photos: Natasha Schmidt and Candice May



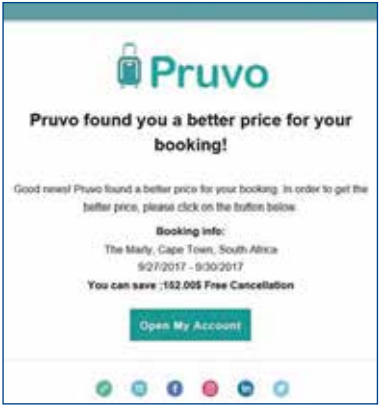
# Start-up lets travellers book same room at cheaper rate

TESSA REED

**P**RUVO, an Israeli based start-up, has developed a platform that lets travellers book the same room at a cheaper rate, should a better rate become available.

**Doron Nadivi**, vp business development at Pruvo, says, in the past, OTAs allowed free cancellation and this has now become more common among hotel groups themselves. Moreover, he says, hotels sometimes drop rates after a reservation has been made, while OTAs offer promotions where the OTA assumes the cost of the promotion as part of its customer acquisition cost.

According to Doron, the dropping of rates like this happens 40% of the time. It's in these instances that Pruvo is able to offer clients the



**Pruvo is not yet working with South African agents.**

ability to book the cheaper rate, either through OTAs, or through hotels that allow free cancellation. Travellers sign up for Pruvo and input their booking information into the platform and Pruvo's algorithms scan websites and suppliers to detect fluctuations in rates. When fluctuations are detected, the traveller is

notified. Only once the customer has obtained the better, cheaper deal, can they proceed to cancel their original, more expensive reservation.

While Doron says Pruvo is not yet working with agents in South Africa, the start-up works with travel agents in two ways. "Travel agencies use our platform as one more of their booking platforms (Amadeus, Bedsonline, Expedia etc). If a customer already paid for their hotel room, and the agent initially booked on their booking system, they can send the reservation to Pruvo."

From there, the agent can either book the better deal retain the difference as profit, or offer the better rate to the customer. The model has been applied to agents in Israel and Central America.

Pruvo's revenue comes from commission. ■

## Plan to expand European LCC

CANDICE MAY

THE Supervisory Board of Deutsche Lufthansa AG has approved the rapid expansion of low-cost carrier, Eurowings, which will see an investment framework of around €1bn (R16bn) for the purchase and leasing of up to 61 aircraft.

The acquisition of the aircraft is partly dependent on the successful conclusion of negotiations to acquire parts of the airberlin group, which has filed for provisional insolvency and cancelled a slew of long-haul flights.

Over the past few months, Lufthansa has already taken

on 20 aircraft operated by Eurowings under the existing wet lease agreement with airberlin, 15 by acquisition and five more leased with an option to purchase. Dependent on approval by the relevant antitrust authorities, the Eurowings Group can expand by a total of up to 81 aircraft in the future.

As part of its initial expansion plan, Eurowings' inaugural flight to SA will begin with a direct route between Cologne and Cape Town on November 5. The launch of the route follows the direct route between Cologne and Windhoek earlier this year. ■

## To the point



Zuri Zanzibar Hotel and Resort will open in May 2018 on Unguja Island in Zanzibar. The resort will have 46 bungalows, six suites and three villas set in landscaped gardens. Facilities include a spice garden, infinity pool, salon, gym, library, three restaurants and four bars. The resort is on the sunset facing side on the northern edge of the main island of Unguja, and offers 350 metres of private beach.

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# Groups and Incentives



Max Marx reviews trends and issues in groups and incentives travel.

## Group vs individual fares – the pros and cons

**W**ITH travel agents generally under enormous pressure to secure the best fares for clients, there can be temptation to book groups on individual fares when these are cheaper, or to take advantage of fare specials.

However, most airlines require agents to book groups via their groups departments. Some have very strict policies around this and will raise an ADM with an agency if individual bookings for groups are discovered.

While individual fares may seem attractive, there are disadvantages to booking these for group travel, such as having to submit passenger names upfront and same-day booking confirmations.

It is often impractical for incentive and event decision-makers to comply with these time limits, and corporates may not immediately know who their qualifying incentive or group travellers will be. The same issues face sports teams and school groups.

This is where booking group flights works well. Agents can block book seats months in advance and only provide passenger details 30 days prior to travel, as is the rule for most airlines. There are usually very few seats available at special advertised fares for individual travellers, and

groups are generally excluded from booking these. Usually the larger the group, the higher the group fare. This is due to airline yield management systems and the tendency for airlines to want to book the entire group in a single fare class.

**Mandy McEvoy**, Club Travel Corporate's Westlake branch manager, says online and GDS fares are usually cheaper than group fares as the rules are very different.

"With a group booking, seats and fares are secured with a deposit but no names are required and tickets are not issued. This enables one to make changes to dates, itinerary and names (if already inserted) free of charge. The price and seats will remain secure, with the payment balance only required closer to departure date. After issue, some airlines allow for a complete name swap for a fee, which is not allowed on FIT tickets."

Mandy suggests splitting very large groups into two smaller groups and booking them on different flights to avoid a higher fare class.

**Ramon Geldenhuys**, 360 Degrees Travel md, says it's imperative to explain group booking terms and conditions to clients so they understand why group bookings usually attract higher fares.

## Always use the airline's booking policy

AIRLINES vary in their group booking policies and how these are enforced.

**Sally George**, Singapore Airlines market development manager, says its far more advantageous doing group bookings with the airline's groups department. "It helps with seating arrangements and, when large groups book quite far in advance, we can give them competitive fares. Last-minute online deals come with high penalties and you can't change the booking."

Lufthansa requires groups to be booked using its Book-a-Group tool. If groups are booked individually via the GDS an ADM will be raised.

Booking more than 10 people on British Airways must be done through the airline's groups department. Bookings made incorrectly are raised with the agent.

Delta Air Lines doesn't allow agents to book groups as individual passengers. When these are tracked, Delta automatically cancels the space. It's advisable to book groups on Delta at least 90 days prior to departure so that groups can take advantage of discounted fares.

Cathay Pacific monitors any malpractice on GIT bookings. It is the airline's policy for 10 or more passengers to be handled as a group booking.

Air Austral's group fares are generally cheaper than FIT fares and a competitive fare for the whole group is quoted. Group size can be reduced to a minimum of 10 passengers after

the initial booking, without penalty. A 30% deposit is required within 30 days of flight confirmation and is non-refundable 60 days or less prior to departure.

**Wouter Nel**, Air Mauritius's sales and marketing manager, says if agents book groups on FIT fares, the airline's group value proposition won't be available to them. Group requests can be emailed to Air Mauritius's Johannesburg office. "Once the group contract is signed and deposits paid, we release the group to the agent to insert names and issue tickets. This can be done if the agent uses the same GDS as we do."

**Kirby Gordon**, FlySafair's vp: sales and distribution, says while the airline's system accommodates the full group at the best possible fare, it does its best to improve on those fares, depending on group size. "For example, the system will return a quote for 20 passengers at R799 per ticket, even though there may be three fares available at R599 and five at R699. We can override this R799 fare to provide a better price to the group."





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# Cruising and all-inclusive resorts – the best group options

TRAVEL agents and most tour operators agree that cruising and all-inclusive resorts are among the best considerations for groups and incentive travel.

**Ramon Geldenhuys** of 360 Degrees Travel, says cruises and all-inclusive resorts such as those offered by Beachcomber, World Leisure Holidays and Club Med, provide a great experience for clients.

“They’re also easiest to book for groups and incentives, because once agents have done the booking, there’s very little left for them to do as the cruise line or resort takes care of everything, including excursions.”

**Sarah Welton-Blake**, owner of SWB Consulting, says the allure of cruising will never diminish. “Cruising is a one-stop wonder – easy to sell, easy to manage, easy to deliver and tremendous value.”

The all-inclusive nature of cruising means no hidden fees or extra charges added, enabling group and incentive organisers to keep budgets

under control, says **Encore Cruises** sales manager, **Janine Pretorius**.

“The groups and incentives market often seeks shorter cruises,” says **Lizaan Schnettler**, Cruises International’s groups and incentives manager, “but these are in short supply. Most cruises start at seven nights.”

“That’s why our three- and four-night cruises out of Durban to Portuguese Island and Pomene Bay in Mozambique are perfect for the groups and MICE market,” says **Ross Volk**, MSC Cruises SA md. “With companies cutting back on group travel budgets in the current economic climate, booking a local cruise enables companies to still offer employees a ‘wow’ incentive without breaking the budget.”

Although Med cruises remain



Lizaan Schnettler

popular, repeat groups are looking for alternatives, says Lizaan. “We’re increasingly seeing requests for the Far East, Alaska and European river cruises. Cruises out of Hong Kong and Singapore to Phuket and Malaysia are attractive because

South Africans don’t require visas. Incentive groups are looking at Australia/New Zealand.”

Scandinavia is also a growing cruise destination for South Africans, says Incentives at Sea’s **Dalene Oroni**, who manages Development Promotions Groups & Incentives department. “Scandinavian cruises offer glacier walking, geothermal pools, the Northern Lights and volcanic landscapes – new experiences for many South Africans. The short travel time and its cost-effectiveness also make Europe sought-after.”

## Good growth in groups business

OPERATORS are reporting good growth in their groups and incentives business this year, with forward bookings for 2018 also looking good

**Olivier Perillat-Piratoine**, Club Med Southern Africa’s meetings and events manager, says group travel has increased by more than 140% year-on-year for the November 2018 to April 2019 winter season, with growth coming from Club Med’s long-haul snow and exotic destinations.

Development Promotions has reported huge growth in business since launching its groups and incentives department.

Beachcomber has also had an exceptional year

and is expecting a good 2018.

Thompsons Holidays has also reported a big increase in groups and incentives travel in the last two years, while Air Austral reports a steep climb in passenger loads to Réunion Island, with good incentive business a contributing factor.

Trafalgar is preparing for its big group season in 2020 when the Oberammergau Passion Play takes place in Oberammergau, Germany, says **Theresa Szejwallo**, Trafalgar md. “We’ve already received numerous bookings for this prestigious event that takes place every 10 years.”

## Graphs, charts and the occasional "spread sheet"

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## GROUPS AND INCENTIVES

### Current trends...

**MANDY McEvoy** of Club Travel Corporate, says South Africans are now travelling closer to home, reducing flying times and packing more into shorter incentives to reduce total spend. "Croatia, Victoria Falls and Zambia are very popular now."

**Cindy Williamson**, consultant with XL Turners Travel, says groups and incentive travellers prefer destinations that don't require visas, such as Mauritius, Zanzibar and Thailand, with sports events in SA increasingly popular.

'Bleisure' is the new trend in hospitality, says **Greg Hoffmann**, Birchwood Hotel & OR Tambo Conference Centre's marketing manager, with groups wanting to combine a business stay with a vacation. "And with budgetary restrictions globally, corporates are combining events such as seminars, exhibitions and year-end functions rather than hosting separate events for each."

**Cathie Bester**, World Leisure Holidays' marketing relationship manager, says

tight budgets mean short-stay packages that include unique events for companies, like private group dinners, as part of the package price.

Corporates are spending less on incentives as they don't want to be seen to be spending excessively in the current economic climate, says **Ramon Geldenhuys** of 360 Degrees Travel.

**Gillian Hurford**, manager of Superlative Incentives & Events – a TAG company, says incentive travel is on the rise in the SA market but budgets have remained static. "With clients still expecting the same 'wow' experiences as in previous years we recommend they reduce trip length or participant numbers."

Requests for extraordinary destinations such as Norway, Iceland, Russia, Cuba, Vietnam and Cambodia and for regional travel destinations such as Mauritius, Swakopmund and



**Liane Venter**

Zanzibar, are increasing, adds Gillian. The Far East also offers good value. "Corporates are also seeking mobile apps that enable travellers to interact with one another throughout their travels."

Air Mauritius's **Wouter Nel** says groups have been smaller due to the economic climate, but Mauritius remains hugely popular as a MICE destination.

**Sarah Welton-Blake** of SWB Consulting, says almost all her incentive clients are seeking a conference component to their incentive trips with motivational speakers, a CSI element and cultural experiences.

**Liane Venter**, Africa Stay sales and marketing manager, has seen a shift to better value options such as Zanzibar, Victoria Falls, Mauritius and Mozambique. "We encourage our clients to book all-inclusive offers along with some prepaid activities for their groups to save on costs."

### ...and challenges

"WE'RE facing shorter lead times," says **Kathy Nel**, Limex's divisional executive head. "Clients don't realise how much goes into proposals and have unrealistic expectations of turnaround times for quotations."

Availability, tight budgets, finding suitable activities for diverse groups, forex fluctuations, and slow supplier turnaround times are some of the challenges, says **John Ridler**, Thompsons Holidays pr and media manager.

Group bookings through airline groups departments generally have slow turnaround times because decisions are no longer made locally, says **Ramon Geldenhuys** of 360 Degrees Travel. "This can affect agents' service levels to clients."

"The disconnect between budget and wish list can be difficult to manage," says **Sarah Welton-Blake** of SWB Consulting, "but frank and frequent communication with clients helps to manage expectations."

Airlines don't do waivers

any more," says **Mandy McEvoy** of Club Travel Corporate, "which means airlines will reject a group booking for 14 passengers if the group minimum rule is 15 passengers. Where a group deposit has been paid and the client reduces the group size to under the minimum number required, the reservation becomes invalid and the deposit is forfeited if the balance of payment has not yet been paid."

"The airline will cancel the group booking and the agent will need to re-book individual seats on the available airfare at the time, which can literally double the ticket price quoted to the client on a group booking. It's imperative to inform clients of the rules before a deposit is paid or they will hold you responsible for any additional costs incurred."

"Ensuring all payments and necessary documentation are received timeously can be a challenge," comments **Janine Pienaar**, Globus sales and marketing manager.



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# GROUPS AND INCENTIVES



Build plenty of downtime into group tours.

## Tips from the experts

- It's crucial that clients do site inspections for large group travel, says **Ramon Geldenhuys** of 360-Degrees Travel, "to ensure any cheaper accommodation options selected meet their expectations."
- Low season is the best time to obtain a group fare, says **Isla Moffett** of Air Austral's GSA. "The further in advance a booking is made the better the airfare should be."
- Always make sure the client signs a contract that outlines all terms and conditions, such as allowed breakaway percentage, name change fees and number of passengers booked, says **Mandy McEvoy** of Club Travel Corporate. "A signed contract has saved me many times as clients often forget what they have asked of you. Never sign an airline contract on your client's behalf. Another good tip is to apply to all airlines flying the route selected, as airlines offer very different rates to what you see on

the GDS. You may think one airline is cheaper than another due to GDS rates but that's often not the case when it comes to group fares."

- **Trafalgar's Theresa Szejwallo** says getting the destination choice "just right" is really important. "Agents must do their homework on current trends, travel routes and costs. When sourcing multiple quotations, it's important that agents compare 'apples with apples'. In most cases it's less expensive to travel as a group. There are many inclusions on an itinerary that can't be done as an individual or would be too expensive."
- **Cindy Williamson**, XL Turners Travel consultant, says it's important to book sports teams as a group to benefit from airline name change policies in



Ramon Geldenhuys

case of player replacements due to injuries. Some airlines also offer an extra bag free for sporting equipment.

- **Kirby Gordon** of FlySafair says agents must adhere to payment timelines in the quotation, otherwise bookings can lapse and auto-cancel, requiring a fresh quote. "Flexibility also helps. We can help groups find cheaper flights if they can be flexible. If groups take only hand luggage on a weekend retreat they can also save money."

- **Greg Taylor**, Pure Sport/Pure Skiing gm, says when booking sports or skiing packages, agents must match client needs with the correct event, destination and budget; ensure the itinerary suits all travellers and there's a good balance between group activities and individual leisure time.

## How to stretch an incentive budget

**SARAH Welton-Blake** of SWB Consulting, says: "Consider allowances for some meals rather than hosting all meals. Neighbouring countries like Mauritius provide great value, with many hotels offering packages inclusive of drinks, conferencing and meals."



Dalene Oroni

Opting for local incentives really helps, says **Gillian Hurford**, manager of Superlative Incentives &

Events. "Wow" elements like a trip on Rovos Rail or a stay at a luxury game lodge can then be factored in."

"One can do more in a destination where the exchange

rate is favourable," says **Kathy Nel**, Limex divisional executive head, "which is why the East is so popular."

**Dalene Oroni** of Development Promotions says cruising is an amazing budget stretcher.

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## GROUPS AND INCENTIVES

### Get the best deals

- On Trafalgar, a group of five joining set departure brochure tours get 5% discount on the tour price. Exclusive groups require a minimum of 42 guests. For groups of 15 to 48 guests, Trafalgar offers 15% off the tour price plus one free place for each 15 full-paying passengers, two for 30 passengers and three for 45. Once deposits are paid, the rand price is guaranteed.
- MSC Cruises considers 12 cabins or 24 adults to be a group and offers one free cruise fare for every 23rd person booked. Group bookings are based on a group rate.
- Globus and Cosmos offer rebates on land arrangements for groups. Where holidays include a cruise of three or more nights, one person travels free in a group of 32 and one at half price for groups of 16. On all other tours, one person travels free in a group of 16 and for half price in a group of eight.
- Groups on Air Mauritius start at 10 passengers. MICE group bookings benefit from a free ticket (excl. taxes) for every 50 tickets booked; a dedicated check-in counter for groups; dedicated in-cabin seating; discounted access to Air Mauritius's business-class lounge; two bags each weighing 23kg free in economy and two bags each weighing 32kg in business class, plus free carriage of golf clubs up to 20kg. MICE groups can print their own branded head rests.
- Cruises International has new MICE offers from Celebrity Cruises and Royal Caribbean International. On Celebrity, there's a bonus on-board credit of US\$100 (R1 360) for all ocean-view staterooms and categories above, bookable until October 31. The offer is combinable with Celebrity's Go! Big, Better, Best offer.
- Royal Caribbean's MICE offer for new bookings until December 31 is 5% off the total group cruise fare (excluding port charges, taxes and gratuities) to use as an on-board credit for the group towards amenities, and a reduced beverage package of US\$35pppd (R480).
- Development Promotions offers free tour conductor credits when eight cruise cabins are booked. The larger the group the more tour conductor credits are earned. These translate into free travel for up to six people in three cabins, depending on group size.
- Fifteen adults and more are considered a group with Beachcomber, with every 16th adult



Team building is often an essential element of group travel.

- travelling free on a shared basis. During low season, Beachcomber offers extra special rates and a complimentary beach barbecue.
- Delta Air Lines requires 10 passengers for group bookings in economy and eight in business class, and offers flexible payment conditions. A nominal group deposit is required with the balance payable 15 days prior to departure. Delta has a dedicated group check-in area and meet and greet services at OR Tambo International Airport.
- At World Leisure Holidays a group comprises a minimum of 16 full-paying adult passengers. Depending on group size and destination, complimentary travel can be negotiated for tour leaders.
- FlySafair considers 15 passengers a group. Reservations can be secured with a 50% deposit with the balance payable a month before departure. FlySafair's airport teams take care of groups at the airport.
- Air Austral negotiates special fares for groups of 10 and upwards, ensuring all passengers pay the same amount for their tickets. Group fare ticketing is 30 days before departure.
- Groups start from 15 passengers upwards with Thompsons Holidays. The company prepares specialised teaser programmes for groups and has dedicated DMC back-up at all its destinations for group assistance.
- On Singapore Airlines a discount of up to R8 000 applies for every 16th passenger for MICE groups until March 31, 2018.

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## GROUPS AND INCENTIVES

# The latest destinations and offerings

NEW for the incentive market is Sri Lanka, which, says **John Ridler** of Thompsons Holidays, offers a rich history, heritage and culture, excellent food, top beaches and wild scenery.

Island and beach destinations, he says, are always popular, with Zanzibar and Mauritius ideal for larger groups. In southern Africa Victoria Falls, Namibia and Mozambique are sought after, while further afield, Europe and skiing are also on the radar.

In South Africa smaller groups are patronising the Conrad Pezula Golf Resort & Spa and Zimbali Coastal Resort, says **Ramon Geldenhuys** of 360 Degrees Travel. "Larger groups go to Sun City and destinations with large convention centres, while leisure groups love the Kruger National Park, Cape Town and the Western Cape, and KwaZulu Natal."

The North American destinations of Orlando and

Las Vegas are strong incentive favourites, says **Manoj Kuriakose**, commercial director Middle East & Southern Africa for Delta Air Lines. New York, San Francisco, Los Angeles, New Orleans and Washington are always popular group destinations.

**Theresa Szejwallo** says Trafalgar's Discover Europe trips that include several destinations are popular. "South Africans no longer need visas for Russia, which has become a sought-after group destination as have Spain, Portugal and Morocco. Eastern Europe offers the best value, especially Prague and Budapest. France, Austria and the Scandinavian countries are also growing group destinations.

**Ross Volk**, MSC Cruises SA md, says the new four-night cruise to Pomene Bay is ideal for groups and incentives, as well as a three-night weekend

Portuguese Island getaway.

"We're increasingly seeing requests for our Asian, southern Europe and Brazilian resorts," says Club Med's **Olivier Perillat-Piratoine**. Skiing is another fast-growing segment.

"Our Club Med 2 five-masted cruise ship is a must for top incentives, as are our Finolhu Villas in the Maldives and Valmorel Chalets in the French Alps. In Africa, Marrakech offers a unique culture, city and fascinating excursions to Berber villages."

**Dalene Oroni** of Development Promotions reports a lot of interest in Alaska, Asia and Norway from the groups and incentives market. World Leisure Holidays' **Cathie Bester** says Zanzibar and Mauritius offer good quality, reliability, choice and great value, while Réunion offers something unique for the more adventurous.



Sri Lanka is becoming popular for incentives.

## Book it!

Development Promotions is offering NCL cost-savers for groups included in the cruise fare – the Ultimate Beverage Package; three or four speciality restaurant meals dependent on length of cruise; pre-paid service charges; 250-minute WiFi package; group cocktail party; US\$50 (R686) shore excursion credit; US\$75 (R1 028) on-board credit; US\$75 master account credit; or complimentary photo package.

## Book it!

Africa Stay is offering three nights at the four-star Doubletree by Hilton from R9 950pps in Zanzibar. The package includes economy-class flights on Mango Airlines from JNB to Zanzibar, transfers, all-inclusive full-board accommodation and a Blue Tour safari – a full-day trip on a dhow with snorkelling, lunch and visits to various islands. The package is valid for travel from March 16-31 and May 1-31, 2018. Groups of up to 70 can be accommodated.

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## GROUPS AND INCENTIVES

### Agentivity's Delegate Tracker makes consolidation easy

THE Agentivity reporting tool, which gives travel agencies actionable insights into their businesses and keeps them abreast of day-to-day booking activity, is very useful for large group bookings.

Delegate Tracker helps agents to manage large group bookings. It consolidates all booking data directly in the GDS, providing a single report at the touch of a button.

No matter from where travellers originate, Delegate Tracker amalgamates all booking data, PNRs, booking changes and delegate preferences. All agents need to do is load the information on to the booking entry in the GDS using notepad and free text. For example, if a delegate books a car then cancels it, then books a hotel



*"As long as the booking is assigned to the group on the GDS, it doesn't matter who adds entries or makes changes in the GDS."|  
Yolandé Bouwer*

and then wants a room upgrade, Agentivity tracks all this activity and reflects it in the report.

Agents no longer have to manually input booking changes and requests into a spreadsheet and move back and forth between spreadsheet and GDS, a time-consuming process that can result in errors.

Another great advantage of Delegate Tracker, says **Yolandé Bouwer**, Agentivity director: Africa, is that more than one agent can handle large group bookings. "As long as the booking is assigned to the group on the GDS, it doesn't matter who adds entries or makes changes in the GDS. This is very helpful for agencies, enabling them to split the workload."



High-end incentive groups enjoy attending major sporting events.

### Great value-add from Pure Sport and Pure Skiing

PURE Skiing is freezing prices on receipt of a client's first deposit, thereby eliminating hidden surprises caused by currency movements when paying in full.

Pure Sport and Pure Skiing are also redeveloping their websites and will soon include online booking capability. **Greg Taylor** says since Tourvest acquired the companies, they are in a position to add further value for clients, such as reduced transfer costs, reduced room rates, a free room when a minimum of 20 passengers are booked, a reduction on lift passes and ski programmes, and tailored ground programmes to suit specific group

needs and interests.

High-end incentive groups, says Greg, enjoy attending major sporting events such as the FIFA World Cup, Rugby World Cup, Wimbledon, Premier League football, Sevens Rugby, Formula 1 events, and golf majors, with skiing also popular.

For budget-friendly sports incentives, Greg recommends Premier League football, local sporting events, and an end-of-the-year tour with the Springboks to Europe to attend one of their matches. "Groups enjoy combining sports events with special dinners, sightseeing, team-building and driving experiences."



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MSC Sinfonia's short cruises visit Portuguese Island and Pomene Bay. Photo: MSC Cruises

# Sinfonia suits short group breaks

MSC Sinfonia's 2017/2018 cruise season kicks off on October 30 with a four-night cruise from Durban to Portuguese Island. All cruises depart from Durban and mostly travel to Portuguese Island and Pomene Bay, with some itineraries

including Maputo or Ilha de Mozambique. MSC Sinfonia is also offering an 11-night cruise to Réunion and Mauritius, departing Durban on December 26, 2017. On January 6, 2018, the ship sails from Durban to

Cape Town and then sails two Cape Town to Walvis Bay itineraries before returning to Durban on January, 19. The last sailing of the season takes place on April 15, 2018, with a five-night trip to Maputo, Portuguese Island and Pomene Bay.

# Birchwood makes banqueting easy and affordable

THE Birchwood Hotel & OR Tambo Conference Centre is offering three affordable banqueting packages for groups of up to 1 500 guests, starting at R450 per head. For smaller groups, from 20 people, Birchwood's Grill at One Twenty and the unique Cellar offer menus that start at R220 per head. "We know how stressful it can be to plan an event or a year-end function. Hence we've created these

packages that include décor, menu, venue and more," says marketing manager, **Greg Hoffmann**. Greg adds that having four restaurants on the property, in addition to the above, means guests can enjoy a different experience every night of their stay. Accommodation options at Birchwood take care of the diverse needs of large groups with 334 functional rooms for a comfortable stay, 235 rooms at the

Silverbirch@Birchwood for the discerning and modern business traveller, and the 96 ValuStay@Birchwood rooms for budget travellers. Greg adds that hotels can no longer just offer a bed, meeting room and a restaurant. "They need to offer an experience and a human-centric approach. We want our passion for service excellence, energetic efficiency and never-say-no attitude to shine through."

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# GROUPS AND INCENTIVES



Trou aux Biches Resort & Spa. Photo: Beachcomber Hotels

## Beachcomber packs in fun

A FIVE- to seven-night group stay at either the five-star Trou aux Biches Resort & Spa or five-star Paradis Beachcomber Golf Resort & Spa, can include special beach dinners, a catamaran cruise to one of the nearby islands with added extras such as musicians and masseuses, and fun team-building activities where groups get to learn about Mauritian culture.

These are elements that go to make a great Beachcomber groups and incentive trip. “The catamaran cruises are amazing,” says Beachcomber’s **Enid Maullin**. “Guests enjoy a full-day cruise to some of the islands and spend the day swimming and snorkelling. There’s an incredible vibe on board with music, a barbecue and true Mauritian hospitality.” Enid further recommends

the zipline experience at the Chazal Ecotourism Site near St Felix in Mauritius. Guests can swim the Rivière des Galets, bathe under waterfalls or dive from the rocks. The glides along the ziplines are spectacular, and the excursion involves some trekking too. At the end of the excursion, guests can enjoy a typical Mauritian lunch in breathtaking surroundings.

## La Pirogue reopens after extensive refurbishment

LA PIROGUE, one of the first hotels to open on Mauritius’s west coast 40 years ago, has reopened after a complete renovation of its rooms – decorated in boho-chic style – and public areas. New bars, restaurants and a new lobby welcome guests to the hotel.



Cathie Bester

“A fun new feature,” says **Cathie Bester** of World Leisure Holidays, “is a new recording studio that is staffed by professional musicians and sound engineers. It could be a nice option for conference delegates and groups to record team songs.”

## Book it!

Development Promotions is offering a seven-day Hurtigruten Classic Voyage North up the Norwegian coastline from €900pps (R14 500). Ideal for groups, the cruise starts in Bergen, and travels to Florø, Molde, KIRSTIANSUND, Rørvik, Stockmarknes, Skjervøy, Øksfjord, Berlevåg, Båtsfjord and Kirkenes. It’s a great opportunity to experience the Arctic Circle, Northern Lights, the Ice Hotel in Kirkenes, horse riding in snow, the Svartisen glacier, dog sledding, kayaking, polar history walks and a Viking Medieval feast.

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# Participants seek more depth

THOMPSONS Holidays' **John Ridler** says incentive groups are seeking experiential and cultural activities and evening events, with the emphasis on fun.

"Increasingly groups want top international sporting events included in their incentive, such as Formula 1 Grand Prix, golf, rugby, Rugby Sevens, and soccer.

**Theresa Szejwallo** of Trafalgar, says travellers are seeking in-depth experiences, such as places that are off the beaten track and visiting places at less crowded times.



Theresa Szejwallo

They want to meet and eat with locals in their homes, and participate in cultural activities like cooking demonstrations.

When it comes to cruising, says **Ross Volk** of MSC Cruises, cocktail parties, themed entertainment and sports activities are sought after.

A new trend among corporates is mountain biking rather than golf, says 360 Degrees Travel's **Ramon Geldenhuys**. "People are looking to be more active and seeking more health-conscious options."

## Zanzibar ticks the boxes

ZANZIBAR is the ideal destination for both groups and incentives, says Africa Stay's **Liane Venter**.

"South Africans don't need visas to travel there. It's just a four-hour flight from Johannesburg and is a diverse destination that offers something for everyone."

"Our clients love historic Stone Town, a Unesco World Heritage Site, with its shops, markets and rooftop restaurants.

They also love exploring the traditional villages, turtle sanctuary and enjoying the miles of white sandy beaches."

## Book it!

Cruises International is offering a three-night western Mediterranean cruise on board Royal Caribbean's *Symphony of the Seas* from October 11-14, 2018 visiting Rome and Naples in Italy and Barcelona in Spain, starting from US\$746pps (R10 260) including port charges (excl. taxes and gratuities).

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It's a group hug!

Development Promotions has commenced a campaign to advise 'DP groupies' of the on-board benefits for cruising groups using the services of Norwegian Cruise Line. The cruise company's 'group hug' comes in the form of complimentary drinks, gratuities and cocktail events. Pictured here from Development Promotions are, clockwise, back from left: **Michelle Hunter**, groups sales manager; **Dalene Oroni**, groups ops manager; **Shelley Phillips**, sales manager; and **Serena Janse Van Rensburg**, key accounts sales. Photo: Shannon Van Zyl

## Paradis' ocean-view rooms upgraded

BEACHCOMBER has refurbished its Beachfront Ocean Rooms at Paradis, which are very popular with groups. "The rooms have brand-new interiors and redesigned bathrooms. The bedroom is open-plan, with en-suite bathroom, sitting area and lovely terrace. The rooms are a stone's throw from the beach," says Beachcomber's **Enid Maullin**.

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Main pool on the Regent Seven Seas Explorer. Photo: Regent Seven Seas

# Regent Seven Seas launches 2019/2020 programme

REGENT Seven Seas Cruises has unveiled its 2019/20 itinerary, with 118 sailings from March 2019 to June 2020 in the Mediterranean, northern Europe, Alaska, Canada,

New England, Bermuda, the Caribbean, South America, Asia, Australia and the South Pacific. There are also two Grand Voyages – the 77-night Grand Arctic Quest from London to

New York and the 66-night Circle South America from Miami, circumnavigating South America and cruising the River Amazon. All ships have full meetings and conference capabilities.

## GROUPS AND INCENTIVES

### Cold climates for something different

FOR the adventurous, Development Promotions suggests Trekking in Iceland: the Laugavegur Trail. It is an eight-day trek that starts and ends in Reykjavik, and is ideal for small groups of up to 14 people. Trekkers camp for five nights and stay in hostels for two; they walk on glaciers and lava fields, enjoy waterfalls, geothermal pools, volcanic landscapes and snow-capped mountains. The trip is priced at R34 000pps.

In Alaska, Cruises International suggests these Celebrity Cruises excursions:

- Travel by narrow-gauge railway in a vintage car on the White Pass Scenic Railway in Skagway from the tidewater to the summit of White Pass, passing deep gorges, waterfalls, and valleys.
- Alaska Sled Dogs and Musher's camp in Juneau: Take a sled ride through lush rainforests, play with husky puppies and learn about dog sledding.



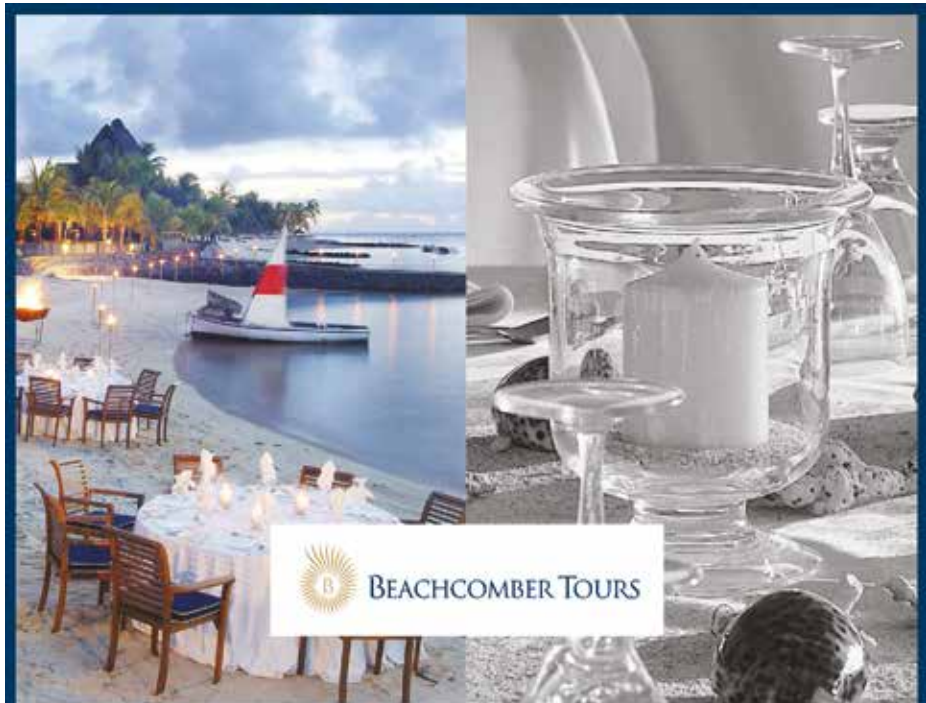
Adventurous travellers can go trekking in Iceland.

### Take note

A not-to-be-missed mountain bike adventure on Beachcomber's events calendar is the Mauritius Tour Beachcomber, the ultimate mountain bike experience. On the four-stage mountain bike race from May 17-19, 2018, riders get to experience rarely accessed areas, including cliff tops, forests, mountains, sugar cane and tea plantations. The five-star Shandrani Beachcomber Resort and Spa is the starting and finishing point of the race.

### Book it!

Trafalgar is offering a 12-day European Experience from R27 690pps for groups of 10 or more (excl. flights). It visits Dover, Amsterdam, Cologne, Rhine Valley, Munich, Innsbruck, Venice, Rome, Florence, Swiss Alps, Lucerne and Paris. ■



## Groups & Incentives

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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.

## Building tomorrow's leaders



Flight Centre Travel Group saw 30 employees complete their New Team Leader Development programme (NLDP) in partnership with University of Stellenbosch (USB-ED). NLDP is a six month, tailor-made programme that was designed to address 21st century leadership gaps. Pictured (from left): Naomi Govender (team leader Greenstone Mall); Sam Dos Ramos (team leader Flight Centre Holidays); and Will Strydom (product finance team leader).

## Appointments

**■ Claudia Adams** has been appointed reservations manager at Sun International's Table Bay hotel. She started as a chamber maid in 1988 and says: "You cannot put a price on the great learning and experience to be gained from working your way through different departments."



**■ Olivier Dulat** has been appointed executive vice president of flight operations at Air France. He takes over from Gilles Laurent from November 1.

**■ Reno Malidis** has been appointed area leader of Flight Centre Travel Group's Evolution, in Pretoria. Reno has been with FCTG since 2013 and has most recently been the future business leader for the Evolution area. He held various leadership roles within the company prior to this.

**■ Shirley Anne Henry** has been appointed area leader of Flight Centre Travel Group's Supernovas in the Western Cape. She is considered an FCTG stalwart as she has been with the company since 1998, most recently as risk financial controller.



## Chilling in Chile



Angela Wood, gm marketing for Thompsons Holidays, recently went on an educational to Chile. "It was so much more than I expected – from the modern city of Santiago, to beautiful green parks and delicious food and wines surrounded by snow-tipped peaks," says Angela. "The highlight of my trip was the breathless experience of Patagonia. Chile is so diverse and has so much to offer any traveller. So excited to tick this off my bucket list."

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## Pick of the week

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### Intermediate Travel Consultant – JNB

Harvey World Travel – Evanspark  
Minimum 5 years' experience. Galileo, fares, ticketing, re-issue, refunds, car hire, insurance & Quicktrav. Domestic and international reservations. Email: maryam.n@harveyworld.co.za

### Intermediate Leisure Travel Consultant – Sandton

Professional Career Services  
Minimum 3 years' selling holiday packages. Amadeus. Fares & ticketing. Able to meet sales targets. Global product geographical knowledge. Email: nonocv@pcs-sa.co.za

### Cruise consultant – Gauteng

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From planning itineraries and booking flights to organising accommodation, car hire and everything in between. Our incentives will drive you to reach your targets. Email: jobs@fctg.co.za

### Intermediate Consultant – JNB North

Lee Botti & Associates  
North. Varied role handling corporate, leisure and group travel. Amadeus plus minimum 4 years' experience essential. Upmarket clientele. Competitive offer. Email: traceyc@leebotti.co.za

### Groups and Events Consultant – JNB North

Equity Connections cc  
Dynamic organisation needs senior to join the team. Handle local/out-bound events, conferences and groups. Relevant experience a must. Email: equitycon@mweb.co.za

### Business Development Executive – Rosebank

Club Travel  
Passionate about sales and new business? Join our corporate team. Previous corporate business development experience in a TMC essential. Email: careers@clubtravel.co.za

### Call Centre Agent – Tygervalley

Flightsite  
Minimum 2 years' leisure consulting experience. Must have strong sales skills and be proficient in Amadeus. Email: careers@clubtravel.co.za

### Reservations Manager – JNB North

Professional Career Services  
Inbound tour operator seeks candidate with minimum 3 years' reservations management experience and good product knowledge of Southern Africa. Tourplan essential. Email: jeancv@pcs-sa.co.za

### Travel consultants – N. Suburbs

Flight Centre Travel Group  
Sell travel experiences. From adventures to Thailand to city breaks in London. Provide outstanding customer service while managing every aspect of their trip. Email: jobs@fctg.co.za

### Contract Senior Consultant – JNB North

Lee Botti & Associates  
North. 2-3 month contract. Solid international skills plus Galileo proficiency to assist busy groups department. Salary negotiable. Email: traceyc@leebotti.co.za

### ICT Support Engineer – JNB North

Equity Connections cc  
Experienced IT expert needed. Must be highly computer literate/tech savvy! Qualifications: MCTS, ITIL Foundation/A+/N+. Experience on desktops/laptops/printers essential. Email: equitycon@mweb.co.za

### Debtors Administrator – Rosebank

Club Travel  
Assist with payments of accounts and maintain a positive cash flow. Junior role - requires accounting knowledge, Excel and ability to work under minimum supervision. Email: careers@clubtravel.co.za

### Technical Support – Tygervalley

Flightsite  
Techno savvy individual. Support online queries, website testing, error logging and tracking of online division. Minimum 1 year GDS experience (preferably Amadeus). Geography and product knowledge. Email: careers@clubtravel.co.za

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

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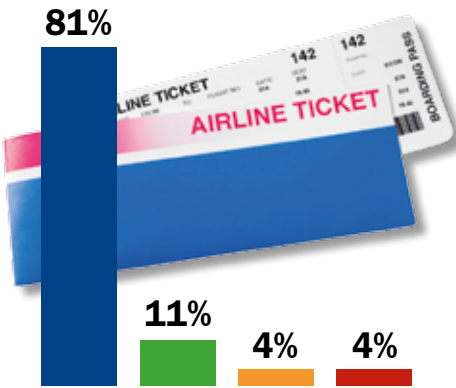
From page 1  
comprehensively and in detail" that more than 75% of its voting rights were held by SA residents.  
**Susan Van Der Ryst**, corporate communications manager at Comair, told TNW that the case had been "an unnecessary distraction from the airline's business of running a profitable and sustainable travel enterprise". "We're committed to complying with the Licensing Act and especially its foreign ownership requirements. We'll continue to work with the ASLC to interpret and apply the Act correctly and to address any areas where there appears to be ambiguity. Comair Limited makes every effort to comply with the legislative requirements governing its operations." ■

*pulse poll*  
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Price matters!

What is most important for the end user when converting an air ticket sale?

- Price
- Short connecting times
- Earning Voyager points to redeem for personal travel at a later stage
- Direct flights



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Stay with AfricaStay

AfricaStay is running a 'book now and pay later' campaign to promote the idea that 'anyone can travel'. Clients can secure Zanzibar holidays with only a R1 000 per person deposit and then only pay the balance eight weeks prior to travel. Pictured here is **Liane Venter**, sales and marketing manager, AfricaStay.  
Photo: Shannon Van Zyl

Zanzibar airport staff target SA pax for quick buck

CANDICE MAY

IMMIGRATION officials at Abeid Amani Karume International Airport in Zanzibar are requesting random SA passengers to produce yellow fever certificates upon arrival and offering to vaccinate travellers without certificates at a fee, despite Zanzibar not being a yellow fever destination.

**Khashiefah de Kock**, ticketing consultant of eTravel, was travelling with three female colleagues, one of whom did not have a yellow fever certificate as it was her first trip abroad. "She was worried about not having a yellow fever certificate but we double-checked on the Internet and with our travel clinic that it isn't a requirement," Khashiefah explains. However, when the group arrived at ZNZ and went through

customs, Khashiefah's colleague who did not have a yellow fever certificate was advised that it was a requirement and was offered a vaccination for a fee of around \$100 (R1 400).

"We double-checked on the Internet and with our travel clinic that a yellow fever certificate isn't a requirement."

Khashiefah says the vaccination set-up seemed "dodgy and unsanitary". Although the immigration officials were adamant, Khashiefah's colleague was eventually let through. "This led us to believe that they were trying to make a quick buck from us," Khashiefah says.

**Sameera Carrim Rajah**, owner of SFR Travel & Tours, also had clients

who were asked to produce yellow fever certificates but were eventually let through and **Ryan Charles**, travel expert and flights manager of Perfect Africa, is also aware of this situation. To avoid this, Perfect Africa is advising travellers to be vaccinated beforehand and carry proof.

**Alexis Bekker**, director of Brandom Brand Marketing Management, says the question to be asked is how the medical rule that yellow fever vaccinations need to be done at least 10 days prior to travel is being adhered to if airport staff are offering to vaccinate passengers upon arrival.

"Surely the vaccination is then pointless," she says. "The law is the law and travellers cannot be forced to have a vaccination when the rules are clear." ■

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