



TRAVEL NEWS WEEKLY

Every minute a memory.
07:00



Make the most of every minute, of every weekend with a car rental from Bidvest.

 **Bidvest**
Car Rental

Because every minute counts.

www.bidvestcarrental.co.za • reservations@bidvestcarrental.co.za • Call 086 101 7722

INSIDE

REPORT
ETRAVEL FORUM 2018
Ceo offers predictions for 2019

Page 4

FEATURE
Adventure Tourism
Walking tours – a hit with South Africans

Page 10

FEATURE
THE MED
Perennially popular!

Page 13

Lekkevlieg!

LekkeSlaap launches flight booking website

SAVANNAH FREEMANTLE

ONLINE booking platform LekkeSlaap, will launch a flight booking website, LekkeSlaap Vlughte, on October 20.

On the website, clients will be able to book and compare pricing for all local and international airlines via GDS integrations. LekkeSlaap has also integrated with FlySafair's direct-connect API in order to offer clients the lowest available rates. At this stage, the same functionality will not be rolled out on TravelGround, LekkeSlaap's English cousin.

"FlySafair is the first individual airline with which we have directly integrated, but there'll be more to follow. Our second direct integration is with another of SA's low-cost carriers and is almost finished development," said **Denise Neethling**, spokesperson for LekkeSlaap.

Kirby Gordon, head of Sales and

Distribution at FlySafair said: "The team at LekkeSlaap have a strong vision for where they want to take their service and we're proud to be partnering with them on this journey."

On pursuing direct-connect integration with airlines over and above the GDS, Denise said: "We think it is important for LekkeSlaap to partner directly with airlines wherever possible. We want to foster great relationships with our suppliers, just as we have in the accommodation space, and part of that is adopting their preferred way of working."

Denise added that LekkeSlaap intended to cross-promote its accommodation and flight products. "Customers booking accommodation might also be interested in booking a flight, and vice versa." Denise said the incorporation of a flight booking tool was in response to increased demand from LekkeSlaap's existing clientele. ■



Together again!

The Cape Town leg of Thirsty's was held at Southern Sun Waterfront in the Cape Town city centre. Back: **Joanne Visagie**, Beachcomber Tours; **Luana Visagie**, Club Travel; and **Sharon Schierhout**, Club Travel. Front: **Terry Munro**, Beachcomber Tours; and **Lucinda Tyler**, Club Travel. Photo: Natasha Schmidt

Asata to add entrance category

SAARAH ROBERTSON

ASATA is investigating the introduction of a Development Membership category for travel agencies that have traded for less than one year, in a bid to increase

declining membership numbers. Currently, only agents who have traded for a year are able to apply for Asata membership.

Ceo of Asata, **Otto de Vries**, says that while the development

To page 2

eTravel pursues 'appiness

KATE NATHAN

GARTH Wolff, eTravel ceo, is happy and bullish with the ITC brand's progress in 2018, and is preparing to roll out an app.

He shared this news at the eTravel gala dinner and awards on October 13.

ITCs in the brand now number 218 and the company has seen growth of 14%, 10% organic and 4% by acquisition. eHolidays has had growth of 26%.

ITCs were paid out 80,6% of all commission in June 2018, and the

To page 16

ALL ROADS LEAD TO ROSES

Visit clubred.co.za
Terms and conditions apply.



World Travel Agents Associations Alliance realigns

SARAH ROBERTSON

WTAAA has elected a new board and executive committee while also realigning its structure to address international agency issues more effectively. The new executive committee will be headed

by **Mark Meader** from the American Society of Travel Advisors with **Praveen Chugh** of the Travel Agents Federation of India as Vice Chair. Due to the association's expansion it has also established four key working committees. The Air Committee will

address challenges faced by travel agents through airline relationships, Iata BSP, the New Distribution Capability and One Order. One Order is the concept of a single customer order record, holding all data elements across an air travel cycle, which intends to replace multiple and rigid booking, ticketing, delivery and accounting methods. The Land and Sea Supplier Committee will address the landscape of working relationships with these suppliers. The Technology Committee

will focus on interfacing with Global Distribution Systems and other tech suppliers and the

"This new committee structure will allow various members of the WTAAA to focus on specific areas of importance."

growth and other strategic relationships. "This new committee structure will allow various members of the WTAAA to focus on specific areas of importance and look to put in place ideas and concepts to seek favourable outcomes for all members of the WTAAA," said Mark. **Otto de Vries**, ceo of Asata, will continue to represent South Africa on the newly elected WTAAA board. He has also been elected chair of the association's newly formed Air Committee. ■

Rubes® By Leigh Rubin



creators.com
© 2018 Leigh Rubin
7-7

leigh@rubescartoons.com

"It may look like I'm eating garbage to you, Little Miss Finicky, but I prefer to think of it as a celebration of a diverse and adventurous palate."

Asata to add entrance category

From page 1 membership category has not been finalised, proposed criteria include a request for a detailed business plan specifying how working capital will be obtained and how target markets will be reached. Management accounts from the date of becoming operational may also be required. At the recent Asata AGM, it was confirmed that association membership numbers were down. Otto attributed this to the trend of agencies and ITCs joining

consortia stables and added that there was a current misconception about membership and payment of fees. He explained that, while membership fees may be paid through the head office of the consortium, agents were still required to apply and renew membership and that Asata still needed to ensure its criteria were met. The only exception was for ITCs who automatically became members through their head office in instances where the head office had full financial

control over customer and supplier payments. "A priority of the Asata strategy is to grow membership to be fully representative of the whole travel agency community. We need to balance our role as regulator of an unregulated industry, representing professionals in the industry and ensuring we make it possible for start-ups and new entrants to participate actively in the industry through the association, with a focus on transformation," he explained. ■

The financial criteria debate

Asata amended the financial criteria for membership in 2015. Prior to that, the association required audited financial statements as part of the application process and for renewal of membership. Otto explained that, in order to allow smaller businesses to join the association without incurring the full costs of an audit, it had followed Company Act regulations, allowing small companies with a public interest score (PIS) of less than 240 to only submit an independent review by a chartered accountant. Large agencies are still required

to submit audited financial statements. **Magriet Barnard**, a chartered accountant, said although requirements had been relaxed, they remained stricter than Company Act requirements for agencies with a PIS of less than 100. Sars only requires a financial compilation by an independent accountant to be submitted for these small owner-managed entities. The difference in cost between preparing a financial compilation, an independent review and audited financials for a small company is a few thousand rands, according

to Magriet. "The difference between the various financial reporting options is often a substantial amount of money for a start-up and would cause them to weigh up the financial costs compared with the benefits of joining an association," she said. However **Dinesh Naidoo**, group operations director of Serendipity Worldwide Group, said if small agents looked around they could find auditors to compile independent reviews for a few hundred rand extra, and he did not perceive Asata's financial requirements as a barrier to entrance at all. ■

TNW
TRAVEL NEWS WEEKLY
www.etnw.co.za
Published by
Travel & Trade Publishing (Pty) Ltd
Printed by Juka Printing (Pty) Ltd
Phone: (011) 327-4062
Fax: (011) 327-4094
E-mail: tnw@nowmedia.co.za
Web: www.nowmedia.co.za
Address: Now Media Centre,
32 Fricker Road, Illovo Boulevard,
Illovo, Johannesburg.
PO Box 55251, Northlands,
2116, South Africa.

FOUNDING EDITORS:
John H Marsh (1914-1996)
Leona Marsh (1923-2003)
EDITORIAL
Editor: Tessa Reed
Features Editor: Sue van Winsen
Journalists:
Savannah Freemantle
Jade Kelmovitz
Photographer:
Shannon Van Zyl
Production Editor:
Ann Braun
PUBLISHER
Natasha Schmidt
natashas@nowmedia.co.za
GROUP PUBLISHER
David Marsh
davem@nowmedia.co.za
ADVERTISING
Sales: Natasha Schmidt
Sales Director: Kate Nathan
Ad Co-ordinator: Anthea Harris
natashas@nowmedia.co.za
katen@nowmedia.co.za
antheah@nowmedia.co.za
PRODUCTION
Design Head:
Dirk Voorneveld
SUBSCRIPTIONS
Circulation:
tvsubs@nowmedia.co.za

NOWmedia
abc
Audit Bureau of Circulations
of South Africa
Registration No. 100



CRESTA
Contact: reservations@crestahotels.com
Tel: +27 11 881 1200
www.crestahotels.com

Celebrate the *Festive Season* at Cresta Hotels



flysaa.com

NOW WITH FOUR FLIGHTS A WEEK.

ANGOLA IS OPEN FOR BUSINESS

With more flights departing from South Africa to Luanda, South African Airways has opened the gates to this mineral rich country for all your business needs.

Go to flysaa.com, call +27 11 978 1111 or contact your local travel agent to book.

BRINGING THE WORLD TO AFRICA. TAKING AFRICA TO THE WORLD.



SOUTH AFRICAN AIRWAYS

A STAR ALLIANCE MEMBER 

The annual eTravel Forum and annual gala awards ceremony took place at the Century City Conference Centre in Cape Town on October 13. Kate Nathan reports.

eTravel ceo predicts rand bounce-back

THE high point of every annual eTravel Forum is the gala dinner and awards. But the popularity of **Garth Wolff's** economic analysis presentation each year during his ceo's address, shows just how much the eTravel ITCs value the light of context and fiscal insight that Garth shines on the current SA economic scenario.

Never one to shy away from putting his money where his mouth is, Garth predicts that the rand will be R12,50 to the US\$ in October 2019. He expressed confidence in President **Cyril Ramaphosa** and remains optimistic one year after his appointment. "I believe in Ramaphosa and in South Africa," he said.

Proof of that belief is his recent investment in a 2 000-hectare Big Five game farm and lodge in

Mpumalanga intended for the inbound tourism industry. "Tourism is South Africa's new Gold Rush," said Garth, "and we should be doing better!" He contrasted New Zealand's annual harvest of R150bn in tourism with South Africa's R9bn.

"There is light at the end of the tunnel. Be calm and see through the smoke and loud noise."

The gala awards followed the eTravel Forum earlier that day, which was attended by 106 ITCs and 36 suppliers.

The group's turnover is up 14% year-on-year at R1 161 746, and it has enjoyed cumulative growth of nearly 25% over the past three years.



From left: **Garth Wolff**, eTravel; **Sylvana Polo**, Beachcomber; **Maree Adkins**, eHolidays and **Terry Munro**, Beachcomber.

Angela Blythe, A2B Travel, won the award for Top Commission Earner.



Derek Ledward and **Kirsty Knott** from Thompsons Holidays bring the glamour.



From left: **Kaashiefa Kolia**; **Julia Page**; and **Jackie Turnbull**, all of The Holiday Factory.



Top ITC of 2018 is **Mandy Vogt** (left) pictured here with eTravel md, **Tammy Hunt**.



Sandra Oosthuizen (left), and **Avril-Leigh Shackleton**, both of eTravel.



Gaynor Von Loggenburg and **Duncan Saljee** of Bidvest Car Rental. Photos: Kate Nathan



Gauteng neighbourhood named one of the coolest in the world

The Gauteng art, culture and lifestyle scene is officially on the global map after the trendy Maboneng Precinct was named on the Forbes list of the 12 Coolest Neighborhoods in the World.

MABONENG has been a hugely popular lifestyle attraction for locals over the last few years. Now, this downtown Johannesburg gem is on the world's radar, too.

The arty cultural and lifestyle hub was named one of Forbes' 12 Coolest Neighborhoods in the World recently, ousting the likes of New York's famous Manhattan and London's trendy Soho.

This is an incredible achievement for the province and the country, says Head: Destination Marketing at the Gauteng Tourism Authority (GTA), **Barba Gaoganediwe**. Speaking to *TNW* on the back of a celebration event honouring the precinct's mention in the prestigious list, Barba said Maboneng's mention in the list signified a huge boost for the marketing efforts of the province,

the city and all the role-players.

He says, because of this new status, Maboneng – and Gauteng, by extension – will be included in the search results for domestic and global travellers looking for the next destination to visit. "That is incredibly valuable, and Maboneng will continue to serve as a benchmark for other neighbourhoods to mirror as we continue to grow the cultural and lifestyle offering of the province."

Maboneng, a Sotho word meaning 'place of light', was regenerated in 2012 as part of government's efforts to transform the Johannesburg inner city. Previously a no-go zone as a result of urban decay and crime, Maboneng has been revitalised to offer more than a nightlife offering, Barba says. "It is a lifestyle. It is a celebration

of Africa, right in the heart of Gauteng."

Doornfontein is next on the list of inner-city neighbourhoods set to be revitalised, Barba revealed.

A must-see for visitors to Gauteng

Because of its positive vibe, broad cultural offering and authentically local feel, Maboneng is the perfect place for visitors to Gauteng to stop over.

Travellers can find accommodation in Maboneng on Airbnb and Booking.com, Barba tells *TNW*. "Soon, Maboneng will be a 24-hour lifestyle hub, competing directly with similar urban offerings around the globe."

Another feat assisting the rise of Maboneng is the partnership



Pata Pata in Maboneng serves proudly South African food and is popular with travellers from around the country.

between government and the South African film industry, which looks to transform the image of Johannesburg from that of a 'gangster's paradise' to a city of aspiration, love and positivity. The Gauteng Province, the Film Commission, the City of Johannesburg and other government stakeholders have arrangements in place with film production companies, wherein producers agree to embed key destination content, places and

spaces as part of the production process while government agencies support in removing red tape by providing logistical support, all to benefit of quality production and support for the visitor economy.

Says Barba, "This has indeed assisted us in changing the narrative of our province and our nightlife hotspots – which is necessary in order to say to travellers 'come to Gauteng. Come to Maboneng'."

A guide to Maboneng

1. Stay

The 12 Decades Johannesburg Art Hotel, located in the heart of Maboneng in Fox Street, is designed so that each room represents one of the past 12 decades of Johannesburg's history. Travellers will enjoy the Box Theatre and Gallery in the lobby, and a vibey bar and market on the rooftop.

2. Eat

Foodies will love Maboneng. Restaurants like Pata Pata and Little Addis, both located in the precinct, celebrate African cuisine. The trendy Living Room and the Poolside Bar are also perfect for travellers

looking to enjoy a day outdoors, overlooking incredible views of the City of Gold.

3. Do

Arts on Main offers visitors the opportunity to take in the view of the urban landscape from the second-level metal balcony, while listening to the industrial noise generated by the factories that still operate in the area. The complex includes a combination of advertising agencies, retail space, art galleries and private studios.

4. Drink

Lenin's Vodka Bar is a popular spot for after-work drinks, often

offering special deals at great rates. Love Revo is also quickly becoming popular with domestic tourists, due to its local feel, good food and drinks, and great prices.

5. Buy

The Maboneng street market is a must-see. It offers hand-made items that pay homage to Africa and cannot be found anywhere else in the city. Visitors will meet and greet the designers selling books, clothing, shoes, furniture and more on the streets, and – more often than not – will get to enjoy some live entertainment, as up-and-coming musicians perform live for passers-by.



The Chalkboard. Photos: Gauteng Tourism Authority

Social media:
[f ilovegauteng](#)
[@visitgauteng](#)
[Gauteng Tourism Authority](#)

www.gauteng.net



TNW's Thirsty's

TRAVEL friends in Cape Town gathered at the Southern Sun Waterfront in the Cape Town

city centre to enjoy a night of great weather, lots of laughs, and sushi and gin – and more gin! ■



The more the merrier. From left: **Harold Cox**, Kenilworth Travel; **Caron Crocker**, Club Travel ITC; **Lucy Gregory**, Avis Budget; and **Tamsyn De Carvalho**, Club Travel.



From left: **Edward Mtuyedwa**, Travel with Flair; **Sisanda Majikizana**, Tsogo Sun; and **Siviwe Manga**, Travel with Flair.



G is for girls and gin! From left: **Sylvia Marzagalli**, Sylvia's Travel; **Gayle Bannatyne**, Development Promotions; and **Helene Hammargren**, HH Travel.



From left: **Richard Daneel**, Sure Stellenbosch Travel, and **Sean Harland**, Travelpoort.



From left: **Charlene Julies**, Sure Tripos Travel, and **Anthea Mpoelang**, HRG Rennies Travel.



He's back! **Sean Hough**, who now heads up the travel division at Investec, joined familiar friends at Thirsty's. He's pictured here with **Chantal Kliche** (left) of Thompsons Travel, and **Jacqui van Dooren** of Air Mauritius.



Pictured: **Kim Botti**, Lee Botti & Associates, and **Gavin Stevens**, TAG.



Cheers to another great Thirsty's! **Ettienne Walters**, Beachcomber Tours, and **Cheryl Smith**, Travel Vision.



With the gracious host of the evening, **Jacques Moolman** (centre) gm, Southern Sun Waterfront, are **Lee Botti** of Lee Botti & Associates, and **Wayne Smith**, Tsogo Sun.
Photos: Natasha Schmidt and Sue van Winsen



OLD MUTUAL

SPECIALIST CORPORATE TRAVEL INSURANCE

You have business to take care of, but who's going to take care of you in case things go wrong? Old Mutual Insure's corporate travel cover offers exactly what you want and only what you need. It's simple. It's convenient. It's efficient. With our track record and specialist expertise in corporate insurance solutions, you'll know you can count on us, wherever you go.

The great things you do tomorrow start with the small steps you take today. Take that step with Old Mutual Insure. The time is now.

Visit ominsure.co.za to take that first step.  



INSURE

DO GREAT THINGS EVERY DAY

All products are underwritten by Old Mutual Insure, an Authorised Financial Services Provider (FSP 12)

The Airlines Association of Southern Africa’s (Aasa) 48th Annual General Assembly was hosted by SAA and took place at the Avani Livingstone Resort from October 11-13. More than 200 delegates participated, including 13 airline ceos. Tessa Reed was also in attendance and filed this report.

Restrictive policies impede African airlines

WHILE airlines will report a profit of \$33,8bn (R486bn) globally, African airlines overall will lose hundreds of millions for the same period. In Africa, airlines are expected to lose about \$100m (R1,44bn) , and in Southern Africa the projected loss is even more at \$300m (R4,32bn).

Aasa ceo, **Chris Zweigenthal**, shared these sombre projections by lata in his opening address at this year’s Aasa Annual General Assembly. He said demand across Africa had been dampened by slow growth in the region, but also highlighted the need for government to provide an enabling environment.

He emphasised that tourism and trade, both reliant on aviation, were powerful growth levers, but said these were being stunted by uncertainties. “As one of the most capital-intensive sectors and a vital enabler of economic activity, the airline industry needs Southern African governments to clarify their local economic reform policies so they do not

spoil the appetite for much-needed trade and investment in the region,” he said.

Throughout the assembly, protectionist governments and stringent visa requirements were also cited as chief challenges hindering the growth of African airlines.

“Restrictive visa regimes still flourish on the continent and the sad fact is that it is still easier for Europeans to travel around Africa than it is for Africans themselves,” said **Paul Steele**, lata senior vp Member and External Relations, and Corporate Secretary. “Surely this has to change.” According to SAA ceo, **Vuyani Jarana**, if it weren’t for visa requirements on the continent, SAA could double its business.

Delivering SA Transport Minister, **Blade Nzimande**’s address, South African Civil Aviation Authority ceo, **Poppy Khoza**, said intra-Africa traffic was underserved because many African countries restricted their air service markets to protect the share held by state-owned air carriers. “Most intra-African



Aasa ceo, **Chris Zweigenthal** (left), and Airlink ceo, **Rodger Foster**.

aviation markets remain closed and regulated through bilateral agreements that limit the growth and development of air services.”

However, South Africa is no exception to the protectionism that characterises the continent. **Tim Harris**, ceo of Wesgro (the host of Cape Town Air Access), said while 12 new routes had been added to Cape Town over the past three

years, triggering the expansion of the airport, the city had lost flights between Cape Town and Cologne, operated by Eurowings, because South Africa didn’t expand a bilateral agreement to allow the frequencies needed to make the flights sustainable. “We need to accelerate open skies,” he said.

Airlink ceo, **Rodger Foster**, compared the ease of

doing business in markets outside Africa with that on the continent. He described entering St Helena, a UK territory, as “dead easy”. “When SAA stepped out of certain markets in West Africa more than a year ago, the idea was [for Airlink] to step into those markets as seamlessly as possible, while here we are, more than a year down the line, and we keep on hitting our heads against the wall.”

Rodger also said Africa could benefit from one regulator. Instead, he said each of the continent’s 54 countries had its own regulator, each with its own interpretations and applications. A result was that SA airlines applying to other countries for foreign operator permits were audited as if they were issuing the airline’s first air operating certificate.

Other factors identified as impeding African airlines included heavy taxation and high aeronautical fees on the continent as well as airlines’ inability to repatriate revenues from a handful of African countries, including Angola, Mozambique and Zimbabwe.

Time to scrap state-owned sentiment?

ARE state-owned airlines, with too many seats and not enough bums, just an ego trip for African governments, who put resources into airlines even while this isn’t to the benefit of voters?

Journalist **Jean-Jacques Cornish** threw this question to the audience when closing a panel discussion. The topic came up in a later panel, moderated by lata’s **Paul Steele**. He pointed out that, in the European Union, national carriers were largely a thing of the past and these markets had not suffered. “But some African countries are hell-bent on keeping a national carrier.”

Describing the aviation industry as sentimental and political and suggesting some support for this view, SAA’s **Vuyani Jarani** said brands that didn’t have a nationality were the ones that would succeed. He added that neutralised

brands didn’t stoke “geopolitical discomfort” and passengers don’t care about the “colour of the tails”.

Rodger echoed this view, saying that sentimentality and politics were a barrier to growth on the continent.

He added that, for aviation in Africa to thrive and drive economic growth, it was imperative for foreign ownership restrictions to be limited. “We need to bring about consolidation and let free market dictate how many airlines there can be.”

Vuyani also suggested that foreign ownership restrictions needed to be eased, saying that the current 25% limit on foreign ownership was too low. Rodger also pointed out that foreign ownership needn’t be at the expense of local control. For example, he said, the board of an airline and leadership could be constituted locally.

Vuyani suggested that

franchise models and joint ventures should be explored, while Rodger highlighted Airlink’s joint venture with the government of Swaziland in the operation of Swaziland Airlink as a success story. This joint venture had paid a dividend every year without fail, since inception, he said.

However, **Mandi Samson**, outgoing Aasa chairperson and md of Air Namibia, strongly disagreed these points on foreign ownership. “I don’t think it would be in the interest of African airlines if [ownership] were to be diluted any further,” she said. “I don’t think consolidation, particularly for shareholders in terms of equity, from beyond the bounds of Africa, is going to assist African airlines in any way.”

She added that the rules that were in place to benefit African carriers should not be there for non-African carriers.



Pictured after running along the paths of the Victoria Falls and then scrambling down to the Boiling Pot are Wesgro ceo, **Tim Harris** (left), and **Sean Bradley**, fastjet gm of sales.



Enjoying a cruise on the Zambezi are (from left): **Elmar Conradie**, ceo, and **Pieter Richards**, cfo, of Safair.

African airlines look to customer experience to compete

SETTING the theme for the conference, 'Enabling African Airline Service Excellence', Aasa's **Chris Zweigenthal** said that in the current climate, a lack of resources impeded the ability of African carriers to compete with other airlines, but there was an opportunity to exploit service delivery.

"We are a service industry

dependent on customers who can take their business elsewhere," said Chris. He highlighted that passengers expected efficiency but still wanted a human touch when something went wrong. He urged airlines not to see genuine mistakes as a revenue opportunity.

As an example, Chris referred to a recent incident

where a passenger spelt their name incorrectly and was told by the airline to cancel their ticket and rebook a new one. While this case was resolved, Chris emphasised that in our connected world, minor issues become global fodder.

"Airlines need to respond how customers expect them to or risk losing business."



Erik Venter, ceo of Comair, pictured with **Alexandru Stancu**, Iata head of Account Management, South and East Africa (left) and **Hassan Aurag**, Iata regional leader: Industry Solutions, Africa and Middle East (right). Photos: Tessa Reed

Queues must fall

TO IMPROVE the customer experience, we need to get rid of long queues, said **Erik Venter**, ceo of Comair. He highlighted the ease with which South Africans could apply for passports and renew vehicle registration at the bank and post office respectively.

"We need to benchmark against the consumer lifestyle."

However, he also pointed out that passengers' airport experience was largely out of the control of airlines and cited immigration and security checks as bottlenecks. "We need government to come

to the party," he said.

OR Tambo gm, **Bongiwe Pityi-Vokwana**, likewise described immigration as a challenge. "We provide adequately in terms of desks, but the challenge is human resources." On this point, she said that Cape Town International Airport was in the process of establishing a cadet programme that would see the airport train and pay for 30 interns to augment immigration officers. The view is to roll this out to other airports.

Other projects that have been piloted by Acsa to ensure faster passenger

movement include smart security at OR Tambo, which reduced the time it took passengers to move through security after checking their hand luggage, from three minutes to 90 seconds; self-bag drop, the first phase of which was trialled at OR Tambo; and self-boarding, which was trialled at Cape Town airport.

She said Acsa aimed to have most of these self-service projects rolled out by 2020 and that the possibility of introducing e-gates to digitise immigration was also being explored.

SADC states make safety strides

RESULTS of audit by the International Civil Aviation Organisation show that Southern Africa was turning a corner in terms of safety, said **Poppy Khoza**, speaking in her capacity as SACAA ceo. Almost half of SADC states were elevating their safety compliance, she said.

Aasa's **Chris Zweigenthal** also said phenomenal strides had been made in terms of safety. In 2017, there were no accidents by African Iata member airlines (jetliner).

"African safety is world class," said Iata's **Paul Steele**. "Sub-Saharan Africa continues to make strong progress on

safety," he said. He added that the turboprop hull loss rate and accident rates had also declined against the average of the previous five years.

Moreover, airlines in the region had zero jet hull losses and zero fatal accidents involving jets or turboprops for a second consecutive year. ■



All smiles! **Zuks Ramasia**, SAA gm Operations, and **Lusanda Jiya**, SAA gm Shareholder and Stakeholder Relations of Aasa. Zuks has just been appointed deputy chair of Aasa, and **Miles van der Molen**, CemAir ceo has been appointed chairperson.

This exclusive prize will be awarded to the Travel Agent who books the most December Mauritius Packages through kulula holidays.

- The prize:**
- Return economy class flights between Jo'burg and Mauritius on the services of British Airways (Operated by Comair)
 - Return transfers from the airport to the hotel
 - 7 nights for 2 people sharing, in a Double Superior room on a complimentary half board basis, at the 4 star Solana Beach Hotel
 - **Prize is inclusive of airport taxes**

Limited availability – book now! Email: holidays@kulula.com
For more great deals, subscribe to our newsletter on kulula.com. Legal stuff applies.

TNW892SSD

Adventure Tourism



From the summit of Kili to the playground of Réunion island, South African travellers are getting more adventurous. Jason Simpson reports.

Adventures on foot

WALKING experiences remain a niche market with South Africans, but well-known routes are gaining in popularity, according to **Jane Davidson**, md of Development Promotions.

"Kilimanjaro, The Inca Trail and the Camino are becoming more and more popular as travellers start looking for different and more rewarding travel experiences, rather than just the normal sightseeing holiday," Jane says.

"The Inca Trail and Kili are the most popular treks that we sell, but the Camino, Mont Blanc and even other active types of trips are also very popular, like hike, bike and kayak trips in Thailand and Vietnam."

"South Africans like the outdoors," says **Annemarie Lexow**, sales and marketing manager, Travel Vision.

"If you are in a vehicle or train your view is limited and you are not always able to touch something, hear how people communicate, or listen to the day-to-day sounds that are part and parcel of the environment."

Annemarie also points out that one does not need to be extremely fit, or even particularly adventurous to



Jane Davidson

enjoy a walking tour. "Many of these walking adventure trips are soft tours, and people do not need to be super fit," she says.

"There is also a choice from basic accommodation for the budget traveller, up to classic and comfort options for the more high-end client."

According to Annemarie, Camino de Santiago in Spain, the Pyrenees in France, and Machu Picchu in Peru are some of the more popular destinations for walking experiences.

Trekking Kili

With Kilimanjaro being a popular choice for South African travellers, what should agents be aware of when booking these trips, or advising their clients?

John Addison, director of tour operator Wild Frontiers, highlights the importance of having an honest discussion with clients about price.

"Price issues always come up when clients research trips and then compare options," he says. "Some will want to go for the cheapest option, others see the value in better quality and the peace of mind of booking through an experienced, reliable, and licensed operator."

"We all buy safe vehicles, put safe tyres on them, and plan to live a long life," John adds. "So don't compromise on something as important as summiting Kilimanjaro."

The analogy is apt. Safety should be a top priority for anyone attempting the climb. John explains that temperatures can drop to minus 20 degrees Celsius, and without the correct gear, crew and food etc., travellers

are putting themselves at great risk. And, he says, budget operators have to be cutting costs somewhere, whether that be underpaying staff, avoiding full park fees, compromising on food quality and quantity, using shoddy equipment, or overloading porters.

Making sure the operators are up to the task is important; clients should also be prepared for the realities of the climb. "It's a strenuous hike, over six or seven days, walking around 20km per day, with the added issue of altitude as you go further along. So train properly, do your research, and arrive both mentally and physically prepared."

Another important thing to remember is packing correctly. "The correct gear is a must," John says. "Don't skimp on quality – borrow, but don't skimp – to ensure that you are fully prepared for all eventualities. The weather can change rapidly, so be prepared, and this won't be problem."



Even if...
you miss a step.

We've got you covered.

Call 011 521 4000 or visit tic.co.za



FSP 3416



The Machame Route is the most popular, but comes with some challenges.

Finding the right route

There are multiple routes up the mountain, and finding the right fit for a client, based on their level of experience, and the type of trip they would like to have, is crucial.

The Marangu Route can be done as a seven-day tour, with four nights and five days spent on the hike. "This is the shortest duration on offer, but means the hike will be tough as there is not much time to acclimatise," says **Sarah O'Mahony**, global purpose specialist at G Adventures (represented by Development Promotions). The Marangu Route offers climbers shared accommodation in huts, and they will hike up and down on the same route. "It is known as the tourist route," adds Sarah. "It attracts the most hikers which means it gets very busy."

By contrast, an easier route would be the Rongai Route, which is done in five nights

and six days. The route starts on the north of the mountain, and hikers will descend on the Marangu Route, which means it can get busy.

On the Machame Route, which is also usually done in five nights and six days, clients can choose to extend this to the six-night, seven-day option. This is the duration Sarah recommends as it allows for an additional day of acclimatisation. "I personally climbed this route and enjoyed every minute," she says. "It is beautiful and is known as the most popular route on the mountain, but it does come with a few challenges along the way like the Barranco Wall. It looks more ominous than it really is though, and no technical climbing skills are needed to scale the wall."

Other longer routes

For certain travellers, a longer route is preferable not only

for the added acclimatisation time, but also because it provides more opportunity for taking in the scenery.

The Lemosho Route can be done in seven nights, eight days, and is known for its beauty and remoteness, says Sarah. This route starts on the west of the mountain and takes you down the Machame Route to finish. This tends to be the most expensive route, though, due to its remoteness and extra costs for the additional nights.

Wild Frontiers offers set departures, including the seven-night Lendorosi night-climb route, as opposed to most of the routes, which are a five-night climb.

Wild Frontiers can also arrange an additional night on any route on a private climb, for those who wish for a slower ascent, as well as arrangements to have a client's summit coincide with the full moon.

ADVENTURE TOURISM

Safety concerns

When it comes to insurance for travellers heading to Kilimanjaro, **Uriah Jansen**, md of Oojah Travel Protection, which administers Hollard Travel Insurance, says that just because it is trekking, does not mean there are no risks and agents should make sure their clients are aware of those risks.

"Just because it is trekking, does not mean there are no risks, and agents should make sure their clients are aware of those risks."

"One person in every thousand dies on the mountain, including support staff and porters," Uriah says. "Most travellers that need rescuing are rescued alive and more than half of all the climbers on Kilimanjaro need to turn back before reaching the summit," Uriah says, adding that most of the deaths are preventable.

Uriah also points out that above 2 800 metres, the risk of acute mountain sickness (AMS) dramatically increases. Ascending even

with moderate symptoms can lead to death, Uriah says. "If a traveller feels unwell, they are considered to have altitude sickness until proven otherwise. Travellers should descend immediately, even under darkness."

Uriah also suggests checking with the company being used to find out what its protocol is for handling emergencies on Kilimanjaro, including rescue and evacuation, medical equipment, and whether the guides communicate using satellite GPS, before booking the trip.

It should also be kept in mind that if a traveller needs to get down the mountain in an emergency, helicopter rescues cannot be guaranteed.

"Helicopter rescue can only take place if you are at a designated landing area on the mountain, and weather permitting," Uriah says. "If the traveller is not close to a landing area, they cannot be rescued by helicopter. If they cannot walk, the guides will need to bring them down to the nearest landing area. This could take up to five hours."



The Barranco Wall on the Machame Route.



C.FRANCOMME@REUNION.FR

AIR AUSTRAL

©E.Lambin - O. Octobre / Réalisation : RTT/Barbara Herbert

Discover one of the most active volcanoes in the world, UNESCO listed mountains, 22 km of lagoon and an amazing culture, only 4 hours flight from Johannesburg. No visa required for South African passport holders.

#GOTOREUNION #THEULTIMATEISLAND

LA RÉUNION
THE ULTIMATE ISLAND



It's a good idea to check with the tour operator if there are other children on the trip.

Adventures for the whole family

PLANNING a family adventure can be tricky, with different family members having different interests. **Annemarie Lexow** of Travel Vision, gives some of her top tips for getting the trip right.

"Check with the tour operator to find out if there will be other kids on the trip," she says. "And if the children are fussy eaters, remember that grassroots travel means that we try to do everything the local way, and that means eating at local restaurants." Annemarie says food is always freshly prepared, but specific kids' menus may not be available all the time. If children are hesitant to try the local food, she suggests travellers prepare a few of the local dishes at home before the trip so that they can get familiar with what to expect. "And maybe bring some familiar snacks that you know they will like," she adds.

Annemarie says travellers should be aware that in some places certain room types are not always available.

"For groups of three, we will try our best to find a triple room. Because they are in short supply in some places, a triple room will often simply be a twin room with a mattress on the floor, or a fold-up bed," Annemarie says. "Where it is impossible to provide a triple room, travellers can decide which of the party takes a separate single room. For families of four or more, we will most likely find twin rooms, and where possible, we'll aim to put them in a quadruple room."

If a member of the group does not want to take part in an activity, then they can watch, or they can stay at the hotel, or do some independent exploring. But Annemarie says parents are

responsible for their children at all times, and will need to supervise if a child wishes to opt out of a particular activity. "In most countries for adventure travel, there are private, Western-style hospitals or medical centres. If anyone in the group has any medical issues, the tour leader can contact their local operational office for advice and assistance."

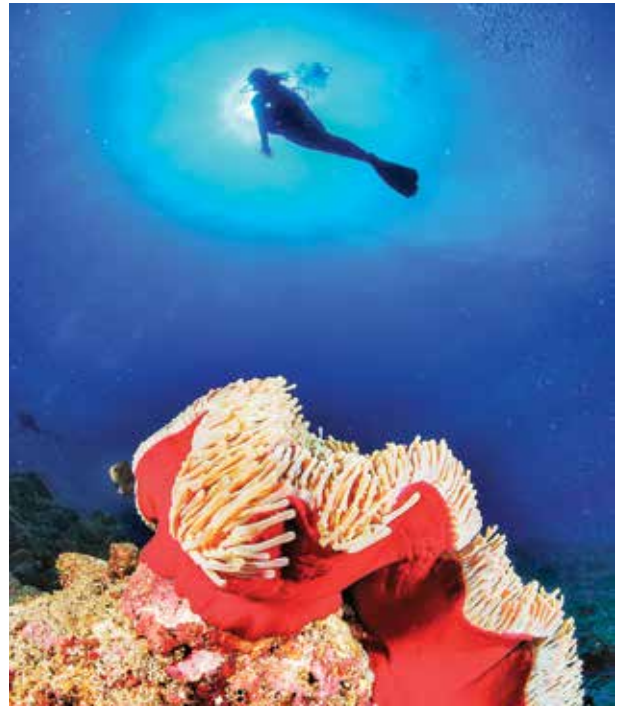
Uriah Jansen of Oojah Travel Protection, advises travellers to always declare the type of adventure travel to the insurer, and make sure that written confirmation of cover is received. "Travellers must also take note of the terms and conditions. For example, they must have a valid motorcycle licence when renting a motorcycle overseas, even if it is a small engine motorcycle in Thailand where they do not ask for a licence."

ADVENTURE TOURISM

Quick tip

Jane Davidson of Development Promotions, advises agents to opt for a tour operator with experience in creating trips specifically for families. "G Adventures

has family trips to Vietnam and Thailand that include adventure activities and visits to various interesting attractions suitable for the whole family."



Snorkelling is a popular activity in Réunion. Photo: Atout France

Fun on land and sea in Réunion

RÉUNION has seen an increase in its adventure tourism over the past years, and has become a destination of choice for South Africans seeking off-the-beaten-track activities.

In Réunion, travellers will find plenty of choice, whether it's on land, in the air, or water-based activities. It is a family-friendly destination and has a variety of adventure options.

tunnels of Saint Philippe.

Kayaking and canoeing are great options for those who prefer to have their adventures on water. Each tour is taken under supervision of a qualified guide. Réunion also has transparent kayaking options, which allow travellers to see the marine life below their boat.

Snorkelling is another popular water activity on the island. Some of the best snorkelling spots include L'Ermitage lagoon, which is the biggest of all the island's lagoons and is protected by a coral reef, and Boucan Canot. There are also underwater artistry sessions that take place in the lagoon of La Saline. They are hosted by a local artist, and allow travellers to snorkel and draw what they see around them using water resistant drawing board and chalk. The underwater art offering is suitable for travellers aged nine and above, as it requires the ability to snorkel without disturbing the marine life. ■

Top activities

On land, adventurous travellers should try the aquatic hiking options. If they are booked through reputable companies, large and small groups can explore the island's forested regions to find the waterways and natural rock formations. This is an activity for more experienced adventurers.

The island also has regular hiking options for beginners or experts. These include the two- to three-day hike up to Piton des Neiges. Travellers interested in caving can try the lava



Sailing Croatia – 7N (ECVS)
From **R17 319pps** 2-30 May 2019
Incl. Twin cabins on shared basis, fully licensed Skipper, snorkeling gear

Cambodia Family with Teens – 7N (TKFB)
From **R11 070pps** 13 April – 20 July 2019
Incl. Daily breakfast, boat trip, 3 x day Angkor Pass

15% comm

Contact Travel Vision for your next break-away: reservations@travelvision.co.za | (011) 408-8000

TNW8032

**Uniquely French in the Indian Ocean,
your ideal adventure destination.**

**Air Austral offers 2 flights
per week JNB-RUN***

*3 in Season

Air Austral GSA Border Air
johannesburg@air-austral.com
+27 11 326 4440


AIR AUSTRAL
The French Airline of the Indian Ocean

TNW8928SD



Hvar, Croatia.

Travel to the Mediterranean region is booming, but some are concerned that it is having a negative impact on the popular destinations. By Chana Boucher.

Everyone loves the Med!

THE Mediterranean is one of the most-visited travel destinations in the world, offering warm azure waters, pristine beaches, breath-taking views and unforgettable experiences. Hordes of travellers flock to the region, particularly during the peak season, something many say negatively impacts the experience, alienates locals and threatens the environment and heritage. Could this ‘overtourism’ see clients avoiding the Mediterranean?

“Overtourism is a very big problem in certain areas and can definitely affect or even spoil a person’s holiday” – Jane Davidson

Definitely not, says **Teresa Richardson** md of The Travel Corporation (TTC). “Travellers are flocking to this region. Turkey in particular is one of our top sellers for the Mediterranean region, along with Greece, Spain, Portugal and Croatia. For first-time travellers the Med is very popular and the youth are desperate to fill their Instagram accounts with must-see spots,” she adds. **Jane Davidson**, director of Development Promotions, says the region is very popular with first-time international cruisers. People who have dreamt of going on a cruise or even joined

a short local cruise have really enjoyed it, she adds.

Off the beaten track

But what about more experienced travellers, particularly the luxury market? Teresa says there are some incredible options in the region’s hot spots (Turkey, Greece, Spain, Portugal and Croatia). The Captivating Croatia and Montenegro itinerary, for instance, includes fine dining, luxury hotels and VIP experiences, she says.

Jane agrees. “[Luxury cruise lines] visit smaller, less crowded ports and have some really great exclusive experiences for their guests. I personally like Hvar and Opatija in Croatia and Malaga in Spain.”

Dodging the crowds

However, Jane believes it is likely regular travellers will be put off, “especially when they’ve visited a specific area a while ago, and now get feedback from friends who maybe just returned”. “Overtourism is a very big problem in certain areas and can definitely affect or even spoil a person’s holiday.”

Similarly, **Annemarie Lexow**, sales and marketing manager for Travel Vision, says repeat clients will probably be “a bit more cautious” when visiting the Mediterranean, specifically the popular Greek Islands. She adds that the region

is particularly popular with honeymooners and families.

John Ridler, PR and media manager of Thompsons Holidays, says South African travellers are wising up and travelling outside the European school holidays where possible. He adds that the Amalfi coast appeals to luxury travellers. “Luxury travellers are spoilt with



John Ridler

pools and other facilities at their hotels, but once they start sightseeing, they are part of the crowd.”

Annemarie advises: “Try not to look for luxury accommodation on the popular islands, unless requested by the client. And see if the property has exclusivity to secluded beach areas for guests of the resort or hotel.”



THE REAL EUROPE & BRITAIN

ICONS, LOCALS & BEYOND



SAVE 10% | FOR A LIMITED TIME ONLY

HIGHLIGHTS OF AUSTRIA, SLOVENIA & CROATIA

14 DAYS | 3 COUNTRIES | FROM R 42 210 (SAVE R4 690 PP)

*Savings included in above price



#AGENTSFIRST

Book it!



Rome is one of the stops on the seven-night cruise.

Norwegian Cruise Line is offering a seven-night cruise on *Norwegian Epic* that departs from Barcelona on May 26, 2019. From R15 625 per person sharing, the package includes seven nights' accommodation in an inside cabin, all meals and entertainment on board, port taxes and charges as well as Free at Sea amenities. Those staying in the inside cabin can choose one of the following free options: beverage package, speciality dining, 250-minute WiFi package, or US\$50 (R723) shore excursion spend per port. The cruise includes stops in Naples, Rome, Florence, Cannes, Palma Majorca and Barcelona. Get in touch with Development Promotions for more information.

#SeawithDP

Over 40 years of expertise and representing
20 international cruise lines



LUXURY • PREMIUM • VALUE •
SAILING • EXPEDITION • RIVER



DEVELOPMENT PROMOTIONS

Contact us today

email enquiries@devprom.co.za
call 011 463 1170

THE MED



Greece is ideal for travellers on a budget.

The Med on a budget

FOR travellers on a tight budget, the Mediterranean, if packaged correctly, could offer the holiday of a lifetime.

Jane Davidson of Development Promotions, says the cruise ports of Rome and Barcelona in the western Mediterranean, and Venice and the Greek Isles in the eastern Mediterranean are very popular for budget-conscious travellers. "The bigger liners can visit, or most of the time even depart from these ports, and are more affordable than the smaller, more luxurious lines," she explains.

Get the best price

Jane advises agents to try and look for deals where drinks and other amenities are included. "For instance, Costa Cruises offers a premium cabin upgrade where drinks can be included during meals or throughout your cruise, and Norwegian Cruise Line has the Free at Sea promotion. All of these options add a great amount of value to a holiday deal that visits multiple destinations," she says.

Teresa Richardson of The Travel Corporation, says the

destinations best suited to budget travellers are Greece, Croatia, Portugal and Turkey. "Greece and Croatia are extremely popular with the youth and they are also still relatively affordable destinations to travel to. With Busabout offering different travel styles that cater for the more budget-conscious

"Greece and Croatia are extremely popular with the youth and they are also still relatively affordable destinations to travel to."

traveller, we are able to provide our travellers with information on how to spend their pennies wisely, allowing them to get more bang for their buck."

According to **Annemarie Lexow** of Travel Vision, Athens is mostly famous for sightseeing and not beaches, but it has many beautiful beaches on the southern and north-eastern side of Attica peninsula. She suggests sending clients to experience Athens' beaches instead of island hopping, to save money

on internal airfares or ferries. "You will also save time to explore the coastline around Athens and other attractions in and around Athens," she adds. Annemarie says the coastline from Glyfada to Cape Sounion has good beaches and secluded coves. "Schinias is one of the most beautiful and best organised beaches on the north-eastern side of Athens. It has a sandy coast, clean water and is surrounded by many water sport centres."

Other tips she offers are to arrange the trip for spring (April to May) as this is a good time to visit, as is autumn (October to November), but Annemarie says some of the islands shut down mid-October after the cruise season ends and many locals return to the mainland. Annemarie says, instead of a private transfer, use one of the three Metro lines that connect the airport with Syntagma Square and Monastiraki, which is in the city centre. For clients who want to do island hopping, Annemarie suggest slower ferries rather than the costly speed ferries, and suggests hiring a scooter as a cheaper way to get around and explore.

Did you know?

The Mediterranean's diverse offering caters for both budget and luxury travellers, and The Travel Corporation has products that suit every market. For luxury travellers, Insight Vacations and Luxury Gold offer smaller group camaraderie with group sizes averaging 33, travelling in style in customised luxury coaches that offer generous leg-room, accommodation in premium hotels in the right locations, travel directors who specialise in delivering a seamless and stress-free holiday experience, and Insight Experiences that connect travellers with locals to bring the destinations to life. "With more thoughtfully selected, premium experiences included, we proudly provide the value your clients deserve," says TTC's **Teresa Richardson**. For cost-conscious travellers, Busabout offers affordable itineraries such as the Greek Island Flexi Hopper and Croatia Island Hopper. "With all accommodation included and most of the meals, this is superb value and all our travellers need to do is sit back and relax and enjoy the ride," says Teresa. She adds that Early Payment Discounts are on offer across all TTC brands. "This, plus the Rand Price Guarantee are true money savers for all South African travellers," she says. ■



Flight Centre's Johannesburg teams (Invictus and New Direction) recently hosted a Buzz Night in conjunction with Beachcomber Tours. The theme was Halloween. Pictured: **Reza Small**, FC team leader at Mall of Africa, and **Vladi Wessels**, sales executive at Beachcomber Tours.

'Thriller nights'



Travel Counsellor Lize Roodt (pictured) won an incentive trip to Mauritius as part of a Travel Counsellors global team challenge. Travel Counsellors from the UK, Ireland, The Netherlands, Belgium, Dubai, South Africa and Australia were placed into teams and asked to participate in a number of activities. Lize and **Patricia Howell**, a fellow SA-based Travel Counsellor, were part of the winning team.

Hello Mauritius!

A new venture

Lee Barnard has started his own business consultancy firm with a particular focus on travel start-ups. Lee has more than 10 years' experience in the SA travel industry, having worked at Beachcomber Tours, Thompsons Holidays, and the Walt Disney World Company.



Lee Barnard

Pick of the week

brought to you by



Sales Representative – JNB
Quantex Recruitment Group
A fantastic sales background within the travel/tourism industry is essential. No less than 5 years' related experience required. Work from home opportunity.
Email: lee@quantex.co.za

Corporate Manager – CPT
Quantex Recruitment Group
We're looking for a candidate with an excellent corporate background, as well as prior management/supervisory experience. Preference given to BEE candidates.
Email: lee@quantex.co.za

Tour Series Consultant – JNB, North
Professional Career Services
Experience in inbound operator dealing with FIT and group series essential. Good knowledge of Southern Africa.
Email: jeancv@pcs-sa.co.za

Travel Consultant – Fourways
Professional Career Services
Japanese speaking. Make quotations, arrange tours, itineraries of tours using Tourplan. Invoicing and do follow up on payments. Issue tickets on Amadeus.
Email: nonocv@pcs-sa.co.za

Travel Consultant – Shelly Beach
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 the trip. www.flightcentrecareers.co.za

Cruise consultant – Norwood
Flight Centre Travel Group
Plan itineraries, book flights, accommodation, car hire and everything in between. Provide a seamless, one-stop travel experience. Incentivised targets. www.flightcentrecareers.co.za

Travel/Marketing Consultant – DUR, North
Lee Botti & Associates
Home office environment with a difference! Manage specialist travel business using industry experience + social media skills. R10 000 neg.
Email: jillm@leeibotti.co.za

Senior Corporate – Westville
Lee Botti & Associates
Extensive global product & geographical knowledge required! Leading corporate agency seeks your skills + Amadeus. Incentive based package.
Email: jillm@leeibotti.co.za

Southern Africa Financial Accountant – JNB
Equity Connections cc
Suit B. Comm Accounting graduate. Two years' experience. Proficiency in MS Office/advanced Excel/pivot tables/vlookups needed. Multi-currency experience essential.
Email: equitycon@mweb.co.za

Intermediate Rates Administrator – JNB
Equity Connections cc
Work with all aspects of rates/property descriptions/itinerary updates. Load all information on Tourplan. Inbound experience plus knowledge of Africa needed. Email: equitycon@mweb.co.za

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

Appointments

■ The Oyster Box has appointed Justin Botha as guest relations manager. Justin joined the Oyster Box team in 2016 as guest relations officer.

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

Has your agency reached a milestone?

Celebrate by sending us the details and images. Your news could be featured in **TNW**. Photos must be high res (1MB or more). Email savannahf@nowmedia.co.za

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

REWARD

If you can give us the name of any bona fide travel agency (at least two consultants at the same premises) that is not receiving **TNW** at its address

R300 is yours

Send the contact details to dianac@nowmedia.co.za
T&Cs apply



011 789 3337

Our highly trained consultants have a combined experience of over 24 years in recruitment. We have a solid understanding of the travel industry and aim to source the best staff for all our clients.

We conduct:

- Personal interviews
- Thorough Reference checks
- Criminal, Credit and Qualification checks

We have an extensive database of experienced applicants looking for exciting new career opportunities. Please don't hesitate to contact either Jean or Nono to assist with all your staffing needs.

E mail: jean@pcs-sa.co.za | nono@pcs-sa.co.za
Web: www.pcs-sa.co.za

APSO MEMBER

SA Express makes senior appointments

SA EXPRESS has made three new senior appointments, as part of its recovery strategy. **Bongani Tshabalala** has been appointed as gm: Technical; **Essery Hamilton** division manager: Safety; and **Madikwe Mabotha** divisional manager: Communications, PR and CSI. The airline also resumed its Johannesburg-Hoedspruit service, effective October 11. This brings the airline's total number of reinstated destinations to seven. The airline ■

eTravel pursues 'appiness

From page 1
target is 80,9% in June 2019. Garth said eTravel still strived to be, and remained, the most honest and transparent value-for-money ITC model in SA. Testing of a new app, eTravelconnect, is under way, and when this app is finalised, it will give eTravel ITCs a new technology edge.

Garth allayed the fears of any who may believe the app will allow their clients to be "stolen". "We don't want to compete with ITCs. We are 100% dedicated to our ITCs," he said.

"The success of this technology will depend on our ITCs – don't get left behind!" ■

pulse poll
brought to you by eTNW and TRAVELINFO

Holidaymakers head to Moz and Tanzania

Which African destination is most popular for leisure?

Mozambique	30%
Tanzania	24%
Zimbabwe	13%
Zambia	11%
Namibia	10%
Botswana	8%
Kenya	4%
Uganda	0
Rwanda	0

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 0861eTravel or info@etravel.co.za

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



Queen of the Night!

eTravel's md, Tammy Hunt, rules over the ITC brand's sparkling awards ceremony, held at Century City Conference Centre on October 13. Photo: Kate Nathan.

Duma fights liquidation

TESSA REED
DUMA Travel will oppose an application by a creditor to force the agency into liquidation. Founder and ceo, **Themba Mthombeni**, told TNW that the agency would oppose the application and that no court date had been set. He would not comment any further because the matter was sub judice.

TNW understands that a few government departments owe the agency money and it is in the process of taking these departments to court. Tens of millions are at stake.

Last year, the agency won cases against Icasa and the KwaZulu Natal Department of Health. These accounts also amounted to millions. Duma has been battling for three years to get its money out of the KwaZulu Natal Department of Health.

TNW understands that Duma's lata licence has been suspended. ■

Sars clarifies VAT for airlines

TESSA REED
THE domestic leg on an international flight is VAT zero-rated, provided it is on the same ticket as the international flight.

This is the message Sars has given to the Airlines Association of Southern Africa (Aasa), ceo **Chris Zweigenthal**, told delegates attending the association's AGM at its annual general assembly in Zambia on October 14.

In cases where travellers are connecting from a domestic flight on to an international flight and the flights are on two separate tickets, VAT must apply to the domestic leg.

However, Sars is still at loggerheads with the travel industry when it comes to the application of VAT on international travel.

"A few agencies have received findings suggesting they owe millions in VAT."

Asata ceo, **Otto de Vries**, told TNW that while this development showed that industry was making some progress in its discussions with Sars, when it came to agents' earnings on service fees, overrides and rebates, it was still messy. There wasn't even consistency among Sars departments in terms of how they audit travel agencies.

In Sars' view, while international travel is zero-rated, agents selling international travel should have accounted for VAT at the standard rate of 14% on all service fees, commissions and overrides earned on the sale of international air tickets. The argument is that these fees are not zero-rated because this is a service that agents are providing to travellers.

Asata's counter to this is that selling and arranging international travel are one and the same and should be zero-rated.

Sars has been auditing travel agencies and, in its view, travel agencies owe VAT on service fees, commissions and overrides on international flights, dating back to the beginning of 2012. A few agencies have received audit findings suggesting they owe millions.

These findings are currently being disputed.

In 2005, Asata was issued with a ruling by Sars on how to apply zero rating on international air transport. That ruling, together with almost four other rulings that Sars had issued over the years, was withdrawn in 2011. However, the industry was never informed and continued to apply zero-rated VAT as it had always done. ■

To the point

Airlink will suspend services on the Port Elizabeth-East London route, with the last flight operating on Friday, December 7. The airline says the route has been on its watchlist for a considerable time due to marginal performance, adding that the suspension date was carefully considered to minimise disruption. Passengers holding confirmed tickets after December 7 will be offered a full refund.