

TNW

TRAVEL NEWS WEEKLY

DEVELOPMENT

PROMOTIONS

Cruise in the Far East from R3740pp

4 NIGHTS SINGAPORE, THAILAND, MALAYSIA

Costa CRUISING ITALIAN STYLE

CALL 011 463 1170 OR VISIT WWW.DEVPROM.CO.ZA

TNW5910SD

INSIDE	<div><div>NEWS</div><div>KENYA UPDATE</div><div>Plans afoot for an aviation hub</div><div>Page 8</div></div>	<div><div>FEATURE</div><div>GOLF TOURISM</div><div>Destinations that don't break the bank</div><div>Page 10</div></div>	<div><div>REPORT</div><div>BEST&BEYOND</div><div>Air France reveals its new strategy</div><div>Page 14</div></div>
--------	--	---	--

E-tolls: 'Agents, we need your help'

DORINE REINSTEIN

THE commencement of e-tolls is edging nearer, with the Department of Transport predicting the system will be live by the December holiday season. Although the car-rental industry claims it is ready, there are still some areas of confusion and the companies are appealing to travel agents to help with the transition.

The e-toll fees charged could differ from one company to the next. Some car-rental companies report that they intend to charge an administration fee while others say they will only charge the gazetted toll fees. There may also be different fees for business versus leisure travellers.

Avis's executive of sales, **Lance Smith**, says travel agents will have an important role to play in clearly informing their customers about the different processes.

Avis customers will be charged for e-tolls over and above their rental charges. For cost queries, the summarised e-toll costs will be shown on the rental invoice. Lance says Avis's daily rental rates will not go up as a result of the e-tolls. "We envisage charging customers the standard published tariff of the e-tolls incurred on rental." He warns, however, that e-tolls will result in increased administrative costs and billing complexity to the car-rental industry.

Budget's sales and marketing director, **Gaynor Von Loggenburg**, says: "The only charge the customer will be liable for is the advertised, gazetted rate per

gantry utilised in Gauteng. Irrespective of whether it is a travel, tour, leisure or corporate customer, the e-toll amounts will be charged to the renter and method of payment as denoted on the reservation." She adds that Budget has purchased and fitted the e-Tags to the bulk of its Gauteng fleet.

Europcar will bill its customers the gazetted fee per toll gantry passed as well as an administration fee per gantry. There will also be an increase in deposit requirements to cater for e-toll charges on leisure and international customers. "These fees will be included on the customer's rental invoice to avoid multiple invoices per transaction. Due to the Sanral processing and transaction validation period, all processing of rental invoices and refunds to customers could be delayed by an additional 24 hours," says **Dawn Nathan-Jones**, ceo of Europcar.

"Europcar has created integrated systems with Sanral and tagged its entire fleet, not just Gauteng-based vehicles, to reflect customer travel patterns."

Vusi Mona, gm of communications at The South African National Roads Agency Limited (Sanral), doesn't foresee any major problems or delays when it comes to implementation of e-tolls in the car-rental industry. He says various car-rental companies have already integrated their billing system directly with the toll system and that these companies have either fitted or are in the process of fitting their fleets with e-Tags.

To page 16



Win a trip to Rwanda!

Book RwandAir and you could win an Apple iPad and a trip to the land of Mountain gorillas. The top 10 consultants who generate the highest ticket sales value on WB up to December 31 (for travel until March 31) will go into a lucky draw. First prize is an Apple iPad; two return business-class tickets to Kigali and a two-night stay for two people sharing at the Lake Kivu Serena Hotel on a full-board basis. Second prize is two return economy-class tickets to Entebbe and two nights at the Lake Victoria Serena Resort & Spa for two people sharing on a half-board basis. Third prize is two return economy-class tickets to any destination in the WB network. All airfares are ex-JNB and include taxes. Pictured here, monkeying around, are (from left): gm of Holiday Aviation, **Greg Fuller**, and country manager of RwandAir, **Dennis Rwilliriza**. Photo: Shannon Van Zyl

Beachcomber to open in Morocco

BEACHCOMBER Tours, famous for its Indian Ocean Island holidays, now offers packages to Morocco.

Beachcomber Hotels has taken its first step outside the Indian Ocean region and will be opening a luxury hotel and golf complex outside Marrakech.

The Royal Palm Marrakech, 12 kilometres from the 'Red City', will

feature 135 suites and villas; a 2 000-sqm pool; a sports centre; an 18-hole golf course; four fine dining restaurants; a bar; Spa by Clarins with a beauty parlour, barber and hairdresser; and a conference centre.

Beachcomber Tours will offer room-only and bed-and-breakfast rates. "Instead of offering the usual rate for

To page 2



TNW5848SD

Did we move your way?

Rate us and you could win incredible weekly prizes.

www.saservice.co.za

Europcar

moving your way

Beachcomber Morocco

From page 1
accommodation with breakfast and dinner, it was decided that because of the hotel's proximity to the main hub of Marrakech, the attractions of dining out may be preferred. But guests staying in will simply have their dinner added to their bill," says **Joanne Visagle**, sales and marketing manager.
Rates and final product information are being fine-tuned and will be released shortly to the trade. ■



Quick Software

Tailor-made retail travel software solutions

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


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



TNW5120SD

Rubes® By Leigh Rubin

leigh@rubescartoons.com 4-2



Rubes app! at rubescartoons.com

© 2013 Leigh Rubin

"There, there. So your first few shots missed. Rome wasn't built in a day, and no one expects you to knock it down in one."



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.



Audit Bureau of Circulations
of South Africa
Independent since 1991

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

EDITORIAL
Editor: Natasha Toppel natashat@nowmedia.co.za
Features Editor: Michelle Colman michellec@nowmedia.co.za
Contributors:
Tammy Sutherns
Hilka Birns Chana Boucher
Dorine Reinstein Rachael Penalluna
Photographer: Shannon Van Zyl
Production Editor: Ann Braun

PUBLISHER
Kate Nathan katen@nowmedia.co.za

GROUP PUBLISHER
David Marsh davem@nowmedia.co.za

ADVERTISING
Sales:
Advertising Co-ordinator:
Courtney Canham courtneyc@nowmedia.co.za

PRODUCTION
Design Head:
Dirk Voormeeld

SUBSCRIPTIONS
Subs tvsubs@nowmedia.co.za
Annual Subscription:
RSA R560.00 SADC R620.00 Foreign R830.00
Domestic readers may receive up to 10 copies per
subscription to one address



No to taxes!

Virgin Atlantic celebrated its 17th birthday on the SA route by jetting its legendary chief, **Richard Branson**, into Jozi on October 2 to meet and greet retail agency heads. Richard remains a vocal opponent of high airport charges such as the UK's APD. Asked how he felt about high tariffs from African airports such as Acsa, he replied: "Monopoly suppliers should be stopped from gouging in their pricing to customers." As an individual who started an airline with a single aircraft 30 years ago, Richard told *TNW* he remained optimistic about the future of aviation, both globally and in Africa. He said SA had been kind to Virgin (SA being the home of two of its three African routes – Cape Town and Johannesburg – the third being Lagos). Richard is pictured with **Simon Newton-Smith**, SA country manager; and, second from left, Flight Centre SA md, **Janine Salame**, along with **Sue Garrett**, Flight Centre SA gm of product, marketing and ticketing. Photo: Kate Nathan

What is a 'travel agent'?

TAMMY SUTHERNS AND
NATASHA TIPPEL

THE recent move by Flight Centre to shed its image as a travel agent or 'middleman' and to rather identify with the public as a 'travel retailer' has highlighted the age-old argument – what is a travel agent?
"Flight Centre Limited is transitioning from travel agent to a retailer of travel products. Being a world-class retailer means we are the brand that people identify with and go to. It is very different from being an agent, a middleman or a dealer for someone else's products," says **Andrew Stark**, gm of Flight Centre Retail SA.

"We will continue to offer our preferred product but will also manufacture our own where possible. It's a survival game out there, with many businesses targeting customers directly and trying to cut out the agent."

Flight Centre Limited will change its name to Flight Centre Travel Group, with the new identity set to be rolled out in South Africa over the next year. The branding on stores, however, will remain unchanged and will still carry the name Flight Centre.

So what is the difference between a 'travel agent' and 'travel retailer'? Not much, say travel industry authorities. Google defines an agent as 'a person who manages business, financial, or contractual matters for an actor, performer, or writer'. A retailer is defined as 'a business or person that sells goods to the consumer, as opposed to a wholesaler

or supplier, who normally sell their goods to another business'.

"Based on the two definitions I would say that we are both agents and retailers," says **Jonathan Gerber**, director of TAG. "An agent acts on behalf of various suppliers; a retailer sells certain wares to the consumer. Even if an agent buys a product in advance and secures certain deals, they don't physically own the product and are still the 'middleman', and let me add that there is nothing wrong with that. It is our

"The agent is still the middleman. The assumption that a middleman cannot add value is ludicrous"

job to add value. That is where consulting, expertise, selling skills, strategy and understanding the customer's needs come into play. The assumption that a middleman cannot add value is ludicrous.

"It is when the middleman charges a fee and provides no beneficial service that there is a problem."

But some believe the term 'agent' or 'middleman' is tainted.

Garth Wolff, ceo of eTravel, says: "The words 'agent' and 'commission' smack of a typical second-hand-car salesman or a short-term insurance broker – despised by many as they don't truly add value but are bottom feeders that will do anything to make a sale."

"I salute Flight Centre on this move to shift the perception. It's time the industry moved away from the image of being an agent receiving commissions," he says.

Vanya Lessing, ceo of Sure Travel, agrees, saying she understands why Flight Centre wants to move away from the "sometimes ugly connotation of 'middleman'".

"For quite some years now, other terms such as travel professional, travel management company, certified consultant, etc. have been used," she says, particularly in the corporate sector.

"In the leisure sector, the public still refer to 'travel agents' – a term that has been used for more than 40 years. It will be interesting to see if Flight Centre can change this."

Allan Lunz, md of BidTravel, agrees: "We moved away from calling ourselves 'travel agents' years ago when commission was cut by airlines, and repositioned ourselves a travel management companies as we were now remunerated by customers. All Flight Centre is doing is refocusing its offering, as the customer is pivotal to them."

Claude Vankeirsbilck, sales and marketing manager of Tourvest Travel Services, agrees: "We have moved beyond just being a travel agent to being a travel management company, which is more sophisticated. We help clients manage their travel spend, we consult, we act as a partner. We don't simply just sell travel." ■

PARADISE HAS A CAPITAL CITY.

flysaa.com

SAA now offers 9 weekly flights between Johannesburg and Mauritius. So whether you're looking for a relaxing day on the beach or a cultural feast in Port Louis, we want to give you every opportunity to get there.



BEST AIRLINE IN AFRICA

Voted Best Airline in Africa for 11 consecutive years.
Best On-time Performance Service Award.

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

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



SOUTH AFRICAN AIRWAYS

Plans for daily JNB-MGH flights

DOMESTIC air charter company, CemAir, plans to launch a scheduled service between OR Tambo International Airport and Margate Airport from November 1.

Tickets are priced from R1 249 one way, with taxes included.

The schedule will operate initially on Fridays and Sundays, with flights leaving Johannesburg at 15h00 and

Margate at 17h00.

During the December 2013/January 2014 holiday season, flights will run on a daily basis from December 9 up to and including January 12.

All flights will be operated by a Beech 1900 aircraft.

CemAir is a privately owned charter company that was formed in 2005. It flies to OR Tambo International Airport, Sishen and Lephalele (Ellisras). ■



It's a Réunion!

Johannesburg travel agents recently had the opportunity to 'visit Réunion' at Melrose Arch. The travel trade and public were invited to an interactive showcasing of the island's tourism products, with various stations where visitors could experience the island, including hotel, airline and culinary stands. Pictured here, from left, are **Samantha Leisher** and **Megan Wilson** from Air Austral and **Hermina Sennelo** of Lu Dowell Representations. Photo: Tammy Sutherns

Comair responds to FlySafair backlash

DORINE REINSTEIN

ERIK Venter, ceo of Comair, has refuted allegations from the travelling public that Comair took FlySafair to court because it feared competition (see *TNW* October 16).

"We are quite happy to see competition if it is in compliance with South Africa's Air Services Licensing

Act, such as that proposed by Skywise," he told *TNW*.

Erik says the aviation industry is governed by bilateral state policy and legislation, and airlines have to be able to rely on its consistent application when making long-term investments in their fleets. "In the absence of certainty regarding the consistent

application of legislation, no private airline would be prepared to take the risk of investing in new and more efficient aircraft for the local market," he says.

The indictment of FlySafair and the consequent inconvenience to travellers can't be blamed on Comair, Erik says. "It is unfortunate, but those who bought

FlySafair tickets should consider that FlySafair knew that its licence was in dispute and, despite this, it decided to sell tickets to the public."

Meanwhile, Comair has announced details of the re-accommodation of passengers with FlySafair tickets on BA and kulula.com flights.

- Contact FlySafair to receive a full refund.
- Call the Comair contact centre between 08h30 and 19h00 on 011 921 0205 or 010 492 2230 with the FlySafair reference number.
- Alternatively, email flight requests to reaccommodations@comair.co.za. ■

YOU DON'T NEED A LONG LIST OF REASONS
TO JOIN ETRAVEL – YOU ONLY NEED ONE
A PARTNER THAT GIVES
YOU POWER

Partnering with eTravel means support, credibility, mutual trust and most of all – more money.

- We support you – on your terms. You choose how much you use us and, best of all, you're the boss.
- eTravel has a stellar reputation. It's critical that you align yourself with an organisation you can trust.
- You get the best of both worlds because eTravel pays the highest commissions and does all of the travel admin for you.

As an eTravel ITC, you call the shots. All of them. So call us. Contact Tammy on: 021 521 9200 / 011 460 6300, 072 378 1105 or email info@etravel.co.za Ts and Cs apply



Work for Yourself
Not by Yourself

www.etravel.co.za

IT'S THE LITTLE THINGS WE DO THAT MAKE A BIG DIFFERENCE.

"When I make a wake-up call in the morning, I'm soft-spoken and gentle, because that's the way I would like to be woken up. I say, 'Good morning. This is a gentle reminder that it's time to rise.' I take pride in the fact that my responsibility for great service starts first thing in the morning – and can make all the difference to a visitor's day. It's the little thing I like to do for visitors, what's yours?"

Excellent service starts with me.



**Do you have a unique way of
making visitors feel welcome?**

Share it on <http://welcome.southafrica.net> and
you could win one of 9 iPad minis with WiFi.



Competition runs from 1 September 2013 – 31 December 2013.
Winners will be announced by 31 January 2014.
For terms and conditions, visit <http://welcome.southafrica.net>

We sell Seychelles!



Agents attended a Seychelles Roadshow recently on behalf of the Seychelles Tourism Board, giving them an opportunity to learn more about the island and its tourism opportunities. Pictured here are (from left): travel processor for Vested Travel, **Nadjezhda van der Westhuizen**; travel consultant for Sure Travel Scene, **Fredah Morena**; gm of operations at Tourvest Destination Management (business & sport events), **Tanya Angell-Schau**; sales and marketing manager for African Synergy (representing Constance Hotels), **Sue Howells**; and director of Africa and the Americas for the Seychelles Tourism Office, **David Germain**. Photo: Shannon Van Zyl.

Sohana Grimett selects the top specials from Travelinfo

- **Lufthansa and SWISS.** North Atlantic promotion valid for sales until October 31. JFK base fare departing Johannesburg from R1 580, excludes airport taxes. Available for travel from October 29 to March 31. Refer to Travelinfo for further destinations.
- **Emirates Holidays.** European short breaks – packages to Istanbul are from R8 668, Vienna from R9 167 and Prague from R9 443. Offer includes return airfares ex-Johannesburg, airport taxes, fuel surcharge, three nights' accommodation including daily breakfast. Rates are valid for selected departures in November. Packages to London, Barcelona, Rome and Zurich are also available.
- **Singapore Airlines.** Early-bird fare – discounted fares to selected destinations in Australasia. All-inclusive fares ex-JNB are from R8 400 to Singapore, R8 700 to Malaysia, R9 600 to China and R11 700 to Australia. Ticketing is permitted until November 8. Access Travelinfo for travel periods and fares ex-Cape Town.
- **Ethiopian Airlines.** Promotional fares to selected destinations in Europe. Fares are from R7 108 to Paris, R6 670 to Rome, R6 719 to Frankfurt, R6 554 to Milan and R8 024 to London. Fares include approximate taxes. Offer is valid for sales and travel until December 9.





WIN FANTASTIC PRIZES!

Attention travel agents

RwandAir, the fastest growing airline in Africa, has launched a massive incentive to market the carriers expanding network. Prize winners will be selected from top 10 travel consultants who achieve highest sales value for WB on reservations made between 01 Oct & 31 Dec 2013, for travel until 31st Mar 2014.

1st Prize

An Apple iPad + 2 Business class tickets incl. Taxes to Rwanda + 2 night stay at Lake Kivu Serena Hotel, full board + return transfers.

2nd Prize

2 Economy class tickets to Entebbe incl. taxes + 2 night stay at Lake Victoria Serena Resort + Spa.

3rd Prize

2 Economy class tickets incl. taxes to any destination in the RwandAir network.




T's & C's apply – See Travelinfo for more information.






PillowTalk

A brief look at this week's hotel news

Serena revamps Kenya lodges

MARA Serena Safari Lodge in the Masai Mara National Reserve and Sweetwaters Serena Camp in the Ol Pejeta Conservancy, both in Kenya, have undergone a refurbishment. Serena Hotels, Resorts, Lodges and Camps spent a year on extensive renovations at the two properties. Upgrades at Mara Serena Safari Lodge include an arrival lobby, a reception area, a gift shop, bar lounge, terrace, and the Maisha Spa and Gym. The dining room has been reconfigured to create a new buffet and active cooking area and by year-end will have additional terraces. There's a new coffee station and lounge, public washrooms, indoor fireplace and courtyard.

Phased refurb for Protea Hotel Capital

PROTEA Hotel Capital in Pretoria is undergoing a phased refurbishment of its public areas. Upgrades at the Thistle Cocktail Bar will take a month with remaining work to be finished by the end of February. **Derick Tait**, md of Boulevard Hotels, owner of the property, said the makeover included Laird's Restaurant and the lounge area. The hotel has 104 luxury guest rooms and six conference rooms.

Kleine Zalze joins Exceptional Rewards

THREE Cities Kleine Zalze Lodge in the Cape Winelands, Western Cape, has joined the Three Cities Exceptional Rewards programme. The benefits for members of the Exceptional programme include discounts on accommodation, specials on Mango flights and car rental with Avis Rent-A-Car. With the addition of Kleine Zalze, there are now 15 Three Cities properties in the programme.

New hotel opens in Camps Bay

A NEW five-star hotel will open in Camps Bay, Cape Town, on December 1, with reservations opening on November 1. The Marly, a Kove Collection creative concept, comprises 11 suites offering ocean or mountain views, Jacuzzis, outdoor showers and balconies and en-suite bathrooms. Facilities include a private pool terrace bar and courtyard as well as 24-hour room service and bath-butler service. A private area inside Umi, the hotel's Japanese restaurant, can accommodate 40 conference delegates cinema style. Umi can seat a total of 200 guests and offers healthy in-house eating options. The bar accommodates 80 guests and overlooks an outside terrace.

Two Hyatt hotels planned for Tanzania

ASB Holdings has signed a management agreement with Park Hyatt Zanzibar and Hyatt Regency Arusha. The Park Hyatt Zanzibar is expected to open in Stone Town in January and will comprise 72 guestrooms and offer direct access to the beachfront. The Hyatt Regency Arusha will be located in central Arusha and is expected to open in 2016. It will have 144 rooms and will be close to national parks, including Tarangire National Park and Mount Kilimanjaro.

Cheap talk time for UK travellers

ORANGE, in partnership with Nashua Mobile, is now offering mobile products for those travelling to the UK and the Ivory Coast.

For UK products, South African travellers can purchase an Orange UK SIM card loaded with either £10 (R159) or £30 (R478) credit. The £10 credit SIM card is priced at R200 (plus a R40 transaction fee). The £30 credit SIM card is priced at R550 (plus a R110 transaction fee).

For Côte d'Ivoire products, a prepaid SIM card is available at R11 (plus a R5 transaction fee). The SIM card is pre-loaded with 500F, which

stands for Formule Seconde and is a special offer for those who make short duration calls and want to be charged for the exact time they spend on the phone. A 5000F scratch card is also available for R110 (plus a R25 transaction fee), which includes 10% bonus credit.

Orange also offers a 3G+ dongle priced at R320 plus a R65 transaction fee, which includes 5GB of data and is valid for 30 days after it is first activated.

Nashua Mobile has Orange outlets in Sandton City in Johannesburg, Brooklyn Mall in Pretoria and Icon Centre and Canal Walk in Cape Town. ■



'It will change your life'

I was working as a manager at a retail shop when I fell pregnant with my second child, I knew that I didn't want to miss out on her growing up so I decided to resign from my management position to take up a job as a senior consultant at a corporate agency. The job was less demanding but the long hours still meant that I missed bath time. It also frustrated me that I missed out on watching my sons rugby games and having to ask permission to take my kids to the doctor.

I began to think about starting my own business with Travel Counsellors. I knew that they offered the best support and took care of the admin - leaving me more time to do what I love - selling travel. It was a family decision that I joined Travel Counsellors. I now have the best of both worlds, I have satisfied my ambition to run my own and very successful business.

I have grown my business year on year and I am earning way more than when I was employed. My clients love the personalised service that I am able to offer and I never miss out on a school play or sports game. I have just climbed Mount Kilimanjaro and we are planning a family trip to Croatia at the end of the year. 3 years on, my journey is an incredible one –

read more at www.travelhomeworking.co.za

Start your journey today 021 300 1810

Despite a recent spate of negative publicity that has threatened to put a damper on travel to Kenya, plans to grow the country as an aviation hub are afoot. *TNW's* Tammy Sutherns, who recently visited JKIA courtesy of Kenya Airways, reports...

Big plans for JKIA and KQ

PLANS to expand Kenya Airways' network and leverage the airline's geographical advantage as an East African travel hub have not been slowed by recent negative reports about the destination. In August, a fire shut down Jomo Kenyatta International Airport (JKIA), gutting the international arrivals hall and immigration area. However, authorities were quick to react and, within a week, operations at the airport were back to normal. Now, as a result, the Kenya Airports Authority (KAA) plans to expand and upgrade the airport, enhancing its role in linking the country, and Africa, to the rest of the world. The airport currently handles 6.5 million passengers a year, with passenger traffic projected to grow at 12% per annum. The new Terminal 4, which will service international passengers, will inject additional capacity for 2.5 million passengers annually. The terminal will be used for both arrivals and departures and will see the launch of a SkyTeam lounge as well as a range of duty-free shops. KAA is also set to commence work on a new Greenfield Terminal with a capacity of 20 million passengers a year. It will service Kenya Airways and its affiliate airlines only. Terminal 4 is expected to be operational by the end of this year, catering



"With the on-going growth and expansion of JKIA we expect to carry even more people through the country." Mbuvi Ngunze

for both international arrivals and departures, while construction on the Greenfield Terminal is expected to begin in March. Manager of JKIA, **Edward Kobuthi**, says once Terminal 4 comes into operation, the existing Units 1, 2 and 3 will be reorganised and refurbished. Kenya Airways currently operates international flights out of Unit 2. Unit 3, previously for domestic departures, is where international departures for other international carriers now operate. The parking garage has been converted into a temporary international arrivals terminal following the fire that destroyed a section of

the airport's arrival terminal and the immigration area, including lounges. KQ's coo, **Mbuvi Ngunze**, told *TNW* plans to expand JKIA fitted in well with the airline's growth strategy to expand its network and transport more passengers through the East African hub. "Kenya Airways' first priority is the African market; our strategy is to be able to serve every African country," he said. "At the moment, a significant number of passengers travelling within Africa and beyond pass through Nairobi. With the on-going growth and expansion of JKIA we expect to carry even more people through the country," he added. KQ received nine new Embraer E-190 aircraft from Brazil in the past year. They are currently used on short regional routes in Africa. In addition, the airline will take delivery of a 400-seat B777-300ER in October, which will be used for a new non-stop weekly flight between Nairobi and Guangzhou in China, from November 19 (see more on this below). Nine Dreamliners will also join its fleet in early 2014. "We want the world to see that Kenya is open for trade and investment, made evident by our own investment in the country as a major African hub," said Mbuvi. "Africa has untapped travel potential – the interest in African routes from non-African carriers shows this."

Tips for clients travelling to JKIA

Do you have clients passing through JKIA? Here are a few tips to share with them to help them get around the airport, which is under construction:

- Passengers will be directed to correct terminals by airport authorities in yellow or orange bibs if there has been a change to facilities. Passengers should also take note of clearly marked signage
- Self-check-in kiosks are available at the international departures terminal.

and of instructions given by airport authorities when proceeding to their terminal.

New route

KQ will launch direct flights from Nairobi to Guangzhou from November 19. The airline currently flies daily to Guangzhou via Bangkok. KQ will operate three return flights a week on Mondays, Wednesdays and Fridays and, together with codeshare partner, China Southern, will be able to service most parts of China. ■

DreamBoats

Send your cruising news to tammys@nowmedia.co.za

Costa introduces Costa NeoRiviera
COSTA Cruises has introduced the *Costa NeoRiviera* to its 2013/2014 cruises. Starting November 24, the *Costa NeoRiviera* will offer a new one-week itinerary called 'Emirates in Style', with longer stopovers at each port of call. The itinerary starts every Sunday from Dubai and includes calls at Muscat, Abu Dhabi and then back to Dubai. The 624-cabin *Costa NeoRiviera* is currently being revamped, with renovations to the open-air decks and the guest areas.

MSC Opera departs for another SA season
THE *MSC Opera* will set sail for South Africa later this month. It will depart Genoa on October 25 and commence its 17-night voyage to South Africa for the start of the local summer cruise season. The six ports of call are Villefranche-sur-Mer, Valencia, Casablanca, Agadir, Dakar and Walvis Bay before it docks in Cape Town on November 11. The *MSC Opera* will then conduct its first local cruise, following the South African coastline to Durban with a stop en-route at Port Elizabeth. *MSC Sinfonia* departs Italy on November 11 on a 19-night southbound voyage via Marseille, Barcelona, Lisbon, Funchal, Mindelo and Walvis Bay, before arriving in Cape Town on November 30. In addition to cruises to Mozambique and the Cape, some of the highlighted itinerary changes for the new season include a 12-night New Year cruise on *MSC Sinfonia* and a series of new seven-night itineraries visiting Portuguese Island in Mozambique, and the fishing village of Anakao and Fort Dauphin, both in Madagascar.

Top SA speakers for Crystal Serenity
SOUTH African author, keynote speaker and futurist, **Clem Sunter**, will share his insights with guests aboard Crystal Cruises' voyage from Singapore to Cape Town next year. The *Crystal Serenity*, a six-star cruise ship, will depart Singapore on March 10 and, after stopping at six ports along the coast of Asia and Africa, will arrive in Cape Town on March 28. Other well-known South Africans who will be giving lectures during this cruise include **Tony Leon**, former member of parliament, **Chris Fallows**, shark conservationist and marine wildlife photographer, and **Rob Caskie**, the award-winning professional speaker and business motivator.

New names for Norwegian ships
NORWEGIAN Cruise Line has named its two new Breakaway Plus-class ships *Norwegian Escape* and *Norwegian Bliss*, following a Facebook contest 'Norwegians Name Their Ships'. The contest called on Norwegian fans from five countries – US, Canada, Spain, Germany and the UK – to help select the names out of the line's top 10 name prospects. It ran from September 10-24, and received more than 100 000 votes. Norwegian's new Breakaway Plus ships will be the largest in the line's fleet, designed for 4 200 passengers each.

Costa NeoRomantica bookings open
THE *Costa NeoRomantica* has two festive itineraries for the holiday season. The 10-night Christmas cruise leaves Mauritius on December 21, arriving in Cape Town on December 31. Rates start at US\$699pp (R6 930) sharing a double cabin, plus port charges of \$175pp (R1 735). The 20-night New Year cruise leaves Cape Town on December 31, arriving in Savona on January 21. Rates start at \$13 999pp (R138 781) sharing in a double cabin, plus port charge of \$235pp (R2 330). Children under 18 who share with two adults, cruise free and only pay port charges.

Norwegian Jewel debuts in New Orleans
NORWEGIAN Cruise Lines' *Norwegian Jewel* made its inaugural visit to New Orleans on October 13. The 2 376-passenger ship features Norwegian's signature Freestyle Cruising with 16 dining options, 13 bars and lounges and exclusive Nickelodeon programming and activities. *Norwegian Jewel's* weekly seven-day Western Caribbean cruises depart New Orleans on Sundays from October 13 to April 13 with ports of call including Cozumel, Mexico; Belize City, Belize; Roatan, Bay Islands, Honduras; and Costa Maya, Mexico.

Travel inspires us all.
Our ambition is to inspire

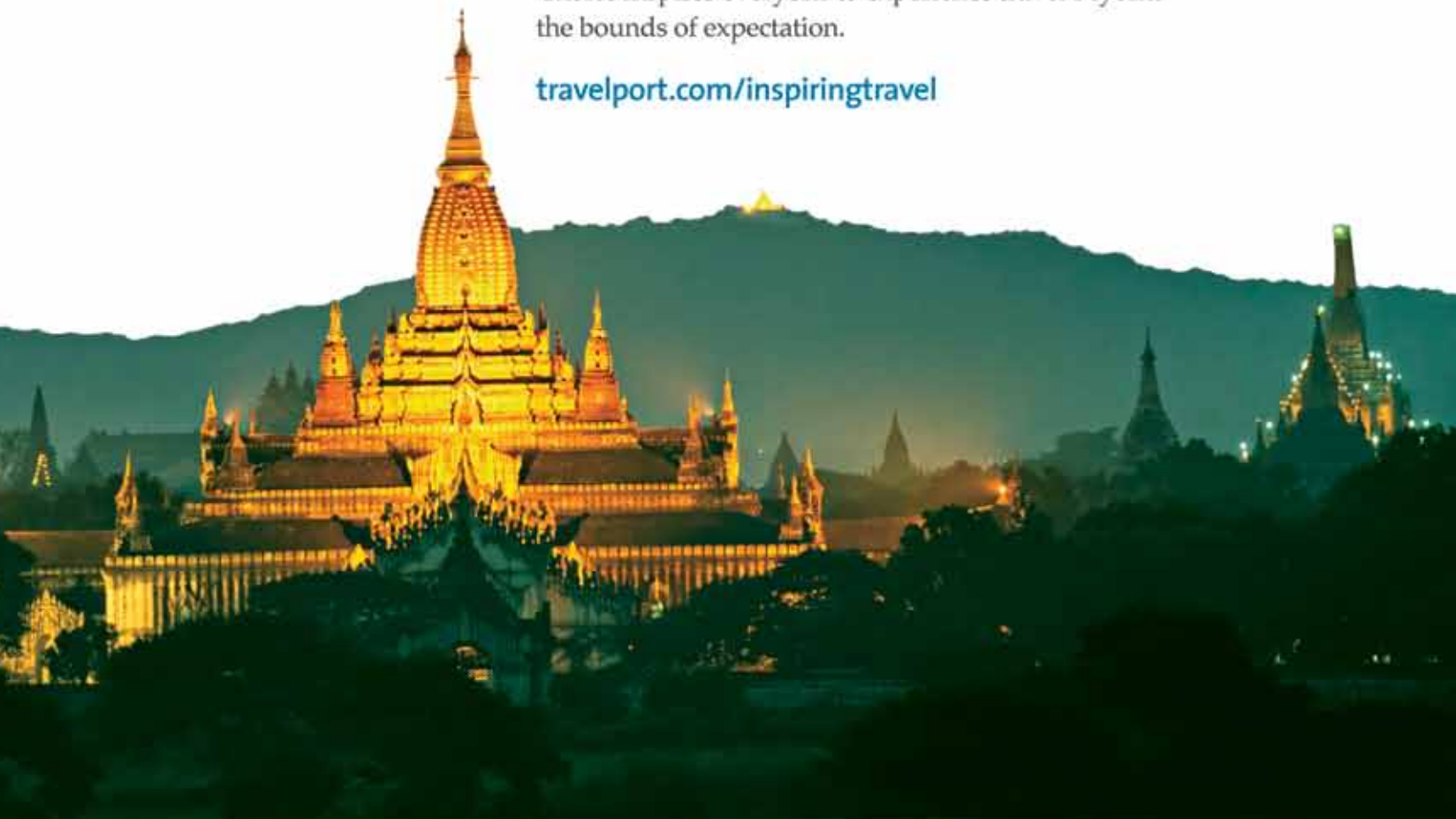
travel

How do we do it? Simple, through choice.

Choice ignites the travel supply chain. It allows suppliers to distribute their content how they want to. It allows agents to access and retail content the way they want to. It fires developers' imaginations, stimulating collaboration and empowering them to innovate in their own way. Travelers are liberated to search, book, and enjoy travel in new ways.

Choice inspires everyone to experience travel beyond the bounds of expectation.

travelport.com/inspiringtravel



GOLF TOURISM

Growing numbers of South Africans wish to practise their swing during their holidays. *TNW* looks at some great but affordable golf spots.

Destinations that don't break the bank...



Royal Portrush Golf Club, Northern Ireland. Photo: Tourism Ireland

Affordable links golf in Ireland

IRELAND has always been a popular destination for golf fanatics. **Helen Fraser**, spokesperson for Tourism Ireland, points out that the country has two golf courses listed among the 'Top 10 Best Courses in the World' – Royal Portrush and Royal County Down, both in Northern Ireland.

The good news, though, is that Ireland has a number of very affordable and picturesque golf courses that are definitely worthwhile. Laytown and Bettystown Golf Links, for example, offer a great links course experience without the high cost. This course is listed in the 'Top 100 Golf Courses of the World'. It is located just outside Drogheda in the little town of Bettystown by the Irish Sea. Green fees

are €45 (R610) per person.

She says other courses that rate among the world's top are Old Head at Kinsale; Mount Juliet; Ballybunion and Druid's Glen, to name but a few. With green fees, however, of £165 (R2 643) per person per round for Royal Portrush and £180 (R2 883) per round for the Royal County Down, these courses are not within the budget of the average South African traveller.

Best time to play in Ireland: During the summer months from April to September.

Need to know: Many of Ireland's top courses are links courses. These are carved into the natural landscape of seaside dunes with very few trees, rather than parkland golf.

Year-round golf in Mauritius

Mauritius is a much-loved destination for South Africans looking for a relaxing yet affordable getaway.

The astonishingly high number of courses dotted all over the island makes Mauritius an ideal destination for avid golfers.

Joanne Visagie, sales and marketing manager for Beachcomber, says Mauritius is very popular with South African golfers, thanks to its scenic beauty. "Beachcomber has one golf course in Mauritius, which serves both guests at Paradis and Dinarobin. Its location at the foot of Le Morne Mountain makes it a much sought-after course to play, not only for its challenges but also for its natural beauty."

Guests tee off a mere 20m from

the beach and reception area and play the fairways towards the mountain. The last nine holes are spread along the coastline where five water hazards offer a challenge to both professional and amateur golfers.

Joanne says compared with golf clubs in South Africa, green fees are very reasonable for hotel residents. Green fees are the same for all Beachcomber hotel residents and are €20 per game (R270).

When to play: All year round. Keep in mind that the Paradis Golf Challenge takes place in June and September when more than 150 golfers from South Africa travel to Mauritius to compete.

Need to know: Air Mauritius allows one free golf bag for all golfers travelling to Mauritius.

Veneto – an undiscovered gem

Veneto in Italy has been recognised by the International Association of Golf Tour Operators (IAGTO) as the undiscovered golf destination for 2013 – the hidden gem.

Although not widely known, Veneto is an interesting golf destination, not only in terms of its courses but also in terms of other attractions. It is said the Veneto region in Italy probably offers travellers the best opportunity in the world to combine truly great golfing with a rich cultural experience. The area boasts cities such as Venice, Verona and Vicenza, all renowned for their scientific, artistic, architectural and religious heritage.

The Veneto region has four 27-hole

golf courses, five 18-hole courses and nine 9-hole courses. The Golf Club Cà Amata Castelfranco is set within a park surrounding the Villa Ca' Amata, one of the finest examples of 18th century Venetian architecture. The course is spread over 75ha and offers wide fairways and long distances at several holes. The greens vary between very spacious and extremely small and technical, with severe slopes. Cà Amata Castelfranco Golf Club is only 50km from Venice airport and 30km from Treviso airport. Green fees start from €42 (R569).

When to play: Thanks to the mild climate, it is possible to play here all year round.

Putt some blue to your green.

AIR MAURITIUS

GOLF BAG FLIES FREE

Air Mauritius flies your golf bag for free.

www.airmauritius.com T: +27(0)87 1511 848 E: jnbmk@airmauritius.com



DUBAI TOP GOLFING DESTINATION

Dubai known as one of the best golf destinations, with its world-class golf courses and luxurious clubhouses, harbours some of the most spectacular market leading golf and leisure related activities including fine dining restaurants, golf academies and recreation amenities.

Highlighting the genuinely successful golfing industry that Dubai has to offer

is the Omega Dubai Desert Classic tournament which is taking place from January 27 to February 2, 2014 at the Emirates Golf Club. This event is noted for attracting some of the biggest stars in the world of golf such as Ernie Els and Tiger Woods.

Dubai known for its rich cultural and natural heritage offers some of the world's top golf clubs and courses.

DUBAI GOLF COURSES/CLUBS

- Al Badia Golf Club boasts an 18-hole golf course making it an ideal destination for golf complemented by delectable dining options to match your mood with three stunning restaurants, signature treatments and a bar truly making this a premier venue in Dubai.

- Jumeirah Golf Club manages two golf courses featuring great dining and leisure activities. Home to the DP World Tour Championship with rolling fairways, making each hole picture perfect is the Earth Golf Course home to a myriad of wildlife. On a more challenging level of play is the FIRE golf course,

so visually stunning as to captivate even those who do not golf.

- Emirates Golf Club, takes pride in its must-play courses, the Majlis course known as the "the desert miracle" and the challenging Faldo Course.

- Undulating alongside is a refreshingly different golfing experience at the Dubai Creek Golf & Yacht Club where you can experience Seawings, Dubai's only seaplane tour operator. Helping you make the most of your time in Dubai allowing you an astonishing view of the picturesque Dubai skyline, observing every architectural detail

of the topmost point of the world's tallest building, the Burj Khalifa, to the man-made Palm Jumeirah Island. A spectacular view that only the skies can bring to life. For a unique dining experience, BBQ Donut offers you the opportunity to dine with friends and family while floating on the creek with your captain. It's Dubai's latest dining experience with an exciting menu, a favourite and a must on the to do list for tourists, barbecuing while floating on Dubai Creek.

- The Els Club golf course designed by Mr Ernie Els himself offers a unique environment, incorporating

natural dunes and native plants with a genuine sense that you are playing golf in the desert.

- Located in the heart of the Arabian Ranches, boasting 18 holes, on a desert-style grass course is the Arabian Ranches Golf Club. An exclusive venue to entertain your guests, the Clubhouse boasts the Ranches Restaurant and Bar with the Terrace hosting panoramic scenic views, a great place to meet.

- Offering sheer luxury on and off the course is The Montgomerie, a combination of championship golf and luxury hospitality, known around the world as the

Troon Golf Experience.

- The Jebel Ali Golf Resort has extensive sports and leisure facilities. The championship standard 9-hole golf course which has played host to some of the world's greatest golfing legends including Tiger Woods and Ernie Els, is both scenically stunning and an exciting challenge for golfers of all abilities with a handicap.

- The Track Meydan Golf course offering spectacular quality in entertainment and lifestyle, allows every golfer a chance to play and enjoy the experience through an exciting challenge for golfers of all abilities.



Longing for an action-packed getaway?

Dubai always offers something for everyone. After feeling the adrenaline rush of a desert safari, the pleasure of a horse ride, or the thrill of watersports, take a swing at any of the city's world-class golf courses, some designed by international masters themselves. Whatever excites you, you will find more ways than one to keep yourself captivated.

www.definitelydubai.com



GOLF TOURISM

Desert golf in Dubai

DUBAI is becoming an increasingly popular golf destination for South Africans. It was named the 2013 'Golf destination of the year – Africa, the Indian Ocean and Gulf States' by the IAGTO.

Bailey Gorst, account manager for Dubai Tourism in SA, says it stands out because of the variety of its attractions. The fact that its courses are in the desert while still within the city limits, is a big draw card.

Regarded as the most established club in Dubai, the Emirates Golf Club is a popular destination for South African golfers. The club has two of the city state's finest must-play courses – The Majlis and The Faldo. Green fees are from AED595 (R1 618).

Best time to play: The



Golf in the desert but close to the city. Photo: Dubai Tourism

best time to play in Dubai is during the winter months of October to April. The temperature during this time ranges between 26°C and 30°C during the day.

Need to know: There are numerous add-ons available

for golfers, which include a seaplane flight over Dubai departing directly from the Dubai Creek course. For a unique dining experience travellers can try the brand-new BBQ Donut at Dubai Creek Golf & Yacht Club.

Premier courses in Phuket

Phuket is one of Thailand's premier golfing destinations, combining excellent facilities with cool island breezes and picturesque vistas of forested mountains and beaches.

It is a world-class golf destination, with eight courses offering challenging play for beginners and experienced golfers.

Unsurprisingly, Phuket has become a firm favourite among South African golfers, according to South African golf tour operator, Golf Breaks.

The Blue Canyon course is one of the most popular in Thailand and has hosted some memorable international tournaments, including the Honda Invitational in 1996 and the Johnnie Walker Classics Tournament. In 1998, this course saw Tiger Woods

staging one of the most astounding comebacks of the game, defeating Ernie Els in a play-off for the final hole.

The par-72 course features many lakes, mature trees and smooth fairways as well as bunkers in unusual settings. It is designed for golfers of all levels and skills. Green fees are, accordingly, on the high side and start from 4 700 baht (R1 501).

Need to know: Playing golf in Thailand's hot climate can be trying. The most popular tee-off times are from 14h00 and the courses can be busy at this time.

Best time to visit: Without doubt, the best time of year for golf is from November-February/March. This is the cool season, although it is also peak season for visiting tourists.

mauritius paradis golf challenge

the year's most exciting golfing event and fun for the whole family

invite three full paying golfers to join you and your accommodation is FREE!

- exceptional prizes
- regular rewards
- child(ren) share free specials*

... and much more

2014 competition dates: 06 – 11 July & 31 Aug – 05 Sep

perfecting island holidays for more than 60 years

for reservations call beachcomber on 0800 500 800
gen@beachcomber.co.za • mobi.beachcomber.co.za
www.beachcomber.co.za

air mauritius

beachcomber TOURS

*Up to two children under 18 years share free with parents in junior suite category on a bed & breakfast basis; Terms & conditions apply.

Book it!

Air Mauritius has introduced a 'Buy 1 Get 1 Free' special for travellers from Johannesburg to Mauritius. Fares start from R3 950. The special is valid until November 26.

Did you know?

India's 200 golf courses offer very economical green fees, with foreigners charged around US\$25 (R250) for weekend play. India was first country outside Great Britain to take up golf and the Royal Calcutta Golf Club, the country's oldest, was established in 1929. Golfers are advised to book tee-times in advance or to check with their hotels, which may have tie-ups with certain courses.

LEGEND
GOLF & SAFARI
RESORT

LEGENDARY GOLF

18 Hole Signature Course | Extreme 19th Hole
10 Hole Tribute Course | Driving Range
Big 5 Safaris | Helicopter Flights | Health Spa

Legend Lodges, Hotels & Resorts Central Reservations Office
Tel : +27 (0) 12 361 6303 Email : reservations@legendlodges.co.za
Websites: www.legendlodges.co.za / www.legendgolfsafari.com

12 ■ Wednesday October 23 2013

QUICK READ FOR DECISION-MAKERS



The 18th hole at the Gary Player Country Club, Sun City. Photo: Sun International

South Africa's top-rated destination courses

SOUTH Africa boasts magnificent golf courses, designed by sport celebrities such as Gary Player, Jack Nicklaus and Robert Trent Jones. The following are highly-rated as destination courses:

- Leopard Creek, on the border of the Kruger National Park
- The Links and the Montagu courses at Fancourt, on the Garden Route
- Gary Player Country Club, at Sun City
- Arabella Country Club, at Hermanus

- in the Western Cape
- Pearl Valley Golf Estates, between Paarl and Franschhoek
- St Francis Links at St Francis Bay
- Wild Coast Sun, Wild Coast
- Durban Country Club, Durban
- Simola Golf and Country Estate, outside Knysna
- Pezula Golf Club, outside Knysna
- Elements Private Golf Resort, Bela Bela
- Zimbali Country Club, Ballito
- Erinvale Golf Club, Somerset West.



Extreme 19th hole at Entabeni.
Photo: Legend Golf Safari

New clubhouse for Legend Lodges

LEGEND Golf and Safari Resort in Limpopo will soon open a brand-new clubhouse on its signature 18-hole course in the Big-Five Entabeni Safari Conservancy in the malaria-free Waterberg region.

This unique resort is a residential estate where the Big Five roam free. It features a championship course, a golf academy, a driving range, a hotel, recreational facilities, a wellness centre, a 'Field of Legends' sports complex and a multi-functional conference centre.

What really makes Legend Lodges stand out for golfing enthusiasts is the Extreme 19th. Accessible only by helicopter with the tee 400m up on the majestic Hanglip Mountain, the Extreme 19th has captured the imagination of golf players around

the world. No trip to Legend Golf & Safari Resort is complete without taking on its challenge.

The design and layout of Legend Lodges Golf and Safari Resort has been done to minimise the impact of the development on the natural bushveld and makes the resort one of the most environmentally sensitive of its kind in Africa.

Accommodation at the resort consists of 210 luxury suites built in the bush. The suites all have three or four individual bedrooms, which are linked by walkways. The bedrooms, measuring 36 sqm, include a small seating area and luxurious en-suite bathroom with double vanity, spacious shower and separate bath. ■

LEARN MORE! SELL MORE!

Online training is a lot more exciting with Travelinfo workshops

Visit www.travelinfo.co.za (click on workshops) and sharpen your product knowledge

- Available 24/7
- Increase your product and destination knowledge
- Immediate certification



The ultimate destination for online education!

Fantastic Prizes!



Air France revealed its new Best&Beyond strategy at the recent International French Travel Market (IFTM). It will see the roll-out of new economy and premium economy products on its long-haul routes. Natasha Tippel reports.

AF offers ‘upmarket’ travel for economy pax

AIR France has a new strategy – to offer every passenger an “upmarket” experience, starting with economy and premium economy customers. The airline revealed its new products at the IFTM Top Resa 2013 travel fair in late September. It marks the first stage of Air France’s ‘Best&Beyond’ programme for long-haul flights – a strategy that will see the airline personalise its service and cater for particular markets, for example, offering more chicken dishes on the menu on African flights. It will be followed in 2014 by the new La Première and Business offering. “It’s about more comfort, more attention to detail, more pleasure,” said **Bruno Matheu**, AF’s chief officer of long-haul passenger activity. “The programme is for every passenger, not only business. That is why we are rolling out the economy and premium economy products first. The single objective is to offer the best product on the market and make a difference with the service offered.” In economy class there is a new fully revised seat, with more leg-room, a new seat cushion, more comfortable headrests and a wider tray table. The seat has been

ergonomically redesigned for comfort. It also features new functionalities, including an electrical socket and headphones holder. In premium economy there are more comfortable seat cushions and a multi-position footrest. Wide touch screens with high-definition images will soon be available, offering over 1 000 hours of music, movies, TV series and many other programmes available on demand. Passengers will also be allowed to use their own headphones. The meal service has also been upgraded, with a second hot dish on flights longer than eight and a half hours, and treats such as candies and ice cream on flights longer than 10 and a half hours. Available on board since September 1 is Air France’s new dining product – eco-designed tableware, including a new tray and cutlery designed by the Catalan designer, Eugeni Quitllet. Air France has also upped its game with regard to catering for families, particularly children. This includes new tableware, organic produce and a selection of new games. The meal tray includes fun plane-shaped cutlery and a ‘Cool Box’ containing



Air France now offers fun tableware and a selection of new games for kids. Graphic: Air France

jam, a chocolate bar, butter and orange juice. On the menu there are up to three organic products (with French and European certification) designed to appeal to babies and young children. To entertain children, there are new games kits containing colouring books, bracelets, teddies, and more. Other games are also available for five- to eight-year-olds and nine- to 12-year-olds When deciding on this new

offer, Air France collaborated closely with more than 3 500 customers and flight attendants. The first flight with the new cabins will take place in June next year. Air France will gradually equip 44 Boeing 777s in its long-haul fleet with the new seats and inflight entertainment systems. The aircraft refurbishment is expected to be complete by 2016. In January 2014 the airline


will unveil its future business-class offering and in April the entire Best&Beyond project will be unveiled around the new La Première cabin. “Part of this new strategy is to move beyond the ‘hardware’ of airline services and cultivate an emotional, human dimension,” Bruno said. Over 19 000 staff will undergo training to personalise service, learn how to take initiative, pay attention to details and care for their customers, he said.

Transform 2015


THE ‘Best&Beyond’ is part of its Transform 2015 project, which is investing over €500m (R6,7bn) in new products. “To support this move upmarket, a new more simple and reactive commercial organisation was set up in July. These new products and services will constitute major competitive assets in our commercial strategy,” said **Patrick Alexandre**, EVP of commercial, sales and marketing. At the Central Works Council meeting on October 4, Air France detailed its strategic directions: • AF must continue to reduce costs, notably in areas where discrepancies with the market threaten the long-term sustainability of activities; • AF must modify its medium-haul strategy to

retain its position in the French market, essential to its strategy, and preserve its dominant position at Paris-Orly; • the Paris-CDG hub has a still under-exploited major potential; Growth will continue on long-haul routes and new routes will continue to be launched. In parallel, the renewal of the long-haul fleet will be accelerated with the early retirement of the B747 by 2015 and the arrival of the B787 and A350 in 2017 and 2018 respectively. At Paris-CDG a new ‘Future hub’ plan is being set up to enhance the hub’s attractiveness and competitiveness. It will be based on the development of technological changes in passenger operations, as well as the move upmarket of AF products and services.


Fast facts...




- The airline is in the testing stages of launching WiFi services on board its fleet of Boeing 777 aircraft. Air France also began testing a new service in October that will allow customers to print their luggage tags at home, as they currently do with their boarding tickets when checking in online.




- Close to 10 000 seats are to be installed on 44 long-haul aircraft between June 2014 and July 2016.
- Close to 1 100 seats will be modified and installed on 44 long-haul aircraft between June 2014 and July 2016.
- More leg-room and up to 2,5cm more room at knee level.




- A 22,9cm screen in economy.
- A 30,5cm screen in premium economy.



- 14 million meal trays are served every year (economy and premium economy).



- €500m (R6,7bn) investment, including €130m (R1,7bn) in a new in-flight entertainment system.



- When deciding on this new offering, Air France collaborated closely with more than 3 500 customers and flight attendants. ■

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

Appointments

■ Avis Rent a Car has appointed **Slade Thompson** gm of commercial. Slade will be responsible for the following divisions: Luxury Cars, Chauffeur Drive, Point 2 Point, Van Rental, Truck Rental, Namibia, Botswana, Mozambique and the Regional Licences. He joined Barloworld Automotive in 2006 as a financial manager and took up the same position at Avis in 2009. He was appointed national corporate sales

manager in 2011. Meanwhile, **Rainer Gottschick** has been appointed cfo. Rainer was initially Avis financial manager for the regional countries and has been a valued member of the Avis family for over 15 years. In 1999 he was promoted to group financial manager, later taking on an operational role as gm for regional. He has been the commercial executive for the past five years.

Hertz up-skills staff

HERTZ Southern Africa recently assisted 15 of its staff members and five unemployed individuals to embark on the National Certificate in Business Administration (SAQA Qualification ID 23833), learnership programme.

The people selected from Hertz are a mix of personnel (skilled, semi-skilled and junior management) who have been with the company for a minimum of two years and who have shown development potential within their departmental positions. The five previously unemployed candidates taken on board



by the company have been seconded to various branches in Gauteng and are being paid a stipend while being given the opportunity to further their education.

Assessments are based on

numerous practical exercises and the participants are being provided with continuous feedback on their individual progress to enable them to achieve the requirements to obtain the qualification.

PART TIME TRAVEL RESEARCH FROM HOME

Looking for extra income with the option to work from home at times that suit you?

We are looking for an experienced travel agent to be a travel information researcher. The researcher will be required to update Now Media's airline and travel information that we distribute to the trade through our media. The information is often in tabular form and involves contacting carriers and operators to ensure the information we have is up to date and accurate. The tables range from online airlines' hand luggage restrictions to their seat pitch in economy class.

A successful researcher needs to be organised, meticulous and persistent. The company **pays R120 an hour** plus communication expenses and the researcher can expect to do 20 to 60 hours a month depending upon the research project each month.



Send your CV to careers@nowmedia.co.za
Only successful candidates will be contacted.

TNW6911

Did you know
the Boardwalk Hotel
offers high tea daily?

Dreams
THERE'S ONE WAITING FOR YOU

TNW6906

lee botti & associates
specialists in logistics and travel recruitment

36 years
of service excellence

Snr Inbound Cons - JHB

Use your foreign language fluency coupled with sound FIT's exp to join this market leader! To R24 000 ctc.

Tel Tracey: 011 - 452 0204, traceyc@nowjobs.co.za

Key Acc Mngr - CPT

BEE. Your hunter sales skills are req for growing corporate TMC. 5 yrs exp + Amadeus.

Sal R 20 000 +

Tel Malika: 021- 418 1084, malikam@nowjobs.co.za

Interm/Senior Cons - DBN

Superb position for retail cons using Amadeus / Galileo. Corp environ servicing top notch clients. Sal R12 000.

Tel Jill: 031 - 265 8474, jillm@nowjobs.co.za



apb
MEMBER
TNW6909

WE WANT YOU!

Thompsons Holidays are looking for **PEOPLE WHO WANT TO WORK IN AN EXCITING SALES DRIVEN ENVIRONMENT THAT REWARDS ACHIEVERS.**

DO YOU...

- Have the passion, drive and determination to close the sale?
- Have experience in working in a sales centric, customer focused environment?
- Have excellent geographical knowledge and a good understanding of the exciting world of travel?

YES? Then send your CV to -
work@cullinanoutbound.co.za

With us, you can write your own cheque and be rewarded for excellence.

Please note that only successful candidates will be contacted. Should you not hear from us within 2 weeks of this ad, please consider your application unsuccessful.

TNW5908SD

FLIGHT CENTRE®
Voted Best Company
to Work For 2013



Flight Centre's number one philosophy is Our People. This is why we have been voted Best Company to Work For in the Tourism sector for 10 years running and Best Medium Sized Company to Work For 2013.

If you're passionate about travel and sales we're looking for you to join our growing family.

At Flight Centre you can expect:

- ✓ Uncapped earning potential
- ✓ Industry leading sales training programmes
- ✓ Vibrant culture
- ✓ Opportunity to advance your career at one of our 120 offices abroad
- ✓ Incredible travel perks

Apply today! Visit flightcentre.co.za/careers

TNW5909SD



Drumming up festivities

Christmas is around the corner and visitors to Indigo Bay Island Resort and Spa in Mozambique can look forward to more than just a beach holiday. The resort's festive holiday line-up includes a Christmas Eve buffet dinner, carol singing, eggnogs, kids' activities, a visit from Santa on the beach, and a Christmas meal on Christmas Day. New Year activities include a complimentary dhow cruise, champagne and cocktails, a dinner and a unique kids' meal, and fun with the island's Drum Café. Getting into the Christmas spirit are (from left): **Michèle Abraham** (sales and marketing manager of Rani Resorts) and **Bridget Thompson** (sales representative of Rani Resorts). Photo: Shannon Van Zyl

SAA applies for more flights

CHANA BOUCHER

SAA looks set to strengthen its regional network, focusing on local and African operations. The airline would not reveal any details about the routes but recent applications for extra flights to destinations SAA already serves hint at the carrier's plans.

According to the *Government Gazette*s published between the end of August and early September, SAA has applied for three flights a week to Luanda, one a week to both Kinshasa and Dar es Salaam and three a week to Harare.

Routes getting the biggest boost include Mauritius, to which it has applied for a further five flights a week and Windhoek with seven flights a week.

Carla da Silva, regional manager of Air Mauritius for Southern Africa and Latin America, says demand on flights between South Africa and Mauritius exists during peak times and that there has been an increase in corporate demand following retail, banking and IT investments in Mauritius.

Chris Zweigenthal, ceo of Aasa, says the regional air travel market is not necessarily stronger than international markets for South African travellers. "In many cases the international markets are far more developed and there is great competition on these markets. The regional air travel market continues to develop and, in some cases, probably provides better returns for local and regional

airlines than international routes."

Chris adds that expansion of the network of services offered in Africa is essential to grow the aviation, travel and tourism industry on the continent. With regard to the routes where SAA has specifically applied for additional flights, Chris says: "They are attractive to all airlines entitled to serve these destinations. These markets are already very competitive and are also currently served by the states' home-based carriers."

As part of its new Long-term Turnaround Strategy, SAA mentioned that it would be reviewing its global network to eliminate loss-making routes. The future of some of its international routes is still unclear. ■

Agents, beware: lata scam!

TRAVEL agents are being targeted by fraudsters falsely claiming to represent lata.

The phishing scam involves fraudulent emails requesting that agents pay outstanding balances.

"Unfortunately some companies have been victimised and have transferred substantial amounts of money to bank accounts designated by fraudsters after having been misled by the fraudulent references and use of lata's

logo and name," lata said in a statement.

Agents are urged to email information.security@lata.org whenever in doubt as to the authenticity of lata communications. Agents can also log enquiries on www.lata.org/customer.

Commonly used email fraud techniques:

- Fraudsters contact users by email or telephone, under false names, sometimes using similar or identical names to those of lata officials, seeking

payment for products or services and/or claiming payments for outstanding amounts due.

- The fraudsters use an email address resembling lata email addresses but using different host servers such as gmail.
- The fraudsters may also use forged documents bearing the lata logo or include links in the email to a fake website.
- Always be wary of requests to update bank account information. ■

brought to you by



Play by the rules!

Do you think Comair has harmed its reputation by blocking FlySafair?

All airlines need to play by the same rules

Comair has lost the support of the SA public



56%



44%

To sponsor this poll

contact Kate on 011 214 7334

or e-mail katen@nowmedia.co.za

It's all systems go for fastjet

NATASHA TIPPEL

FASTJET has been given the go-ahead to launch flights between Tanzania and SA, almost a month after it was originally set to take off.

At the time of *TNW* going to print, the airline was set to commence DAR-JNB flights on October 18. The first flight, which was scheduled to take place on September 27, was postponed after the SA Department of Transport made a late request for additional documentation. But travel agents remain

sceptical about whether the new route will be successful. One agent commented on *eTNW*'s story 'Fastjet sets new launch date': "I wonder how fastjet will fare on the DAR-JNB route when Precision Air cancelled its flights due to financial problems? It's not a very travelled route. Unfortunately, there are too many other ways to get to Tanzania for tourism purposes."

Heidi Strydom of Exotic Vacations agrees: "First it was Air Tanzania, then it was 1time. Again the SA public

were left stranded. I will rather advise my clients to pay more and at least have the assurance that they will fly than pay less and be stuck!"

The airline's first international flight was scheduled to depart at 09h15, arriving in Johannesburg at 11h45. Flights will initially be operated three times a week on Mondays, Wednesdays and Fridays. An increase in frequency will depend on customer demand, the airline has said. ■

E-tolls: 'Agents, we need your help'

From page 1

The process will be easy, Vusi says. "Every time the rented car passes under a toll gantry, the tariff

applicable to that gantry will be debited against the vehicle. When the motorist returns the car, the toll fees will be included in

the rental invoice."

Other car-rental companies declined to comment on their readiness for e-tolls at this time. ■