

# TNW



TRAVEL NEWS WEEKLY

INTERNATIONAL MEMBER

Our sign is a promise. **SWISS**

TNW7344SD

**INSIDE**

**NEWS**  
**MARRIOTT**  
'World's biggest hotel group'  
Page 2

**FEATURE**  
*Dar es Salaam*  
How to book beyond the boardroom  
Page 8

**FEATURE**  
**SHOPPING DESTINATIONS**  
Know your shopper!  
Page 9

## SAA explains itself in Parliament

HILKA BIRNS

NATIONAL Treasury will respond in a week to a controversial application by the SAA board to renegotiate a contract with Airbus for the lease of five A330 wide-body aircraft, Deputy Finance Minister, **Mcebisi Jonas**, told Parliament in Cape Town on November 18.

He was speaking at a joint sitting of the Standing Committees on Finance and Public Enterprises also attended by SAA board chairperson, **Dudu Myeni**, newly appointed acting ceo, **Musa Zwane**, and SAA non-executive director and chairperson of its audit & risk committee, **Yakhe Kwinana**.

*"It is important that we look at the law in dealing with these issues."*

In March SAA already renegotiated a 2002 contract to swap the purchase of 10 A320 narrow-body aircraft with a lease for the five A330s, thereby saving R1,6bn. Yakhe told Parliament SAA was still committed to swapping the aircraft but now wanted to opt out of an operating lease through Airbus and instead aim for a finance lease through a local funding company. She said an operating lease through Airbus would mean a cost to SAA of US\$895 000 (R12,71m) a month per aircraft over a lease period of 12 years, while at the end of the

day, the airline would not own the planes and have no assets to show on its balance sheet. A finance lease instead would require the aircraft to be included on SAA's balance sheet and would remain SAA's property. She said local funding would also save SAA R2,6m in currency fluctuations. She said if approved by Treasury, SAA would send out tenders to local banks and funding institutions.

Yakhe said SAA could not yet submit its annual report or sign off its financial statements as required, because it would need financial guarantees from Government should the Airbus contract be renegotiated. She said SAA would need R1,6bn less in financial guarantees if National Treasury approved the proposed local deal.

Mcebisi said SAA had only submitted its application to renegotiate the contract on November 16. The application was in the process of being assessed by Treasury's fiscal and liability committees. "We have raised a lot of concerns to the SAA board and I assume they are responding and this will be another process." He added: "We are closely sticking to the legal requirements. This should not compromise SAA's financial position and we need to look at what are the risks of moving away from the existing contract. It is important that we look at the letter of the law in dealing with these issues."

To page 2



### Virgin's new bird

Virgin welcomed its new B787-900 Dreamliner to Johannesburg with a big event. The who's who in travel were invited to take a short flight around Johannesburg with mogul, **Richard Branson**, himself. Virgin operates the aircraft on the Johannesburg-London route. Pictured here, excited to board, are (from left): **Vicky Steinhardt** (Pentravel), **Richard Myerscough** (Virgin Atlantic), **Sean Hough** (Pentravel), **Marc Harding** (Virgin Atlantic), **Ursula Craig** (Pentravel), and **Chad Le Helloco** (Pentravel). For more pics of the event, see eTNW's Facebook page. Photo: Natasha Schmidt

## Pentravel exits Asata

PENTRAVEL has resigned from Asata.

"It is true that Pentravel has resigned from Asata. The decision took a long time to make and with a great deal of consultation with shop managers," ceo **Sean Hough** told TNW.

Shop managers felt that being an Asata member did not give them an advantage in the leisure market, particularly considering that their biggest competitors – Flight Centre and Travelstart – weren't Asata members, Sean said.

"We are obviously disappointed [by Pentravel's resignation] but we

must remember that Asata remains a voluntary organisation and it is for every business to decide whether or not they see value in being a member," said **Otto De Vries**, Asata ceo.

More consumers were becoming aware of Asata's relevance, he said. "The number of enquiries and calls coming from consumers to verify Asata membership is at an all-time high.

"For both government and corporate procurement, Asata membership is a key component of the request for proposal." ■

Truck-loads of Roses.

Visit [clubred.co.za](http://clubred.co.za) for more information.

Terms and conditions apply.

**AVIS** Van Rental

For the record

Clive Jones is the chief executive of Tourvest Inflight Retail Services, which forms part of Tourvest's Travel Retail division. He is not the ceo of Tourvest, as was incorrectly stated in *TNW's* October 21 issue. Tommy Edmond is the ceo of Tourvest. *TNW* apologises for the error.

• Designed and backed by chartered accountants  
 • 15 years industry knowledge  
 • Full financial functionality  
 • Automatic ticket invoicing  
 • Automatic service fees  
 • Emailing of invoices & statements  
 • Powerful MIS & reporting

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

TNW6004SD

Rubes® By Leigh Rubin

“Well, I’d estimate between 2 and 3 this morning. So now that we’ve estimated when, just the big question remains: Why?”

# Marriott – ‘world’s biggest hotel group’

MARRIOTT International’s acquisition of Starwood for US\$12,2bn (R173,7bn) will see the group grow into the “world’s biggest hotel company”.

“The transaction combines Starwood’s Westin and Sheraton brands with Marriott’s strong presence in the luxury and select-service tiers as well as the convention and resort segment, creating a more

comprehensive portfolio,” said Arne Sorenson, president and ceo of Marriott International.

Combined, the companies operate or franchise more than 5 500 hotels with 1,1 million rooms worldwide. In South Africa, Starwood operates the Westin Hotel in Cape Town, the Pretoria Sheraton Hotel and Ten Bompas Hotel in Johannesburg. Across the rest of Africa, the group has

36 operational hotels and 18 still under development.

“The driving force behind this transaction is growth. This is an opportunity to create value by combining the distribution and strengths of Marriott and Starwood, enhancing our competitiveness in a quickly evolving marketplace.”

Assuming receipt of the necessary approvals, the parties expect the transaction to close in mid-2016. ■

## Knives out at SAA

### From page 1

SAA’s chief commercial officer, **Sylvain Bosc**, has been placed on “special leave” for allegedly misleading the airline’s board regarding the profitability of the Abu Dhabi route, while chief financial officer, **Wolf Meyer’s** contract was not renewed over financial irregularities at SAA stations overseas.

This is according to SAA non-executive director and chairperson of its audit & risk committee, **Yakhe Kwinana**, who appeared before a joint sitting of the Standing Committees of Finance and Public Enterprises at Parliament in Cape Town on November 18.

She said an investigation by Ernest & Young into SAA pointed to “major irregularities” and mentions “major accounts for which services are rendered without the proper contracts,

one of them being the Abu Dhabi route”. She said SAA planned to close the Abu Dhabi route after the Ernest & Young audit revealed that SAA management had deliberately misled the board. She said when opening the route, SAA management had predicted 78% load factors and R5 600 fares resulting in a nett loss in the first year of R49m on the route. However, two internal reports that were not submitted by management to the board revealed 40-50% load factors, fares of R4 600 resulting in a nett loss of R446m in the first year. She said the outside specialists at the outset had predicted that SAA would never make a profit on the route and had predicted R246m losses in the first year. “The executives at SAA in fact knew about this and they misled us and gave us the incorrect information on

which we made inappropriate decisions. To date we have incurred losses in respect of Abu Dhabi to the extent of R30m per month, or R270m over the nine months we have operated the route.”

Yakhe said chief financial officer Wolf Meyer’s contract had expired on July 31. “He was saved by the chairperson but I wrote to her and advised against the renewal of his contract. I had a lot of reasons, one being that the outside audit found money is not being deposited into SAA’s bank accounts at its out-stations, such as São Paulo.”

She said the recent removal of the former acting ceo, **Thuli Mpshe**, related to her returning to her previous position as gm of human resources to avert a strike by cabin crew over issues of discrimination and racism and to address unhappiness among the airline’s pilots. ■

## Courtney Canham selects the top specials from Travelinfo

- **The Capital Hotel Group.** Capital Mirage in Cape Town opening special from R1 590 per night in a luxury studio apartment. Stay seven nights or longer and pay R1 480 per night plus receive a complimentary upgrade to a superior studio room. Services include in-room dining concierge with a choice of four restaurants and Sky Bar, high-speed uncapped WiFi, parking, laundry and shuttles, full DSTv bouquet, Gin and Snooker Library, swimming pool and gym. Offer is valid for travel until January 15.
- **World Leisure Holidays.** Spend seven nights in Réunion from R17 610pp sharing. Rate includes return flights from Johannesburg to Réunion on Air Austral, return coach transfers and accommodation in a standard room at the Villa Delisle Hotel and Spa with breakfast daily. Valid for travel between December 1 and 31.
- **Kulula holidays.** Amsterdam, Brussels, Paris rail combo package from R10 717pp sharing. Rate includes two nights at the Ibis Centre, Amsterdam, two nights at the Best Western City Centre, Brussels including breakfast, two nights at the Elysées Union, Paris, including breakfast, second-class train tickets Amsterdam-Brussels-Paris. Valid for travel from December 1-31.
- **Fairmont Hotels & Resorts.** Bed and breakfast packages at Zimbali Lodge in KZN are on offer from R1 020pp sharing per night. Price includes full breakfast at Thandi Restaurant. Valid for new bookings and leisure travellers only. Deal is available until December 31.



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  
 Group Editor: Natasha Schmidt natashas@nowmedia.co.za  
 Features Editor: Debbie Badham  
 Contributors:  
 Darise Foster Hilka Birns  
 Max Marx Dorine Reinstein  
 Carina Borralho  
 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: katen@nowmedia.co.za  
 Advertising Co-ordinator: anthéal@nowmedia.co.za  
 Anthea Lucas

PRODUCTION  
 Design Head: Dirk Voorveld

SUBSCRIPTIONS  
 Circulation tvsub@nowmedia.co.za

[flysaa.com](http://flysaa.com)

# CONNECTING TO CHINA AND BEYOND JUST GOT EASIER WITH SAA



China is one of Africa's largest trading partners, and connecting to China and beyond is even easier with SAA's new code share partner, Air China. Book now with SAA and travel on Air China from Johannesburg to Beijing, with seamless connections to Shanghai, Hangzhou, Chengdu and Chongqing.

Visit [flysaa.com](http://flysaa.com), call 011 978 1111, or visit your travel agent to book.

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



**SOUTH AFRICAN AIRWAYS**

A STAR ALLIANCE MEMBER 



**Ready for Durbs!**

Ethiopian Airlines is preparing to launch flights to Durban next month. From December 16, flight ET0845 will depart Addis Ababa at 08h30 on Wednesdays, Fridays and Sundays to arrive in Durban at 13h40. Return flight ET0844 departs Durban at 14h30 on the same days to arrive in Addis Ababa at 21h40. Pictured here, in sunny Durbs, is Ethiopian Airlines regional manager for Southern Africa, Abel Alemu. Photo: Shannon Van Zyl

**To the point**

Budget Rent a Car has added the Nissan X-Trail 2.5 SE 4x4 to its Group L fleet. The five-door X-Trail 4x4 has ample boot space, air-conditioning, heating, USB music capabilities, power steering and automatic drive, enabling the driver to undertake any road adventure. The auto headlights and wipers are additional safety features.

# Serendipity expands visa service

DORINE REINSTEIN

SVS International, a visa acquisition service launched at the beginning of this year by Serendipity Worldwide Group (SWG), will open a Cape Town office in December.

Plans are also afoot to open offices in New York, India and Dubai over the next few months, says **Dinesh Naidoo**, group operations director of SWG. SVS International already has offices in Johannesburg, Durban and Lesotho.

The visa service company assists travellers and agents to obtain visas

by providing them with application forms, checklists and by arranging appointments. The company also assists with payment and visa application submission, collection and delivery and other ancillary services.

Travel agents who register on the website will receive a dedicated login and password, which is valid for all consultants within one agency. Agents are able to view visa fees and SVS service fees and have the option of adding a commission mark-up for their services, says operations manager of SVS International, **Clifford Venkates**.

# Biometrics pilot kicks off at OR Tambo

THE Department of Home Affairs has begun training officials at OR Tambo International Airport to capture the biometric data of international tourists coming into South Africa.

This development is part of the department's project to modernise its Enhanced Movement Control System (EMCS) at all ports of entry.

Lanseria, OR Tambo, King Shaka and Cape Town International Airports have been selected to serve as pilot sites to conduct testing on the new functionality.

During the initial period, only selected travellers will be asked to participate until the system proves to be stable.



Visit: [www.travelinfo.co.za](http://www.travelinfo.co.za)



**WIN 1 OF 3**

2 night stays at The Capital in Cape Town or Johannesburg

40 inch TV and shopping vouchers also up for grabs. Prizes valued at R20 000.

The Capital Hotel Group offers the best of both worlds – luxury apartments with the benefit of hotel service



**INSIGHT VACATIONS**  
*The Art of Touring in Style*  
 Experience the world's finest luxury escorted holidays

**WIN** one of two R1 000 vouchers!



HINDSIGHT IS ALWAYS  
**20/20** (DOUBLY SO  
WHEN IT **Costs**  
YOU MONEY)

**Picture this.**

Think about the time it takes you to process paperwork, follow up on commissions and reconcile creditors, debtors and cash books.

**That time? It's money.**

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

**Picture this.**

eTravel's full administration package takes all administration demands off your plate; giving you the time to do the work you love and the freedom you need to do what matters most ... make more money!

**No blind spots. Only profits.**

To get started call Tammy on 0861 eTrav1 or email [info@etravel.co.za](mailto:info@etravel.co.za)  
Or visit [etravel.co.za](http://etravel.co.za) for further information.  
Venture into new territory. A wealth of opportunity awaits.



Work for yourself. Not by yourself.



**Goodbye cabbage and stew!**

Tourists to Ireland will discover a new artisan food sector and a growing number of microbreweries and micro-distilleries, says **Darina Allen**, Ireland's most famous chef and owner of the world-famous Ballymaloe Cookery School in County Cork. Speaking at a media lunch at Reuben's One&Only Cape Town, Ireland's Ambassador to South Africa, **Liam MacGabhann**, said Irish drinking and eating habits were changing and tourists could now expect good food at quality restaurants, thanks in part to the influence of Ballymaloe. Pictured here, from left: **Katharyn Williams-Jaftha** (Tourism Ireland), chef **Darina Allen**, Ambassador **Liam MacGabhann**, and **Gillian Durrant** (Aer Lingus). Photo: Hilka Bims

# Holiday Aviation launches charters

**H**OLIDAY Aviation has launched a new division, Holiday Air Charter (HAC), to cater for the growing private charter market in Southern Africa.

"Over the years, Holiday Aviation has developed strong relationships with many TMCs and corporate account clients for the various online and offline airlines we represent. A growing number of those customers ask us about private charters. It makes strategic sense for us to complement the aviation-related services we already

offer by adding this allied service to our existing portfolio of products," says Holiday Holdings ceo, **Gavin Simpson**.

Holiday Air Charter has access to a selection of fixed-wing and rotary aircraft for domestic, regional and international charter flights, offering high safety standards. "We serve government and corporate account clients, diplomatic officials, and mining, oil and gas companies, offering competitive pricing for charter flights to any destination," he says. ■

# Fastjet Zimbabwe's first flight takes off

FASTJET Zimbabwe's first flight between Harare and Victoria Falls took off last month, marking the launch of a new low-cost Zimbabwean airline.

Flights operate three times a week on Wednesdays, Fridays, and Sundays, using an Airbus A319, with seating for up to 144 passengers.

The LCC expects to add more flights to Victoria Falls

as demand increases.

Fastjet Zimbabwe expects that up to 40% of its passengers will be first-time flyers.

International destinations that fastjet Zimbabwe hopes to establish from Harare include South Africa, Kenya, Zambia, Democratic Republic of the Congo, Botswana and Malawi. ■

begin the year on a high  
perfecting island holidays for more than 60 years

mauritius

just add you

**look forward to:**

- amazing sports facilities, kids clubs & teen activities
- child/ren U6 yrs share & eat free
- choice of family accommodation
- 20% early bird discount
- 5% repeat client discount

We have the seats in early January to make your dream holiday a reality

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

Terms & conditions apply to discounts, enquire for details.

# SAA, Momentum team up

MEMBERS of Multiply, the wellness and rewards programme offered by Momentum, can now take advantage of fare reductions of up to 40% on published fares (excluding taxes) when flying SAA and its codeshare partner, Etihad Airways.

"We have provided our members with access to special offers on flights through our partnership with low-cost airline, Mango, for six years already. Now, by working closely with SAA and its codeshare

partner Etihad Airways, we are able to offer our members the opportunity to travel at preferential rates to key destinations around the world," says **Saray Khumalo**, head of partner management, MMI Wellness and Rewards.

Multiply members will have access to local and international flights, car hire, hotel accommodation and travel insurance, with discounts and special offers increasing in value as members move up the programme's tiers. ■

# LH suspends Sinai flights

THE Lufthansa Group has suspended commercial flight operations to and from Egypt's Sinai Peninsula.

The precautionary action was taken in view of the current Sinai situation, the airline said in a statement. "The Lufthansa Group will co-ordinate all its further actions in this regard in close consultation with the authorities. The action affects two planned weekly flights to

and from Sharm el-Sheikh, operated by Edelweiss and Eurowings."

The group said it was working with governments' foreign affairs departments and the tour operators involved, assisting customers vacationing in the Sharm el-Sheikh region and arranging their return flights home.

Cairo continues to be served by the group's airlines. ■



# Dar es Salaam



A popular business destination, Dar es Salaam also has a lot to offer when business is done for the day. Darise Foster explored the destination's leisure offering as a guest of SAA and Tsogo Sun.

## How to book beyond the boardroom

**A**T LEAST 80% of SAA's passengers departing South Africa for Dar es Salaam are business travellers, however the Tanzanian city presents agents with a range of opportunities to package the destination into a trip that incorporates both a business and a leisure component, says **Austin Nyawara**, regional manager for SAA in East Africa and the Middle East.

"There has not been a lot of noise made about leisure travel in Tanzania as a whole because it is seen as an investment destination rather than a place to unwind," Austin explains. "And it is a shame because there are beautiful national parks, a lovely coastline and the tallest peak in Africa – Mount Kilimanjaro."

It can be difficult to sell mainland Tanzania as a leisure destination with neighbouring Zanzibar just off the coast, says Austin, but he points out that the two could be packaged into one deal. "Zanzibar is paradise on earth and offers a unique product but the mainland has its own strengths as well – and it would not make sense to ignore it. Zanzibar is just 15 minutes from Dar es Salaam by air, so I think it would be a good idea to package

the mainland and the island into one trip."

He notes that while Zanzibar is a famous honeymoon destination, a family travelling together would appreciate the beauty and relaxation that it has to offer combined with the bush product offered by the mainland. "So, too, can business travellers take a day or two to unwind on the island after concluding their business in the mainland," he adds.

### A day out in Dar

Several tiny islands surround the long coastline that outlines Dar es Salaam, which makes it easy to take a day out on a catamaran and unwind, comments **Priya Naidoo**, Tsogo Sun gm of communications. "A two-hour cruise to a private island under the East African sun allows for maximum relaxation when added on to a business trip," she says.

There are private catamaran charters available to any of the surrounding islands in Tanzania – including Zanzibar. "You can even request that they stock it with food and drinks so that you do not do any work at all," she notes.

On arrival at a private island,



### Take a day out on a catamaran and unwind.

travellers can snorkel, braai or take a look at old shipwrecks. "And once you're back on the mainland, you could eat out at a local restaurant in the heart of the city before going to experience Dar's nightlife," Priya says.

### Where to stay

The Southern Sun Dar es Salaam boasts a backbone of South African-born staff, making local travellers feel at home. "That is the main aim of the hotel – to make travellers feel at home," explains gm, **Adam Fuller**. This was evident from unique touches, such as biltong snacks and boerewors, which were served as part of the dinner buffet and met with approval by all members of the South African group visiting the hotel.

The hotel offers a relaxing element as well, as it neighbours the city's botanical gardens and features a breakfast deck that overlooks the swimming pool. The hotel is undergoing a refurbishment that will see its interior adopt a warmer colour scheme. "We want to change the atmosphere from formal to relaxing, so that even business travellers forget they are here on business," Adam comments.



A trip to a private island is the perfect way to relax. Photos: Darise Foster

## A popular route...

EVEN with major airlines like Kenya Airways and Ethiopian Airlines competing for East Africa-bound travellers, SAA's Johannesburg-Dar es Salaam route is doing well, reveals **Austin Nyawara**.

"East Africa is one of the toughest playgrounds on the continent because two of the biggest carriers in Africa have their hubs here, so we have to be much smarter when looking for opportunities in East Africa, because it is already so well covered," he says. Currently SAA flies to Entebbe, Nairobi, and Dar es Salaam. It also flies to Addis Ababa through a codeshare with Ethiopian Airways. Flights to Juba, South Sudan, are in the pipeline. Austin says SAA is evaluating the commercial viability of the route.

SAA hopes that the East African tourist visa will stimulate demand for leisure travel in the region. Austin says the visa is currently in effect for leisure tourists and works similarly to the Schengen visa – allowing for travel across Uganda, Kenya and Rwanda. ■





# SHOPPING DESTINATIONS

Agents should profile their clients to add greater value to their shopping experience and assist in suggesting the right destination. By Carina Borralho

## Know your shopper!

FROM New York to Paris, Milan to Thailand, travellers are spoilt for choice when it comes to world-renowned shopping destinations. Agents need to be able to assist clients in narrowing down these choices to deliver a shopping experience that meets their expectations.

Asking as many qualifying questions as possible is the best way to gauge which shopping destination would best suit a particular client, says owner of Club Corporate Travel in Cape Town, **Lynn Morris**.

"Although experienced agents can determine certain things about a client from the way they are dressed, it is important to ask questions and not to make an immediate judgement," agrees Flight Centre Greenstone travel expert, **Janine Venter**. Booking a particular

shopping destination depends a great deal on what the client wants to buy, maintains XL Sandown Travel leisure manager, **Maria Pereira**. Besides observing the client for subtle clues, relevant questions to ask a client include personal preference and budget.

Questions such as whether the client is travelling for personal interest or for business purposes (buying in bulk for the purposes of resale) are also particularly important, she highlights. "Places like India and the Far East are known as good value for money," she says.

"While Asian countries offer variety at good prices, the more sophisticated traveller would enjoy New York, Paris and Milan," agrees Lynn.

Maria says while it is important to inform clients about any specials, it is also important to keep them

abreast of the exchange rates.

Senior travel consultant at Lusoglobo in Bruma, **Sonia Da Rocha**, says she not only considers a client's budget but also their personal visa requirements. "Despite Dubai being a very popular shopping destination with locals, we inform travellers that they need a visa if they are travelling on a South African passport," says Sonia. She adds that this is sometimes a determining factor for travellers, as some would prefer to travel somewhere where they do not require a visa, such as Thailand.

However, Maria points out that, in her experience, the majority of the time clients will walk into the agency having some idea of where they want to go. "There is the occasional client who has no idea, but this is where agents need to ask particular questions."

## Top selling tips

While shopping is often an attractive enough reason on its own for many South Africans to travel, there are a number of ways agents can take advantage of this easy sell. "There are a few countries that have an annual shopping fair. Dubai and Singapore are two examples of this," says Maria. Agents should familiarise themselves with the global shopping calendar and help clients book around events such as these.

"The Dubai Shopping Festival, which takes place in February, is very popular among South Africans," notes Pentravel ceo, **Sean Hough**.

Other popular events include fashion weeks that take place in major cities around the world at various times during the year. Fashion capital cities

include Milan, London, New York and Tokyo.

Agents should take a close look at the exchange rates, as some shopping experiences may be more affordable than travellers might expect," says Trafalgar md, **Theresa Szejwallo**. "Often local currencies are not nearly as prohibitive as the euro," she says.

It is also advisable for agents to include a travel card of sorts for shopping travellers, says Sean. "The Oyster Card in London, for example, offers great transport services for travellers, while the MTB skytrain in Bangkok is another cost-effective way of getting around the city." Ease of access to transport is a must for travellers who might be carrying a lot of shopping bags.

### Newsflash

The Trafalgar Europe & Britain brochure is now available along with Trafalgar's Early Payment Discount. Clients can save up to 10% off the brochure price when booking and paying by January 29. Additional discounts are available that can be combined with the EPD, such as the Family & Group, Solo Travellers, Multiple Trip, Trip Room Share and Past Guest savings discounts.

amazing  
**THAILAND**

*Thailand offers an exotic kaleidoscope  
where variety is indeed the spice of life*

SA Representative office for Tourism Authority of Thailand

Tel: 011 463 8622 | Fax: 011 463 8196 | Email: info@amazingthailand.co.za | Twitter: @thailandsa | www.facebook.com/amazingthailandinsouthafrica

TNW7495



**97%** OF OUR CUSTOMERS OVER THE LAST YEAR HAVE RATED US AS GOOD OR EXCELLENT ON OUR INDEPENDANT REVIEW SITE FEEFO

Simply the best  
**TRAFALGAR**

TNW7499

**AIRFRANCE**   
FRANCE IS IN THE AIR



**ROYAL SHOPPING IN PARIS**  
Paris - Charles de Gaulle: enjoy a pleasant stopover while discovering the many luxury shops and relaxing in the comfort of our lounges.

AIRFRANCE KLM AIRFRANCE.CO.ZA  
AGENTCONNECT.BIZ

TNW6820SD

For a FREE subscription to **TNW** contact Gladys on [gladysn@nowmedia.co.za](mailto:gladysn@nowmedia.co.za)

## SHOPPING DESTINATIONS

### Top spots for South Africans...

THERE are a number of places across the world that have earned a reputation as favourite shopping spots for South African travellers. The most popular, says **Sean Hough**, are Thailand, Dubai, India, China, Hong Kong, Bali, New York, London and some places in South America.

The top three shopping destinations for South Africans according to **Maria Pereira**, are Dubai, Thailand and China. "Places like Beijing and Shanghai are popular, however Hong Kong has increased in price over the years and is not as popular any more."

Popular shopping spots also depend greatly on what the client is looking for, she comments. "While Dubai is popular for quality name brands, for example, places like Thailand provide South Africans with more affordable options."

Thailand and Dubai are very popular shopping destinations for South Africans, agrees **Sonia Da Rocha**. "Dubai is definitely the most popular, with other popular options

including India and specifically Bangkok because of the favourable prices in relation to the rand."

Indeed, Thailand has long been a popular and affordable destination for South Africans, comments **Lesley Simpson**, spokesperson for the Tourism Authority of Thailand (TAT) in South Africa. "From the boutiques of Bangkok's interconnected mega-malls to the bustling Thai night markets, shopping in Thailand is an experience as well as a bargain."

When it comes to shopping in Europe, **Theresa Szejwallo**, says some options are more attractive to budget shoppers, while other destinations offer more premium shopping experiences. "Eastern Europe still offers great value for money when it comes to spend. Prague and Budapest have many markets and great value-for-money clothing, embroidered tablecloths and locally made goods," she says, adding that agents should tell their clients that they shouldn't leave Budapest without buying

local paprika.

"Italy is a popular choice for handbags and South Africans seem to have a great love for these. Burano, on the Venetian lagoon, offers wonderful handmade lace items and the well-known Venetian Carnival masks, while Murano in Venice is popular for hand-blown glass objects," notes Theresa, who adds that, in and around the Italian Lake District, travellers will also find boutique shops with excellent Italian-made handbags and shoes.

Another popular shopping destination for international travellers is Paris. Known around the world for its impressive list of luxury brand names, the Champs-Élysées is a popular must-visit for travellers who have the budget. It is the second most expensive strip of real estate in Europe, with London's Bond Street being the first.

The village of La Vallée, 35 minutes east of Paris, also offers travellers a luxury shopping experience with 95 prestigious brands on offer.



Floating markets offer travellers a unique shopping experience.

### Suggest a more authentic option

AN INCREASING number of travellers are seeking authentic experiences when travelling. This is according to a report titled, Future Traveller Tribes 2030, compiled by Frost & Sullivan in conjunction with Amadeus. When it comes to authentic shopping experiences, there are a number of good options for agents to suggest.

Turkey's Grand Bazaar and Spice Market offer authentic shopping experiences where bargaining is the order of the day, and authentic souvenirs can be bought at great prices, says **Theresa Szejwallo**.

"The same goes for the souks and bazaars in Morocco, and at Djemaa el Fna Square for example, where guests will be enthralled by palm-readers, acrobats, camels and snake charmers and can also take

advantage of the bargains that can be found in the souk," she adds.

Places such as Thailand, Bali and Vietnam also offer a uniquely authentic experience, says **Sean Hough**. At the same time, they also cater for the South African traveller who is on a budget.

Thailand offers floating markets where hundreds of boats sell everything from food to fabric and handcrafts at bargain prices.

"The most famous floating markets are Amphawa, which is easily the most popular market with the locals; Damnoen Saduak, which is the most popular floating market in Thailand; Taling Chan, which is famous for its selection of fresh seafood, and Khlong Lat Mayom," says **Lesley Simpson**.

Various night markets are another highlight in Thailand.

"These affordable markets operate at night in the city areas and tourists can enjoy a night out for some fresh food," Lesley comments.

There is also the weekend Chatachuk market, which is a very popular shopping centre with Thais and has become a popular place for tourists and foreigners who stay in Bangkok.

"It has over 200 000 visitors each day, a third of whom are foreign," notes Lesley, who says almost anything can be found at these markets.

She adds that agents should inform clients that negotiating skills are important when visiting markets in Thailand.

On the other hand, the country also boasts large shopping malls that are easily accessible, and include MBK, Terminal 21, and Central World. ■

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

## Trogs celebrates

An error was made in *TNW* November 18 issue when the incorrect photograph was published. Trogs (Travel Reps on the Go) held its year-end function at the Oyster Box Hotel. Travel trade from KZN gathered to enjoy the Latin Fiesta-themed event. Pictured here (from left) are: Nicky Pearsal, manager of BA/Comair in Durban; Debbie Bunyard of Pumula Beach Resort, and TIC's Noleen Hanson.



## Catching the train



Club Travel, in collaboration with Inspirations Travel and Tours, Turkish Airlines and Zurich Travel Insurance, took Travel consultants to Greece, where they explored the sites of the ancient Greek gods, the white cobblestone pathways of Mykonos and the famous traditional blue and white homes in Santorini. Pictured here are some of Club Travel's agents waiting to catch a train.

## Appointments

■ **Martin Greyling** has re-joined Tintswalo at Waterfall, Johannesburg, as gm. He previously worked at Tintswalo Safari Lodge. His career path led him back to Tintswalo at Waterfall, where he excelled in the role of executive chef.

■ **Gabriel Harkin** has been appointed the new executive chef of Tintswalo at Waterfall. Born in Belfast, Northern Ireland, Gabriel has worked in Guernsey and around America before he moved to South Africa in 2004.

*The Specialist*  
**RECRUITERS**

011 789 3337

**PROFESSIONAL  
CAREER SERVICES**

Our highly trained consultants have a combined experience of 20 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

For award winning rates, visit

[www.woodford.co.za](http://www.woodford.co.za)

GDS Code = WFF



# WOODFORD CAR HIRE

## Pick of the week

brought to you by



**TRAVEL  
INFO**

**BSP Clerk – N. Suburbs, CPT**  
*Quantex Recruitment Group*  
Matric with accounting as a subject & MS Office proficiency is essential for this leading travel agency. Full BSP experience required!  
Email: [bridget@quantex.co.za](mailto:bridget@quantex.co.za)

**Intermediate Corporate Travel Consultant – Cpt (Green Point)**  
*Professional Career Services*  
Min 2 years' exp. Corporate travel. Travel Diploma. Sabre. Required to work afterhours, holidays and weekends. Sal neg. Email: [ayandacv@pcs-sa.co.za](mailto:ayandacv@pcs-sa.co.za)

**Urgent: German Consultant – Durban**  
*Lee Botti & Associates*  
Fluency in German and a passion for the travel industry opens this magical door. Excellent starter opportunity!!  
Email: [durban@nowjobs.co.za](mailto:durban@nowjobs.co.za)

**Sales Executive – Cape Town**  
*Equity Connections cc*  
Opportunity for highly skilled senior sales executive. Develop, grow sales into Southern and East Africa. In-bound sales experience essential.  
Email: [equitycon@mweb.co.za](mailto:equitycon@mweb.co.za)

**Internal Auditor**  
*Flight Centre Travel Group*  
Retail internal auditor role is to mitigate Flight Centre's risk and potential loss of profits. Internal auditing degree preferable. Email: [lauren.grobbelaar@flightcentre.co.za](mailto:lauren.grobbelaar@flightcentre.co.za)

**Senior Corporate Consultant – Springs**  
*Wendy's Travel Personnel*  
Opportunity to work closer to home for excellent, well established company. Amadeus & Quicktrav essential!!  
Email: [wtpositions@icon.co.za](mailto:wtpositions@icon.co.za)

**Financial Manager – N. Suburbs, CPT**  
*Quantex Recruitment Group*  
5+ year's financial management + staff management experience required. Experience required: management reports, statutory returns, payroll & HR, Quicktrav or Tourplan.  
Email: [bridget@quantex.co.za](mailto:bridget@quantex.co.za)

**Top Intermediate to Senior Consultant – Sandton**  
*Professional Career Services*  
Solid corporate background. Amadeus. Stable track record. Consult up to international travel. Refunds/reissues exp. Sal R 20 000 ctc neg.  
Email: [nonocv@pcs-sa.co.za](mailto:nonocv@pcs-sa.co.za)

**International Leisure Consultant – Durban**  
*Lee Botti & Associates*  
If groups and incentives are your forte', join this first class travel company and expand your horizons.  
Email: [durban@nowjobs.co.za](mailto:durban@nowjobs.co.za)

**Support Engineer – Sandton**  
*Equity Connections cc*  
Monitor, maintain software applications, provide support on main applications, update ICT base, log problems etc. In-depth ICT know-how needed.  
Email: [equitycon@mweb.co.za](mailto:equitycon@mweb.co.za)

**Key Account Manager**  
*Flight Centre Travel Group*  
Your focus is to maintain & grow key accounts. 3-5 years' current experience as a KAM within the travel industry.  
Email: [lauren.grobbelaar@flightcentre.co.za](mailto:lauren.grobbelaar@flightcentre.co.za)

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

**TNW**

TRAVEL NEWS WEEKLY

Promote your product in our

2016  
FEATURES

Contact: [dianac@nowmedia.co.za](mailto:dianac@nowmedia.co.za)  
or 011 214 7356



## APP-solutely breathtaking!

Cresta Hotels has introduced a mobile app for guests visiting Victoria Falls. It includes routes to aid travellers navigate the Falls, with tourists' favourite spots as well as lesser-known gems and is loaded with destination images. The app is available free on both Apple and Android devices and can be used offline. Pictured here, getting close to the action, is Cresta's group sales manager, **Francois Joubert**. Photo: Shannon Van Zyl

# Iata extends financial criteria D-day

IATA has agreed to extend the implementation of its new local financial criteria for BSP ZA to March 1, following concerns raised by Asata and its members.

Last week, Iata announced changes to its LFC, including a minimum financial guarantee for weekly, fortnightly and monthly remittances (see TNW November 18), effective February 1.

"In its discussions with Iata, Asata highlighted that, like

many Southern hemisphere countries, South Africa enjoyed an extended summer vacation period that commenced mid-December through to mid-January, which would leave businesses with very little time to properly assess the implications of the changes and to make arrangements to have the required financial guarantees in place by the originally mandated February 1," Asata said in a statement.

Iata will still undertake

its extraordinary financial assessment, applying the LFC against the current audited financial statements, as stated in its initial communique to members. The assessment will be based on the 12-month sales period between December 1, 2014 and November 30, 2015. "However, the March 1 extension gives members an additional month to change their processes accordingly," Asata said. ■

## For the record

In last week's TNW (November 18) it was stated that the changes to Iata's local financial criteria came about after a lengthy consultative process between airlines, agents and Asata in the Agency Programme Joint Council (APJC). For the record, Asata is not part of the APJC, therefore the consultation has not, in fact, been with Iata and Asata, but rather with the five agency representatives and five airline representatives that comprise the APJC. Asata is merely an observer. TNW apologises for any confusion.

# Paris attacks choke travel

DORINE REINSTEIN

VISITORS to Europe and the US can expect travel to be more cumbersome following the terrorist attacks in Paris.

Although visa requirements remain unchanged, the Schengen agreement on open borders across Europe has come under fire. It is expected that France will call for an effective suspension of the Schengen agreement and will demand that other European nations begin border identity checks inside Europe's free movement zone, following concerns raised by France's Minister of Home Affairs, **Bernard Cazeneuve**.

**Xavier Carn**, spokesperson for International SOS, says Belgium, The Netherlands, Germany and Sweden have reinstated border controls, with increased security checks at borders, and other countries are likely to follow suit.

Although the Schengen visa is still valid, travel agents warn that application changes could be on the cards in the near future.

**Jose Cruz**, national manager of Executive Client Services for HRG Rennie's Travel, warns that the EU Visa Information System (VIS) could be reviewed. The VIS exempts travellers who have obtained a Schengen visa within the past five years from having to appear in person to capture biometric data when applying for a new visa.

Jose says SA passport holders can also expect

more security checks and disruptions when travelling within Europe. "These measures could spoil travellers' plans. It's ugly and can make travellers frightened," he says.

Travellers should be vigilant, pay attention to their surroundings and be prepared to respond to instructions from the authorities, Xavier says. "Travellers, particularly non-EU nationals, should have travel documents and ID on them at all times in case of checks."

## "SA passport holders can expect more security checks and disruption."

France's State of Emergency may be extended for the next three months, he adds. This will mean that some public venues may be closed, there may be traffic restrictions and a curfew imposed.

The short-term effect is that passengers are opting to travel via alternative hubs when connecting in Europe, says **Jonathan Gerber**, director of TAG.

Trafalgar had clients in Paris at the time of the attacks, none of whom were harmed. **Md, Theresa Szejwallo**, says The Travel Corporation hasn't yet received any cancellations but that it is too early to judge travel patterns. She says TTC guests due to travel to Paris within 14 days of the attacks can cancel or postpone their trip without penalty.

Historically, SA travellers have proved to be resilient and think twice before cancelling their travel arrangements. "International travel is very costly and passengers tend to stick to their plans," says **Megan D'Arcy**, kulula holidays' product manager for Europe.

Thompsons Holidays has, so far, only had one cancellation. However, spokesperson, **John Ridler**, warns that if attacks become more widespread, the impact will be felt. "Potential travellers must be a little rattled by the events. It is too early to predict the mood of the public but any further attacks of this magnitude will certainly have an impact on Europe as a destination."

Megan agrees and says travellers' greatest concern is regarding the refund and cancellation policies should further incidents take place.

Clients with travel insurance will be covered if they cancel their trips to Paris. **Uriah Jansen**, md of Ojah Travel Protection, says as long as the terrorist attack is not related to nuclear, chemical or biological terrorism, Hollard Travel Insurance will provide cover for cancellation under the 'Named Reason' benefit. Full cover is provided for any medical expenses incurred as a result of a terrorist attack, says **Simmy Micheli**, sales and marketing manager of TIC. "Further lump sum compensation for accidental death or a permanent disability is provided." ■

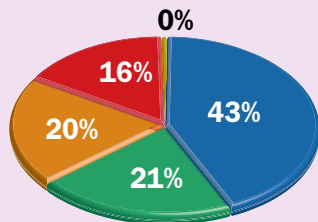
*pulse poll*  
brought to you by eTNW and TRAVELINFO



## Agents prove valuable during LH strike

How have you helped clients affected by the Lufthansa strike?

- All of the below
- Inside information and trade support let me help clients
- Booking flights on another airline and securing refunds
- Keeping them updated on the situation
- I helped clients who had to overnight to claim on travel insurance



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