

TNW

Special cover
commemorating
Virgin Atlantic's
20 years on the
South African route

TRAVEL NEWS WEEKLY

20 YEARS IN SOUTH AFRICA

1043 WEEKS. 7300 DAYS.
175200 HOURS. 10512000 MINUTES.

AND WE'VE MADE EVERY SECOND COUNT!



#VirginAtlantic20

virgin atlantic

www.virginatlantic.com www.vsfllyinghub.com 011 340 3400

Virgin Atlantic by Numbers

20 Years flying on the Johannesburg Route

20 years

flying on the
Johannesburg
London Route



302

Celebrities
(ssh...our lips
are sealed)

14,400

flights



2,25
million
passengers

1

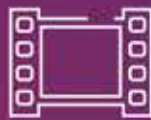


birth

18



marriage
proposals



7 million
movies watched

4,4



million
suitcases



6,3
million

glasses of
bubbly served

191063520km

travelled between the
two destinations

1 album launch in the sky



3



live music
performances



158400
hours of flying

201600

chauffeur drives



13

787-900
Dreamliners



39

destinations



virgin atlantic



TNW

PRINCESS CRUISES
come back new™

SIP & SAIL

ENDS 31 OCTOBER 2016

FREE All-Inclusive Beverage Package for two
when you book a balcony, mini-suite or suite*
(valid on selected 2017 voyages)

BOOK NOW

011 463 5251
princess@dtwm.co.za

TRAVEL NEWS WEEKLY

INSIDE	NEWS SPONSORED TRAVEL Agents bemoan lack of opportunities Page 2	<i>Shap Shap!</i> Facelift for iconic CPT hotel Page 6	FEATURE BUDGET TRAVEL Sharing economy – What's the true cost? Page 8
--------	---	--	---

Acsa to slash tariffs

DORINE REINSTEIN

TRAVELLERS and airlines can look forward to a 35% cut in Acsa tariffs for 2017, according to Acsa's latest financial report released last week.

Although final numbers for the tariff cuts will only be released once the Economic Regulator's permission is released later this year, **Chris Zweigenthal**, AASA ceo, told *TNW* a decrease was definitely expected.

"Any decrease will be reflected in a decrease in the Passenger Service Charge which will reduce the total cost paid for an airline ticket departing from an Acsa airport. I think the impact on travel to, from and within SA will be marginal but it is good news for the traveller," says Chris.

The first draft permission, which was announced in May last year made provision for a reduction in airport charges of 42% for 2015/2016. After extensive industry negotiations, it was agreed that the permission decision be reviewed and announced at the end of June 2015. However,

the final permission has not been published to date. Due to delays in the permission process, Acsa tariffs have remained the same.

According to Chris, the final determination is expected by the end of 2016 if not sooner.

"The continued uncertainty in regulatory permission outcomes affects our ability to set accurate medium-term plans for the improvement of our airport operations," says chairman of Acsa, **Skhumbuzo Macozoma**.

With the exception of certain planning activities, the company has postponed all new capacity investments, including the re-alignment of the runway and terminal improvements at Cape Town International Airport and the addition of aprons at OR Tambo. According to Chris, however, a reduction in tariffs won't necessarily mean that all expansion plans will be halted as capital expenditure is taken into account when tariff amendments are made.

To page 12



Virgin celebrates 20!

Virgin Atlantic Airways has been a success story since **Richard Branson** launched it in 1984. This year, the airline celebrates 20 years of flying the Johannesburg-London route. Pictured here, all smiles, from Virgin Atlantic are (from left): **Mandy Lerena**, sales manager; **Liezl Gericke**, head, South Africa; and **Darrin Thomas**, marketing and communications manager.

Photo: Shannon Van Zyl

India picks new South African visa company

TRAVEL agents submitting Indian visa applications for South Africans are now required to do so through VFS Global.

MR Sajeew, public information officer of the High Commission in Pretoria, told *TNW* the visa service had been moved from BLS International to VFS Global from October 1, with all application processes remaining the same. "The High Commission published a tender

for the contract and VFS Global won and will be fulfilling the outsourcing contract for consular, passport and visa services for the next four years."

Visa application centres for VFS Global are in Parktown in Johannesburg; in Essenwood in Durban and Strand Street in Cape Town.

Visas for South Africans remain free, but when applying through the visa company, travellers will

be required to pay a service fee of R117, says new operations manager of VFS Global in Parktown, **Valen Govender**.

Although an e-visa service is available for SA tourists to India, Valen says the e-Tourist Visa (eTV) cannot be used in all instances. Travellers going on a cruise around India would need to apply through VFS because they would need a multiple-entry visa, he says.

According to the Indian High Commission's website, the eTV is valid for 30 days and is allowed for a maximum of two visits in a calendar year. It is only valid for single entry through 16 designated airports including Ahmedabad, Bengaluru, Chennai, Delhi, Hyderabad and Mumbai. "However, [SA travellers] can exit from any of the authorised Immigration Check Posts in India," the website says. ■

Europcar
moving your way

Drive business class. 20 000 vehicles at over 100 branches.
Book now.

0861 131 000 europcar.co.za EuropcarSA f t

Top web stories



- India makes changes to SA visa service
- TNW pick: Ban the bill-back!
- Cape brims with bookings, but nowhere to sleep
- Emirates introduces seat-selection fee
- DHA calls for comment on regs

'We can't sell what we don't know' – agents

DEBBIE BADHAM

CONSULTANTS say a lack of travel opportunities has taken its toll, with the biggest barrier being the scarcity of subsidised air tickets, leaving an increasing number of agents unable to sell product effectively.

Agents wrote to TNW expressing their frustration about the lack of sponsored opportunities, particularly when it comes to air travel.

"How does an agent tell a client whether Airbus 320 business-class seats fully recline if the agent has never seen the aircraft? Once the agent says they have never been on the plane the client loses faith in them," said one consultant.

"Without this experience, we risk our customers knowing more than we do about a product and destination, and we fail to add true value to the customer," says ceo of Asata, **Otto de Vries**. He says if travel agents want to position themselves as more than just transactors, gaining first-hand experience of products and destinations is crucial.

Many professionals believe

airlines could do more to alleviate the situation.

"Most airlines give agents discounts on the full economy class but then you might as well buy the cheapest available ticket, said one agent. "Etihad's agent portal provides opportunity to travel if you sell a certain amount of tickets. But as a small

"If travel agents want to position themselves as more than just transactors, gaining first-hand experience of products and destinations is crucial."

leisure office competing with big offices in terms of who can sell the most, it means opportunities are very limited."

"Airlines should give agents an opportunity to experience their products by at least excluding the YQ/YR taxes on agent specials," said another consultant.

"If airlines operate on 70% load factors, why can't they use the remaining capacity to assist agents to experience

their products and gain first-hand knowledge of the destinations they fly to?" says Otto.

SAA spokesperson, **Tlali Tlali** says the airline believes it could see this issue as an opportunity, but that product would have to be promoted in conjunction with tour operators.

He says the airline could identify flights with low load factors and release special agent fares. "We could promote these via our marketing department, as we do for our distressed routes."

However, it's not just the airlines that could do more to help. Tlali says travel agencies don't subsidise educationals as much as they did in the past.

One senior agent told TNW that travel incentives for agents should be included in the deals big agencies negotiate with airlines. If agents were incentivised with the opportunity to travel on condition that they sold a certain number of that airline's tickets, they would be highly motivated to achieve their targets and sell more tickets, the agent said. ■

Quick Software
Software. Solutions. Support.

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

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

TNW6003SD

Rubes® By Leigh Rubin

leigh@rubescartoons.com 2-26

OH, *@#.

© 2016 Leigh Rubin

TNW TRAVEL NEWS WEEKLY

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

EDITORIAL
Acting Editor: Taryn Nightingale tarynn@nowmedia.co.za
Deputy Editor: Debbie Badham debbieb@nowmedia.co.za
Deputy Publisher: Natasha Schmidt natashas@nowmedia.co.za

Journalists:
Darise Foster Dorine Reinstein
Leigh Hermon Hilka Birns
Max Marx Michelle Colman

Photographer: Shannon Van Zyl
Production Editor: Ann Braun

GROUP PUBLISHER
David Marsh davem@nowmedia.co.za

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

PRODUCTION
Design Head: Dirk Voorneveld

SUBSCRIPTIONS
Circulation: tvlsubs@nowmedia.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.

NOW Media
Established 1983

abc
Audit Bureau of Circulations
of South Africa

TRAVEL INFO WORKSHOPS Visit: www.travelinfo.co.za

WELCOME TO SWAKOPMUND
Enter the prize draw for Pick n Pay vouchers!

Explore Namibia's premier holiday destination with 6 suppliers in this online workshop

Air Namibia Carrying the spirit of Namibia

LEGACY HOTELS & RESORTS

LEISURE HOTELS | LODGES

Taleni africa

GONDWANA COLLECTION NAMIBIA

THE SWAKOPMUND COLLECTION

TNW7665

BID YOUR WAY TO BUSINESS CLASS



STEP-UP

flysaa.com

MAVASW04205/E



Step-Up your Economy Class seat to Business Class with SAA's upgrade programme on flysaa.com. Simply make us an offer, enter your credit card details and submit your request.

If your offer is successful, you will have the benefit of using our dedicated check-in and boarding counters, as well as priority baggage handling at the airport. Enjoy exclusive access to our world-class airport lounges. Our awarded flat-bed seats* mean that you can lie back in ultimate comfort while indulging in award-winning cuisine perfectly paired with a glass of one of South Africa's finest wines.

Make us an offer now at flysaa.com



SOUTH AFRICAN AIRWAYS

A STAR ALLIANCE MEMBER 

*Flat-bed seats available on selected aircraft types only.

TNW786SD



New beginnings

Asata announced its new board at its AGM, on September 20 at the 54 on Bath Hotel in Rosebank. **Vanya Lessing**, ceo of Sure Travel, and **Johanna Mukoki**, md of Travel With Flair, have been re-elected president and vp respectively. **Colin Mitchley**, financial director of BidTravel, who is new to the board, was elected treasurer. Asata is also celebrating its 60th birthday this year and pictured here, ready to celebrate, are, from left: ceo of Asata, **Otto de Vries**; and board members, **Lance Smith**, **Avis Budget**; **Vanya**; **Claude Vankeirsbilck** (Tourvest Travel Services); **Lidia Folli** (BidTravel); and **Johann Strydom** (MSC Cruises). Also part of the board is **Gary Mulder** (Club Travel).
Photo: Taryn Nightingale

More specials for hardy SAs

LEIGH HERMON

FOLLOWING demand for more super specials for destinations getting a bad press (see *TNW* September 21), here are six more packages from local tour operators. Take a look at what destinations like Egypt, Kenya and South America have on offer.

Egypt

•**Trafalgar: Egypt**

Four nights' on a Nile cruise from Luxor to Aswan, three nights' accommodation in the Ramses Hilton, transfers, four buffet breakfasts, four cruise dinners and four cruise lunches from R31 600. Excludes flights. Book before December 31.

Kenya

•**Travel Vision: Kenya**

Two-night stay at The Boma Nairobi with breakfast, two nights at the Amboseli Sopa Lodge on full-board

basis, park entrance fees, visit to a Maasai village, return flights from Johannesburg to Nairobi, taxes, transfers, bottled water and English-speaking driver and guide, from R26 534pps. This offer is valid from January 3 to March 31, 2017.

South America

•**Travel Vision: Rio de Janeiro**

Five nights' accommodation in Rio de Janeiro, return flights from Johannesburg to Rio de Janeiro, taxes, half-day Sugarloaf Mountain and city tour, breakfast daily and transfers from R17 750pps. This offer is valid from October 3 to November 18.

•**Cruises International: Chile to US**

Cruise from Valparaíso in Chile to Miami on Celebrity Cruises' *Celebrity Infinity* for 14 nights from \$1 830pps (R25 087), including compulsory

charges. This offer is valid for a set departure date on March 19. Book and pay before October 31.

Turkey

•**Trafalgar: Istanbul**

Ten nights' accommodation, buffet breakfasts daily, five three-course dinners and transfers, from R14 900, excluding flights. This offer is valid from April 1 to October 31, 2017.

USA

•**Cruises International: Tampa roundtrip**

Tampa, Florida, cruise for seven nights on Royal Caribbean International's *Rhapsody of the Seas* from \$920pps (R12 612), including compulsory charges. This offer is valid for set departure on February 4. Book and pay before October 31.

NB: Agents are advised to check the details and T&Cs of each special with suppliers. ■

Emirates launches seat-selection fee

EMIRATES passengers who want to select their seat during the booking stage have to pay a seat-selection fee from October 3.

The new fee applies to passengers travelling in economy class on special or saver fares across the airline's network and varies, depending on the duration of the flight. Children below the age

of two and accompanying passengers on the same booking are exempt from the fee.

Emirates has said it will confirm the cost of the fees for the South African market in due course.

This fee does not apply to the online check-in window that opens 48 hours before departure. "At this stage, seat selection is free," says Emirates. ■

Fastjet signs GDS agreement, overhauls routes

AFRICAN LCC, fastjet, is a step closer to making its inventory available to travel agents on the GDS. The airline recently signed an agreement with Amadeus, and hopes to be available on the GDS by the end of October.

In an effort to reduce costs and bring it closer to its home markets, fastjet will relocate its head offices from Gatwick to Johannesburg.

The airline will reduce the number of frequencies on underperforming routes and direct services. Although it could not stipulate when, changes will include reducing frequencies

between Dar es Salaam and Zanzibar, and replacing a daily flight from Dar es Salaam to Nairobi with a twice-weekly service between Nairobi and Kilimanjaro.

The airline is also reducing the size of its fleet and has returned three A319s and plans to sell its sole-owned aircraft and sub-lease the remaining two A319s.

In their place, fastjet will use the Embraer and Bombardier aircraft, which are expected to yield a 15% reduction in operating costs. The first Embraer E190 is due to arrive in Tanzania at the beginning of this month. ■

Marriott now world's biggest hotel group

MARRIOTT International has finalised its acquisition of Starwood Hotels & Resorts Worldwide, making it the largest hotel group in the world.

Starwood put itself up for sale in April 2015, which led to a bidding war between Marriott and Anbang, a Chinese insurance group. However, earlier this year Anbang withdrew its offer, leaving Marriott to move forward

with the merger.

The two groups linked their loyalty programmes last month and members will have their statuses matched and be able to transfer and redeem points across the programmes.

The merger brings the group's total properties to over 5 700 in 110 countries and has doubled Marriott's distribution in Asia, the Middle East and Africa combined. ■

Hola South Africa. Hola Spain

Fly direct from South Africa to discover Spain and fall in love with all its charms. Besides, you'll be able to connect with another 58 destinations in Europe.

iberia.com

IBERIA





Win your pass to unforgettable experiences



12 once-in-a-lifetime experiences reserved for our SuperSellers

We would like to reward our SuperSellers with The Unforgettables; prizes that money can't buy. We're giving away 12 unforgettable experiences to some of the most exclusive events in the world. From front row seats at the most celebrated fashion weeks to VIP hospitality at the world's top football leagues to tickets to the most prestigious film festivals. Every month, one SuperSeller will win. With 12 prizes up for grabs, the more you sell Etihad, the better your chances are. To join our SuperSeller programme or find out more about our amazing rewards, visit agents.etihad.com

SuperSeller

agents.etihad.com | 

الإتجاه
ETIHAD
AIRWAYS
ABU DHABI

Sha'p Sha'p!

Local is lekker! City Lodge Hotels has 52 hotels across all SA provinces. Here is the latest news in domestic tourism.


ROAD LODGE
BY CITY LODGE HOTELS



Sha'p-sha'p: (Sharp-sharp) (a)
A South African term used to express
our good health and well being.

Iconic Cape Town hotel to undergo refurb

THE Cape Town Ritz Hotel will undergo a R110 million refurb after being acquired by newly launched luxury hospitality group, Shimmy Luxury Collection (SLC), which has signed a 20-year management contract for the hotel.

The refurbishment is expected to be complete by February, with roll-out of the first refurbished rooms in early December. Facilities include a roof-top restaurant, Top of the Ritz, influenced

by concept chef, Bertus Basson; a gym and a new nightclub featuring resident DJ, Black Coffee.

Nicky Van Der Walt, who launched SLC, is the ceo of Cape Town's Shimmy Beach Club, which is included in its portfolio.

The new hospitality group is an equity-based management company offering legal support, financial investment, operational modelling, design and brand building.



Clients can view the city from the top of the Carlton Centre. Photo: Fotolia

Joburg day tour launches

SPURWING Tourism Services has introduced a new Joburg day tour.

"We have found that a large amount of clients seek experiences in addition to the traditional tourist sights of Johannesburg. We have therefore introduced a Joburg experience tour on a Sunday," says md, **Dimitri Kokinos**.

The tour includes a visit to the central business district and the Maboneng district. "The first stop is the Carlton Centre, where clients view Johannesburg from above, after which

we will proceed to Maboneng, which has a mix of art galleries, retail and studio spaces. The precinct draws the inner-city public as well as a chic, art-going crowd," adds Dimitri.

Guests are taken on a walking tour of the area before browsing the arts and craft shops and sampling artisan food from Arts on Main Market.

The five-hour tour departs every Sunday. "Should clients want to extend the day, the Apartheid Museum could be an optional add," says Dimitri.

WC game lodge ups offering

GARDEN Route Game Lodge has added Sunset Ridge Luxury Rooms to its accommodation offering.

The five luxury free-standing rooms perch on a small ridge and offer 180-degree views of the game reserve. There are three two-bedroom family units and two one-bedroom units.

Extra-length beds are available in all rooms and private decks overlook the game reserve and Langeberg Mountains. Each of the sunken en-suite bathrooms is fitted with a free-standing bath, frameless glass shower and his and her vanities. Honeymoon couples can enjoy the lamp-lit Victorian bath outside and an outdoor shower.

Facilities include the Serengeti's Restaurant, African Boma, poolside terrace, swimming pool and free WiFi in all rooms and public spaces.

Activities available at Sunset Ridge Luxury Rooms include morning and evening guided safari drives, bird walk or a treatment at the Ayana Spa. The Kids on Safari junior ranger programme offers activities such as a visit to Reptile Encounters, a tour of the Skull Garden, fishing in the nearby dam, and cheetah tracking, all hosted by a game ranger.

Garden Route Game Lodge is a three-and-a-half-hour drive from Cape Town along the N2 and one hour from George Airport.

New activities introduced at Kwandwe

KWANDWE Private Game Reserve, near Port Elizabeth, will introduce a range of activities to its children's safari programme, the Blue Crane Conservation Club, in January.

The 'Eco-nect' activities will include kite building, range shooting simulation, treasure hunts and scavenger hunts. The Club's activities include a Bugs & Bones walk, Spekboom planting (thicket vegetation native to the Eastern Cape) and fishing.

Families can also participate in Kwandwe's Voluntourism activities through the reserve's Ubunye Foundation, which works with communities living on and surrounding the reserve. The activities are tailored according to

individual and family interests and skill sets.

There are two sole-use villas, Uplands Homestead and Melton Manor, which are ideal for families. A private ranger, tracker and safari vehicle, and a private chef for tailor-made meals are on hand to look after guests. By next year, three of the six Ecca Lodge suites on the reserve will be family suites, accommodating parents and two children.

The reserve comprises 22 rooms split between four small lodges and 22 000 hectares of wilderness that is home to the Big Five and other smaller species. Safari activities include game drives, bush walks, picnics and boat excursions. ■

FROM R585 YOU GET
A ROOM. OR THESE.
YOUR CHOICE.



CLHG.COM
0800113790


ROAD LODGE
BY CITY LODGE HOTELS

TBWVHUNTLASCAPIS 061451

NO ROOM TO RELAX

Because we know that for you, holidays are hard work.



Deck restored and new finish applied

Room contents insured

Wooden railing repaired

Minibar stocked with guests' favourite wine

Indemnity form for scuba guests drafted

Wi-Fi data package upgraded

As a hospitality establishment, we understand that the phrase "summer holidays" has a very different meaning for you. Instead of being the season of relaxation, it is the busiest and often the most stressful time of your year. And that's why we're here to help.

The Tourism Grading Council of South Africa offers you a variety of services and benefits that can help equip you for the peak season. These offerings include funding, exclusive discounts, legal and labour advice, and access to our Market Place and a network of quality CVs. Ultimately helping you enjoy the summer as much as your guests will.

Get graded today, and let us be your travel companion on your journey to success. Visit www.tourismgrading.co.za or contact us on feedback@tourismgrading.co.za



TOURISM GRADING COUNCIL
OF SOUTH AFRICA

Quality in Tourism

Budget travel



The sharing economy is increasingly spilling over into the corporate sphere, but does it come at the expense of duty of care? Sue van Winsen finds out.

The sharing economy – what is the true cost?

THE cost reduction benefit offered by sharing economy options such as Airbnb is one of the main reasons why these alternatives have been embraced so widely by consumers. Recent research by travel cost comparison website, busbud.com, showed the average hotel booking in key European cities like Berlin, Madrid, Paris and Vienna, cost nearly twice as much as an Airbnb stay.

As **Marco Cristofoli**, coo of BidTravel's Leisure Cluster points out: "It's all about saving costs – or at least, the perceived savings of costs."

It's not just with consumers that the sharing economy is gaining ground – TMCs are starting to take notice as well. In July, Airbnb announced partnerships with Carlson Wagonlit Travel, BCD Travel and American Express Global Business Travel, making it a preferred supplier. The agreements do not extend to the SA market at this stage, and have only gone live in the US, with plans to expand to the UK, France and Germany during the remainder of the year.

But it may not be too long before South African companies follow suit. **Ben Langner**, md of Carlson



Raylene Pienaar

Wagonlit South Africa, says: "I expect these options to become part of some managed travel programmes in the relatively near future – with an important caveat: travellers' safety and security cannot be compromised."

Proceed with caution

Indeed, many SA-based agencies remain very hesitant to recommend sharing economy providers to their corporate clients due to concerns around the duty-of-care implications.

Raylene Pienaar, gm of Corporate Traveller, says it's too early for TMCs to consider booking

sharing economy providers for corporate clients because TMCs are unable to verify the quality of accommodation and transport before booking. "We only use certain rated hotels and transport companies, which means you know what facilities you're going to get. When booking elsewhere, business travellers might end up in a noisy guesthouse or a room in someone's house where they won't necessarily have the privacy and workspace they need."

She adds that noise may be the least of the company's worries. "When it comes to business travel, companies are responsible for their employees' safety and there are risks associated with using providers that can't be verified."

Furthermore, she says sharing economy platforms could also jeopardise companies' data security. "When booking through a travel management company, businesses' credit card details are kept in one place, minimising data security risks. In the sharing economy, you share your details with several different service providers," says Raylene.

TMCs can manage the risk

DESPITE concerns, many TMCs believe sharing economy providers are here to stay, and that travel management is going to have to transform and adapt to keep up with this new way of buying. **Monique Hilton**, md of BCD Travel, says most travel programmes are slowly, and sometimes reluctantly, having to give sharing economy services serious consideration. "The consideration combines well with a dynamic pricing and demand management sourcing strategy, especially for companies that have a mature programme where there is visibility and knowledge of spend," she adds.

Monique also says that many travel programmes have become less dependent on traditional methods of managing duty of care, by using more effective mobile geolocation services. "Corporates need to embrace and assess each service and TMCs must be agile in adapting and introducing technologies that embrace detractors and the sharing economy."

Marco Ciocchetti, ceo of XL Travel, agrees that

the duty-of-care risk can be managed. "The leading businesses that are advancing the concept of the sharing economy are in many respects no longer insurgents or newcomers. The size and scale of Uber, Airbnb and several other firms now rival, or even surpass, those of some of the world's largest businesses in transportation, hospitality and other sectors."

He says that in order to secure the business of large international corporates, sharing economy providers have had to work with TMCs to build interfaces that allow companies to track bookings made by their employees for the purpose of duty of care.

Marco Cristofoli says while there is an element of risk involved in using a universal platform that is open to everyone, this is not unique to sharing economy providers. "We believe though, that due to the nature of the sharing economy, these platforms take their security seriously. Breach in security could result in the complete loss of business," he adds.

Love

HAPPIER
CLIENTS



WITH MANGO ON TRAVELPORT
YOU CAN NOW:

- Book and Hold
- Manage a full itinerary
- Access BSP functionality

Travelport 
Redefining travel commerce

mango 
why not today?

BOOKING JUST GOT EASIER.

Here's to giving your client the benefit
of extra legroom and much more.

celebrating 10 years | flymango.com

Budget travel

Will admin woes follow?

SOME travel professionals believe the sharing economy should not be considered for business travel just yet because of the complications related to paperwork.

"In a sharing economy environment, you might end up with several invoices and expense claims, which will lead to more paperwork and less time for important tasks," says **Raylene Pienaar** of Corporate Traveller, adding that sharing economy platforms currently make it very difficult to budget for and manage expenses on business trips because travellers often have to pay for services as and when they make use of them.

"It may also be difficult



Monique Hilton

to separate expenses that are incurred on a personal basis from those that need to be covered as part of the business trip," she adds. Raylene points out that approval processes are also likely to be disrupted, as

travellers will make bookings themselves instead of working through a central point within the company.

On the other hand, others believe that major progress has been made in bringing processes and systems in line with corporate requirements. **Monique Hilton** of BCD Travel, says initial concerns about the integration of data have been catered for by new ways to push the transactional data into programme data.

Five great budget-friendly deals

TNW rounds up some great deals on offer for clients on a tight budget.

- Mango has introduced discounted fares for flights between Johannesburg and Port Elizabeth, starting from R699. The booking deadline is October 31 for travel until November 30.
- Cruises International is offering a seven-night cruise in Dubai on *Vision of the Seas*. Fares start from R9990pps, including compulsory charges and gratuities. The cruise departs on February 20, 2017. Highlights include Dubai, UAE; Khasab, Oman; Muscat, Oman, and Abu Dhabi, UAE.
- Aha is offering discounted rates at several of its Gauteng properties during December. Guests can stay at aha Kopanong Hotel & Conference Centre near OR Tambo International Airport in Johannesburg for R600 per room, aha



Celebrity Silhouette sails a Caribbean cruise next year.

Lesedi in the Cradle of Humankind for R900 per room, or aha River Place Lodge in Centurion for R1 000 per room. Each accommodates a maximum of two guests per room and the rate is inclusive of breakfast. Rates are valid from December 1-31, 2016.

- For R12 530pp sharing, Development Promotions is offering an 11-day Eastern Med and Holy Land cruise on board the *Norwegian Spirit*, departing from Venice on November 28. The package includes 10 nights in an inside

cabin, all meals and entertainment (on board), port charges and taxes. The itinerary is Zadar-Athens-Limasol-Haifa-Katakolon-Venice.

- Starting from R15 850pps (cruise only), Cruises International is offering a seven-night Western Caribbean cruise aboard *Celebrity Silhouette*. The cruise departs on March 5, 2017. Highlights include Fort Lauderdale, Florida; Cococay, Bahamas; Cozumel, Mexico; George Town, Grand Cayman; and Falmouth, Jamaica. ■



Recession proof

7 Night Dubai Cruise on board *Vision of the Seas*®

Highlights: Dubai, United Arab Emirates; Khasab, Oman; Muscat, Oman; Muscat, Oman; Cruising; Abu Dhabi, United Arab Emirates; Dubai, United Arab Emirates; Dubai, United Arab Emirates

23 JANUARY 2017	13 FEBRUARY 2017	6 MARCH 2017
Pricing from R7 510 per person sharing Compulsory Charges R2635 per person	Pricing from R7 040 per person sharing Compulsory Charges R2635 per person	Pricing from R7 660 per person sharing Compulsory Charges R2635 per person

Terms, Conditions & Restrictions Apply. Fares are per person sharing, subject to availability, based on the lowest lead in category; subject to rate of exchange fluctuation and change without prior notice.



Royal Caribbean International is proudly represented by Cruises International in South Africa.
Contact: 011 327 0327 / reservations@cruises.co.za / www.cruises.co.za



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

Appointments

■ **Travel Counsellors** has appointed **Waseem Haq** as director of digital and innovation. He has over 20 years of experience in the technology industry and previously held the position of digital strategy director of PZ Cussons, a multinational consumer goods company. Waseem will be responsible for evolving global content and web strategy; enhancing the use of data, insight and digital channels; and being a focal point for driving innovation and idea generation across the business. He will also focus on enhancing the customer relationship management tools.



■ **Nondumiso Makhaye** and **Marié Venter** are the newest staff members at SW Africa Destination Management. Both Nondumiso and Marié will take on roles as destination experts.

■ **Cape Town Tourism** ceo, **Enver Duminy**, has joined South African Tourism as a board member by special invitation from Minister of Tourism, **Derek Hanekom**. Also joining the board is **Mmatsatsi Ramawela**, ceo of the Tourism Business Council of South Africa, whose tourism industry experience spans 20 years. "It is a privilege to be chosen to serve on the SAT board with the Minister and team at this time, when tourism is increasingly dominant in driving economic growth and transformation in South Africa," says Enver.



■ **Cape Town Tourism** ceo, **Enver Duminy**, has joined South African Tourism as a board member by special invitation from Minister of Tourism, **Derek Hanekom**. Also joining the board is **Mmatsatsi Ramawela**, ceo of the Tourism Business Council of South Africa, whose tourism industry experience spans 20 years. "It is a privilege to be chosen to serve on the SAT board with the Minister and team at this time, when tourism is increasingly dominant in driving economic growth and transformation in South Africa," says Enver.

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



Through its ongoing partnership with Food & Trees for Africa, the City Lodge Hotel Group helps Gauteng community gardeners grow vegetables for locals. Seen here, at the Lekoa Nursery at Evaton, southwest of Johannesburg, are (from left): **Lindiwe Sangweni-Siddo**, divisional operations director at the City Lodge Hotel Group, and **Samuel Mavuso**, who has been running the nursery for nine years.

City Lodge grows gardens

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

lee botti & associates 39 years of service excellence

Use temps to ease the workload...

- Qualified workforce
- Long or short term
- Screened according to high standards
- Contracted to us
- Executive Consultants
- Immediate solutions

www.leebotti.co.za
 email: enquiries@nowjobs.co.za

Tourvest Travel Services appoints new CFO

Scholtz Fourie joined the travel industry from Omnia, the fertiliser manufacturer and supplier of explosives to the local open pit mining and quarrying industry. The products he dealt with were not travel related at all, but it is Scholtz' financial management, process improvement and commercial skills and experience that made him the ideal candidate to step into the CFO role at TTS.

A chartered accountant, Scholtz completed his BCom degree at the University of Pretoria and an honours degree in accounting through Unisa. He also holds a law degree (LLB).

Scholtz joined TTS on 1 September.

As for Scholtz, he was attracted to the dynamic nature of Tourvest Travel Services, and the potential inherent to one of the fastest growing industries. "It is also far nicer to fly somewhere than to walk through a fertiliser factory," he jokes.



TNW762

Pick of the week
 brought to you by

TRAVEL INFO

Senior BEE Leisure Consultant – Johannesburg
Professional Career Services
 Minimum 5 years' leisure consulting experience essential. International travel advantageous. Amadeus. Sales and target driven. Corporate hours. R25000 ctc.
 Email: jeancv@pcs-sa.co.za

Senior Inbound Wholesale Travel Consultant – JNB North
Professional Career Services
 Manage bookings from beginning to closure of file. Product knowledge of Southern Africa and Indian Ocean Islands. Groups and FIT's.
 Email: nonocv@pcs-sa.co.za

Quality Control Specialist – Durban
Lee Botti & Associates
 Enormous potential for growth with dynamic leader in travel. Grow and become part of a dynamic in-bound wholesale team.
 Email: durban@nowjobs.co.za

Senior Inbound Consultant – Durban
Lee Botti & Associates
 Flaunt your SA knowledge and wholesale experience. Sell the dream! Fantastic, vibrant office and excellent package.
 Email: durban@nowjobs.co.za

Senior In-House Consultant – Johannesburg
Equity Connections cc
 Highly skilled senior to join great team. Must have Galileo, BSP advantageous plus minimum of six years' senior consulting experience.
 Email: equitycon@mweb.co.za

Intermediate/Senior In-Bound Consultant – Bryanston
Equity Connections cc
 Plan, design, cost creative itineraries into Africa. Must have in-depth knowledge of South/Southern/East Africa, minimum of five years' FIT experience.
 Email: equitycon@mweb.co.za

Senior Inbound Consultant – Fourways
Wendy's Travel Personnel
 Experience in handling reservations for inbound tour operator essential! Knowledge of South Africa, Zambia, Botswana, Zimbabwe & Tour Plan is essential.
 Email: wtp@icon.co.za

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

TNW764

Acsa to slash tariffs

From page 1

Meanwhile, Acsa has said that, although it reported a 20% increase in profits to R2bn, it is expecting a decline in profits in 2017 as

a result of the dip in airport tariffs. CEO, **Bongani Maseko**, said he feared that a drastic reduction in tariffs could lead Acsa to breach loan covenants on R11bn debt. ■

PK FARE

Need to make flight bookings outside South Africa?

Have you tried PKFARE?


You can just about book from **"anywhere" to "anywhere"**.

For more information please contact
011 083 7417 or air@mytravel.co.za

TNW7680

pulse poll

brought to you by eTNW and TRAVELINFO



Thank you, reps!


What do you value most in suppliers' reps?

- Being there for me 24/7 when I have a problem
- Short visit, bringing useful info
- Understanding my business
- Freebies and promo gifts
- A relaxed, informal chat over coffee

44%	32%	13%	8%	3%
-----	-----	-----	----	----

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

TNW7136



Sey special

As part of a packaged fare deal, Air Seychelles is offering 25% off the second ticket booked for honeymooners who travel within a month of marrying. The special is only valid during low season and has to be issued with land arrangements through a tour operator. Pictured here, loving the beach, are **Arnold Moloto**, senior reservations agent and **Samantha Leisher**, sales executive, of Border Air, GSA for Air Seychelles. Photo: Shannon Van Zyl

End of the road for UBC fight?

TESSA REED

DESPITE the tourism industry's call to scrap the requirement for children under the age of 18 to travel with an unabridged birth certificate, new draft amendments to the immigration regulations released by the DHA earlier this month suggest the sector finds itself in the same rut it was when the requirements were implemented in June last year.

The new draft amendment states: "Where a parent or parents, from a visa-exempt country, who is or are travelling with a child, such parent or parents may be required by an immigration officer to produce the child's unabridged birth certificate upon admission into or departure from the Republic..." Moreover, an immigration official may refuse a child admission or departure from South Africa if they do not produce the certificate on request.

A noteworthy change is the definition of UBCs. It now means "any document or birth record issued by the relevant authority reflecting the full names and surnames, the

date of birth of the child and the names and surnames of the parents of such child".

Chris Zweigenthal, ceo of the Airlines Association of Southern Africa, said his personal interpretation of the draft amendments was that there was no change and it was business as usual.

"Once again Home Affairs treats the tourism sector with utter contempt. We have exhausted all possible means of reasoned dialogue and persuasion."

Board of Airline Representatives of South Africa (Barsa) ceo, **June Crawford**, said, based on the draft amendments, Barsa would continue to advise its members to ensure travellers under the age of 18 travelled with a UBC and that there was the possibility of an immigration official denying entry to a minor who failed to produce the UBC. Airlines would then have to carry the costs of repatriation.

"Once again Home Affairs treats the tourism sector with utter contempt. We have exhausted all possible means of reasoned dialogue and persuasion," says Satsa ceo, **David Frost**.

For the year ending March 2016, the tourism sector's direct and indirect contribution to the GDP was almost 9%, says media liaison officer for the Department of Tourism, **Praveen Naidoo**.

No mention is made in the amendment of any changes for South African children leaving and returning to the country. The pilot of the project to start printing parents' details in SA children's passports is due to start at the end of November (see TNW August 3).

Mayihlome Tshwete, spokesperson of the DHA, says the department will consider all comments and advise the Minister on what decision concerning the amendments may be appropriate given SA's security and economic interests.

Interested parties have until October 14 to comment on the draft amendments by emailing Tsietsi.Sebelemetja@dha.gov.za and Zukiswa.Adams@dha.gov.za. ■

Feisty Skywise plans to rise

DARISE FOSTER

SKYWISE has hired a new chairman who has plans to resume commercial operations.

Speaking exclusively to TNW on the back of his recent appointment as chairman of the cash-strapped low-cost carrier, South African entrepreneur, **Faizal Motlekar**, says he plans to turn things around at Skywise.

Faizal, the founder and chairman of private equity investment holding company, Motlekar Holdings, says Skywise will receive delivery of new aircraft in 2018.

"The Commercial Aircraft

Corporation of China (Comac) will manufacture brand-new aircraft for us," he says.

He says the relaunch of the airline will not be without major challenges but knowing that it is backed by an aircraft manufacturer is a step in the right direction.

Although the airline has old aircraft it can use, Faizal says the plans to launch commercial flights will only take off once the airline is ready. "It would be premature to provide details of our business plan and give a date as to when exactly the first flight will be because I want to plan the details correctly to avoid repeating

past mistakes."

Former chairman of Skywise, **Javed Malik**, said the airline would begin flights in October this year (see TNW June 8).

Although Skywise was grounded in December last year after failing to pay various airport fees to Acsa, its air operator's certificate is still valid and, to retain it, the airline needs to fly on an ad-hoc basis.

According to Faizal, 95% of the passengers who were left stranded when Skywise was suddenly grounded have been refunded, while the other 5% are still in dispute. "These disputes are being sorted out as we speak," he says. ■

20 Years with Virgin Atlantic's Amanda Lerena

Next month, Virgin Atlantic will celebrate its 20th anniversary of flying from South Africa. For Johannesburg-based **Mandy Lerena**, the arrival of Sir Richard Branson's iconic airline was the start of a globetrotting, life-changing career.

Virgin Atlantic launched their first flight from Johannesburg on 3 October 1996, with an Airbus 340. They now operate a daily connection to London Heathrow on board a brand new, state-of-the-art Boeing 787.

Mandy is one of the longest serving members of the South African team, having joined Virgin Atlantic in September 1997. Over the last two decades, she has racked up over 200 flights, helped countless customers, and sipped champagne on board with many celebs including Prince Harry, Ewan McGregor and the England cricket team. Mandy said, "I can't believe it's been almost 20 years since I first set foot inside Virgin Atlantic's offices. It's been a rollercoaster ride that I never could have dreamt of when I applied for the



job! Sir Richard Branson has always been my ultimate role model, so working for his airline was a dream come true – and twenty years on, it still is!"

Since joining as a reservations and ticket agent in 1997, Mandy has worked her way up through the ranks to become Sales Manager for South Africa. Leading a team of 12, Mandy works with some of the largest companies in the country to ensure they fly in style with Virgin Atlantic to London, New York and beyond. Mandy said, "Virgin Atlantic

has given me more 'wow' experiences in 19 years than most people have in a lifetime. One of the most surreal experiences was an Airwolf helicopter ride to the top of a mountain for dinner. It had the most amazing views I'd ever seen, and I literally felt on top of the world!"

Mandy has been involved in many of Virgin Atlantic's key moments, including launching the brand new Boeing 787 on the route, helping to launch Cape Town, Kenya and also flights from Nigeria.

"In my time with Virgin Atlantic, I have travelled across continents, been given the support to develop my career, and made lifelong friends - and most of it at 38,000ft and 800kms per hour. I still get so excited when I see the planes taking off and landing into Johannesburg and I'm proud to have been part of such an iconic airline that has pioneered so many positives changes in the travel industry. We always go the extra mile for our customers to ensure their business trips, honeymoons and adventures get off to a flying start."

Economy

Enjoy tasty, seasonal meals, complimentary drinks, an amenity kit and our award winning inflight entertainment system.

There are extra legroom options too, if they'd like a bit more space to stretch out.



Upper Class

Upper Class is the ultimate way to travel. Our luxury experience includes a chauffeur car transfer service*, Private Security Channel, exclusive Clubhouses around the world, the longest flat bed in its class and much more that makes flying for work a pleasure.

* Chauffeur driven car service available at most destinations with selected Upper Class fares (J, C, D & I class). Mileage restrictions apply.



Premium Economy

From the big, wide leather seat with 38in pitch, to inseat power that keeps your gadgets going throughout the flight, Premium Economy is ideal if they'd like a little extra flexibility, space and comfort to work or relax.



It's party time with virgin atlantic



We're celebrating the 20th Anniversary of flying from Johannesburg to London and we'd like to share the love by giving you the opportunity to win some dazzling prizes.

All you need to do is book and issue flight tickets on Virgin Atlantic between 1 September and 25 November 2016

The more tickets you sell, the more entries you'll get to win:

One of five
MINIs to
drive for a
month

Virgin
Birthday
Hamper

The
latest
smart
phone

Virgin
Limited
Edition
Experiences

One of
20 flight
tickets to
London



A spanking new
Virgin Red
MINI Cooper!

Make sure you're registered on vsflyinghub.com to be eligible for entry into our prize draw. And while you're there, register to join our National Road Shows to get additional entries!

Our Sales team will be cruising the town in their own Virgin Atlantic MINI Coopers, so look out for them and you may win a few extra treats!

Terms and conditions apply.