

Corporate

January 2018

travel news

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fly direct to NYC**

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TRAVEL WITH
ATTITUDE

“We are serious about our service”, a statement often used by our Chief Operating Officer, Charleen Shearer.

Due to the nature of our business and industry, many of our functions rely on human intervention. As a result of this, we acknowledge that errors will occur on occasion. To this end, we have taken the decision to develop a Quality Assurance team.

This team has documented our standard operating procedures which are used to guide our team members on the relevant policies, procedures and services that need to be adhered to and delivered respectively, in the travel arrangement booking process. Bi-annual assessments are undertaken with each of our Travel Consultants to measure their strict alignment thereto ensuring consistency, accuracy and attention to detail in the service that we provide.



In Brief

Iberia has confirmed the launch route for its forthcoming Airbus A350, with the next-generation aircraft set to operate flights to New York from later this year.

More info at Iberia.com.

Effective March 8, **Mango** will increase frequencies on the Johannesburg-Zanzibar route. A Thursday flight departing from OR Tambo International at 10h00 will be added to the existing Tuesday and Saturday schedule.

Lufthansa Group announced last month that it was amending its frequent flyer programme, Miles & More, in order to reward the purchase of higher-priced tickets more strongly. More info at lufthansa.com.



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STAR ALLIANCE 

2017 was the safest year ever for air travel



There were just ten fatal crashes involving commercial airliners worldwide in 2017, resulting in 44 deaths, making the past year the safest ever for commercial aviation, according to a report from the Aviation Safety Network (ASN).

This means there was one fatal passenger flight accident per every 7,360,000 flights. “Since 1997, the average number of airliner accidents has shown a steady and persistent decline,” said ASN President Harro Ranter.

In addition to aircraft occupants, the crashes resulted in 44 deaths on the ground. The report included only crashes involving aircraft certified to carry 14 or more passengers. Of the 10 planes that crashed, half were passenger flights, the rest cargo flights.

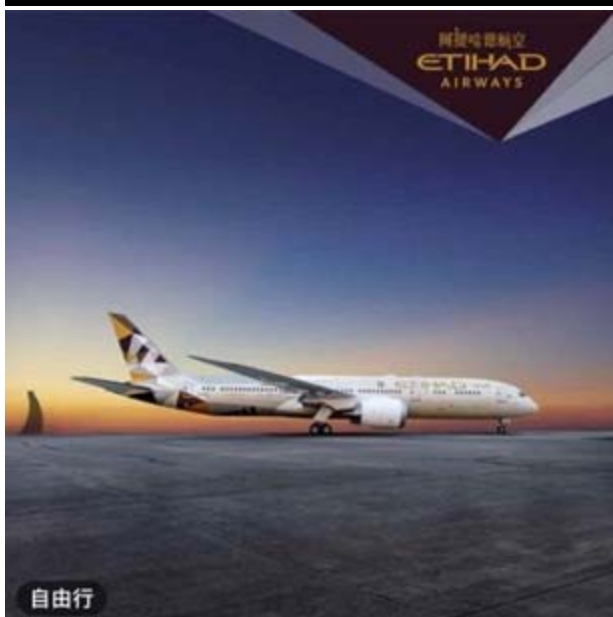
Military aircraft crashes were not included; however, even if the 122 deaths that occurred in a June crash of a Myanmar Air Force transport plane were included, 2017 would still have been the safest year on record, according to ASN.

As of December 31, 2017, 398 days had passed without a fatal crash involving a passenger jet, the last such incident coming on November 28, 2016 when a LaMia airlines jet crashed near Medellin, Colombia, claiming 71 lives.

The last commercial airline crash with more than 100 fatalities came on October 31, 2015, when 224 people died in the crash of an Airbus A321 operated by Metrojet. The latter crash was believed to have been caused by a terrorist attack.

Source: BusinessTraveller.com

Travel News



Etihad Airways today reaffirmed its commitment to Nigeria with the announcement of two additional weekly flights on the popular Abu Dhabi–Lagos route, taking it to a daily service.

The new Tuesday and Thursday services will start on 1 May 2018. The route will continue to be operated by a two-class Airbus A330, with 22 Business Class seats and 240 in Economy.

Depending on the class of travel, passengers can enjoy a generous baggage allowance of two bags of up to 23kg each in Economy Class and up to 32kg each in Business Class.

Flight number EY 673 will depart from Abu Dhabi at 2:30 and arrive in Lagos, Nigeria at 7:30.

Meanwhile the flight from Lagos will depart at 9:00 and arrive in Abu Dhabi at 19:50.



South African Airways has announced an extended codeshare agreement with TAAG Angola Airlines.

As part of the extended agreement, SAA will codeshare with TAAG on their direct services between Johannesburg and Luanda and between Cape Town and Luanda, effective 15 January.

In return, TAAG Angola Airlines will codeshare with SAA on its direct services between Johannesburg and Luanda and will include

- Johannesburg and Harare,
- Johannesburg and Lusaka, and
- Johannesburg and Hong Kong in the near future.

A codeshare agreement enables SAA to offer flights with the SA code on flights operated by TAAG, and TAAG will in turn be able to offer flights with the DT code on flights operated by SAA.

Travel News



British Airways has announced a multi-million pound investment in its World Traveller (long-haul economy cabin) catering, introducing an expanded new menu that provides more quantity and quality to meals and great snacking options throughout the flight. Options include pretzels with the welcome drink, a four-course meal with starter, entrée, dessert, cheese and biscuits, accompanied by a bread roll and bottle of water.

The menu has a second meal or substantial snack depending on the length of the flight, and regional meal options are served according to destination. Other meal and snack options are Magnum ice-creams, a tuck box with chocolates and crisps, a hot breakfast on longer overnight flights, a graze movie-snack box on longer flights, and complimentary drinks from the bar.

The new catering arrives from the 17th of January.



Singapore Airlines will be increasing flight frequency to Cape Town, in order to meet growing travel demand.

Cape Town will be served with a daily flight via Johannesburg, up from the current four flights per week, with effect from 26 March. The additional flights will complement SIA's current daily service to Johannesburg and operate as SQ478 (Singapore-Johannesburg-Cape Town) and SQ479 (Cape Town—Johannesburg-Singapore). SIA will operate flights to Cape Town and Johannesburg using its Airbus A350-900 aircraft.

The aircraft seats 253 customers in three classes, with 42 in business class, 24 in premium economy and 187 in economy. The new flights are subject to regulatory approvals.

Tickets will be made available for sale progressively through the various distribution channels.

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Australian transit visas explained

The Australian Government Department of Home Affairs confirms that South African travellers fall into the category of travellers who are eligible to transit through Australia without applying for a visa.

New demarcation regulations between the short-term Insurance industry and the medical aid industry have been introduced, which limit travel insurers from providing certain benefits.

Effective January 1, 2018, insurers will no longer be able to provide follow-up treatment within South Africa even if a claim arises from an injury or illness suffered while travelling internationally.

The 30-day hospitalisation cover benefit included in the youth policy, which was put in place to bridge any waiting period cover gaps implemented by medical aids, has also been removed.

Additionally, the daily hospital cash benefit will no longer apply for local travel policies. Simmy Micheli, manager sales and marketing for TIC, said the insurer very rarely received claims for any of the above benefits and that the changes were unlikely to have any dramatic effect on the industry.

However, there are criteria they must meet. Passengers must enter Australia by air; hold a confirmed onward booking to leave Australia to travel to a third country on the same or another flight within eight hours of arrival in Australia; hold the necessary documentation to enter the country of destination and not need to leave the airport transit lounge except to continue their journey. This means that if a passenger is required to pass through immigration clearance and check in to their onward flight, including managing their luggage, they will require a visa to enter Australia. Furthermore, overnight stays are not permitted at Sydney (SYD) and Cairns (CNS) airports. Passengers transiting overnight will need an appropriate visa for Australia to leave the airport to access their overnight accommodation. Transit facilities at Adelaide (ADL) airport are only available for passengers arriving and departing on the same aircraft. However, the transit lounge can be made available for other transit passengers if the airline provides advance notice.

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Travel News



Lufthansa has launched a new automatic check-in service for customers travelling on flights within Germany and to selected European destinations. The new service applies to flights that are “completely within the Schengen area”. Customers who have added their personal details in their Miles and More accounts of Lufthansa ID profile will be automatically sent their mobile boarding pass 23 hours before departure – providing the flight was booked at least 24 hours before departure. Under the new system passengers will still be able to change their seat or opt to cancel check in, as well as use online services such as activating electronic luggage tags. Customers can also opt out of the automatic check-in service in their customer profile, and those without a Miles and More account of Lufthansa ID, can opt for automatic check-in on an individual flight basis by following the link in their booking confirmation.



Kenya Airways has announced the launch of a non-stop flight from Nairobi to New York. The airline has started selling tickets for the inaugural flight, which is scheduled for 28 October.

Kenya Airways becomes the first airline to offer a non-stop flight between East Africa and the United States and it already serves Africa, Europe, the Middle East, the Indian sub-continent and Asia.

The airline will operate its Boeing 787 Dreamliner, with a capacity of 234 passengers, on the route. The flight will depart every day from Jomo Kenyatta International Airport in Nairobi at 23h25, arriving at JFK Airport in New York at 06h25 the following day. From New York it will depart at 12h25, landing at JFK at 10h55 the following day. Flight duration will be 15 hours east-bound and 14 hours west-bound.

City Lodge opens Nairobi hotel



The 171-room City Lodge Hotel at Two Rivers Mall in Nairobi has opened its first phase of rooms and expects to be fully open by the end of February.

Situated adjacent to the Two Rivers Mall in Runda, East Africa's largest shopping mall and mixed-use development, the hotel is owned and operated by the City Lodge Hotel Group.

It is the group's third hotel in Nairobi and its 59th hotel in Southern and East Africa. The four-storey hotel also has two 20-seater boardrooms, two eight-seater meeting rooms, a swimming pool, a fitness room, a #Cafe for breakfasts, lunches and light meals, a sundowner bar service, wireless internet, free parking and 24-hour reception services.

One in every 50 rooms has been adapted to meet the needs of guests with reduced physical abilities. All bedrooms have en-suite shower facilities, with selected rooms providing baths as well. The first 40 rooms opened on 15 January, another 44 rooms will be available by the beginning of February, and the hotel will be fully open by the end of February.

Avis expands in KZN



Avis has increased its presence in the South African province of KwaZulu Natal, with the announcement of the opening of a new branch in Port Shepstone, on the south coast.

It shares premises with Avis Van Rental, which is situated at Unit 01 Oribi Park, Lind Road, off the N2 in Port Shepstone. The office has been operational since 1 January.

Almost simultaneously, Avis Durban Downtown has relocated to a bigger premise to accommodate more customers.

The new office is situated at 190 KE Masinga Road, Durban and is open for business. In other news and in order to enhance the car rental experience,

Avis Durban Downtown branch has unveiled a new digital rental agreement system, with functionality that allows for the completed rental agreement to be emailed to the customer. The system provides a quicker, safer and paperless solution.



What is Zipcar? It is an international car-sharing service that forms part of the Avis Budget Group. Customers join the service for a monthly fee and are then able to reserve and drive any one of the numerous Zipcars located around major cities.

Currently there are more than 10,000 vehicles on fleet across 500 cities in nine countries. Zipcars are commonly found at airports, stations, universities, businesses and residential complexes.

Far from being a rival to car rental, Avis sees Zipcar as a complementary service. "If we feel there is a demand for Zipcar in the local market, we'll bring it to South Africa" says Lance Smith.



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