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Wednesday 19 April 2023

Issue 4740

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United Adds New CHC & AKL Services

United Airlines is set to launch a new non-stop seasonal service between Christchurch and San Francisco, and new Auckland to Los Angeles seasonal flights later this year as part of its largest ever expansion in this region.



The carrier says the move will make its Kiwi operation 'nearly 70% larger in New Zealand than in 2019' for the next northern winter—and the news has been welcomed by industry stakeholders.

... AKL-LAX

Effective from 28 Oct UA will commence 787-9 flights between AKL and LAX.

Initially UA will operate three flights a week (Mon, Thu, Sat) moving to four a week from 05 Dec (Mon, Tue, Thu, Sat).

Auckland Airport gm aeronautical Scott Tasker says US inbound demand has been strong; and that AKL is 'delighted' by the UA news.

"We're excited about the opportunities this will create for New Zealand's tourism industry and the wider economy, along with the additional seat capacity providing more choice and competition for travellers," he adds.

The AKL-LAX flights are in addition to UA's year-round AKL-SFO services—which will then move to daily from 28 Oct, it adds.

... CHC Flights

UA's non-stop thrice-weekly CHC-SFO seasonal flights will launch from 01 Dec, operated by a 787-8 aircraft, making it the only carrier to directly connect the U.S. and the South Island. The southern flights are part of UA's 'broader expansion efforts' in New Zealand. Christchurch Airport chief executive Justin Watson says the new service will get South Islanders to the US on one flight and will 'supercharge tourism value to New Zealand.

Watson adds that the seasonal service is forecast to bring in \$44 million in visitor spend for New Zealand. The new CHC flights will also offer a gateway through to the US Antarctic base, he says.

... Largest Ever

Together with additional Aussie flights, UA says the move is its 'largest South Pacific network expansion ever' to and from the US mainland, 40% more capacity,

continues on pg 3...

TAAP Month Of Lei

Expedia TAAP and Hawaii Tourism have a Month of Lei promotion with prizes up for grabs. There's a webinar 27 Apr from 1030, where the TAAP team and Hawaiian Tourism cover the latest insider tips for travel to Hawaii in 2023, as well as details on the Hawai'i promotion which runs for the whole month of May 2023. See details and register [HERE](#).

NF Comeback

Air Vanuatu has resumed its regular schedule, following disruptions. NF's re-ticketing and refund policies remain in place, and the carrier says it is continuing to provide support for disrupted passengers.

The L.A. Opportunity

Los Angeles Tourism has welcomed the news of United Airlines' AKL-LAX seasonal services and is urging agents to capitalise on additional air capacity as the destination works to building back to its pre C-19 Kiwi visitor numbers

"It's fantastic to see air service between these two major cities increasing again, particularly after the last few years of disruption," says L.A. Tourism md Asia Pacific Craig Gibbons.

Pre-pandemic almost 100,000 Kiwis visited L.A. annually, 'so it's incredibly promising to see the commitment from airline partners as we work towards pre-pandemic visitation levels to L.A. in the next couple of years', adds Gibbons.

He also says there's never been a better time to visit L.A. with a plethora of new additions and milestones to celebrate.

8 Pages This Issue

| | |
|-------------------------|----------|
| News | p1,3,5-8 |
| Silversea | p2 |
| Tourism Australia | p4 |

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...continued from pg1

year-on-year, between the US and Australasia for the next northern winter.

“UA serves more destinations in Australia and New Zealand than all U.S. carriers combined. Next [northern] winter, UA will have more flights and serve more destinations between the U.S. and Australia and the U.S. and New Zealand than any other carrier in the world,” it adds.

UA’s senior vp of global network planning and alliances Patrick Quayle also highlighted UA’s airline partners.

“Our strong partnerships with Air New Zealand and Virgin Australia provide unparalleled connectivity, and with our historic expansion across five destinations in New Zealand and Australia, UA is the clear choice for customers’ travel to the region.”



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News & Product

**Niue Resets With A
New Rep & Vision**

Niue’s tourism industry has reset and as the mercury drops (along with its C-19 entry restrictions) the destination is looking to work with agents to offer Kiwi travellers ‘a South Pacific holiday like no other.’

As a part of the reboot Niue Tourism has appointed former Niue resident (and self-proclaimed ‘number one fan’) Sarah Porter to represent Niue Tourism within the travel industry. Sarah’s husband Hayden, who developed the nation’s tourism strategy, is also back involved with Niue Tourism in a more strategic, planning and marketing role, after nine years leading Royal NZ Yacht Squadron.



“Niue has always been such a special place for our family. We feel so connected to the island, the people and everything that Niue has on offer,” she says. “... I honestly can’t wait to share my favourite place in the world with my industry friends...”

Niue Tourism director Micah Fuhiniu-Viviani has welcomed the Porter family (pictured above when they lived on Niue) back to the Niue fold. “Sarah and Hayden are ‘Niue locals’ and have an obvious love and passion for our island paradise,” she says. “They helped launch tourism some 10 years ago, and genuinely care for our country and our com-



munities. We are confident that they will attract the right type of traveller to Niue, and we are thrilled to have them both back on board.”

... Rustic Charm

New Zealand accounts for 75% of international arrivals to Niue, and overall 68% of visitors a repeat travellers, says Porter (pictured above with husband Hayden). “There’s a real opportunity in there for agents,” she adds.

“There’s no doubt about it, Niue isn’t for everyone, but for clients who are active relaxers, divers or those looking at game fishing it’s ideal—and we are here to help agents build itineraries, plan group tours and inter-generational trips,” says Porter. “I can honestly say I have walked every single sea track, done 100+ dives, and even circum-navigated the island whilst out on a fishing mission,” she adds.

... Niue 101

While agents will have plenty of opportunity to learn more about the destination in the coming months, Porter says Niue is a safe, authentic destination which offers ‘incredible diving, fishing walks and cycling—as well as wifi.’ “Once you land in Niue the whole island is your resort—and you literally leave knowing half of the island, that’s why the repeat visitation is so high.”

Porter, who has been with Wild Earth Travel since her return to New Zealand, says it was a ‘no brainer’ when she was approached to help Niue Tourism grow its presence in this market. She will continue as partnerships manager for Wild Earth Travel—and is also working on aligning the stars to be onboard the first Heritage Expeditions ship to visit the island nation, she quips. See upcoming issues for more on Niue’s iconic experiences or [HERE](#)

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Did you know that Anaheim now has 4 rooftop bars that can provide prime viewing spots for the fireworks a Disneyland Resort.



The Fifth – Grand Legacy at the Park was the first sky-high open air restaurant in Anaheim. A favourite because of its’ close location and spectacular panoramas to the parks. JW Marriott has the Parkestry Rooftop Bar, which is the highest of the bars and offers plush seating along with fire pits. Top of the V offers Spanish cuisine and is located on the 12th floor of The V Hotel. Enjoy a seven-course tasting menu in a private dining room, or relax with your favourite drink on the outdoor terrace.

Finally RISE, the rooftop lounge at The Westin Anaheim Resort, which opened June 2021. This bar and lounge offers expansive view of Disney California Adventure Park along with tapas-style Mediterranean cuisine.

You can find out all of this and so much more through our [Anaheim Specialist program](#). This month is the last chance that you have the opportunity to win some Beats Studio 3 Wireless Headphone (value \$500). All you need to do is complete the Anaheim Specialist program before the 30th April to go in the draw to win. This is a great opportunity to upskill yourself on all things Anaheim.

**Catch you
next month,
Lisa & Pip**

**Click [HERE](#) for
the latest stories**

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**PO Box 25-482, St Heliers,
Auckland 1740**



Cairns, Queensland

There's nothing like experiencing a destination first-hand, which is why we're hosting G'day Australia 2023 (formerly Corroboree West) – a dedicated training workshop and mega famil.

Experience five extraordinary days in Cairns, Tropical North Queensland plus an incredible four-night famil trip, to develop your Australian product and destination knowledge. You'll meet and network with over 100 tourism products from across Australia and get a chance to mix with like-minded travel agents from around the globe.

Dates: 9-12 October 2023 (workshop) plus a four-night pre or post famil elsewhere in Australia

Fees: AUD \$550 (inclusive of flights, accommodation and pre/post famil)

This exclusive opportunity is open to just 8 New Zealand-based Aussie Specialists so now is the time to become qualified if you haven't already.

[Apply now](#)



**AUSSIE
SPECIALIST
PROGRAM**

JQ on QF Ticket Stock

Effective from today travel agents with Qantas ticketing authority in New Zealand will have the option to sell Jetstar fares on QF 081 ticket stock via their GDS.

This is permitted with or without a QF fare, making it easier to sell and service JQ bookings, adds the carrier.

JQ says Kiwi agents have been asking for the functionality for some time 'so we're thrilled to be able to make life easier for our travel agent partners across New Zealand who prefer to use GDS for their JQ bookings'.

In addition to QF 081 ticketing, agents will still have the option to ticket any JQ fares on Hahn air ticket stock.

See more details and frequently asked questions [HERE](#) or download JQ's GDS guide [HERE](#). JQ also advises that QF Agency Connect will continue to support QF ticketed bookings containing QF and JQ flights, while JQ Trade support will service JQ-only bookings.

Eight Kiwi Agents Set To Say G'day Oz

Registrations have opened for G'day Australia 2023, a global Aussie Specialist famil and workshop being staged in Tropical North Queensland 09-12 Oct.

Bringing together 300 travel agents from around the world, those consultants attending experience Australia's world class tourism offerings first-hand, with the opportunity to also network with industry peers, says the NTO. While Aussie Specialists agents have upskilled via the Aussie Specialist Program, Tourism Australia's md Phillipa Harrison says it knows that being on the ground in Australia, meeting tourism operators and experiencing what they do provides even more inspiration to confidently sell Australia to clients. "This is the first time we have held G'day Australia, previously known as Corroboree, since 2019 and we are looking forward to delivering this important event in partnership with Tourism and Events Queensland and with support from Tourism Tropical North



Queensland" G'day Australia will take place in the same format to the Corroboree events held annually pre-pandemic, adds the NTO.

... Eight Kiwi Spots

There are eight famil places reserved for New Zealand-based Aussie Specialists. The event includes a three-day workshop and networking functions in Cairns, a day famil exploring Cairns and its surrounds, and a four-night pre- or post- Experience Australia famil elsewhere in the country. The participation fee is AUD550 including flights, accommodation, activities and meals. Applications close on 19 May, see more details [HERE](#).

Viking Explorer Events



Registrations are now open for the 2023 Viking Explorer information sessions which are being staged across New Zealand from next month.

The events, which cater to both agents and clients, showcase the cruise line's river, ocean and expedition voyages to all seven continents. The cruise line will visit 18 destinations across New Zealand, with sessions kicking off in Dunedin on 04 May, with the last edition in Rotorua on 15 Aug.

The info sessions will run at 1030 and 1830 in most locations, and last around 75 minutes.

See the Industry Diary for event details. RSVP-ing is essential, says Viking, and agents may register themselves and their clients on-line [HERE](#), with those who want to make bookings for groups of four or more to e-mail Viking [HERE](#).

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NZ Schedule Change

Air New Zealand is making changes to its Northern Summer 2023 schedule, impacting travel 19 Jun-28 Oct.

The changes will be progressively rolled out in the GDS over the next 14 days, and PNRs will be updated with a TK/UN status. To ensure all changes have flowed through and to reduce double handling of PNRs, agents are asked to allow 14 days for multiple sector journeys, and seven days for single sector journeys. Agents can then check queues for affected bookings, contact impacted clients to discuss their options and update bookings, with NZ asking that any PNRs impacted by the changes be made by 14 May. If all sectors are on NZ and 086 ticket stock, once clients accept the schedule change and the booking is updated to an HK status, the e-tickets will automatically revalidate. Internal documents/systems will still need to be updated. Flexibility is available as per the long-term Schedule Change policy [HERE](#).

AC On Increased Capacity For Kiwis

Kiwi demand for Canada is expected to intensify in 2023, and the country's national carrier is prepared, revealing a 20% increase in capacity for its seasonal Auckland-Vancouver service.

Air Canada has confirmed that its Northern Winter service, which runs 31 Oct-29 Mar will start with three flights a week in Nov, moving to five a week from Dec.

This, says AC's gm Australia and New Zealand Vic Naughton, reflects the success of last season's flights and the airline's confidence that the service will once again attract record bookings.

"Last year we saw extraordinarily high demand for seats," says Naughton. "We expect that demand to only intensify this year as more New Zealand travellers seize the opportunity to visit Canada's world class winter attractions."

Naughton says AC is also anticipating that more Kiwis will travel beyond British Columbia to points across Canada and the US. "Word is clearly out that YVR offers one of the world's fastest and most has-



sle-free transit processes, with AC passengers able to proceed to connecting flights without re-checking their bags or changing terminals," he adds.

The service will be operated by a 787-9 aircraft, with 30 Signature Service lie-flat seat suites, 21 premium economy and 247 economy seats. See details [HERE](#).

... News Welcomed

Following an incredibly busy restart to northern hemisphere ski travel, snow specialist travel&co has welcomed news of the increased AC capacity, especially when the flights arrive early morning which means clients be skiing the same day. "The timing is also great with key Canadian resorts being represented at our upcoming Ski/Board Expos," it adds. For details on travel&co's May expo events click [HERE](#).

A&K Wings Over World



Abercrombie & Kent's Wings Over the World itineraries for 2024 are on sale with 22 itineraries exploring 24 countries.

The luxury journeys take clients in groups of no more than 18 on a privately-chartered aircraft, something it says suits agents with more discerning travellers, as well as those who are time poor and want to spend less time waiting at airports.

Each trip includes the highest level of accommodation and inclusions, with a focus in more remote places. Journeys include the 12-day Wings Over Europe's Iconic Capitals, which visits England, France, Greece and Italy, with prices from AUD76,915. There's also the 10-day Wings over Alaska, from AUD61,530, and the 14-day Wings Over Southern Africa, which visits Africa, South Africa, Zambia, Botswana and Namibia, with prices from AUD81,530. See [HERE](#).

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GFOB Geni-us Winner



Globus' latest trade campaign has wrapped up, and one agent has reaped the rewards, taking home Beats Studio 3 Wireless Noise Cancelling Headphones, a GoPro HERO9 Black 5K HyperSmooth 3.0 Action Cam and a Globus Family of Brand gift voucher.

The campaign, Becoming a Geni-us with Globus, encouraged agents to brush up on their knowledge of Globus, Cosmos and Avalon Waterways with helpful tips and tricks from the Globus Geni-us.

Those consultants who took part in the two-month competition went in the draw to win a pick of three prizes, or as Globus says, three wishes.

The winner was Bianca Windsor, from House of Travel in Newmarket, whose three wishes included the aforementioned headphones, gopro and travel voucher. Not chosen, but also up for grabs, was a mixed case of wine, and a donation to UNICEF. Pictured above is Globus family of brands' bdm for North New Zealand Megan Hornblow, on left, presenting Windsor with her geni-us prize.

Intrepid's Biggest Incentive since '19

Intrepid Travel has launched its biggest agent incentive since 2019 as its global footprint continues to grow sustainably.

The Good Incentive, gives 15 agents a chance to win an Intrepid trip in Europe, Morocco or the Middle East and is open for entries until 30 Apr. The incentive comes after its latest global brand campaign Good Trips Only, focusing on taking travellers to unique destinations and local communities to experience the 'good in the world'. "We really want our agents to be



able to travel the Intrepid way; in a small group, with a local leader and getting to really experience the country as a local," said Yvette Thompson, Intrepid's general manager of sales and partnerships Australia New Zealand.

There are two prize categories for this incentive; the first is for the 12 agents with the highest number of passengers booked and confirmed on an Intrepid trip over the incentive period, and the second is a random draw where three agents will be selected to win.

... Watch & Win

Agents can enter the 'Good' incentive by watching the Good Trips Only webinar on Intrepid's agent hub [HERE](#).

Consultants then need to e-mail [HERE](#), with 'Good Trips Only' in the subject line and describe in 25 words or less what Good Trips Only means to the agent.

Consultants will also need to sell Intrepid trips departing on/before 14 Dec, with each passenger booking counted as an entry.

Intrepid says prize winners will be contacted by 15 May and that all trips must be taken by 30 Jun 2024. Some blackout dates and terms and conditions also apply, see Intrepid agent hub (link above) for details.

Eight-Day WA Heli Trip



Scenic Helicopters in Western Australia has eight-day heli tours along the coast from Broome to Perth or v.v. from AUD7990pp flight-only, or AUD13,990 pp all-inclusive. Clients will get up to 20 hours of all window seat coastal flying and experience highlights such as a sunset camel ride in Broome, deep sea fishing in Mackerel Islands or Coral Bay, swimming with humpback whales, an Indigenous cultural heritage and rock art tour in Karratha, and more. All tours, accommodation, excursion lunches and flight transfers Perth to Broome are included for those who choose the all-inclusive option. See more [HERE](#).

News & Product


Waterfall Season Offer



Coral Expeditions has a 'waterfall season' offer for its 10-night The Kimberley Cruise priced from AUD15,000 per couple for selected cabin categories and departures in May and Jun.

"Our crew report that the abundant wet season has led to spectacular flow at the many waterfalls of the Kimberley and wildlife spotting along the way. This is a rare opportunity to experience one of Australia's great landscapes at an attractive rate whilst supporting the local economy," says commercial director Jeff Gillies.

Highlights include seeing the Horizontal Falls via Zodiac tender vessels, getting up close to Montgomery Reef, the twin King George waterfalls, visiting Indigenous rock art galleries, an optional scenic helicopter flight to Mitchell Falls (pictured), and more. Offer is for new bookings and availability is limited. See more [HERE](#).




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VIEW OFFERS



Industry Diary

APRIL

eExplore Tourism Show 2023

Auckland: Thu 27, Eden Park Stadium, 0900-1500. Entry by registration.

MAY

Month of Lei Roadshow

Auckland: Wed 04, Four Points by Sheraton, 0715-0930.

Viking Explorer Sessions

Dunedin: Thu 04, Distinction Dunedin Hotel, 1030 and 1830. **Auckland:** Tue 09, Ellerslie Racecourse Event Centre, 1030 and 1830. **Christchurch:** Thu 11, Rydges Latimer Square, 1030 and 1830. **Tauranga:** Tue 16, Trinity Wharf Hotel, 1030 and 1830. **Hibiscus Coast:** Thu 18, Wainui Golf Club, 1030 and 1830. **North Shore:** Tue 23, Fairway Event Centre, via Argus Place, Wairau Valley, 1030 and 1830. 1000 includes morning tea, 1800 includes drinks & canapés

Amazing Thailand Roadshow 2023

Auckland: Mon 08, Crowne Plaza, 1630 registration for 1700.

travel&co. Ski/Board Expo

Auckland: Sat 13, RNZYS, 181 Westhaven Drive, Westhaven Marina, 1000-1700. **Christchurch:** Tue 16, 165 Cashel Street, Christchurch Central, 1600-2000.

Beautiful Samoa NZ Roadshow

Christchurch: Mon 15. **Wellington:** Tue 16. **Hamilton:** Wed 17. **Auckland:** Thu 18 May. Times/venues tba.

Qantas Agent Roadshow

Auckland: Tue 16, QT Hotel. **Wellington:** Wed 17, QT Hotel. **Christchurch:** Thu 18, Novotel Airport Hotel. All sessions 0730-0900 & 1130-1300. Registrations essential QF website.

CLIA LIVE showcase

Auckland: Tue 30 & Wed 31, Four Points by Sheraton Auckland, 0900-1700.

Active Adventures For The Cyclists

Active Adventures and Austin Adventures are launching four new cycling trips in response to consistent demand for biking adventures in new destinations.

Covering Hawaii, Oregon, Idaho and Taiwan, each trip features hand-selected supported rides and immersive cultural experiences designed to offer an in-depth experience.

The first new addition is the six-day Idaho Biking Adventure, ex Spokane in Washington. The trip includes the entire length of the valley on the Hiawatha Trail and the Trail of the Coeur d'Alenes, as well as a day on the Centennial Trail, exploring rivers and lakes and wildlife refuges. Prices start from \$5199 per adult.

The six-day Oregon Biking Adventure sees clients cycle the Aufderheide Scenic Byway to Bend ex Eugene. Highlights include riding along the rim of Oregon's magnificent Crater Lake, exploring brewpub-and-outdoor-lover's paradise of Bend, and a hike through Oregon's high desert. Prices start from \$6099pp.

Tropical options include a six-day Hawaii Biking Adventure ex Kona cycling across the Island of Hawaii, with highlights including cycling through coffee plantations and lava fields and the chance to go snorkelling and star gazing. Prices start from \$7199pp.

The 11-day Taiwan Biking Adventure allows clients to explore the length of the cycling-obsessed island. Highlights include cycling Taroko Gorge, stops to soak in natural hot springs,



and National Palace Museum. Prices start from \$9999. These four new biking-focused itineraries are serviced by Active Adventures and Austin Adventures, and are operated in partnership with Bicycle Adventures. See more [HERE](#).

DL's 2023 Results

Delta Air Lines had a strong start to 2023, with its financial results for the Mar quarter showing it earning nearly USD5 billion of operating profit over the last 12 months.

As such, DL's ceo Ed Bastian says it now expects to deliver record revenue for the upcoming Jun quarter. "With solid March quarter profitability and a strong outlook for the Jun quarter, we are confident in our full-year guidance for revenue growth of 15% to 20% year over year," says Bastian.

As for how things are tracking compared to 2022, this last quarter saw an (adjusted) operating revenue of USD11.8 billion, which was 45% higher than the Mar quarter 2022 and 14% higher than the Mar quarter 2019. This is despite the fact DL flew less capacity than initially planned.

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See details [HERE](#)



Boeing Deliveries

The first quarter of 2023 proved busy for Boeing, with it having delivered 130 commercial aircraft. Leading the pack was the 737, with 113 delivered, and making up the remainder of the 130 was the 787 (11), the 777 (4), the 747 (1) and the 767 (1).



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