

# Airport Times

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## A million dollar view



**Auckland Airport and Queenstown Airport have struck a multi-million dollar deal designed to increase visitor numbers at both destinations and grow New Zealand tourism.**

The airports formed a strategic alliance last month, with Auckland Airport buying an almost 25% stake in its southern counterpart for \$27.7 million.

Auckland Airport chairman Tony Frankham said the airports share a goal to boost passenger volumes at Auckland and Queenstown through strengthened air services development and dual-destination tourism promotions.

The airports had been working together

informally for the past year, during which time there had been a 36% increase in passengers between the two destinations.

Auckland Airport chief executive Simon Moutter said a formal alliance was consistent with Auckland Airport's strategy to add to shareholder value by shifting some resources into areas that will drive earnings faster than the company's organic growth rate.

"We can accelerate growth in international passenger volumes – which represent our biggest value driver – by forming deeper partnerships with selected and like-minded airports that share our growth focus on particular airlines and travel markets," he said.

## Suva back for Air Pacific

**Getting to the tropical sun of Suva is a whole lot easier now that Air Pacific has resumed its jet-operated international flights into the Fijian capital.**

Flights depart twice a week from Auckland to the newly upgraded Nausori Airport.

Air Pacific managing director and chief executive Dave Pflieger says: "This service has always been popular for business and government travel, as well as our residents in Suva and the eastern part of Fiji who want to visit friends and relatives in New Zealand."

The new service complements Air Pacific's existing Nadi-Auckland schedule of up to 13 flights per week.

Visit [www.airpacific.com](http://www.airpacific.com) for schedule information.



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## New Blue Bus

**You may have noticed recently that the old white buses transporting passengers between the airport's terminals have been replaced by a newer model.**

After nearly a decade in operation, the white buses have been taken off the road and a new blue bus has started the run in its place. The service has also been renamed the Free Terminal Transfer.

The new service, which started on 1 July, runs from 5am - 10.30pm daily and provides double the capacity of the older vehicles, and gets passengers between terminals in a faster timeframe of just 15 minutes.

The replacement bus is currently on loan from Airbus Express and will run on a temporary basis until November when a new purpose-built 'super-bus' arrives.



# 553,769

**The total number of international passengers in June 2010.**



# Jetstar's jumping



**The team at Jetstar has been a very busy bunch, announcing boosts to existing services and unveiling new routes.**

The low cost carrier is expanding its trans-Tasman operations out of Auckland, with new direct A320 services to Melbourne and Cairns.

A daily Auckland-Melbourne service commences on 13 December 2010 and a new three times weekly Auckland-Cairns service commences from 12 April 2011.

Getting to Queenstown will be a breeze with the airline significantly increasing its services to the popular holiday destination from December. There will be twice weekly direct flights to Melbourne and the Gold Coast, and an increase in the number of flights between Queenstown and Auckland to 11 times a week from December 16.

In addition, Jetstar will be introducing more Auckland-Wellington frequencies, rising to 24 times weekly from 31 October 2010 and growing its total NZ domestic operations to 84 weekly return flights for the airline by year's end.

This is a significant boost for New Zealand tourism, providing greater connectivity and choices for travel within New Zealand, and between Auckland and Australia.

Auckland Airport chief executive Simon Moutter said, "These new Jetstar services fit extremely well with our strategy to drive more tourism into New Zealand through complementary destinations.

We can certainly see the possibilities for growing inbound and outbound travel demand between Auckland, Queenstown and Melbourne, and similarly we see opportunities to grow traffic between Auckland, Cairns and Asia."

"These new services will also strengthen connectivity with other Jetstar services from further afield such as the recently announced Jetstar direct flights between Auckland and Singapore commencing in March 2011", said Simon, "and that is exactly the sort of connections we want to develop with airlines to build tourism growth."

The new Auckland-Cairns Jetstar service joins existing Air New Zealand and Pacific Blue services between the two destinations, providing a further boost to Tropical North Queensland tourism.

By the time these and all the other recently-announced new services to date come into effect in 2011, Jetstar will have over 100 return services on eight different routes, including four trans-Tasman and one long-haul international, connecting with Auckland each week.

In 2011, Jetstar's trans-Tasman network will expand to 10 routes including first-time international flights announced several weeks ago to New Zealand's adventure centre of Queenstown from Melbourne and the Gold Coast from December 2010.

Visit [www.jetstar.com](http://www.jetstar.com) for details.

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# The Garbo of the Skies

**A documentary about 1930s aviatrix Jean Batten is now online, to watch for free.**

<http://www.nzonscreen.com/title/jean-batten---the-garbo-of-the-skies-1988>

Batten broke solo distance flying records and achieved international fame.

Directed by her biographer, Ian Mackersey, *Garbo of the Skies* chronicles Batten's life through archive footage, interviews, narration from her unpublished memoirs and reconstructions of her epic flights.

The film also reveals a lonely private world: a domineering mother, romantic tragedy, an itinerant fall into obscurity, and death in a Majorcan hotel (a mystery solved by research for the film).

*"In flying I found the two things that meant everything to me: the intoxicating drug of speed and the freedom to roam the earth; I knew I was destined to be wanderer."*

– from Batten's unpublished memoirs.

# Batten plane back up

**After two months in storage, the tiny plane that Jean Batten flew solo from England to New Zealand in 1936, is back on display for all to see.**

The famous Percival Gull has been re-assembled and put up in a new home next to the escalators at arrivals in the international terminal.

The plane was taken down as part of the redevelopment of Auckland Airport's airside retail areas, and its new, more prominent, position will enable more

visitors to Auckland Airport to see a little piece of our history on display.



**Up 11.1%**

More than a million of our international visitors came from Australia in June. At 1,110,439, that's an 11.1 % rise on the 2009 figures.

# Airport property development makes a great leap forward

Food manufacturers will be able to develop and test products at a purpose-built plant at Auckland Airport from next year, just one of a series of new property developments at the country's primary export hub.



Due to open in July 2011, The Manukau Food Innovation Centre will feature state-of-the-art, flexible food and beverage manufacturing facilities and is expected to address critical gaps in food product development.

It is one of four exciting new projects worth \$29 million that the airport has recently attracted. The other deals include a commercial office building and warehouse facility, and a private travel and tourism school.

But the good news doesn't stop there.

Auckland Airport's development programme has been in overdrive in the past year, with projects now worth a total of \$115 million.

On top of the recent successes, other deals already under construction or in the pipeline include two new hotels, a Novotel and a Formule 1, a new warehouse for luxury car brand Mercedes in The Landing, and an office building pre-leased to a government tenant.

Auckland Airport development manager Ian Passau says a new strategy to provide

flexible options for prospective tenants was a key driver in generating the recent deals. "If a business wants a certain aspect of their lease to be friendly, then we do our best to accommodate them," he says. "We tailor it to the business needs of the tenant."

The reinvigoration of commercial property development activity in the last year is consistent with Auckland Airport's growth strategy, to make the most of its assets and shift resourcing into areas where accelerated growth can be achieved.

"Auckland Airport intends to develop an airport business district to match the likes of Singapore, Hong Kong, Seoul and Dubai airports in acting as a hive of economic activity, and a world-class business experience in its own right," says Peter Alexander, the Airport's general manager of property.

"With more than 18 million people passing through each year, and tipped for stronger than average growth over the next decade, businesses are seeing the Auckland Airport business district as the best place to locate," he adds. "We believe Auckland Airport has a pivotal part to play in helping Auckland realise its long-term ambitions as a global city, and our property development activity will play a role in that".



# Glenys gives hot tips



Tourism Auckland's Airport i-SITE Manager, Glenys Black, is a busy woman with a passion for selling our region.

Glenys and her 13-strong team spend their days and nights suggesting and booking places for international and domestic travellers to visit during their stay in Auckland and New Zealand.

"I am still blown away with how many visitors get to the arrival terminal with no accommodation or plans. It's a great opportunity for our team to showcase what Auckland and New Zealand has on offer – it's exciting," says Glenys.

The mother of three says her favourite part of the job is meeting a range of people from so many different cultures and selling such a great product. "I get to sell New Zealand as a job which gives me a huge sense of pride."

After joining the team 18 months ago Glenys says that every day is different, but that her team is always working to remind visitors that Auckland is more than just a city, but a whole region full of things to see and do.

For travel tips drop into the i-SITE at the domestic or international terminals or call Glenys' team on 09 275 6467.



# A sparkling new shopping experience



If you like to hit the duty free shops before you travel overseas, then Auckland Airport's 'new look' stores are a must-see once you've passed security.

Six stores in the eastern wing of the international terminal, including Whitcoulls, Walker and Hall, Adidas, Beachculture, Sunglasses Hut and Around NZ (a gift and souvenir shop) have been revamped and just opened as part of the upgrade of the whole departure area, offering passengers a high-class shopping experience.

Paul Divers, Auckland Airport's retail manager, said passengers will be able to enjoy a high standard of retail with stores looking nice and fresh.

And as a special incentive to get out your wallet, the airport's marketing team is running a celebratory competition that could see you win a dream shopping trip worth \$10,000 to one of eight world-famous shopping destinations. All you have to do is spend \$30 or more at any of the shops before 30 September to enter the draw.

# Up 3.7%

New Zealand welcomed 2,501,264 international visitors in the year ended July 2010, an increase of 89,868 or 3.7% from the same time last year.



# Big screen at the Marae

The Airport Marae – Te Manukanuka o Hoturoa – was transformed for the big screen when it hosted more than 120 New Zealand Post employees for a special screening of the hit Kiwi movie, Boy.

Nettie Norman, the Marae’s administrator, said it was really great to see everyone enjoying themselves for the Matariki celebration and a wonderful way to show off the venue. “It turned out really, really

well, and it opens up many doors for us to hold similar events in the future.”



# Keeping safe

## With the Auckland Airport Police

Airports aren’t the easiest of places to negotiate with a young family.

They’re big, there are lots of people milling around and there are lots of distractions. So it’s important to keep your children safe.

Before you go, tell your children what to expect. Explain security procedures, customs and immigration, take-off and landing procedures, baggage claim areas and how they should behave in each situation.

Let them know it’s best to stay together and not wander off. It’s also a good idea to help children identify people who can help them if they do get lost, including airport police, a bluecoat volunteer or airline staff.

That way, a visit to the airport will be a more enjoyable experience for everyone.

# Kiosks speed up check-in

Check-in queues for flights to Australia are a thing of the past at Auckland Airport thanks to Air New Zealand’s new self-service kiosks.



Passengers travelling across the ditch can now scan their passports at a kiosk, print bag tags, drop their luggage onto a conveyor belt, and get their boarding pass without the hassle of waiting.

Air New Zealand airport manager Greg Edmonds says more than 70% of people travelling to Australia use the kiosks each day. “They’re simple to use, really fast and user friendly,” he adds.

There are 18 new self-service kiosks in the economy check-in area, and six in the premium check-in area. The new check-in kiosks are similar to those introduced at Air New Zealand’s domestic terminals in 2008, and are expected to half the time it takes to check in.

See them for yourself next time you head across the Tasman.

# Collection Point gets an upgrade

The Auckland Airport Collection Point is the place for all those last minute traveller needs – and it has recently undergone a mini makeover.

Now located next to JR Duty Free, the new look Collection Point has striking amber signage that stands out amongst the bright lights of the bigger duty free operators.

Hashveen Prasad, the retail operations site manager international and domestic terminals, says the upgrade is a great improvement. “The fit-out with the wood panelling adds a touch of class to the site,” he says. “It’s warm and very inviting and we have had lots of positive comments.”

Travellers can pick up pharmacy items, phone cards, buy postage stamps, hire a towel or even a hair dryer at the Collection Point. The Collection Point is also the place for picking up tax/duty free items which have been purchased off airport.



# Social heroes

It’s time to celebrate! Auckland Airport, Skycity and the Leukaemia and Blood Foundation have been recognised in this year’s Robin Hood Social Heroes Awards.

The partnership won the Collaboration in Communities category of the awards for the Firefighters’ Challenge – the race to the top of the Sky Tower in full gear.

The awards recognise companies that are doing the best to help their communities – by getting involved rather than just writing a cheque.

The competition has become a tradition over the past seven years and this year raised nearly \$200,000 for the Leukaemia and Blood Foundation.

