

Airport Times

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Pacific Blue heads to the tropics



The tropical North Queensland city of Cairns will soon be easier and cheaper to get to when Pacific Blue adds two weekly return flights to the city from Auckland on March 23.

The new flights boost the number of seats available on the route by 79%, and Pacific Blue's new fares are around 13% cheaper than the current competition's pricing for the non-stop route.

More than 30,000 New Zealanders head to North Queensland every year, and according to Virgin Blue chief executive Brett Godfrey the new services will help grow that market. "We're particularly excited about this new service as it's our first international service to and from Cairns and will provide some much-needed competition on this route."

For more information go to www.flypacificblue.com

Another new airport hotel

Affordable accommodation at the airport is on its way with a 125 room Formule 1 Hotel opening at the airport in time for the Rugby World Cup 2011.

This 2-star budget Formule 1 Hotel will appeal to the budget conscious traveller and beautifully complement the 4-star Novotel Auckland Airport, which is currently being built next to the international terminal and will also be ready in time for the world cup.

The hotel will be operated by leading global hotel operator Accor Hospitality which will also be operating the Novotel

Auckland Airport. Renowned architectural firm Jasmax has been selected to design the Formule 1, and the development will be project managed by RCP.



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Positive number news

The recent half year reports for Auckland Airport have shown that despite challenging trading conditions operating earnings before interest, tax and depreciation for the six months ending Dec 31 09 increased by 0.1% to \$138.8 million.

Total revenue for the same period decreased by 0.6% to \$182.9 million. This was mostly due to a small reduction in retail revenue caused by the reversion to a dual operator model for the duty free business and disruptions from retail construction. Meanwhile, passenger volumes rose 2.3% to just under 6.8 million and international passenger numbers were up by 1.4%.

Auckland Airport chairman Tony Frankham says they are pleased with the strategic and operational progress over the past six months. "Our financial results are beginning to show some benefit from these accomplishments and an improving passenger volume trend. Continued tight management of operating and capital expenditure – to be "fighting fit" as part of our growth strategy – is also evident in our half-year results."

Summer of hot cash prizes

For 13 sizzling weeks over summer, the domestic terminal shops participated in the Hot Cash Competition, which gave customers a chance to win a weekly prize of \$500. The last prize draw was made on March 1.

The winning entries came from purchases in many different areas of the domestic terminal, from News Travels to NZ & Beyond and the noodle shop Hayama.

All the recipients were very excited to have won the unexpected bonus; one woman said that finding the notification email in her inbox among all her boring work emails had made her day, while another winner said she would be able to use the money when she came back through Auckland Airport on an overseas trip later in the year.



Branching out



One of the most exciting and unique aspects to the new airside retail shopping area in the international terminal is the large tree-like structure planned as the centrepiece for the entire space.

The tree will be a distinctive and iconic focal point, with a huge canvas canopy billowing out like the roof of a marquee and constantly

changing in colour and appearance, with the help of some high tech lighting situated in the ceiling.

The tree will be surrounded by retail shops, as well as new food and beverage outlets, and will be part of an area where passengers can relax, unwind and reflect. It is scheduled to be completed at the end of this year.

Cupid at the airport

Auckland Airport staff played their part in a grand romantic gesture last month when they helped a young Tauranga man propose to his girlfriend in the landside departures area.

Gemma Herrick and Jared Barnes had a sentimental attachment to the airport departures area, after spending nine months in a long distance relationship in 2009. Jared decided a trip to the airport to mark the anniversary of the day he first had to leave to go to Australia for work was the perfect time to surprise his girlfriend with a proposal.

He had the ring case hidden in his sock on

the drive to Auckland. Airport staff were only too happy to put the words “Will you marry me, Gemma?” on the big screen in the departures area.

The good news is that Gemma said yes!



More direct flights to Brunei



From March 28 Royal Brunei Airlines will be offering passengers more direct flights from Auckland to Brunei, when they extend their current services to five times a week.

The airline, well known for its excellent food and service, already flies out of Auckland Airport on a daily basis, with three direct flights to Brunei’s capital Bandar Seri

Begawan, and four via Brisbane.

The increase in direct flights to Brunei is important for Auckland Airport and the surrounding region, as it will provide more seats for Asian travellers into Auckland, and gives more options for New Zealand travellers going to Asia.

Check out their new schedules at www.bruineair.com

Bike to work

Fifteen hardy souls made it to the Bike to Work breakfast put on by Auckland Airport on February 17. Organised by Sustainability Advisor Martin Fryer the event was to encourage people to get out of their cars and try healthier ways of getting to work. For more info on how to get to work differently go to Lift at www.aucklandairport.co.nz.

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Fiji winner!

It was definitely the best \$10 Valen Pirret has ever spent – it won her a trip to Fiji.

The Hot Holiday competition ran from November 9 2009 to 31 January 2010 and attracted almost 5,800 entries from customers who spent more than \$10 in any of the international terminal shops.

But it was Valen, from Rotorua, who won a prize package that includes return Air New Zealand flights for two to Denarau, Fiji, five nights accommodation at The Westin, daily buffet breakfast, two 30-minute massages, and golf at the Denarau golf and racquet club.

She was on her way to Australia in December when she entered and she’s considering giving the trip to her cousin as a 21st present.

You never know though, the temptation of sunshine might prove too much!



© Yuriy Soshnikov | Dreamstime.com

Lounge around for just \$10



A new level of comfort is now available for travellers on Jetstar’s domestic network, with passengers flying from Auckland to Christchurch, Wellington or Queenstown able to relax at the recently opened Akarana Lounge at Auckland Airport.

For a special introductory online price of \$9.99, Jetstar passengers can enjoy the range of complimentary food and drinks as well as plasma screen entertainment and a range of business facilities including workstations, Wi-Fi access and computer terminals before boarding their plane.

The lounge is also available to international Qantas customers switching to a domestic Jetstar flight at Auckland Airport.

For those passengers who don’t purchase online, access at the door is available from \$15.

Jetstar says the opening of the Akarana Lounge is the first step in their 2010 programme of customer initiatives that will provide a new airport experience for customers in New Zealand.

Saving with showerheads

How can you turn \$7,000 into \$148,000? Easy – just replace all the showerheads in the international terminal lounges and rest rooms with low flow fittings at a cost of \$7,000. You will then save an amazing \$148,000 a year through reduced water and energy bills.

This was just one of the findings of a detailed energy audit of the terminal conducted last year. Needless to say the company’s energy conservation group are now busy implementing the recommendations and maximising the savings.



Satisfaction guaranteed!

Jetstar’s already known for its low fares, but a recently announced guarantee is just one step in a bid to ensure the airline is also known for its excellent service.

The guarantee consists of 10 statements of intent that the airline will follow from now on including providing alternative arrangements for cancelled flights, acknowledging complaints within 24 hours, and a maximum 15-business day turnaround for processing of refunds.

If they break any of these commitments, Jetstar has created a set of consequences

including providing affected customers with travel vouchers in local currency, as well as Jetstar directly donating significant sums to World Vision through its StarKids programme.

To find out more about the Customer Guarantee go to www.jetstar.com



Big raps for airport coffee

Airports often get a bad rap for their terrible coffee, but Auckland Airport now has written proof that their coffee is just as good as the cafés along Ponsonby Road. In Café Magazine’s café blog, the new Espresso Bar selling Atomic Coffee was judged by the writer to be “damn mighty fine” coffee.

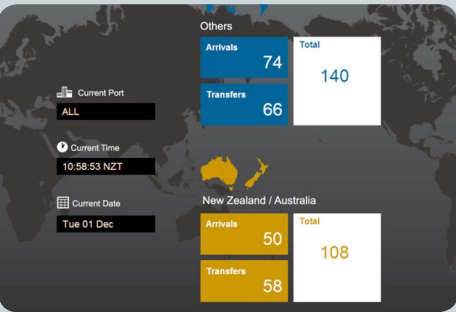


We know more

The Advanced Passenger Display or Data (APD) system has gone live at Auckland Airport providing vital information for airport staff.

The large display screens are up and running in the arrival area of the international terminal, divulging statistics on arriving passengers such as total numbers and how many of the passengers are New Zealanders or Australians versus other nationalities, as well as crew totals.

The information is updated every 30 minutes, and runs 27 hours ahead. This means retailers and organisations such as Customs, MAF and Immigration now have essential data that allows them to correctly resource for different groups of passengers, and streamline processes at



certain times of the day. The system is hugely exciting for Auckland Airport, as it ensures a higher level of service for passengers arriving into Auckland, and means a better overall experience.

It is also another step in the right direction for the government’s focus on making the trans-Tasman processes easier.

News & Advertising in the Airport Times

We love hearing about what is happening around and about the airport. If you wish to advertise or have a story to share email airporttimes@akl-airport.co.nz. Deadline: 25th of the month

On top again!



In February another prestigious award was added to Auckland Airport's trophy cabinet: at a ceremony in Singapore, Auckland Airport was named the Frost and Sullivan Asia Pacific Aerospace and Defence Awards Airport of the Year (under 15 million passengers annually).

Judges use categories such as industry leadership, numerical success, and excellence in growth planning to determine the winner and they stated that Auckland

Airport "has displayed excellence in all areas of the airport organisational and operational processes, including the identification of market challenges, drivers and restraints, as well as strategy development and methods of addressing these market dynamics."

CEO Simon Moutter says, "Each award reflects the hard work we are doing with our airport partners, including airlines, border agencies and baggage handlers, to improve the traveller experience."



Keeping safe

With the Auckland Airport Police

Auckland Airport is generally a safe place for travellers, with a low rate of crime and a positive environment. This may in part be due to the large number of "capable guardians" – airport staff, Customs, Police, MAF, Immigration, AVSEC – who are always around to look out for everyone's security and safety.

But it's also important that the network of guardians is extended to include anyone who is regularly at the airport.

With this in mind, the Crime Stoppers project allows anyone to anonymously provide information about any crime they may have witnessed in and around the airport area, thereby helping to maintain our low level of crime and keep our community thriving.

www.crimestoppers-nz.org

March into Auckland

March is an exciting month for Auckland, with some amazing events taking place around the city. Don't miss out!



Auckland Cup Week

6-13 March

Dress up and spend a week among the glamour and celebration of Auckland Cup Week. Fashion, style, glamour – oh and there might be some horse racing as well!

BLACKCAPS v Australia – ODI

6 March & 11 March

The BLACKCAPS go head to head with Australia for the Chappell-Hadlee Trophy. Will New Zealand be able to beat the one day current champions? It's worth a day in the sun watching the batting action to find out!

Pasifika Festival

8-13 March

This huge festival attracts more than 200,000 people, and is so popular that this year it's extending to a multi-day

event. The big day is March 13 at Western Springs, where Pacific communities unite to celebrate through food, dance, music and arts.

Festival of Sailing

2-25 March

Three prestigious international sailing events in the Waitemata Harbour – the Omega Auckland Match Racing Regatta, the Louis Vuitton Cup, and the BMW Sailing World Cup Final. Visitors to the events can expect loads of action in and around the water, including free spectator boats for two of the weekends.

Louis Vuitton Trophy

9-21 March

Part of the Festival of Sailing, the Louis Vuitton Trophy deserves a mention on its own. The trophy involves eight of the world's best sailing teams racing against each other on the Waitemata Harbour. Visit the Louis Vuitton Trophy Village in the Viaduct, and score a spot on the free spectator boats to get closer to the action.

Round the Bays 2010

14 March

This event started in 1972 by the Auckland Joggers Club and attracted 1,200 people; these days it boasts 40,000 registered runners and an estimated 70,000 participants who run, jog and walk the 8.4km course around the bays; making it one of the world's largest fun runs.

New Altitudes

NZ Customs' recent move to new premises at the airport didn't even leave a gap. In fact, it was just what Altitude Aerospace Interiors needed. The aircraft engineering and interior design consultancy has now spread themselves out, taking over the entire ground floor of Isitt House on Leonard Isitt Drive.

It's a sign that the company is not only surviving the current economic times, it's thriving. Altitude specialises in reconfiguring and integrating interiors on commercial jet aircraft and designing products and interiors for Boeing business and private jets and has offices in both Auckland and Christchurch.

