

# Airport Times

Keeping you informed | March 2011 | ISSN 1176-9432

## Our thoughts are with you Christchurch



Christchurch has been hit for the second time with a major earthquake disaster, and like everyone else around the country, Auckland Airport has been doing everything it can to help ease the plight of those affected.

Apart from the immediate emergency response, Auckland Airport will also be setting aside a significant amount of resources to work with the relevant tourism agencies over the next year to assist in the economic recovery of one of New Zealand's key visitor destinations, and to help the tourism industry down there to recover.

Operations staff worked long hours in the days following the earthquake, remaining on hand to help with the overflow from Christchurch Airport, which was initially forced to close completely to all flights.

For those passengers who were stranded and unable to get back to Christchurch, Auckland Airport was able to open the Watea room at the international terminal, and provide blankets and mattresses,

so they wouldn't have to spend the night on an airport seat.

When domestic flights started bringing tourists and other passengers from Christchurch into Auckland, extra staff were on hand, including victim support and Airport Emergency Services, ready to assist those coming off the planes who were in shock and still reeling from the experience.

As for ongoing help, Auckland Airport has sent airport crew to help Christchurch Airport cope with the repercussions of the disaster, and has also set up collection points for donations around the two terminals, for any travellers who wish to donate money towards the disaster relief fund.

Auckland Airport will continue doing everything it can to assist Christchurch Airport, and the people of the region.

Our thoughts are with the people of Christchurch dealing with the devastation this second earthquake has caused, and our condolences go out to those who have lost loved ones at this terrible time.

## Tax-free Apple products

**If you're in the market for a new toy, don't go past the fantastic range of Apple products now available in the international departures retail area.**

Whether it's a MacBook, an iPad or an iPod, travellers now have the opportunity to buy Apple's gadgets at a tax-free price.

A first for New Zealand, JR/Duty Free started selling the products in December and has an interactive display so you can test out the various models before you buy.

The airport's general manager of retail and commercial, Adrian Littlewood, says he was delighted to include Apple in the new retail development.

"The Apple range is well-suited to travellers' needs as well as being a hugely sought after and desirable brand worldwide. We envisage great support and strong sales."



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## Iconic makeup store

**If you're female, chances are you've heard that one of the hottest makeup brands in the industry is right here at Auckland Airport.**



And if you're male, take note: The trend-setting makeup giant, MAC cosmetics is open for business in a swanky new store in the international departures shopping area – and will help you find the perfect gift for the women in your life.

Cheryl Joannides, the regional director of MAC Travel Retailing, Asia Pacific, says the company is delighted to introduce the brand at Auckland Airport. Its arrival means travellers have the opportunity to buy from MAC's collection of more than 800 makeup and additional items.

All purchases made after security have 15% off the recommended retail price which gives you one more reason to stop and shop.

Just thinking about it is bound to make you feel good.



# Jetstar jets off to Singapore



**With a tropical climate, excellent food and great shopping, Singapore is a fantastic holiday destination.**

The no frills airline is set to launch its daily direct flights from Auckland to the island nation on March 18. It will be the airline's first long-haul flight from New Zealand with its two-class Airbus A330.

The new service will connect with flights from Australian parent company Qantas in Singapore, if you're keen on travelling further afield to multiple Asian and European destinations.

Jetstar chief executive Bruce Buchanan said the new flights will bring more competition to the route and new opportunities, through lower fares, to drive more travel between Auckland and Asia.

"Connecting our three largest operations in Australia, New Zealand and Singapore strengthens each of these businesses and builds a solid foundation for future growth beyond Singapore to North Asia and Europe," he said.

Auckland Airport chief executive Simon Moutter said the new flights were a significant step towards achieving greater connectivity between the fast growing Asian markets and New Zealand.

Jetstar already flies on the Tasman and took over domestic services from Qantas a year ago.

Book your flight today!  
[www.jetstar.co.nz](http://www.jetstar.co.nz)

# Auckland takes the cake



**The simple process of baking a cake turned out to be a worthwhile exercise for Auckland Airport when it took top prize in the anna.aero best cake award.**

Anna.aero is a specialist airline route planning website featuring all new airline routes every week and visited by 60,000 airline and airport executives worldwide. The website has annual awards, called Annies, for notable route and traffic related success.

While most of the website's Asia Pacific Annie prizes focus on airline route development, the cake section is based solely on staff preference.

Auckland Airport's winning cake, featuring the Taipei 101 and Auckland's Sky Tower, was made to celebrate the January relaunch of China Airlines' services from Taipei to Auckland.

Anna.aero editor Ralph Anker says although he loves cakes, there is also a serious side to the award.

"There's a direct correlation between the effort that an airport puts into the marketing a new airline service and the future success of that route which, after all, involves an investment of millions of dollars by an airline company.

"A great cake is a great indicator of things to come, and in this instance the economic importance of the Auckland Airport new Taipei service is incalculable."

# New building for Mercedes



**The airport's business district is revving up as luxury car manufacturer Mercedes makes itself at home in a purpose-built building.**

The 2830sq m warehouse on Landing Drive will house spare parts for the car business, which started moving in early March.

Development Manager of project delivery Adam Tyrie says it's an impressive building as it's the first one you see as you enter the Landing.

"This marks the kick-starting of the Landing development and is being quickly followed by the DSV warehouse/office development currently being built adjacent to it, which will be completed in April," he says.

Mercedes' New Zealand general manager of service and parts David Blake says the new facility will not only meet the company's current and future requirements, but also allow it to increase its service level nationwide.

Up 5.6%

New Zealand residents made 2,026,293 international trips last year, up 107,977 or 5.6% on the previous year.



## Countdown to Airport Novotel opening



The countdown to the completion of the airport's new Novotel Hotel has started and the search is on to find a pool of talented staff to fill it.

Airport property development manager Ian Passau says construction, which began at Christmas in 2009, is on target and expected to end in April, allowing the hotel to welcome the first guests in late May.

Accor Asia Pacific General Manager Paul Columbus says it's very exciting.

"It's a great challenge to return to," adds Columbus, having recently returned to New Zealand after a decade working

with both Novotel and Accor in the United Kingdom.

He says the hotel is a dynamic build in its design, which promotes the diversity of New Zealand's people and natural environment, and will offer an outstanding array of facilities.

Visitors will gain insight into the unique qualities of New Zealand in rooms and conference facilities that reflect a real Kiwi flavour.

"It's an all round offering that can suit all tastes and the location is a number one spot," Paul says.

## Malaysia Airlines boosts flights

Kiwi travellers are set to benefit as Malaysia Airlines boosts its services from Auckland to Kuala Lumpur this month.



The country's national carrier is increasing direct flights to Kuala Lumpur from five to six flights per week from 27 March in response to rising demand.

The increase in frequency will also see the carrier changing its flight schedule to offer passengers arriving in Kuala Lumpur more convenient connections to more destinations.

There will be three weekly midday services which will depart Auckland at 12.50pm and arrive in Kuala Lumpur at 8.15pm. There will also be three weekly night services leaving Auckland at 12.25am and arriving in Kuala Lumpur at 7.50am.

The six services will be provided using a B777-200 aircraft with 247 economy and 35 business class seats, providing a total weekly capacity of 1680 seats in each direction.

Malaysia Airlines has been operating into Auckland for more than 20 years since the inaugural flight in December 1989.

For more info go to [www.malaysiaairlines.com](http://www.malaysiaairlines.com)

## Conference Centre gets a makeover



The Conference Centre in the domestic terminal has been spruced up as part of a makeover designed to make the most of the great facility.

Operated by Spotless, the centre hosts more than 600 meetings a year, but lacked a strong visual identity and a name that emphasised its unique selling point – its location.

So Spotless and the retail team from Auckland Airport got together with marketing consultancy Consortium to rebrand the centre.

As well as new room names and a stylish logo, eye-catching wall graphics were

developed to take advantage of the high volume of foot traffic which passes the Conference Centre daily.

A new link has been added to the airport website ([www.aucklandairport.co.nz/dtcc](http://www.aucklandairport.co.nz/dtcc)) and the webpage updated with the Conference Centre flier and booking form.

The four meeting rooms, named The Cabin, The Clubhouse, The Coach Room and The Cabana, offer varying capacities and meeting room equipment and full catering is available.

Contact function coordinator Ashiana Ali on 2568924 or [bookingsdtcc@spotless.co.nz](mailto:bookingsdtcc@spotless.co.nz)

\$113 a day

Visitors to New Zealand spent an average of \$113 per night in the year to December 2010.

\$9.5 billion

International visitors injected a total of \$9.5 billion into our local economy in the year ending December.

# Auckland's big month of events



There's no excuse for boredom in Auckland this month. With a whole host of events, ranging from music and art to sport and culture, the City of Sails has something going on for everyone and is sure to bring lots of visitors through the airport.

The Auckland Arts Festival is packed with local and international theatre, music and dance acts from 2-20 March, while the Fringe Festival, which runs until 13 March, has events on from Waiheke to Waitakere and everywhere in between.

The Outrageous Fortune exhibition at the Auckland Museum is a great way to take in a bit of Westie culture while music fans can look forward to the Stone Temple Pilots

(March 26) and the Doobie Brothers on 28 March.

If fitness is your thing, the annual Round the Bays run is on 13 March and the half ironman will take place on the 19th. Armchair sports fans can see the Vodafone Warriors in action or watch the Auckland Regatta.

And if you enjoy a flutter, watch out for the Auckland Cup Week, 5-12 March, where all the racing action will almost match the excitement of the gorgeous frocks and frilly fascinators.

For more information about what's happening visit [www.aucklandnz.com/events](http://www.aucklandnz.com/events)

Outrageous Fortune - The Exhibition	15 Dec 2010 - 1 May 2011
Auckland Fringe Festival 2011	25 Feb - 13 March
The Chemical Brothers	2 March
Xerxes, New Zealand Opera	2 - 6 March
Auckland Arts Festival 2011	2 - 20 March
North Shore Coastal Challenge	5 March
Auckland Cup Week	5 - 12 March
Pasifika Festival	6 - 12 March
A day on the green featuring – Roxy Music	6 March
Round the Bays	13 March
ASB Polyfest	16 - 19 March
BMW Auckland Regatta	18 - 20 March
Auckland Half Ironman 2011	19 March
Blues v Hurricanes	19 Mar
Santana: Guitar Heaven Tour	20 March
New Zealand Fashion Festival 2011	21 - 25 March
Vodafone Warriors vs Dragons	25 - 28 March
The Dual	26 March
Stone Temple Pilots	26 March
Doobie Brothers	28 March



## Keeping safe

### With the Auckland Airport Police

The airport is no place for joking about what you might have in your bag. Yet it happens all too often and causes unnecessary problems.

Despite the 9/11 attacks on the United States and subsequent attacks around the world and the sensitivity about terrorism at airports, some people still seem to think it's amusing to say they have a 'bomb' in their bag when checking in for flights.

What they don't appear to understand is that once the statement is made a number of things have to occur.

Firstly, it is a criminal offence to make such a statement at an airport. It doesn't matter if it was intended to be 'funny'. The person will be arrested.

Secondly, their luggage, and perhaps that of their companions, will be offloaded.

Their flight tickets will be cancelled, often resulting in major financial penalties. A court appearance and substantial fine are also likely.

Last, but perhaps no means least, the airline (and their partners) may prevent that person from ever flying with them again.

There's a certain naivety around making jokes like this, with people failing to realise the distress it causes for airport staff, flight crew and their fellow passengers and the logistical consequences.

Our advice is simple: Before you decide to make such a statement, stop, think of the global images of what terrorism actually means to a civilised society and keep your mouth closed.

Adherence to these simple rules allows us to conduct our core business - making the airport community feel safe.

